



## August 2008

I want to offer a warm welcome to our new students, faculty, and staff and welcome home those that have been away from campus. It has been a summer of change for the campus and ITS. The big news on south campus is that phase I of the KJ project is nearing completion. Also, the conversion to MS Office 2007/2008 and the annual replacement of computers are in their respective home stretches. There have been some staff changes in ITS and we are trying a new approach to providing Help Desk support. All of this, and more, are explained in this newsletter. ---Dave Smallen, VP for IT

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### **OFFICE 2007/2008**

The transition to the new version of Office moved well over the summer. Three remaining administrative departments are scheduled for September and October while almost all other faculty and staff have installed the new software. All computer labs and classrooms have also been converted to the new version of Office. A few issues have been discovered with advanced features of some of the products and further fixes have been issued by Microsoft to address most of these. You can find out more about this at the Microsoft "known issues" pages for [Office 2007](#) and [Office 2008](#).

### **TRAINING OPPORTUNITIES FOR OFFICE 2007/2008**

Office 2007 (Windows) and Office 2008 (Mac) Overview sessions will be offered on Tuesday, August 26th and Wednesday, August 27th. This [registration link](#) contains the complete schedule. If you have additional questions about using Office 2007 or Office 2008, please contact the ITS Help Desk at x4181. Please visit our [Office 2007](#) and [Office 2008](#) Transitions Web pages for additional resources, including quick reference guides and on-line courses.

Office 2007 and Office 2008 Overview sessions will be offered for students throughout the month of September. A complete schedule will be announced during the first week of classes.

Please contact Maureen Scoones, ([mscoones@hamilton.edu](mailto:mscoones@hamilton.edu)), x4178, if you have any questions about the training opportunities available.

## TECHNOLOGY IN KIRNER-JOHNSON

THE biggest technology project for the summer was getting Kirner-Johnson ready for classes in the fall. Months of planning went into the design of the technology-enhanced spaces and contractors are still installing wiring and face plates. Technology will quickly follow the completion of that work. In this Olympic summer it has been a marathon thus far but we are coming down to the final sprint to the finish line.

Phase I of the KJ project has 12 new classrooms and over 130 new computers, including

- One 40 and one 20 seat classroom with computers for all students
- Two 40 and two 30-seat case method classrooms
- Four other 20 seat classrooms
- Two 12 seat seminar rooms
- A variety of departmental computer labs
- A variety of new technologies in the Levitt, Writing, and Oral Communication Centers

All of the **classrooms** contain data projectors and podiums with **annotation** displays on the instructor's computer. These new screens will allow the instructor to enhance the classroom discussions with comments on the screen and have these saved for later review by students. In addition, the KJ auditorium (KJ 125) is in the final stage of being renovated.

Last year ITS had a student assistant in the Levitt Center to assist with technical problems in the south campus TE Classrooms. Starting this fall, this support will be located in KJ 222E, (adjacent to the Oral Communication Center). If you have technical problems in any classroom, call **#600** using the phone in the room. If the problem can't be resolved quickly over the phone the student on-duty will be dispatched.

We will announce the availability of the classrooms as soon as everything has been installed. Please try out the technology before your first class. To arrange for training, contact Matt Granato @ x4793 (mgranato@hamilton.edu) or Stefany Lewis @ x4231 (slewis@hamilton.edu).

## OTHER MAJOR SUMMER PROJECTS

- The computer replacement plan is nearing completion. Other than the 130 computers scheduled for KJ, 37 computers or printers remain to be installed in other parts of the campus.
- **All installations of replacement data projectors are complete.** Classrooms in Couper, Root and Schambach received new data projectors and the Library received new projectors and 2 new touch screen podiums.
- All podiums and data projectors in computer classrooms were cleaned and wiring was checked. This annual activity helps to uncover issues before they become problems.
- The **Multimedia Presentation Center** (MPC) and **Burke 001** have been upgraded. There are now 33 new Intel iMacs, 2 large format poster printers, 2 film scanners, 2 flatbed scanners, and 12 Mini-DV decks. The iMacs are running Leopard, the newest Mac operating system, and several software packages have been upgraded including Microsoft Office, Apple's iLife Suite and the Final Cut Studio Suite. For more details about the hardware and software that is now available, please visit the MPC webpage at <http://www.hamilton.edu/college/its/mpc/> or email [mpc@hamilton.edu](mailto:mpc@hamilton.edu)
- A new training facility and additional student group study carrels were created on the first floor of the Burke Library. This training room contains 23 computers and will be used to support library instruction and technology training. In addition, it will be used for general computer access at other times.

- The **Blackboard** system was upgraded to version 8 in June. The biggest change in this version is the completely-revamped Grade Center (formerly Grade Book). We have documentation available on how to use this feature in several places:
  1. In any course, click the blue question mark in the white circle (within the top blue banner) to go to the ITSS Blackboard Support pages, then under "Tutorials and Other Resources," look for the Grade Center documentation;
  2. In the course space called "Blackboard Information and Support Resources," look in the Grade Center content area for documentation from various sources; and
  3. Don't forget the Instructor's Manual, located in the Help area of the Control Panel of any course. Please don't hesitate to call x4877 or email [blackboard@hamilton.edu](mailto:blackboard@hamilton.edu) with any questions.
- The upgrade to our **email server** has been delayed until October break. Quotas will be increased for all users as part of that upgrade.
- Hamilton's Copyright Policies were updated. These can be found at: <http://www.hamilton.edu/library/copyright/copyright.html>. Among other things, the revised policies clarify procedures for recording lectures and showing films on campus. If your department's web page contains a link to the old copyright policy, please update your link.
  - In the past only non-Hamilton community members were asked to sign release forms when their presentation or performance was being recorded. Starting this fall everyone who is being recorded needs to sign a permission form. Contact Stefany Lewis @ x4231 to request one. The forms can be sent to you as an attachment or you can obtain them on them Hamilton web site at:
    - <http://www.hamilton.edu/college/audiovisual/AVrecordingclasspermissionform2008.PDF> (for students in a class) and
    - <http://www.hamilton.edu/college/its/itsst/forms/RecordingRelease.pdf> (for individuals)
    - If you have any questions about this please contact Tim Hicks @4790.

## SCIENCE CENTER LIGHTING PROBLEMS HOPEFULLY RESOLVED

Last year we experienced problems with the lighting in the Kennedy Auditorium and the adjacent tiered classroom. At times the lights would go on/off at seemingly random times and irrespective of any attempts to control them automatically or manually.

Over the summer a technician from Lehigh (the company that provided the dimmer controls for the Science Center lights) came to campus to work with members of Physical Plant, Visual Technologies (the company that installed the control systems) and ITS to resolve this problem. All the systems and wiring were inspected. Attempts were made to reproduce the problem, including leaving the lights on for long periods of time. Ultimately, the wall switches were replaced as well as the circuit boards in an adjoining control room. The boards had some corrosion on them that may have caused the problem, particularly in combination with heat in those rooms. We hope that this resolved the problem but we can't be sure until we have used the rooms more extensively this fall.

If you have any problems with the lights in these rooms please call the Help Desk using the phone in the classroom by dialing **#600**. It is very important that we track all malfunctions and report them promptly to Lehigh.

## **NEW HELP DESK SUPPORT MODEL**

--2 LEVELS OF SUPPORT 2 SERVE YOU BETTER!

We are pleased to announce that when you call the ITS Help Desk at 859-4181 this fall, your call will be answered by one of our *student* Tier 1 Help Desk support providers. By August 25, our students will have been through a week of intense training and will be ready to take your calls! During the summer, our senior student Tier 1 support providers resolved 75% of the calls they answered. The calls that were not resolved by Tier 1 were either transferred to our professional staff (Scott Paul and Debby Quayle) or to other teams in ITS. When your problem is slightly out of the ordinary, our Tier 1 students may briefly confer with the professional staff. However, if your problem is very complex or requires a higher level of security, our students are trained to transfer you quickly to Tier 2 support.

Our goal is to make this new approach work for you! Common problems will still be resolved quickly. The professional staff will be more readily available to focus on your more difficult problems and will be available to make more house calls. As we implement this new support model, please be sure to provide us with your feedback! We want to make x4181 the first number you think of when you need technical support!

## **BLACKLISTING EXPLAINED**

Every so often, our mail server is "blacklisted" by other mail domains/servers. People at Hamilton who are sending mail to this domain may get a message indicating that the message was undeliverable. This is often caused by a spammer using a compromised account at Hamilton (the spammer has obtained the password –either by guessing or through a phishing scheme). Most recently this situation arose from a compromised student email account. The spam started on 8/3 and continued through 8/7. During this time our mail server was blacklisted by a number of sites including Comcast. We were able to track down the compromised account and change the password to prevent further spamming. We also contact the sites that contain the blacklists to have our mail server removed from the list. The best way to avoid this if for everyone to use strong passwords (see <http://www.staysafeonline.org/practices/five.html> for advice on how to choose such passwords).