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Library, Information and Technology Services  
Newsletter

Library, Information and Technology Services

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9-2000

## Information Technology Services Newsletter: Fall 2000

Mary Jo Orzech

*The College at Brockport*, morzech@brockport.edu

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# Information Technology Services Newsletter

SUNY BROCKPORT

Volume 16, Number 1

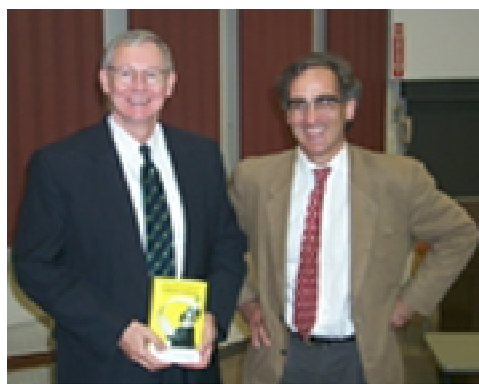
September 2000

## Information Technology Services Reorganization

Dr. Max Ivey, Associate Vice President for Information Technology Services, has announced the formation of two new units, "Information Technology Systems and Networking Services" and "Information Technology Support Services" to replace Administrative Computing and Academic Computing Services as units reporting directly to him.

Dave Strassenburgh, as the Acting Director of IT Systems and Networking Services, is responsible for the campus network, the Sun enterprise, e-mail and other institutional servers, the current Eagle system and the new Banner campus information system now under development. His division is also responsible for the official campus web site.

Mary Jo Orzech, Director of IT Support Services, will oversee the installation, start-up and operation of the new Help Desk to serve faculty, staff and student needs. The search to fill the position of Help Desk Coordinator is underway and hopes to be filled during the Fall 2000 semester. One phone call to the Help Desk will offer access to hardware, software, and audio/visual support. AV/Media Services in Edwards, instructional and other software resource needs are included in



*Dr. Max Ivey, Associate VP for Information Technology, is holding the book titled "The Social Life of Information". Dr. Paul Duguid, coauthor of the book, is on the right.*

the ITSS mission. ITSS will operate Dailey Hall providing classroom teaching space and open student access.

Drake Memorial Library will continue its Integral role as part of the division of Information Technology Services, with Raj Madan is Dean of Academic Information Services and Director of the library.

**Continued on page 5**

## Dr. Paul Duguid Visit

Dr. Paul Duguid, a historian and social theorist affiliated with the University of California, Berkeley and the Xerox Palo Alto Research Center recently visited the campus along with Christine Haile, SUNY Associate Provost and the head of the Advanced Learning and Information Systems Office of the State University.

Duguid is coauthor of "The Social Life of Information", Harvard University Business School and spoke as part of opening of school Academic Affairs colloquium.

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## SUNY Learning Network Update

SUNY Brockport has joined 42 SUNY campuses across the state in offering a number of on-line Web-based courses via the SUNY Learning Network (SLN) during Fall 2000. Brockport is offering five courses on the SUNY Learning Network this semester. They are:

| <u>Course</u>             | <u>Title</u>                    | <u>Instructor</u> |
|---------------------------|---------------------------------|-------------------|
| BUS 366.61 (3 credits)    | Organizational Behavior         | Susan Stites-Doe  |
| CPS 101.61 (3 credits)    | Intro. to Computational Science | Osman Yasar       |
| GEP 395.61 (1 credit)     | Internet Research               | Mark Anderson     |
| HON395-61 (3 credits)     | Junior Colloquium               | Mark Anderson     |
| PAD 681.63 (3 credits)    | Organizational Management       | Ann Altmeyer      |
| PAD 687.63/64 (3 credits) | Statistics for Managers         | Edward Downey     |

### Frequently Asked Questions:

**Q. One of my advisees wants to take a course on SUNY Learning Network. Where should I direct them?**

A. Refer them to [sln.suny.edu/sln](http://sln.suny.edu/sln), "Getting Started" for students and remind them that all transferred credits must be approved for their program of study.

**Q. Can SLN supplement existing face-to-face instructor-led campus courses?**

A. No. SLN is designed as a totally asynchronous learning environment. Students can be from around the world and may never meet 'on-campus'.

**Q. I'm interested, but concerned about academic integrity in an on-line course. Do you have any advice for testing?**

A. Testing and student assessment in general requires a thoughtful approach. For more information on this and other instructional design issues see: the Faculty Developer Gateway at: <http://sln.suny.edu>



**Q. Who is available at Brockport for more information?** A. Local resources include:

Karen Schule-Williams - general administrative issues, ext. 5724; Rick Iuli - pedagogy issues, ext. 5088; Reddy Anugu - technical issues, ext. 2463. We will try and keep the campus informed about this new initiative as additional information and details are available.

# Technology Information

## New Version of Electronic Reserves

The Library is happy to announce a new version of Electronic Reserves!

At the end of Spring 2000 there were 178 faculty using E-reserves, with 430 courses registered. E-Reserves was rapidly outgrowing its existing server. Over the summer months, a new server (with a mirror backup) was introduced to ensure the speed and stability of the system. The new software allows for greater flexibility in production of E-Reserve web pages.

For student and faculty, it offers enhancements as well. It is now possible to link directly to the Library's online catalog "WebPac" from E-Reserves, and to other library research resources. In the coming year we hope to offer faculty some new exciting options for their course pages.

Take a look at the new web page at : <http://eres.drake.brockport.edu>. This is the same URL as the old system, to make the changeover easy. In addition, the web pages look different, but work virtually the same way, so no additional instruction of students will be needed. We welcome your comments and suggestions regarding this new version of E-Reserves!

## SUNYLA Conference

Looking Back, Looking Forward:  
"Bridging the Millennia"



The above picture was taken during the 32nd Annual SUNYLA Conference held at SUNY Brockport on June 21 - 23, 2000. From left to right are Raj Madan, Mark Smith (SUNYLA president), Julie Wash, and Timothy Flannigan.

## MERLOT

The Multimedia Educational Resource for Learning and On-Line Teaching (MERLOT) is a high quality collection of interactive learning materials, assignments, reviews, and people.



MERLOT provides faculty a way of easily and inexpensively incorporating material into their course and syllabus. It functions as a repository, but goes much further by adding assignments, ratings, peer-reviews, and discipline communities. It currently includes more than 2,000 modules from many institutions including SUNY schools. An important part of the project is to find additional material and systematically add to this collection. In addition to functioning as a repository, MERLOT facilitates communication and collaboration among people with common interests. Learning materials found through MERLOT include high quality simulations, animations, tutorials, exercises, and other organized learning material.

The organization of MERLOT consists of a national network of online discipline communities. Within each discipline, MERLOT faculty expert reviewers have formed panels that select and evaluate the learning materials. Each panel is in the process of (1) developing professional standards for online learning materials, (2) engaging in peer review processes similar to those used for scholarly works, and (3) providing a mechanism to validate and share high quality work. Also, to assess usability and to evaluate effectiveness, user comments from faculty, students, and other members can be added. For more information about MERLOT, visit

<http://merlot.cdl.edu>

For additional information, contact Peter Shea. His email address is [pshea@sln.suny.edu](mailto:pshea@sln.suny.edu)

Craig Lending will be serving as a MERLOT discipline reviewer for the Biological Sciences from SUNY Brockport.

## Web Sites

### Departmental Sites

Information Technology Systems and Network houses most of the official College Web pages, including individual departmental sites, as well as general "top-level" pages. Individual departments are responsible for creating and maintaining their own pages, with the Web manager, Steve Lewis, available for assistance and training. For more information send e-mail to [webmaste@brockport.edu](mailto:webmaste@brockport.edu)

### Personal Pages

Information Technology Support Services (ITSS) houses most of the personal Web pages, including faculty, staff, and students. If you need assistance, please contact ITSS at ext. 2463.

### Continued from page 1

Although some personnel offices and equipment will be relocated, phone numbers and basic functions will remain the same for now. Also, the campus will be kept advised regarding the progress of the on site development of the Banner system. For more information about the Banner system, please visit

<http://www.brockport.edu/banner/>

It is hoped that these changes will benefit all technology users at Brockport.

## Media Services

### Video Tape Library Moves

Media Services would like to announce the relocation of its videotape library to the Special Materials Center in Drake Memorial Library. The Media Services videotape library consists of over 250 16mm film titles that were transferred to video. The main reason for the relocation is to centralize all videotapes in the Special Materials Center thus making it easier to locate and utilize these materials in the classroom. Beginning Fall 2000, faculty members need only remember that all videotapes for classroom use are located in the Special Materials Center. Eventually, all titles will be entered into the library's online catalog, Dynix, to allow open access to more specific details on each title. For more information, contact the Special Materials Center at x2578.

### Film Collection Donated to Visual Studies

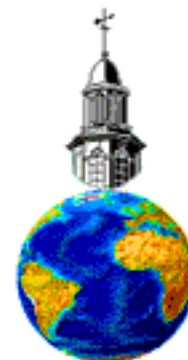
Media Services has also donated its entire 16mm film collection to the Visual Studies Workshop in Rochester. Over the last few years, there has been a noticeable decline in the use of 16mm film in the classroom, especially since Media Services began transferring 16mm film titles to videotape two years ago. As a result, the 16mm film collection was underutilized. Media Services contacted Rich Dellacosta of the Visual Studies Workshop to see if there was any interest in maintaining the film collection at their Prince Street location. As the Visual Studies Workshop does offer some film studies courses, Rich was more than happy to accept the entire collection. Media Services staff hopes that the 16mm film collection will continue to provide valuable educational support archival benefit and additional value to the Visual Studies Workshop for many years to come.

### ResNet Update

Information Technology Support Services is now providing technical services including Internet connection to residence halls. During the beginning of the Fall 2000 semester over 1000 connections were established during the first three weeks of classes. For more information about residence hall connections, visit the ResNet web site at

<http://www.brockport.edu/dormnet/dorm1.html>

Contact ResNet for additional information at ext. 2597.



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# ITS Supported Hardware/Software

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**OS/Network**

Operating Systems: Windows 95, 98, 2000, NT  
Mac OS 8.0 and above, Unix – Solaris

Network Protocols: TCP/IP, AppleShare

**Office Suites:**

Word Processing Suites: MS Office Pro 97 – 2000, MS Office Pro 98 (Mac)  
Corel WordPerfect Suite 7.x

GroupWare: Lotus Notes 5.x

**Internet related:**

E-mail: WebMail, Eudora (Mac), Netscape POP3/IMAP clients

Web Browsers: Netscape and Internet Explorer

Web Page Development: Netscape Composer, MS Office 2000, MS Office 98 (Mac)  
FrontPage, and DreamWeaver

Telnet Clients: Telnet, Wstelnet (tn3270), QWS3270 (tn3270)  
NCSA Telnet (Mac), Brown tn3270 (Mac)

FTP Clients: WS-FTP LE, Fetch (Mac), WS-FTP

WWW Plug-ins: Adobe Acrobat Reader, Shockwave

X-Terminal Emulation: Hummingbird Exceed 6.2

**Statistics**

Statistical Analysis: SPSS 9.x – 10.x, Minitab 12 – 13

**Utilities:**

Anti-Virus Utilities: McAfee Anti-Virus (Mac), Norton Anti-Virus

Printer Configurations: Windows 95, NI Print, Appletalk Chooser (Mac)

**Hardware:**

Desktop Systems: PCs, PowerMacintoshes, and Suns

# Fall 2000 Workshops in Dailey Hall

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Information Technology Services is sponsoring software fall training workshops for faculty and staff. MS Office 2000 (Word, Excel, Access, and PowerPoint) sessions will be taught by Diane White. All sessions will be held in room 202 at Dailey Computer Center except for the Fri. Sept. 29 session to be held at the Metro Center, 228 E. Main St. Rochester, NY. Handouts will be provided. Classes marked with an \* will be taught by Brockport staff.

## Monday, September 11

9:00 am - 11:00 am

Introduction to TopClass\*

## Wednesday, September 13

9:00 am - 12:00 pm

Beginner Excel 2000

1:00 pm - 4:00 pm

Beginner Access 2000

## Friday, September 15

9:00 am - 12:00 pm

Intermediate PowerPoint 2000

1:00 pm - 4:00 pm

Intermediate Excel 2000

## Monday, September 18

2:30 pm - 3:30 pm

Beginner Web Sami (SUNY Budget System)\*

## Wednesday, September 20

9:00 am - 10:00 pm

Advanced Web Sami (SUNY Budget System)\*

## Friday, September 22

9:00 am - 12:00 pm

Advanced PowerPoint 2000

1:00 pm - 4:00 pm

Intermediate Access 2000

## Monday, September 25

9:00 am - 12:00 pm

Intermediate Excel 2000

1:00 pm - 4:00 pm

Advanced Word 2000

## Wednesday, September 27

8:30 am - 11:30 am

Advanced Excel 2000

1:00 pm - 4:00 pm

General Office 2000

## Friday, September 29

9:00 am - 12:00 pm

General Office 2000

1:00 pm - 4:00 pm

Advanced Excel 2000

1:00 pm - 4:00 pm

Introduction to SPSS\*

Faculty and staff are encouraged to attend the workshops. Registration is on a first-come first-serve basis and is limited to 20. Submit your registration form on-line at [www.ITSS.brockport.edu/workshop-reg.htm](http://www.ITSS.brockport.edu/workshop-reg.htm) or send e-mail to: [tloscomb@brockport.edu](mailto:tloscomb@brockport.edu)

# Information Technology Services

Information Technology Services consists of Drake Library, administrative and academic computing, data processing, and media services areas.

## ITSS Staff

### Orzech, Mary Jo, Director

Office: 217 Dailey Hall; Phone: 395-2368  
E-Mail: morzech@brockport.edu

### Loscombe, Tammy, Secretary

Office: 216 Dailey Hall; Phone: 395-2368  
E-Mail: tloscomb@brockport.edu

## Instructional Support

### Anugu, Reddy, Software Analyst

Office: 207 Dailey Hall; Phone: 395-2463  
E-Mail: ranugu@brockport.edu

### Parsons, Anne, Computer Resources Manager

Office: 204 Dailey Hall; Phone: 395-5470  
E-Mail: aparsons@brockport.edu

### Saraceni, Jeanne, Software Support Specialist

Office: 208 Dailey Hall; Phone: 395-2452  
E-Mail: jsaracen@brockport.edu

## Hardware Support

### Giblin, Robert, PC Technician

Office: 23 Edwards Hall  
E-Mail: rgiblin@brockport.edu

### Heywood, Robert, PC Technician

Office: 23 Edwards Hall  
E-Mail: rheywood@brockport.edu

### Morrison, Richard, PC Technician

Office: 23 Edwards Hall  
E-Mail: dmorriso@brockport.edu

## Media Services

### Mancini, Frank, Media Services

Office: 23 Edwards Hall; Phone: 395-2660  
E-Mail: fmancini@brockport.edu

### Hart, Richard, Media Services

Office: 23 Edwards Hall; Phone: 395-2660  
E-Mail: rhart@brockport.edu

## Hours of Operation

|                   |                   |
|-------------------|-------------------|
| Monday - Thursday | 8:00 am - 1:00 am |
| Friday            | 8:00 am - 9:00 pm |
| Saturday          | 9:00 am - 9:00 pm |
| Sunday            | 1:00 pm - 1:00 am |

## Telephone Numbers

|                               |          |
|-------------------------------|----------|
| Dailey Hall Supervisor's Desk | 395-2247 |
| Dial-in                       | 395-2180 |
| Fax                           | 395-2399 |

## Computer Labs in Dailey

202 PC Teaching Classroom (32 stations)  
203 PC Teaching Classroom (32 stations)  
205 PC Teaching Classroom (40 stations)  
211 Software Hardware Evaluation Lab  
212 Sun Lab (30 stations)  
213 Computer Skills Testing (30 stations)

## On-Line Forms @ ITSS Web Site

- Resource Request Form  
<http://www.acs.brockport.edu/request.html>
- Faculty/Staff Account Form  
<http://www.acs.brockport.edu/facacct.html>
- Student Employment Application Form  
<http://www.acs.brockport.edu/application.html>
- Workshop Registration Form  
<http://www.acs.brockport.edu/survey.html>
- ITSS Comments/suggestion Form  
<http://www.acs.brockport.edu/we.html>

Information Technology Services newsletter is published three times a year by ITS, State University of New York, College at Brockport. Contributions and suggestions in any form (Voice, Fax, Mail, or E-mail) are welcome and should be addressed to Information Technology Support Services, Dailey Hall.