

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 and email is helpdesk@ric.edu

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Office 2007 in the Labs

The newest version of Microsoft Office, Office 2007, will be installed in most RIC computer labs and e-classrooms for instructional use in the fall 07 semester (see URL for details). Many of the e-classrooms and labs have Microsoft Office 2007 and 2003 installed including Alger 101 and 102. The labs with both 2003 and 2007 offer instructors the opportunity to double-click on an icon to open either program; the labs in Alger 101 and 102 require that this file be opened by starting the program (i.e., Word 2007) then open the file within the program. If you have any questions, comments or concerns about how to open and/or use your 2003 or 2007 programs, please contact ittraining@ric.edu or the Help Desk at 8803.

Office 2007 Demos

We will be offering more Microsoft Office 2007 demos, where faculty and staff will be given the opportunity to learn about the new version of Office. In these demos, they can find out more about the new Office format and the Ribbon bar, as well as the new features in Word, Excel, and PowerPoint.

This will afford participants a chance to "test drive" the program, prior to User Support Services' distribution of Microsoft Office 2007 to faculty and staff in 2008. For more information about these demos, please contact

ittraining@ric.edu, or call the Help Desk at 8803.

Faculty and staff can also check out the Office 2007 links located in the Technology area of the RIC website. You can either find the Faculty Toolbox link below the quick links, or click here. The Office 2007 link offers information on where to find the Office 2003 commands in Office 2007. Additionally, training videos in Word, Excel and PowerPoint 2007 can be accessed at this link. More videos will be put up in the future, so please revisit the site from time to time to find new information.

Conversion Software to be Installed

File converters are required for older versions of Office to read the new Office 2007 file formats (docx, xlsx, pptx, etc). These compatibility packs will allow users to open 2007 files within the earlier versions of Office. The converters will be installed by User Support Services as an automatic update for campus PCs. The installation will cause a slight slowdown of your PC on startup.

The compatibility packs will need to be personally installed by home users of the software. If the software is not installed, older versions of documents opened in 2007 will have a message stating that this document cannot be opened without the conversion software and will offer a link for downloading the software.

(Continued on page 5)

Computer Rollout for 2007

The new PC rollout for this year is under way. The list on equipment to be upgraded has been identified and the upgrades are underway. This year we are replacing/upgrading approximately 240 PCs. The old equipment will be retired /donated to needy non profit organizations. If your department is getting upgrades someone from User Support Services will be contacting your department to schedule the upgrades. We are about half way done and hope to complete the upgrades by the end of January. If your department has computers that need upgrading please let your department head or Dean know so we can build the list for next year.



Faculty Resources

E-Classrooms Updates

Update on New E-classrooms

Gaige 309 and Gaige 315 have now been outfitted as e-classrooms, ready to be used for the Fall, 2007 classes. You'll find the following equipment in these new e-classrooms:

- Epson projector
- Dell 745 Small Factor
- Gyration keyboard and mouse (wireless), as well as a traditional mouse
- Nice Rack, which contains
 - ✓ power conditioner
 - ✓ Rolls amplifier
 - ✓ DVD & VCR combo deck
 - ✓ an AB switch box (which will allow you to display your computer or laptop image)
 - ✓ a USB extension (to plug in USB); and
 - ✓ a 15" flat screen monitor, mounted on the wall above the nice rack.
- Also has internet access

Horace Mann 190 has also been converted to an e-classroom, ready to be used for the Fall, 2007 classes. You'll find the following equipment in this new e-classroom:

- Epson projector
- Ceiling speakers
- Nice Rack, which contains
 - ✓ Dell 745 Small Factor
 - ✓ Gyration keyboard and mouse (wireless)
 - ✓ power conditioner
 - ✓ Rolls amplifier
 - ✓ DVD & VCR combo deck
 - ✓ an AB switch box (which will allow you to display your com-

- puter or laptop image)
- ✓ a USB extension (to plug in USB); and
- ✓ a 15" flat screen monitor, mounted on the wall above the nice rack.

Rooms that have been updated

G211 and CL152

• Each have an NEC projector which is for the Smartboard only. Now a 2nd Epson projector (main projector) pointing towards the front of the room is for general computer and DVD/VCR use. Nazarian 189 has also been outfitted to be an e-classroom, and the following equipment will be included:

- Epson projector (contains a sonic alarm)
- Computer
- Will have a combo deck.

CS125, CS128 and FLS050

Now have new Dell GX745 small factor computers located in the black cabinet. Boot up process will now take much less time. For these rooms, please make sure that the black cabinet is locked before you leave the class.

Other rooms being outfitted to be e-classrooms

CL104

CL231

CL253

For more information about e-classrooms/labs, please visit http://www.ric.edu/toolbox/technology_services.htm and then click the Password Required link. If you don't know the password, please contact Scott Badger at sbadger@ric.edu.

Wireless Expansion

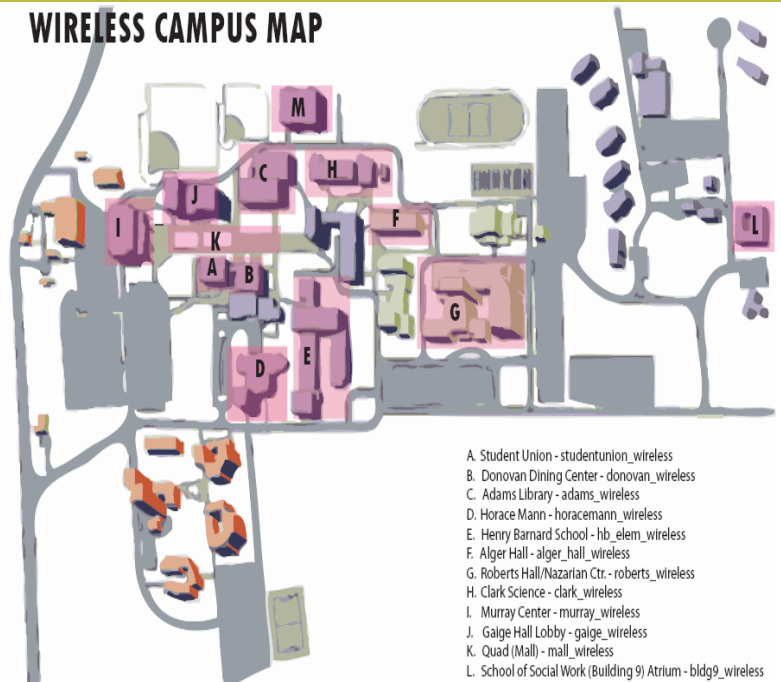
The RIC campus offers many opportunities to connect to the internet. The wireless map (shown here) shows the wireless access points currently deployed on campus.

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

The new residence hall has a wireless network available for the students. For more information about the new residence hall, please refer to http://www.ric.edu/Residential-Life/halls_new.php.



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

Helpdesk Moves to Gaige

Big changes are coming to Gaige Hall! The User Support Services Helpdesk and Audiovisual Services are joining forces. Gaige 113, present home of the Audiovisual Department, will soon become the central facility for the IS Helpdesk while continuing to house AV Services. The current residents of G113, Tony Carlino, Julio Contreras, and Pat McKenna Folsom are systematically clearing space to accommodate their new roommates. Beginning next month, User Support Services' Lead Senior Information Technologist David Toms will coordinate the initial phase of the move of USS helpdesk staff from Horace Mann Tech Center to Gaige. Relocating the central Helpdesk to Gaige will create a combined Help Center for classroom support and faculty/staff desktop assistance. We do not anticipate any interruption in normal AV/helpdesk operations during the move.

The goal is to offer "one-stop-shopping" and to coordinate response to emergency requests and routine trouble tickets. The Horace Mann Tech Center will continue as the center for instructional technology and training, administrative services and student computing. Student monitors are always available in the walk-in computer labs, the Mann Tech Center and Whipple 102, to assist students on a drop-in basis. Jack Mello will maintain his office in Whipple 108. Please watch the USS web site for an official announcement of the opening of the Gaige Help Center.



Our Changing Web Site

The Rhode Island College web site has a new look and feel; it has been redesigned from the ground up to make it easier for academic and administrative departments to manage and edit the information they present to students, prospective students and other visitors to www.ric.edu. User Support Services, like many departments on campus, is experiencing growing pains as we adjust to the new web design, and begin to update our web pages within the new Rhode Island College framework. USS has received a number of helpful comments about how to raise the "user friendliness" score for our web site, but we want even more input. What would you like to see on the USS web site? Are there annoyances that need fixing? How should we improve current design and navigation at www.ric.edu/uss: please don't be shy, give us your feedback so that we can revise our site to meet your needs.

In addition to the main USS web site, Scott Badger of USS and the student staff have been actively developing two new sites designed to provide targeted support for faculty and students. Faculty support is now available at www.ric.edu/toolbox and student support can be found at www.ric.edu/studenttoolbox. Scott and the students have worked hard to create web pages to anticipate and answer the questions that faculty and students frequently pose to User Support Services staff. When you visit the toolbox sites, you will see that the student toolbox is still in "Beta", a test version, since the USS student staff are still actively revising the content of their Toolbox based on feedback from students who call the help desk or visit the walk-in labs. While the faculty toolbox has moved beyond the Beta phase into production, USS continues to actively solicit feedback to learn whether the Faculty Toolbox is meeting faculty needs. Fortunately, web sites are dynamic with rapidly changing content so improvement is a never-ending pursuit. Please help us by taking a good look at the Faculty Toolbox and letting us know what additional content should be included, what items should be dropped, and how navigation might be facilitated. Suggestions should be emailed to helpdesk@ric.edu.

Obtaining a Computer

All faculty and staff whose responsibilities include the use of a computer will be issued a College owned computer meeting or exceeding these standards:

PCs

PIII 450 MHz processor, 256 MB RAM, 20 GB hard drive, OS Windows XP SP2, MS Office 2003, antivirus software

Macs

G4 with a 466 MHz processor (or greater), 512 MB RAM, , Mac OS 10.4, Ethernet Port, DVD-ROM drive, Microsoft Office 2004, FireFox, iLife 06 (user provides the license) antivirus software

New purchases:

Grants and sponsored projects purchases - please telephone Pat Hays at 8803 for information about ordering from the State MPAs from Dell, Apple and HP.

Faculty and staff should request computers, printers and upgrades through departmental channels. Faculty should address upgrade requests to their department chairs and their dean.



Faculty Resources

True Outcomes Purchase

Recently, the Educause Advisory Committee for Teaching and Learning (ACTL) identified key technology related teaching and learning issues in higher education. It is no surprise to the faculty and technology staff at Rhode Island College that among the top ten issues facing academic technology professionals are the following concerns: establishing and supporting a culture of evidence, (1) demonstrating improvement of learning (2) and providing tools to meet growing student expectations (5). The growing demand for accountability in response to our multiple stakeholders, consumers of our programs, accrediting bodies and funding agencies has resulted in publishing our program goals, conducting assessments that tell us if aggregates of students are achieving those goals and prompting discussion about pedagogy that improves learning in a technology driven environment.

In the recent past, faculty and staff from the three public institutions of higher education in Rhode Island explored a variety of electronic applications to assist the development of assessment plans, serve as a repository for data and enhance reporting. After serious consideration, representatives from the three schools agreed that TrueOutcomes is a good choice to accomplish all of these objectives. It provides an integrated set of instruments that include a student portfolio, faculty/juried portfolio and curriculum planning record, along with functionality for survey creation and data reporting. We are well positioned to begin implementation since the application is designed to

work with existing assessment plans. Although some programs are still 'tweaking' their plans, most major programs have submitted data.

As soon as the agreement to use TrueOutcomes was reached, Pat Hays, Director of User Support Services, encouraged USS staff to visit URI to take a closer look at their existing server. This was a wonderful opportunity to get a 'sneak peak' at the start up technology needs. Soon, two system-wide committees, one addressing technology and the other the academic/functional side, will meet to identify learning and resource needs, and develop a start up process.

This is a very exciting time to be working with TrueOutcomes. They were recently purchased by Thompson Learning Solutions. In the new environment, Douglas Walcerz who provided our campus demonstrations will devote his full time energy to faculty development and training along with creating enhancements in response to faculty needs.



WebCT News

For all faculty and students, when you log into WebCT you will see an Announcement section on the right side which will include the following topics:

Important: All Office 2007 users

If you are using Office 2007 and uploading documents into WebCT, WebCT will not recognize .docx documents and will upload them as .zip files.

To find detailed instructions on how to get around this issue (save as Office 2003), or to install the converter to read these .docx files, please go to: http://www.ric.edu/revans/webct_files/X%20Files%20in%20WebCT.mht.

Online Student Help Now Available

To gain access to WebCT helpful online guides about the Communication Tools (Discussions, Mail, Chat & Whiteboard, and Calendar) and Student Tools (Assignment, Tools in Course Content, Student Presentation, and other helpful tools), you will click on the provided url and type in the password. The url and password will be located below the Announcement section of your WebCT account.



For information about WebCT as well as of technology being used here at RIC college, please check out the Faculty Toolbox at <http://www.ric.edu/toolbox/>.



There is also a Student Toolbox that has a lot of helpful information about Technology for the RIC students. You'll find the Student Toolbox at <http://www.ric.edu/studenttoolbox/>.

Departmental Technology Liaisons (DTLs)

- ✓ John Arango (HBS)
- ✓ Ken Ainley (HPE)
- ✓ Tony Carlino (AV)
- ✓ Suzanne Conklin
- ✓ John Eagle (CEP)
- ✓ Richard Evans (SOM)
- ✓ Walter Gall (Mathematics and Computer Science)
- ✓ Praveena Gullapalli (Anthropology)
- ✓ Mark Handler (Adams)
- ✓ Jill Hume Harrison (Sociology)
- ✓ Lori Herz (Child Welfare Inst)
- ✓ Connie Horton (Ed Studies)
- ✓ Steve Imber (Special Ed)
- ✓ Heemong Kim (ART)
- ✓ Macgregor Kniseley (Elem Ed)
- ✓ Marc LaMontagne (Physical Science)
- ✓ Bonnie MacDonald (Communications/Film Studies)
- ✓ Jim Maguire (Management)
- ✓ Nancy Oppenlander (Political Science)
- ✓ Alan Pickart (Music, Theatre and Dance)
- ✓ Russell Potter (English)
- ✓ Glenn Rawson (Philosophy)
- ✓ Leslie Schuster (History)
- ✓ Oren Shtayermman (School of Social Work)
- ✓ Dave Sugarman (PSY)
- ✓ Pat Thomas (Nursing)

The Library now has the College VHS/DVD

The VHS and DVD Collection that was in Audiovisual is now located in Adams Library. These videos are currently being catalogued into the Helin System, and will be available for the college community.

Films that you would like to have available exclusively for your classes can be placed on the Library Reserve List. (This will work exactly like the Reserve List for books...See Brian Baker in the library).

You can pick up your video at the library for your class; or, if you prefer, you can order the video with the TV Cabinet at Audio Visual, and AV will deliver the video with the equipment. Note that this service will be for REGULAR CLASSROOM delivery only. If you need only a video, or if you are in an Electronic classroom, you'll need to get the video at the library.



Office 2007 in the Labs

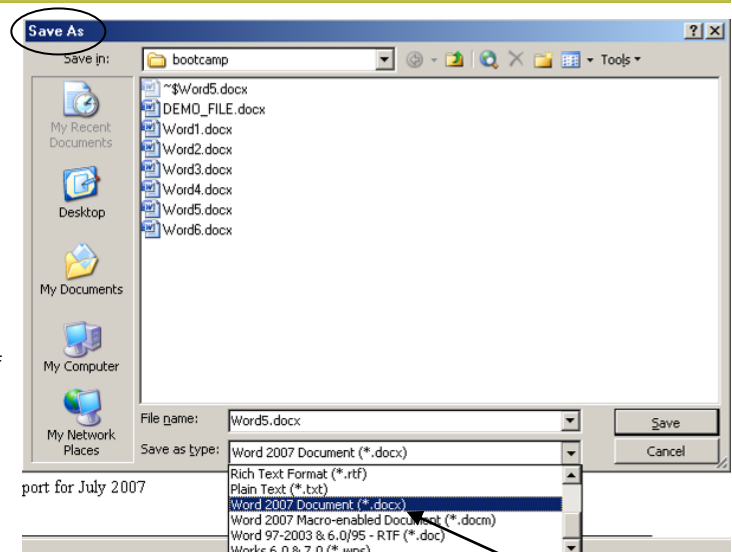
(Continued from page 1)

To determine whether or not your computer has had the conversion software installed, open a 2003 Document and go to **Save As**. If one of the Save As options given is docx (in Word); pptx (in PowerPoint) and/or xlsx (in Excel), the conversion software has been installed on your computer (see *example at right*). If you do not see this option, please contact User Support Services at 8803.

Apple computer users will not receive the automatic update. However, Microsoft has developed conversion software for the Mac. If you would like to request Office 2007 file converters for your office Mac, please call the helpdesk.

If you want more information about the Office 2007 file format, please contact ittraining@ric.edu, call the Help Desk at 8803 or click this link to get information directly from the Microsoft site.

<http://office.microsoft.com/enus/products/HA101686761033.aspx>



Word 2003 with conversion software (note Save As docx)



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Technology and Training, User Support Services*

Horace Mann,
Technology Center
Pat Hays, Director

Phone: 401-456-8803
Fax: 401-456-8632
Lab Monitor: 401-456-8886
E-mail: helpdesk@ric.edu

<http://www.ric.edu/uss/>

Special thanks for assistance for this newsletter goes to:
Scott Badger, Tony Carlino, Greg Kniseley, Pat Hays,
Jennifer Hidalgo, Pat Thomas, and Dave Toms

Designed by: Pat Hetu

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)

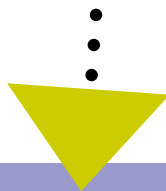
Saturday closed

Sunday Noon–11:45 pm (Mann only)

Non-Semester Hours:

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

Saturday closed Sunday closed



USS Seeking Faculty Volunteers

User support staff are looking for faculty interested in reviewing the next generation of course management systems, including WebCT 6, BlackBoard, ANGEL and Moodle. User Support Services is also recruiting faculty to serve as members of a working group to study the use of clickers on campus.

Please contact Scott Badger (sbadger@ric.edu) if you are interested in volunteering to serve on one or both of these committees.

