ITT UPDATES

The newsletter of the Office of Instructional Technology and Training, User Support Services

RHODE ISLAND COLLEGE
600 Mount Pleasant Avenue
Providence, Rhode Island

The Helpdesk hours of operation are M-F 8AM-5PM. The phone number to the USS HELPDESK is 456-8803 or x- 8803

Inside this issue:

User Support Services and Audiovisual Services: One Stop Shopping

User Support Services, in an effort to develop and maintain "on the spot" responses to classroom problems, has partnered with Audiovisual Service to provide "One Stop Shopping."

How it Works

If you experience a computer or AV problem, you should place a call to the USS Helpdesk at X– 8803. A work order will be created for you. If you need immediate assistance in the classroom, a technician can connect to your classroom (no personal) PC over the network to assist you without coming to your classroom. Be sure to ask for your work order number so you can track your request. Once your call has been received, a Helpdesk staff member will be assigned to work with you to resolve your problem. To check the status of your work order, please telephone the Helpdesk at x-. 8803.

Call Queuing System

Another recent improvement at the Helpdesk is the installation of a call queuing system to answer telephone calls in the order they are received. If you call the Helpdesk and the primary line is busy, your call will be routed to a second line. If the secondary line is busy, your call will be placed in a queue and answered in the order in which it was received.

Remote Assistance

More changes at the Helpdesk include the use of remote desktop tools for both Windows and OS X computers. With remote desktop tools, the Helpdesk can connect to your PC or Mac over the network to assist you without an office visit. Before the Helpdesk connects to your machine, the technician must "knock" to view your desktop. After you grant the technician permission to establish a remote session, you must also grant the technician permission to control your keyboard and mouse to make changes on your office machine. So far, the feedback from the campus community on the use of remote desktop tools has been excellent—the response to the new tools indicates that they are "faster and fun to use."

Future Improvements

A "one phone call" accessibility option is in the works, which would allow both the User Support Services and the AV teams to respond to emergencies and immediate problems in the classroom. As always, faculty, staff and student input is appreciated.

New Software to Rollout Summer '07

The classroom and walk-in labs will have a new look and new technology this coming summer. All labs are scheduled to update to Microsoft Office 2007 this summer (summer session II). Updates and further information will be available later this spring.

Faculty Resources

Toolbox Page Updated

The faculty toolbox web site has been recently updated. All faculty are invited to visit this site for information on how to generate RIConnect email, create network accounts, access classrooms and teaching labs (as well as lab equipment) and set up WebCT, the RIC course management system.

In addition, links are provided with information for the faculty on hardware and software orientation. To access the faculty toolbox, click: http://www.ric.edu/toolbox

Binders

Informational binders have now been included in all classrooms containing electronic equipment. These helpful binders contain information on how to use the room's projectors and remotes, set up and use the facilities (including instructions on the Gyration Mouse on the Alger Podium) in Alger Hall, as well as information on how to create tasks in Outlook, and quick start sheets on several Microsoft products including Excel, PowerPoint and Word.

Binders are located on or in the desk near the classroom equipment (at the front of the room).

Equipment Instruction Folder

New technology information is now available to all faculty. The information has been put in a folder labeled **Equipment Instruction** located on the instructors' computer desktop. Included in the folder are: MS Quick Reference Guides, information on creating PDF files, HP scanner and Epson Projector equipment user manuals, and other helpful information.

Digital Document Cameras Now Available

Three different models of document cameras (AVerMedia AVervision 130, AVerMedia AVersion 300p and Elmo EV-6000AF) are now available for checkout in AV. These projectors can display 3D images, microscopic images, x-rays and negatives, capture images for overhead presentations and can also record your presentation and store it for later use.

Document camera training is available (see story on next page). For information on the projectors, contact Scott Badger at sbadger@ric.edu, or call him x-8766.

5th Annual WebCT and Technology luncheon— Tuesday May 15th Alger 110 12-2PM

Want to know more about WebCT? Curious to see how some of our faculty are using WebCT to enhance their courses online? Want to see and try the latest technology gadgets purchased by IT? Come join us for a free lunch and presentations from faculty members who are using WebCT and technology in new and innovative ways in their classes. Please **RSVP** for the luncheon by **May 10th** by emailing ittraining@ric.edu.

Upcoming Workshops

Scan Your Transparencies to PowerPoint — April 4th and April 6th

This workshop will show you how to scan your transparencies and place the images into your PowerPoint presentation.

Microsoft Word 2003 Mail Merge — April 20th

This workshop will show you how to create a mail merge letter and labels in Microsoft Word 2003.

Microsoft Word 2003 Styles—TBA

This workshop will show you how to create and modify Paragraph and Character Styles in Word 2003. At the end of the workshop you will be able to create, apply, and globally update your styles.

Getting Up to Speed with Office 2007—TBA

These workshops will review most of the key components learned from previous Office 2003 workshops, while bringing participants up-to-date on the most recent advancements available in Office 2007. Primary attention will be focused on the graphical form on the Ribbon bars, the most important update of the 2007 programs. Excel, PowerPoint and Word programs will all be covered.

Faculty Training

Training Available

If you are looking for software application training or hardware training for peripherals, such as scanners or document cameras, User Support Services can help. We offer general, targeted, and departmental workshops, as well as one-on-one training sessions

Software Training

We have a fully trained staff available to assist you and your department with training on a number of programs.

Some of the programs we presently offer training on include:

Microsoft 2003 Products

Excel	PowerPoint
Front Page	Publisher
Outlook	Word

Smart Technology

SynchronEyes, a collaborative lab management software, allows you to poll students, broadcast your screen or any student screen, and display media to an entire classroom.

WebCT

WebCT is a popular Course Management system available at RIC which lets you post assignments, quizzes, handouts, and gives you various methods to communicate with your students. For helpful information about WebCT, please check out the white pages on http://www.ric.edu/revans/webct_files/.

Hardware Training

Document Cameras

User Support Services has recently purchased a document camera which is available for faculty use. The document camera, while similar in use to projectors, has a wider range of capabilities. For example, it can display 3D images, microscopic images, x-rays and negatives. It can capture images for overhead presentations and can also record video and store for later use.

Scanners

We have recently added two Hewlett Packard scanners and an Epson Perfection Pro scanner to our Horace Mann facility. These scanners are fully capable of scanning photos and artwork, and can scan text as a standalone document image or editable text/OCR .

Smart Boards

Smart boards are interactive, touch-sensitive white boards that work in conjunction with a projector and computer to display image applications.

For more information

To find out more about our training resources, click the technology link:

http://www.ric.edu/uss/toolbox/technology_services.htm

You can also contact Scott Badger at sbadger@ric.edu, or call the **HelpDesk at x-8803** or e-mail the HelpDesk at helpdesk@ric.edu.

Clickers Now Available

Clickers are available for use in lectures requiring responses from students. They can be reserved from the Audiovisual department. However, the software and hardware must be installed and setup on the computer you will be using to create display your PowerPoint slide deck.. Contact Scott Badger at sbadger@ric.edu or the AV department (8404) for more information on how to procure and set up clicker software and hardware.

Program Upgrades

The following programs have recently been upgraded:

Adobe Reader 8	IrfanView	newLISP
Alice	Java (Sun)	PLT Scheme v360
ArcGIS Desktop	Maple 10	SPSS 14.0 for Windows
Audacity 1.2.4	MATLAB R2006b	TLC Medical Center
BlueJ 2.1.3	MINITAB Release 14	
HESItest	Mozilla Firefox (1.5.0.8)	

Campus Updates

Protecting E-mails with RIC SpamGuard

By Henk Sonder

The level of SPAM has increased significantly in recent months, and many users have requested that the College take some action to reduce the volume of unwanted emails. To help address the issue, we are happy to announce that as of December 1, 2006 we have instituted a new Anti-SPAM service, called RIC SpamGuard.

RIC SpamGuard will intercept the vast majority of your SPAM and store it in a separate SPAM quarantine only you have access to. You will need to check the quarantine regularly to verify that SpamGuard did not accidentally intercept an email you do not find to be Spam.

The SPAM quarantine is automatically created for you when at least 1 SPAM message sent to you is intercepted, and you will receive a notification email from RIC SpamGuard informing you of this. A further explanation on how you can access and configure SpamGuard can be found at http://www.ric.edu/uss/helpdesk/SpamGuardv2a.pdf.

"You have control on determining what is SPAM and what is not SPAM."

We anticipate that with RIC SpamGuard your SPAM problem will improve significantly, but unfortunately not end entirely. From time-to-time a SPAM message will still make it into your email Inbox, but if you follow the instructions on the information web page (mentioned above) you will be able to fine tune your SpamGuard settings to further minimize these cases. In the case of a persistent SPAM problem, you can contact the USS Helpdesk (x- 8803).

Wireless Network Connection

The RIC campus offers many opportunities to connect to the internet. The wireless map (shown here) shows the wireless access points currently deployed on campus.

For detailed information on how to set up your laptop to connect to the wireless network, contact User Support Services.

Internet Drops

If the internet drop is not working in your classroom, please call the Help Desk x-8803, and request activation.

New E Classrooms

There are four new electronic classrooms: Gaige 256, Gaige 309, Craig Lee 104 and Craig Lee 253. The two classrooms in Gaige require tokens for access. For the two Craig Lee classrooms, use the Campus Card for access control. For access to the two Craig Lee classrooms, or for further information, contact Help Desk x-8803.

WIRELESS CAMPUS MAP
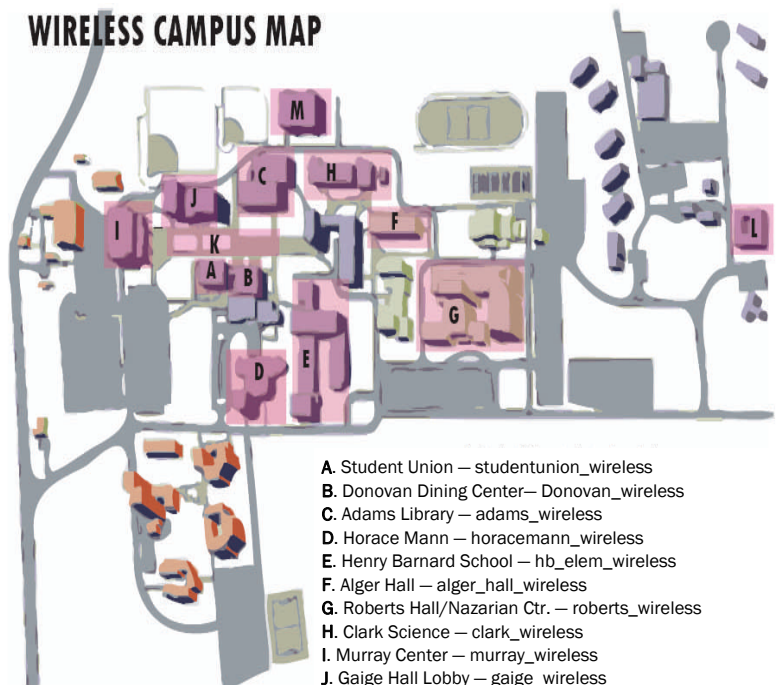
A. Student Union — studentunion_wireless
B. Donovan Dining Center— Donovan_wireless
C. Adams Library — adams_wireless
D. Horace Mann — horacemann_wireless
E. Henry Barnard School — hb_elem_wireless
F. Alger Hall — alger_hall_wireless
G. Roberts Hall/Nazarian Ctr. — roberts_wireless
H. Clark Science — clark_wireless
I. Murray Center — murray_wireless
J. Gaige Hall Lobby — gaige_wireless
K. Quad (Mall) — mall_wireless
L. School of Social Work (Building 9) Atrium — bldg9_wireless
M. Fogarty Life Science Lab — fogarty_wireless

Microsoft Campus Agreement

Did you know that full time faculty and staff, and full and part-time students are eligible to buy Microsoft software cheap? Please spread the word. The following links are helpful:

Who's eligible: http://www.ric.edu/software/eligible.htm

What's Available: http://www.ric.edu/software/software.htm

HOURS OF OPERATION FOR WALK-IN LABS:

Spring and Fall Semester Hours:

Monday-Thursday 8am-11:45 pm (Horace Mann)

Monday-Thursday 8 am—9:45 pm (Whipple)

Friday 8 am—4:45 pm (Both)

Saturday 9 am—4:45 pm (Whipple)

Saturday closed (Mann)

Sunday 12 noon—11:45 pm (Mann)

Sunday closed (Whipple)

Summer Semester Hours:

Monday-Friday 8am-9:45 pm (Mann only)

Saturday closed

Sunday Noon—11:45 pm (Mann only)

Non-Semester Hours:

Monday-Friday 8am-4:45 pm (Mann only)

Saturday closed Sunday closed

Staff Updates

Scott Badger joined the staff of User Support Services as of July 31, 2006 as the **Senior Programmer Consultant**. In this capacity, he is responsible for training (software and hardware) along with bringing the electronic classrooms and labs up to speed.

Scott can be reached by e-mail at sbadger@ric.edu or by phone: 456-8766.

Jennifer Hidalgo joined the staff of User Support Services as of January 8th 2007 as a **Senior Information Technologist**. In this capacity, she is assigned to the helpdesk and will provide assistance on WebCT and SharePoint technologies..

Jennifer can be reached by e-mail at jhidalgor@ric.edu or by

News from AV

Tony Carlino and Tjalda Nauta

By mid-May 2007 all the videos and DVDs in the College's collection, currently housed in Gaige Hall, will have been moved to Adams Library. Most will be placed on shelves downstairs on Level 2, where they may be freely browsed by everyone. About 900 of the most frequently-used titles, however, will be shelved behind the Reserves Desk on the Library's Main Level. The plan is eventually to catalog all 5000+ items into the HELIN catalog, where they will be searchable in many different ways including by title and by subject, a popular faculty request.

Please call the Library Reserve Desk at x8129 for more information.

Former Staff Updates

Marianne Castano

As many of you know, after leaving my position as Manager of Instructional Technology and Training at USS, I moved to Indiana to join my husband and family. I am currently working at Indiana University South Bend in the University Center for Excellence in Teaching. The October issue of Magna Publication's "Online Classroom" includes my article entitled "5 Suggestions for Equitable Online Facilitation." Additionally, another publication that I had co-written with K. Hanson and S. Flansburg, before I left USS, entitled "Genderspace: Learning Online and the Implications of Gender" was included in the book "The Politics of Gender and Education: Critical Perspectives."

David Armitage

Greetings from Florida, the land of retirees, warm weather and hurricanes! Temperature today is about 81 – we get to be envied during the winter months and pitied during the summer. At least, that's the perception, from which comes Florida-isms such as "you know you're in Florida when you learn a seatbelt buckle can be used as a branding iron." And yes, it *is* true that in the summer the desirability of a parking spot is not based on how close it is to the entrance to the building, but whether it's in the shade. Actually, we have fewer 95 degree plus days in a summer than Rhode Island has, but that's quibbling.

It's hard to believe I've been gone from Rhode Island College for four and a half years. I'm still an Assistant Professor in the Department of Information Technology at the University of South Florida, chugging along towards tenure, which would normally be decided next academic year, but for me won't be until the following year. Why? Well, our department chair left to take a position at the "other USF" – the University of San Francisco – and I got tapped as Interim Chair for this academic year, while a (hopefully successful) search is conducted for a new permanent Chair. I used to refer to my time at RIC as "back when I had a real job" – well, now I have a real job again. In fact, I'm pretty much flat out, which anyone who knows me from "back when" realizes is a very unusual condition for me!

Always inventive, Dave has turned from instructional/web design to fashion, adapting traditional academic regalia for his new environment.

The department is a young one – only about five years old – and is rapidly expanding in several dimensions at once. We're the only USF department headquartered at other than the main campus in Tampa – our department is at USF Lakeland, about 40 minutes east (and about 35 minutes from Disney World, which makes it ideal for visiting grandchildren). USF Lakeland is a small campus (~2,500 students), but we are beginning to construct a new campus which should open around 2010 and rapidly achieve a capacity of 15,000 students. Our department, which has faculty on two campuses (Lakeland and Sarasota) is projected to grow from 10 faculty member to around 55, adding graduate programs along the way, so we will definitely be "living in interesting times."

Research is an important component at USF – last year's grants topped 300 million – so there's the typical pressure to publish and get grants. My own research has concentrated in wireless communications for robots, primarily robots used for search and rescue. There aren't many worse environments for wireless than a collapsed building. Secondary interests include computational intelligence, large-scale video surveillance systems, and information technology curricula.

Next time you see a hurricane's spiral shape swirling towards Florida, think of me. In return, I'll think of you when I see blizzard reports from the northeast!

Best regards to all my friends at RIC!

Jamie Pemantell

I took a temporary position in November 2006 as IS Administrator at Genji Sushi Express corporate headquarters. The company runs the sushi area at Whole Foods Markets across the East coast. I administrated Debian Linux, phone systems and telecomm lines, software licensing, and provided end-user support.

I have just accepted an IT Support Specialist position at the Wharton School, University of Pennsylvania. Here, I will work in the department of public technology that is responsible for the equipment in labs and classrooms.
I feel that I owe a great deal of thanks to the wonderful staff at Rhode Island College User Support Services, from whom I learned everything I know about academic computing.