



What's new in IT this fall?

Office 2007

Microsoft Office 2007 is installed on ALL lab and classroom tech desk computers this fall and is also now available on the installs tab of Windows XP for faculty and staff to load on office computers. All new and rebuilt faculty and staff computers are coming with the new version. New features in Word include a new "ribbon" bar, document themes, contextual spelling checker, and enhanced equation capabilities. Outlook also has been updated with a new look.

To upgrade your office pc, select START, Control Panel, Add/Remove Programs, and Add New Programs. Under Add Programs from Your Network, select Microsoft Office 2007, and click Add. Call the Helpdesk if you need assistance.

Elkhart Center

The new Elkhart Center opened this fall and has been equipped with all new classroom equipment, including tech desks with computers, document cameras and ceiling-mounted video projectors. The new computer lab/classroom has 36 student stations, and the student lounge area and hallways have been populated with an additional 17 computers for sit-down or walk-up access.

Information Commons

The new Hammes Information Commons located on the first floor of the Schurz Library is due to open in September. The colorful, inviting environment provides students with easy access to computing and library resources, as well as reference librarians, technology and multimedia assistants. Whether working in a group or on their own, students will enjoy the varied workspaces available. A new and expanded adaptive technology room is located off the Information Commons and is equipped with specialized scanners and adaptive software on four new computer stations.

Computing Labs Upgraded

Two classroom labs, GR132 and NS340, and the open advanced lab, NS0038, were furnished with new computers this summer. The GX745 Dell Optiplex computers are Vista capable in preparation for migrating to that operating system in the labs for Fall 2008.

New File Storage and Database Servers

A new file storage device came online this summer, increasing drive space and redundancy, and our current databases will begin migration to the new MS SQL database server.

Oncourse CL

This is the first semester that Oncourse CL is being used exclusively as the original Oncourse is officially retired. Upgrades in June and August provided many of the faculty-requested enhancements relating to gradebook, statistics, rosters, and more. To view a list of the improvements, visit <http://kb.iu.edu/data/auoi.html>.

Safety tip for Road Warriors

Public Wi-Fi hotspots are popping up everywhere. These convenient services not only make our lives more productive but also can leave us more vulnerable to hackers. While you might be thinking that having antivirus and firewall software protects you, this particular danger is known as Wi-Fi eavesdropping.

Did you know that most public hotspots are not encrypted? That means someone can actually monitor what you are doing on the Internet if they are within close proximity (depending on the wireless technology). "So", you are asking, "what am I going to do?"

If you are using an unencrypted or public hotspot, there are a couple of options. 1) Don't use your computer for anything that you would not want anyone else to see. For example, if you are looking up movie times and someone eavesdrops, there is nothing to worry about. 2) Avoid accessing sites, unless encrypted, that require password or otherwise sensitive information. Of course, there are times when you must access important/critical information that must be kept secure and confidential. In this case, you should have your laptop configured to access the IU South Bend Virtual Private Network (VPN) server. It will encrypt your session and keep your data much safer.

If you're about and in doubt, needing to login, remember to VPN.

Network Upgrades

The IU South Bend campus network has been redesigned to accomplish the following goals: To eliminate single points of failure, to increase network bandwidth and speed and to implement a life-cycle replacement plan for network equipment.

Most phases of this plan have been completed. This includes connecting IU South Bend to the I-Light network, the purchase of a new Cisco router and the installation of two core network switches. The final two phases are now underway. One of these phases is to move all existing network equipment onto the new network. As of the end of August, all of the southern part of the campus including the Library, Riverside, Greenlawn and old Northside are now on the new network. The rest of the campus is scheduled to be converted by the end of the calendar year or shortly after. Please note that the conversion will be done off-hours and only small sections of the campus will be affected at any one time.

A life-cycle replacement plan will provide for a five year life cycle, with a percentage of network switches being replaced each year.

IT Q&A

IT appreciates those who responded to the IT survey last spring. There were questions raised by some of the respondents and we thought it might be beneficial for others if we included the answers in this and future editions of the IT Update.

Q: What is a document camera and how is it different from an overhead projector?

A. A document camera is a special video camera designed to display documents and 3-D objects onto a screen using a video projector. You can place documents such as printed handouts, papers books, magazines or maps on a document camera for display on the screen. Overhead projectors do a similar job, but you have to print or photocopy onto acetate (clear plastic) sheets first. Document cameras can also display small objects such as insects, flowers, leaves, bones, teeth, etc, which overhead projectors cannot do.

Q: My Exchange/Outlook e-mail limit is too small. Can't I have more space to store my important messages?

A: In our last newsletter we told you how to manage your email to keep under quota because we were unable to request increases. UITS has now announced that Exchange is currently in stage 2 of a 4-stage upgrade and once that is complete the quota for users email will be raised from 100MB to 500MB.

Update!

Q: The IU South Bend website is poorly organized, unattractive, and very poorly coded. Can't something be done to improve it?

A: Communications & Marketing and Information Technologies have been working together to do just that. The first step was to bring web hosting back to our campus in order to have more control over the server. This was completed last year. The next step is the development and coding of a series of web page templates that will contain and display the web page information. The templates have been designed and the preliminary coding is underway. We hope to have the evaluation versions within the month. Once evaluation and testing is complete, conversion of the site to the new templates will begin.

Q: All lab printers should have double-sided printing as the default option. Why isn't this being done?

Setting double-sided printing as the default in a public area like the labs, and getting it to stay, has been a problem. We continue to explore possibilities, but do not yet have a solution. IT will make instructions on printing duplex readily available to the students and encourage its use.

Q: Why does IT have only a three-year life cycle on computers? Couldn't we save money by keeping them longer?

A: A cost/benefit analysis was done recently to evaluate the possibility of changing the refresh lifecycle from 36 months to 42 or 48 months. Taking into consideration the costs associated with maintaining equipment longer than the warranty period (typically three years) and the reduced resale value on older computers, it was determined that extending the life of a desktop computer beyond 36 months did not save the campus any significant money.

\$\$\$ Help conserve university funds. \$\$\$

Please remember to turn off projectors at the end of your class period to extend the life of the lamps.

Print Management is Coming

GoPrint, a print management software, has been purchased for student labs, and an implementation task force comprised of representatives from faculty, staff and students has been established.

Look for more information in the bulletin board and elsewhere in the coming months.

You know you've been on the computer too long when:

- You are reading a book and you look for the space bar to get to the next page.
- You get in the elevator and double click the button for your floor.

Classroom and Lab Software Deadline For Spring 2008 - November 1st

Software and licensing information must be turned in to Rebecca Hartman by November 1st in order to be included in the lab or classroom tech desk computers this coming spring semester.

IT Helpdesk

DW1245

Hours:

8:00 am—8:30 pm, Mon-Thurs.

8:00 am—5:00 pm, Friday

www.iusb.edu/~sbit

Phone: 574-520-5555

E-mail: helpdesk@iusb.edu

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