



## January 2009

### In this issue:

- Introducing the new events calendar
- Staffing changes in ITS
- Changes to computer replacement plan
- Changes to technology over the break
- Help desk survey results and actions
- Legal access to movies and music
- For Faculty: Lining up technology and support for your courses

### NEW EVENTS CALENDAR (Dave Smallen)

Over the break, a new system to schedule events on campus was implemented. The system allows you to:

- Check the availability of any college space at any time of the day
- See space characteristics – including a picture of the space, room size, equipment in the room, etc.
- Make a request to reserve a space (using your email username and password)
- View campus events by category (academic, athletic, performances, alumni, etc.)

In addition, the new Events Calendar will contain much more information about the many activities taking place on campus. If you need help with scheduling an event, you can still call the appropriate offices.

Currently you still need to contact service organizations to receive help with your event, but eventually the system will allow you to automatically notify service organizations you need to support your event (e.g., Physical Plant, Campus Safety, Bon Appetit, ITS).

All of this can be found at: <https://www.hamilton.edu/events/> If you want to find out more, check out demonstrations in January:

- Friday, Jan. 16th, 1:15 p.m. - 2:15 p.m. in KJ Auditorium (KJ 125)
- Wednesday, Jan. 21st, 4:00 p.m. - 5:00 p.m. in KJ Auditorium (KJ 125)
- Thursday, Jan. 22nd, 4:00 p.m. - 5:00 p.m. in the Science Center Auditorium (SCCT G027)

It truly takes a village to create an events calendar! There are many people to thank for getting the system to this point: Kristin Friedel, Diane Brady, Lisa Magnarelli, and Nikki Barbano who were the project leaders; members of ITS (Linda Lacelle, Mary Fiore, Deborah Reichler, Mike Sprague, Tim Hicks, Maureen Scoones) who provided technical support and training; the many space schedulers, particularly Sue Campanie, Events Administrator, who provided insights into how events happen on campus; and many others who provided ideas as the project moved along.

The system will evolve over the next six months in response to comments received from people using the system. You can help improve the system!!

## **STAFFING CHANGES IN ITS**

Over the break Matt Granato, left ITS to pursue graduate work. Matt was the front-line support person for our technology-enhanced spaces on campus (there are over 90 such spaces at the present time). His great customer service and positive attitude will be missed. A search for his replacement has begun but is not expected to be completed until mid-semester at the earliest.

ITS will be shifting staff responsibilities until a new person is hired and trained. Over the last week ITS has tested out the technology in each of the classrooms. Faculty should familiarize themselves with the technology they plan to use in their assigned classrooms call x4231 if you need assistance. Remember that when using the classroom call #600 to report any problems. We appreciate your patience as we try to deliver the best possible service while getting back to full strength.

## **CHANGES TO COMPUTER REPLACEMENT PLAN (Dave Smallen)**

Computers are currently replaced on either a three, four or five year cycle. We will be moving all computers to a four or five year cycle starting this summer. This change will save over \$50,000 per year, helping Hamilton navigate the difficult financial times that are ahead.

For 2009-2010 there will be no additions to the base of computers on the replacement plan. Any requests for computers to be purchased from special funding (e.g., grants, start-up funding, endowed professorships) must be approved by the Dean of Faculty and the Vice President for IT, and be purchased through ITS. These computers will not be on the replacement plan.

## **TECHNOLOGY CHANGES OVER THE BREAK (Dave Roback)**

The break between semesters is the opportunity to make changes to critical systems. Changes made in December and January included:

E-mail/ calendar server upgrade: Upgraded hardware and software to the technology improving performance. Quotas were increased by 500% for all users of the system

- faculty/staff quotas to 500 MB, messages to 75,000
- student quotas to 250MB, messages to 15,000

Applied security and anti-virus software updates to over 70 servers.

Network Security: Upgraded network security software code and installed a new network security appliance

## **HELP DESK SURVEYS TO SERVE YOU BETTER (Debby Quayle)**

Two to three times per semester the Help Desk sends an e-mail satisfaction survey to those who have called in the weeks prior to the survey. We do this because your feedback enables us to improve our service. Even though over 90% of our services are rated as very good or excellent, there are always a few for whom our service fell short of what was needed. When you provide us with feedback, it allows us to identify training opportunities for our student Help Desk workers. It also allows us to follow-up with you to see if anything more can be done. We might also use your feedback to develop better documentation, improve our web content, or change our procedures. In the end, the survey is not about us but about you – and how we can serve you better.

## **LEGAL ACCESS TO MUSIC AND MOVIES (Dave Smallen)**

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material regardless of the format of that material. This includes downloading of copyrighted material such as songs and movies. Copyright law is complicated and its interpretation is sometimes controversial.

In simple terms, it is possession of the file or song (or CD) when you have not paid for it that makes it illegal. The only time a copy of a file, song or movie is legal is when you own the CD, DVD, program or file and you use the copy only as a backup.

If the copyright holder, or representative, contacts Hamilton about a violation we will contact the violator and require removal of the offending material from his/her computer. If the material is not removed, the person's computer will be restricted from accessing the network.

To help members of the Hamilton community to comply with copyright law we have identified legal alternatives for obtaining music and movies:

[http://my.hamilton.edu/college/its/policies\\_standards\\_plans/musicsharing.html](http://my.hamilton.edu/college/its/policies_standards_plans/musicsharing.html)

## **FACULTY: RESERVE YOUR TECHNOLOGY AND SUPPORT (Nikki Reynolds)**

Will your students need access to cameras this semester? Are you thinking of a podcast assignment or large format poster presentations? All of these and other digital media related projects require access to storage and other limited resources. Please contact the Instructional Technology Support Services group now at 859-4877 to reserve the necessary resources for your students.

As HILLgroup members, we also offer to coordinate our services with those of the Library and Oral communication center to provide resources and services for your students during each stage of a learning process.