New This Fall

Windows 7
PCs in computer labs and classrooms this fall are running the new operating system, Windows 7. All new computers provided to faculty and staff over the summer are also running Windows 7. The new operating system has additional security and allows users to easily switch to local administrative access when needed to install software while doing normal daily activities with user rights only.

Snow Leopard
The iMacs in computer labs and classrooms have been upgraded to Snow Leopard (Mac OS 10.6). This new operating system came on all new Macs for faculty and staff over the summer, and other existing Macs may be upgraded on request.

New Computers
New computers have replaced older models in NS0040, NS0038, GR143, Elkhart and the Library Information Commons. These have 4GB RAM which will improve performance, particularly when running some of the Adobe applications. The 22” wide screen monitors that have been installed with all new computers will also be a welcomed addition for the users. The memory in other lab and classroom computers was increased from 1GB to 4GB, so improved performance should be noticed. Even the computers in departmental labs received an upgrade in RAM to 2GB.

Faster Login
Efforts by IT staff over the summer resulted in improved login times on computer lab and classroom instruction computers. With the upgrade in RAM, streamlining policies and other tweaks the logins in some cases are nearly twice as fast as before. We will continue to monitor computers over the fall to see if even more improvements can be made. These same tweaks may also be apparent on faculty and staff office computers.

A Fresh Look
In addition to technology equipment upgrades, new chairs have replaced broken and damaged chairs in the open labs in Northside and Wiekamp. Many of the labs and classrooms also received a fresh coat of paint.

Adobe CS5
Adobe Design Premium CS5 has been installed in all of the labs and classrooms. This suite includes InDesign CS5, Photoshop CS5 Extended, Illustrator CS5, Flash Catalyst CS5, Flash Professional CS5, Dreamweaver CS5, Fireworks CS5, Bridge CS5 and Device Central CS5. Both the PCs and Macs are running this software.

New Technology for Evaluation
As we research new technologies for classroom instruction, two new items were installed over the summer for testing by faculty. In GR104, a short-throw, interactive projector called an Epson BrightLink was installed. This high-performance projector and pen combination integrates interactive functionality in one machine without the constraints or expense of an interactive whiteboard. Currently it is projecting on a white board. In a few weeks, the whiteboard will be replaced with a special paint on the blackboard that will perform as a whiteboard. We’re testing this for functionality, durability and ease of cleaning.

The second item is a Smart Podium, which replaces the existing monitor in DW 1135. The SMART Podium (formerly the Symposium interactive pen display) enables you to effortlessly control any presentation and bring it to life – all you have to do is connect your interactive pen display to a computer and projector. Write over slides in digital ink, save your notes, access any website or multimedia file and project your work onto a large screen to give your audience a truly interactive experience.

We welcome and appreciate feedback from faculty on these two units as to their usefulness and ease of use to help determine the direction of classroom technology for the future.

New Copy Center Billing Format
As of July, departments began receiving their billing for Copy Center charges as well as departmental MFD (multi-function device, or copier/printer) charges and paper credits in a new combined format via email - one more step in our green initiative. The aging Copy Center billing program has been replaced with an in-house database billing system that clearly details the department’s Copy Center charges, departmental MFD copies and prints and paper credit.

Highlights of this issue:

New For Fall ....................... Page 1
Meet the staff ..................... Page 2
IT Survey Follow-up ............... Page 3
TechFest 2010 ..................... Page 3
Coming Soon ..................... Page 4
Voice Mail Indicators ............. Page 4
Kevin Ahlgrim is the manager of Telecom Systems. You may see him in the data/phone closets punching down connections or helping with the many office moves on campus. But in the background, he is instrumental in the planning and maintenance of the campus infrastructure relating to phones and data. Not only is Kevin technically competent, he also has exceptional communication skills and always has an upbeat and positive attitude.

Here are his responses to our get-to-know-the-staff questions:

**What do you like about working in IT at IUSB?**
There never seems to be a dull moment. With the diversity that a university brings, there are always challenges that need to be tackled. Also the people - I have always thought that the job didn’t really matter as long as you surrounded yourself with a good group of people and that is what I think the IT department has here at IUSB.

**What brought you to IUSB?**
In my prior jobs I use to travel a lot and it took a toll on my family so I was looking for a place that I could use my knowledge, continue to learn about new technologies, and work with a good group of people and I found that here at IUSB.

**What do you like to do in your free time (hobbies, interests)?**
Spend time with my wife. I like working on old air cooled Volkswagens, particularly the Buses (1972-1979). We have a 1978 Volkswagen Camper that we camp in.

**Can you tell us something about yourself that might surprise others?**
My wife and I teach the 1st and 2nd grade Sunday School Class at LaPorte Assembly of God. On Thursday nights I drive the church bus for the youth group.

I would like to take this time to personally thank Facilities Management for all the help they provide Telecom when situations arise that require additional resources.

I'd also like to ask people to include their telephone extension when they report a phone problem. Don’t assume that we’ll know it by the room number.

Drew D. Lenhart is our telecommunications specialist. He assists Kevin Ahlgrim in the maintenance of the phone system and data infrastructure. Like Kevin Ahlgrim, Drew has great communication skills and is well-liked and respected throughout the campus.

He answered our get-to-know-the-staff questions as follows:

**What do you like about working in IT at IUSB?**
I like the fact that I am not chained to a desk all day. My job requires me to be out in the field extensively and that’s what I like most about it.

**What brought you to IUSB?**
I was already taking classes here on campus as well as working part time in Telecom. When the opportunity to have a full time position in IT/Telecom, I could not pass up the opportunity!

**What do you like to do in your free time (hobbies, interests)?**
I work on my own computer projects in my free time, programming, and web design. I also like to travel, mountain bike, and work out.

**Can you tell us something about yourself that might surprise others?**
I'm currently beginning work on converting a '91 Toyota MR2 into an electric vehicle with the help of a friend.
Lynda.com Extended!

Lynda.com, an award-winning provider of educational materials, offers video-based e-learning courses on over 700 topics. Lynda.com’s all-star team of trainers and teachers provides comprehensive movie-based training including modules on Adobe and Microsoft applications, web design, digital photography, video and audio, Mac applications, programming and more.

Although lynda.com is ordinarily offered to anyone for a fee, through an agreement between Indiana University and lynda.com, its rich course content is available free of charge to IU students, faculty, and staff from July 1, 2010 to June 30, 2013.

Faculty may want to incorporate lynda.com training as a part of their course, assigning students specific training modules in place of taking class time to cover that instruction. Or students may be encouraged to use the online training to enhance or refresh their skills where needed.

To access lynda.com, visit IT Training’s Lynda.com Online Training at:
http://ittraining.iu.edu/lynda/

For more information visit:
http://kb.iu.edu/data/aywb.html

IT Survey Follow-up

Early this year, a random sampling of faculty, staff and students received a request to fill out an IT survey managed by University Information Technology Services. The results can be found on our IT web site under “About IT @ IU South Bend.” We are pleased with the ratings, but we are determined to use your suggestions and comments to continue to improve technology and services on our campus. We thank all who responded to the survey.

All comments from users were read and distributed to the appropriate areas of IT. Staff discussed ways to enhance our services. The issue noted most frequently in the survey was the slow login time - for student computer labs, classrooms and employee offices. A team of IT staff researched this problem over the summer and with several tweaks and computer upgrades, the login time has been cut in half in most cases. We will continue to monitor login times during the fall to see if they can be improved even more.

Another concern expressed by survey respondents was weak wireless coverage. As a result, a project to upgrade the wireless on campus began in July and should be completed by June 2011. With this upgrade, access points will be added to provide more reliable access and broader coverage. The number of access points on campus will be tripled and even more so in some areas such as the library.

We continue to work on other issues and concerns expressed by users in the survey, and always encourage and welcome input from the campus community. We will post updates about improvements made in response to survey comments.

Make IT Happen TechFest 2010

Each year IU hosts a series of IT awareness celebrations, known as Make IT Happen, which take place across the university. This year the IU South Bend event will take place on Tuesday, October 5th at The Grille.

We are excited about this event and invite you to visit the TechFest to check out the latest technology resources, services, and support available to you. While you are there:

- Enjoy the latest in information technology
- Enjoy free snacks, drinks, T-shirts and other giveaways
- Get the information you need to keep your data secure, improve your productivity and enhance your career
- Get up-to-date on mobile computing and podcasting
- Investigate new tools to maximize your impact in teaching, learning and research.

Make IT Happen TechFest
Tuesday, October 5th
10 a.m.—2 p.m.
The Grille (Main Café)
Coming Soon....

New Net Express Stations
New computers have been purchased and will soon be installed around campus replacing the aging units. In addition to the new equipment the login process will be streamlined to provide easy and quick access for students, faculty and staff. These Net Express stations are perfect for the quick check of email or Oncourse between classes or when computer labs are busy or closed.

New and Expanded Portable labs
An additional portable lab cart will be ordered this fall to be used in Greenlawn and, eventually, in the Education and Arts building. In addition, laptops in the existing two portable lab carts will be replaced with new units and the number of units in each cart will increase from 16 to 24 to better accommodate classes needing temporary use of a lab. These units will be purchased and installed prior to the spring semester.

Office 2010
Microsoft Office 2010 will be installed on lab and classroom computers for the spring semester. Installations for faculty and staff could begin sometime during the fall semester. The major changes or enhancements to Office 2010 are to Outlook. Demonstration/training sessions will be provided by IT through Extended Learning Services during the fall semester with a kick-off demo at Techfest, October 5th. Watch the bulletin board for further information about this training.

Computer Lab Seat Program
In the next few weeks, students will be able to check online to find any available computers in the open labs. With this program computers not in use in any given lab will be designated as available, both Mac and PC. These will also be available via IU Mobile, m.iu.edu, accessible anytime anywhere.

Voice Mail Indicators
Faculty and staff sometimes comment that they would like to have a voice mail indicator for messages that are waiting. We do have a few options available which are listed below:

Users that have a single line telephone (Panasonic) currently have stutter tone for a voicemail message indication. This, of course, requires the person to proactively check the phone.

We can install a caller ID box next to the telephone that will display the number of the incoming call as well as a brief history of previous incoming calls. It doesn’t show whether there is a voice mail message but at least you would know if anyone has called while you were out. It is best to reset this each time you check it after returning to your office. The caller id box is a $15 one time charge. No additional monthly fee is applied.

If a voicemail message light is desired then a digital telephone is required. With this phone, a red light turns on whenever there is a new voice mail message. Single line telephone users can get an upgrade to a digital telephone at the one-time cost of $120 to $160. No additional monthly fee is charged.

Anyone that currently has a digital telephone already has the voicemail light.

For more information about these units, or to place an order, contact the Helpdesk at 520-5555 or email helpdesk@iusb.edu.

Please remember to turn off the projector when leaving the classroom.

IT Helpdesk
DW1245 Hours:
8:00 am—8:30 pm, Mon-Thurs.
8:00 am—5:00 pm, Friday
Phone: 574-520-5555
(24/7) After-hours calls are transferred automatically to UITS Support Center

Information Technologies
IT Update - September 2010
Beverly Church, Editor

Newsletter archive at:
http://it.iusb.edu/newsletter.shtml