

News from Campus  
Technologies, October 2007



**Internet access takes a big leap:**

Our incoming class brought with them a much higher than anticipated need for speed. As a result, as soon as we got all our resident students onto our network, our ability to access the Internet took a dive! CT performed a quick evaluation of network capacities based on our known needs and compared our numbers to recent increases in bandwidth at our sister schools. With the cooperation of the PASSHE Network Operations Center and Level3 Communications, Internet capacity was quickly increased from 20 to 65 megabits! Our network is now operating with an Internet facility that actually exceeds our peak requirements.

**Commuter students lab move:** Four computers from the Communter Student lab, previously located on the 3<sup>rd</sup> floor of the Alumni Hall Student Center, have been moved to Jazzman's Café on the 2<sup>nd</sup> floor at the request of SGA. Word has it that the systems and networked printer have been in continuous use since we've moved them.

**Theft:** CT responded to a report on October 3 that a projector in Elliott was malfunctioning. We found that it had been unplugged, presumably by someone attempting to remove it. Fortunately the Elliott projectors had been locked down in a manner that makes their removal considerably more difficult than in the past. On October 11, we received word that a projector had been stolen from Retan G05, a room where the projector had not yet been secured.

From CT's perspective, securing classroom equipment is always an issue of balance between useability, maintainability and security. In

discussions with our PASSHE partners, we've found that all sorts of methods have been tried to secure classroom equipment but on the bottom line the only thing that works is a locked door between what you're trying to protect and public areas.

Please help us by doing your part!

- Lock and latch classroom doors when you leave. *Every time.*
- Report any unlocked doors you find to Peter Keller.
- If you see someone you are not familiar with carrying equipment out of a building, GET INVOLVED! Ask them who they are and what they're doing. If they're performing legitimate maintenance, they won't mind you asking. And if you don't feel comfortable asking, call campus police and report the incident.

Securing our classrooms and ensuring their useability is everyone's business. Thanks!

**CT comings and goings:** Since the last News we've said good-bye to two staffers and hello to three others. Cheryl Hasselman, CT's long-suffering secretary, has retired after a three month extension, and has been replaced by the less-long-suffering Wendi Route. April Case, CT Technician for the Library, has moved on to greener pastures and will be replaced by long-time IT technician Tim Seymour. Derek Furry, temporary Applications Developer, has been added as a permanent member of our web team. And coming soon, Matthew Reed will join us as an IT Generalist, again, with primary responsibility centered around web development. All of this means that we will be, once again, making changes to our areas of geographic responsibility and we will announce those changes in the next issue of the *News*.

**“Phishing” anyone?:** Recent reports to CT indicate that many of you have received Emails that appeared to be from ***irs.gov***. These Emails requested you go to a web site and provide a credit card number so your government could deposit a “federal credit”. Credit goes to those scammers who continue to find ways to evade the authorities and our spam filters, but we want to remind everyone to be

extra-cautious when responding to any Email solicitation. The best thing to do when receiving this type of mail is: **nothing**. Delete messages from banks you do not do business with, credit card companies you have no connection to and anyone claiming to be a government representative. Believe it or not, our spam filters continue to capture the vast majority of unwanted Email solicitations, but it's a cat and mouse game we will never completely win!

An excellent document on recognizing and avoiding phishing scams may be found here: [http://www.antiphishing.org/consumer\\_recs.html](http://www.antiphishing.org/consumer_recs.html)

**Lenovo computers (finally) make an appearance:** As reported in the September issue of the *News*, a decision made by the Office of the Chancellor mandates the use of a PASSHE contract with Lenovo Corporation for purchase of any new desktop or laptop personal computers. An initial shipment of Lenovo PCs has been installed in the Elliott Hall computer labs. Although the out-of-box failure rate is somewhat higher than we've been accustomed to with Dell, once installed the machines appear to be stable, and initial reports have been generally positive. We will supply Lenovo Computers to upgrade the labs in Art, Psychology, Math, and History by the beginning of spring semester, and our desktop replacement program will resume as soon as we receive funding.

**Have Office 2007 questions? We have answers:** While we have no formal training on the calendar for Office 2007 at this time, CT continues to offer individualized training on the Office 2007 suite of products. Tom Wilson will provide the knowledge if you provide the time... Give Tom a call at x-4644, or call our Help Desk (4357) to ask a question or schedule training. If your area would benefit from group instruction, we'll schedule the training lab on the 6<sup>th</sup> floor of North Hall at a mutually convenient time. Give us a call; we'd love to help!

**PA Bar drops satellite feeds in favor of streaming video:** The Center for Life Long Learning has for many years hosted the PA Bar, which uses our facilities for their continuing legal education requirements. These classes have been held via satellite downlink

since the programs inception. During the summer, we tested a web-based streaming media presentation and on September 27, the first presentation based on this technology was hosted. Picture and sound quality were broadcast quality and the presentation, which lasted from 8:30 AM to 1:30 PM, was a success. Use of the Internet allows for a much more flexible schedule for events as well as providing a far less costly approach to content delivery. Of the nine conferences scheduled between now and the end of the year, seven will be delivered by streaming media.

**And finally....** A new web application allowed this year's Homecoming King and Queen voting to be done via the web. For the first time, students had the ability to see their candidates, as pictures of each potential King and Queen were posted on the ballot.

Butler Music Lab recently received flat panel monitors to replace their ageing CRTs.

Updates to our data interconnects with Sodexho now allow faculty and staff to purchase meal cards using their credit card. These cards can be used to access any of the services provided by Sodexho. Contact the Sodexho office in Manser for details.