

News from IT, September, 2007



Welcome back! We trust those of you who've been away during the summer had a relaxing and enjoyable break. A lot has happened while you were away...

Where do I find...? With lots of new folks on campus, we'd like to take a moment to introduce you to some of the highlights of where to find IT-related information.

“Getting Started” information for students:

General information may be found here:

<http://admissions.mansfield.edu/info/generalinfo.htm>

IT-specific info for phones and voicemail, Account info, Blackboard, etc: <http://it.mansfield.edu/start.cfm>

Campus Wireless: <http://wireless.mansfield.edu>

Telephone and Voicemail User's Guides:

<http://it.mansfield.edu/telecom/phoneoperations.pdf>

How to place personal calls from campus telephones:

<http://it.mansfield.edu/telecom/otherinst.cfm>

Frequently called, hard-to-find numbers:

<http://it.mansfield.edu/telecom/stuorg.cfm>

University Telephone Directory for Faculty and Staff:

http://hr.mansfield.edu/directory/staff_fac.cfm

University Telephone Directory for Students (must login to my.mansfield): <http://my.mansfield.edu/studir/default.cfm?>

University's Acceptable-Use Policy:

<http://it.mansfield.edu/policies/aup.CFM>

Reporting problems with telephones, voicemail or other campus technology:

The best thing to do is to *always!* contact the university help desk by dialing 4357. The help desk is staffed during normal university business hours and a call to that number ensures your problem will be logged and the most appropriate resource will be assigned to address your need, that is, if we can't fix it while you're on the phone. Over 70% of help calls ARE resolved during the initial contact. If you receive our voicemail, it is because all lines are currently busy – this is particularly true this time of year because of higher-than-normal call volume and the fact that so many of our technical staff are out and about. Please leave a message and we WILL get back to you!

Problems with our Help desk? Please contact one of the following people:

- Connie Beckman, Director – x-4830
- Alan Johnson, Associate Director – x-4835
- Bill Phillips, Assistant Director – x-4010

“SafeConnect” Enhances Student Access: IT has replaced our NetReg registration system for student network access by installing a new appliance. This device requires a student to load a very small-footprint key on their computer that scans for current and operational antivirus and anti-spyware software, proper security patch levels for the operating system, and peer-to-peer software prohibited by law and our acceptable use policy. If the computer is largely compliant, it is registered on our network. If there are minor compliance issues, the student is warned, given a reasonable amount of time to comply, and allowed onto the network. Major compliance issues result in the student being denied access to the network until their system is brought into compliance. The TechConnect Center at extension 5806 is available to students requiring assistance in bringing their systems into compliance.

Because this is a new system and new service, we may alter the rules and regulations slightly depending on our experience this first

semester. However, if you hear a student complaining about us not allowing them on the network, please help us out by assuring them that our only interest is in complying with the law and keeping the campus virus and spyware-free. We are NOT gathering student's personal information, tracking their web site use or recording their keystrokes, though we have heard rumors of all these things!

Sign-up for “Red Alert” safety notifications: Due to the tragic events at Virginia Tech, discussing and planning for enhancing campus security has been a big issue for us this spring and summer. We have staged a preliminary drill of our emergency lock-down and notification procedures. IT takes pride in it's central role in campus notification. Once alerted by the Office of the President, we alert the campus to an emergency situation by all of the following methods:

- Broadcast alert to all faculty/staff/classroom computers via Novell popup message.
- Priority Email broadcast to all faculty/staff and students.
- Voicemail “system broadcast” message received upon login to the system.
- Alert message and up-to-the-minute information delivered via Campus TV channel 10.
- Text alert delivered to registered cell phone users.
- Real-time updates on the university web site main page.

The university's press release regarding the recently-completed lockdown drill can be found [here](#).

We encourage everyone to add their cell phone to the text alert system. You can add your cell phone to the system by accessing one of these two urls:

For faculty and staff: <https://info.mansfield.edu/mobilealerts>

For students: <https://info.mansfield.edu/myaccount/>

While you were away: In case there was any doubt, IT was most assuredly not sitting under a shade tree sucking down mint

juleps and eating bonbons this summer! Here's a quick list of some of the things we've been working on:

- **Safety issues:** Besides the alerting systems we've already noted, security cameras have been installed in the E and T lots. These units provide some degree of additional security to these remote areas of campus and operate in addition to security cameras already installed.
- **Internet Bandwidth Upgraded:** Along with the addition of a second Internet gateway to PASSHEnet for emergency failover and disaster recovery/business continuity, we have increased our bandwidth by 33%, from 15 megabits, peaking to 30, to 20 megabits, peaking to 40.
- **Upgrades to the Geography/Geology Lab,** with the addition of new computers, digitizers and gps devices.
- **Upgrades to Steadman Theater** to allow for three projection screens and a true multimedia presentation space, all operable by wireless remote control.
- **Online catalog** – to supplement our published catalog, check it out at: <http://catalog.mansfield.edu> .
- **Elliott split:** Our busiest building network was divided into two networks for faster response to critical applications.
- **Blackberry Integration:** We now support sending and receiving university Email via Blackberry handhelds. Anyone interested should contact us via the Help desk. There is a one-time charge of \$99 for the server access license, and the user is responsible for any and all airtime charges.
- **Mobile telephony:** IT has integrated our Ericsson phone system with the cellular network so internal calls can be seamlessly diverted to a cell phone, and cell phone users can take advantage of features and functions of the campus phone system, all while keeping their cell phone number private.
- **Bye-Bye Dell:** PASSHE has advised us that we can no longer bid and purchase desktop and laptop computers, and a bid was issued by them that was won by Lenovo. This caused delays in our normal purchasing cycle with the end result that we were unable to purchase new computers for labs and classrooms in time for the semester startup. Plus, the ongoing

budget issues have meant that funding is NOT assured in this fiscal year for faculty and staff desktop computer replacements. Sorry, folks, but we need to throw the bad news in too! We are awaiting an initial shipment of 50 new machines, all of which are destined for the CIS lab and classrooms in Elliott.

- **Upgraded software:** New versions of SPSS and Maple have been delivered.
- **Preparing for Vista:** We have evaluated Windows “Vista” and have found that *most* of our current applications critical to teaching and even our day-to-day operations are not compatible with the product! All new computers will be Vista-capable but no time estimate can be given as to when we will be able to roll Vista out for either Administrative or teaching/learning spaces that require our normal suite of products.
- **New Office Package:** Microsoft Office 2007 has been rolled out to the entire campus community – we are the first school in PASSHE to do so!
- **PDF Add-in:** Microsoft Office 2007 has released a PDF add-in for its Suite of applications. All users have access to this add-in by going to Start/NAL suites/Microsoft Office 2007/Microsoft Office PDF Addin. Once installed, ANY Office 2007 application (Word, Excel, Powerpoint, etc.) can now “save as” PDF.
- **Enhanced Remote Control:** New software allows us to power-down classroom and lab computers in the evening and fire them back up unattended before 8:00 weekdays – this will also allow new software and patches to be loaded without unduly inconveniencing faculty trying to get classes started.
- **Name changes:** Oh, and one last thing: IT is now **CT** – Campus Technologies. Look for a new logo and changeover to this new moniker in the near future!

We are here for you!: The CT staff is dedicated to the university mission of teaching and learning. We very much want to ensure that everyone benefits in the highest-possible manner from

our investment in technology. If you have a question or concern, or would like to know more about any aspect of campus technology, give us a call or drop a note via helpline@mansfield.edu . If you have a question of general interest to the campus community, perhaps we can answer it here, in the *News*. Let us know how we can serve you better.