Gene Spafford Receives Honorary Degree

Dr. Eugene Spafford will receive an honorary Doctor of Science at the SUNY Brockport undergraduate commencement on May 14, 2005. Dr. Spafford has served on the faculty of Purdue University since 1987 as a professor of computer sciences and of electrical and computer engineering, and also serves as the Executive Director of the Purdue Center for Education and Research in Information Assurance and Security (CERIAS). He earned his BA in 1979 from SUNY College at Brockport with a double major in computer science and mathematics, and received SUNY Brockport’s most prestigious student award, the President’s Citation.

Dr. Spafford is a world-renowned researcher and expert in the area of computer and network security, computer crime investigation and information ethics and is a member of the President’s Information Technology Advisory Committee. He serves as an advisor to several federal agencies, including the National Security Agency, the FBI, and the Dept. of Energy.

A former ITS student staff member, Gene worked in the Computer Center when it was still in Hartwell in the 1970 - 1980’s and wrote IT scripts and documentation that were used for many years. The next time someone wonders about the benefits of campus IT training, refer them to Gene’s webpage:

http://www.cerias.purdue.edu/homes/spaf

Technology Survey

The results from the campus technology needs assessment survey from March 23rd to April 5th have not been completely tabulated, but preliminary data from over 2,000 respondents are very encouraging. Over 193 full time faculty, 67 part time faculty, 58 non-teaching professional staff, 143 graduate students, and 1,591 undergraduate students responded to the survey.

The input will help define technology software, hardware, training and services to meet the needs of our faculty, staff, and students. We would like to thank all the participants of the survey and congratulate the winners of the 2- $100 BASC gift certificates and 3- Ipod Shuffles.
**2005 - 2006 Faculty / Staff Technology Initiative Grant Awards**

Proposals totalling over $207,000 were reviewed for the 2005/06 Faculty / Staff Technology Initiative Grants. $50,000 will be available from the *College Technology Council* (CTC) funds. 16 out of 57 proposals were funded. Faculty, staff and students will reap tangible benefits from the technology available under this grant program. The tentative list of awardees include:

<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
<th>Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>David Brannigan</td>
<td>Biological Sciences</td>
<td>2 DELL Laptops</td>
</tr>
<tr>
<td>Moria Fallon</td>
<td>Education/Human Dev.</td>
<td>Hardware &amp; software to provide assistive technology</td>
</tr>
<tr>
<td>Rey Sia</td>
<td>Biology</td>
<td>DNA documentation system</td>
</tr>
<tr>
<td>Mark Heitz</td>
<td>Chemistry</td>
<td>25 licenses of “Topspin” Nuclear Magnetic Resonance Software</td>
</tr>
<tr>
<td>Marcus Hoffmann</td>
<td>History</td>
<td>Equipment allowing digitalization of Brockport Archives</td>
</tr>
<tr>
<td>Bruce Leslie</td>
<td></td>
<td></td>
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<tr>
<td>Ken O’Brien</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paul Richards</td>
<td>Earth Science</td>
<td>Tools and hardware to develop data logging</td>
</tr>
<tr>
<td>Steve Weinbeck</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leigh Little</td>
<td>Computational Sci.</td>
<td>Software packages</td>
</tr>
<tr>
<td>Virginia Bachelor</td>
<td>Communications</td>
<td>Teleprompter hardware and software</td>
</tr>
<tr>
<td>Mohammad Tahar</td>
<td>Physics</td>
<td>3 National Instruments DAQ boards and accessories</td>
</tr>
<tr>
<td>Lori Mills</td>
<td>Art</td>
<td>Computer operated electric kiln</td>
</tr>
<tr>
<td>Gary Musante</td>
<td>Theatre</td>
<td>Gateway e-6100-c computer customized</td>
</tr>
<tr>
<td>Stephen Weinbeck</td>
<td>Earth Sciences</td>
<td>Camera allowing better forecasting better lake effect snow bands</td>
</tr>
<tr>
<td>Janie Hinds</td>
<td>English</td>
<td>Equipment allowing digitization Writers Forum Video collection</td>
</tr>
<tr>
<td>J. Scott Atkinson</td>
<td>Financial Aid</td>
<td>3 Palm Tungsten Handhelds and software</td>
</tr>
<tr>
<td>Jennifer Hecker</td>
<td>Art</td>
<td>Miller MIG Welder and a plasma cutter</td>
</tr>
<tr>
<td>Shaun Jeppers</td>
<td>ITSS</td>
<td>Logitech Cordless Presenters</td>
</tr>
<tr>
<td>Brandon St. John</td>
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<td></td>
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</tbody>
</table>

**Printing In Labs**

Earth Day, April 22 is an appropriate time to remind users about conservation and recycling.

Printing from ANGEL, Electronic Reserves, PowerPoint, and other software applications can be resource intensive when multiplied by every student in a class. Faculty are asked to help conserve paper and toner in the Library and computer labs by following these suggestions:

1. Use black letters on a white or light background for PowerPoint slides. Black or a dark backgrounds use much more toner than standard printing.
2. Provide students instructions on how to print 3 or 6 PowerPoint slides per page.
3. Use a standard 12 point font or smaller for printing (larger when presenting).
4. Reinforce to students the advantages of double sided printing.
5. If everyone must have a copy, print one copy and take it to the print shop for reproduction.
6. Break large jobs up into smaller sections and print during off hours (mornings or after 5 PM).

**Note:** Dailey Hall does not permit jobs over 50 pages without prior arrangement.

Do you have other ideas, suggestions, or tips for conserving paper and toner? We would love to hear your input.

Please send your suggestions to morzech@brockport.edu
Interactive Pen Display Workshop

On March 22nd, a full day training was held using Interactive Pen Displays (Smart Symposium Panels.)

The pen and display allow a computer to be used like a white board to write or type directly on the screen when using Smart Technologies Inc. software. The interactive pen display can be used in conjunction with Microsoft Word, Excel or PowerPoint to make notes on top of, or input data directly into the application and save the annotations. Additionally, you can use the pen like a mouse in order to control software applications. There are many functions making this new utility a great new addition in the classroom.

Two units were received through partial grant funding from SMART Technologies and the 2004/2005 Brockport faculty/staff technology support initiative and will be available through CELT and Media Services in Edwards.

Wireless update

Progress is continuing towards making campus academic buildings accessible for wireless devices.

New additions for this spring include Lennon, Smith and Holmes. Buildings with wireless access currently include: Cooper, FOB, Drake, Edwards, Seymour (most), Hartwell (almost all), Dailey, Brockway, Harrison, Allen (some) and most student areas at the Metro Center.

Upcoming buildings include: Allen and Tower. A future phase of this multi-year project will include Tuttle, Rakov, Hazen, Morgan, Lathrop/Neff as well as public areas in the residence halls.

Directions for using wireless on campus are available at:

http://www.brockport.edu/its/wireless.pdf

If any problems are experienced using wireless, please notify ITS. Thank you to Rick Smith, Ryan Grimm, Dick Hart, Gary Kazin, Dan Sargent and Systems and Networking staff for their work on this project.

 ITS HelpDesk (x5151) Update

Call the Information Technology Services HelpDesk at 395-5151 for any technology question you have. If we don’t know the answer, we’ll be glad to refer you to the right source. During Fall 2004, the Information Technology Services HelpDesk logged 1,284 tickets from faculty and staff, including 1,101 tickets for desktop support.

New Data Storage Procedures

IT Systems and Networking (ITSN) is proud to announce that starting Fall 2005 when a student, faculty, or staff logs into a lab machine and clicks on “My Computer” they will see a folder with their userID. This is a new server that ITS is setting up that will give each user 250 MB of data storage for their use while at Brockport. The user does not have to do anything to sign up for this service. If they can log onto a lab machine then they can use this storage.

Note: ITSN will NOT be offering restore services for any files on this server.

If you have any questions please e-mail John Whitley, at jwhitley@brockport.edu
SUNY Learning Network Update

Ten different courses (nine graduate and one undergraduate) participated in the SUNY Learning Network (SLN) during the Spring 2005 semester. The courses, titles and instructors are listed as follows:

**SUNY Brockport Spring 2005 SLN Course Offerings**

- PHL 202.61 ~ Introduction to Logic ~ Harold Greenstein
- CMC 324.61 ~ Advanced Media Writing ~ Robert Fischl
- EPS 604.61 ~ Developing Sustainable Public/Private Partnerships ~ Richard Lumb
- PAD 664.61 ~ Non-Profit Advocacy and Government Relations ~ Gregory Saxton
- PAD/EPS 681.61 ~ Strategic Management for Public Organizations ~ Ann Altmeyer
- PAD/EPS 687.61 ~ Statistics for Managers ~ Edward Downey
- PAD/EPS 688.61 ~ Research and Program Evaluation ~ Gregory Saxton
- PES 607.61 ~ Curriculum Design and Evaluation in PE ~ Reginald Ocansey
- PES 621.61 ~ Instructional Design in Physical Education ~ Reginald Ocansey
- PES 690.61 ~ Problems in P.E. and Athletic Administration ~ William Stier

SUNY Learning Network (SLN) Faculty Exchange Session took place in the CELT Resource Center (Room 100B Edwards) on Friday, April 15, 2005 from 9-11 am. Topics included Faculty Successes and Challenges, Media Use in an SLN Course, Latest Enhancements to SLN, Drake Library Databases and Copyright Issues, and SLN Multimedia Instructional Design (MID) Updates. To learn more go to:

http://www.sln.suny.edu

Technology Related Events

♦ SUNY Conference on Instructional Technology (CIT) - Binghamton, May 23rd - 26th 2005. The theme this year is “Fitting the Pieces Together: Pedagogy, Technology and Learning.” For more information, please see:

http://www.cit.suny.edu

♦ SUNY Training Center Programs-The SUNY Training Center located in Syracuse offers many sessions for a fee. See the latest SUNY Training Center (TC) Upcoming Events schedule go to:

http://www.tc.suny.edu/TCEvents.html

ITS Welcomes New Staff

**Michael Hill** started in January as Satellite Labs Coordinator for ITSN. Michael earned an undergraduate degree from Brockport in Computer Science while working as a member of the ITS A TEAM and is currently completing an MPA in Public Administration. Contact Mike at mhill@brockport.edu.

**Jennifer Little** will be starting in early June as an instructional librarian, and comes to us from the University of South Carolina at Aiken, where she was library instruction coordinator. Jennifer will be working to expand and promote our program of class visits to the library. She will also be working on enhancing the ongoing effort to support the SUNY information literacy mandate.

We look forward to working with Mike and Jennifer to support our faculty, staff and students.
New A Team Members of Alpha Chi

Four members of the ITS A TEAM were inducted into the Alpha Chi National Honor Society on March 25th. The photo above shows (from left to right) Gaby Peeva, Stefan Christov, Lisa Efing, and Bobby Simidchieva with Alpha Chi Co-President and A TEAM member, Dessie Boynska.

Other A TEAM members already in Alpha Chi are Jon Jarvis, Srinivas Krishnan and Debasmita Roy. Congratulations from ITS.

ITSS is always looking for help staff in the labs, Helpdesk, Resnet and Library to install software and hardware, troubleshoot problems, write documentation and assist with training others. These positions are for Fall 2005. For more information call 395-5470 or apply online at: www.brockport.edu/its/forms/application.html

Swartout Award

Jonathan Jarvis is the recipient of this year’s Sherwin G. Swartout Award. This award is given in memory of Sherwin G. Swartout, Professor of Education (1950-1980) and national authority in the field of educational communications and technology. This award recognizes outstanding students employed by Information Technology Support Services, for excellence in performance of job responsibilities and commitment to effective use of instructional technology in higher education.

Jon is a major in Computer Science and Mathematics and has been a member of the ITS student staff since Fall 2003.

Efing Excels

Lisa Efing, ITS A TEAM member, had three pieces accepted for the 2005 Annual Student Art Exhibition. This annual juried exhibit celebrates the finest work created throughout the year by SUNY Brockport students. Lisa’s work will be on display through May 5th.

Scholar’s Day 2005

ITS is especially pleased to announce that A TEAM member, Debasmita Roy, has been selected to receive SUNY Brockport’s highest award for a graduating senior. The President’s Citation goes to a student who has demonstrated outstanding scholastic merit, has a record of strong co-curricular activities, has made a significant contribution to the college community and has shown evidence of professional promise. Debasmita has worked for ITS for two years, and will graduate with a 4.0 and will begin post graduate work in the fall at the University of North Carolina at Chapel Hill.

President’s Citation Goes To Roy

Wednesday, April 13, was Scholars Day when the college honors the academic work and success of its students. We congratulate the following A TEAM members appearing on the program (some in multiple presentations): Dessie Boynska, Stefan Christov, Alicia Girvin, Sabrina Hamill, Srinivas Krishnan, Brian LePore, Debasmita Roy, and Bobby Simidchieva. Eight ITS Students made eleven different presentations covering a wide spectrum of topics.
The ITS A TEAM Concept

Anne Parsons

Information Technology Services (ITS) offers a strong “experiential learning” work program. The concept behind the ITS A TEAM is to provide students with hands-on, frontline training and experience in multiple areas of technology while providing the campus with a well-trained student support team to augment ITS professional staff. A large number of participating students are computer science majors; however, other departments are well represented. There is little doubt today that technology training and experience is an asset in any career field.

The ITS A TEAM is a joint effort of three professional staff: the ITSS Computing Resources Coordinator, the Help Desk Coordinator and the Desk Top Support Specialist. All three participate in recruitment, training, on-going supervision and job performance evaluations. New A TEAM members are recruited and hired in April. All A TEAM members are required to participate in the five-day training period held the week before the start of the fall semester. Other ITS professional staff are incorporated into the formal training period. Students are trained in the basics of several ITS areas and this cross training aspect allows for a rich and varied work experience. Training is on-going and students’ knowledge base is increased as rapidly as the campus receives software, hardware and policy updates throughout the school year.

Each year since 2001, the ITS A TEAM program has recruited, hired and trained twelve to fifteen new students who demonstrate the required skills and abilities and have a proven record of academic performance. Because new recruits must be sophomores or juniors, A TEAM members are in effect guaranteed at least two years of employment at competitive college wage rates contingent on satisfactory performance evaluation. At the same time, ITS is assured a constant corps of twenty to twenty five employees despite partial turnover each year due to graduation. New recruits are mentored by returning members which further strengthens the program.

The technology areas included in the training and covered by the program are:

♦ Help Desk – responding to phone calls from faculty staff and students
♦ Desk Top Support – providing software and hardware support in faculty and staff offices
♦ ResNet – assisting on-campus students with internet connections
♦ Dailey Hall Supervisor – responsible for operation, security and user support
♦ Drake Library IT assistants – providing frontline user assistance
♦ Web Services technical assistants — web help desk and web development
♦ Lab and systems support – hardware set up and troubleshooting.

The ITS A TEAM concept includes an emphasis on academic achievement and student success. The twenty-one 2004-05 A TEAM members achieved an outstanding record. The A TEAM includes two of the three finalists for this year’s Presidential Citation and this year’s winner, two of the five Brockport recipients of this year’s Chancellors Award for Student Excellence, the Co-President of Alpha Chi and eight members of Alpha Chi. Six members have cumulative GPA’s of 3.90 or better and all of these are Honors or Delta College students. Five achieved a perfect 4.0 GPA for the fall 2004 semester. The average cumulative GPA for the ITS A TEAM is 3.50.
ITSS Computing Workshops

May 16th – May 20th, 2005

Start the summer by updating your MS Office and Dreamweaver skills with these hands-on courses for faculty and staff. All sessions are held in Dailey Hall, 2nd floor, room 202. Sessions will be taught by Diane White. Register for any of these half day sessions by calling x2368 or by e-mailing tloscomb@brockport.edu. You can also register on-line at: http://www.itss.brockport.edu/calendar

Monday, May 16
Microsoft Word (Intermediate - Merge, Envelopes & Labels, Tables)........................... 9:00 am - 12:00 pm
Adobe Acrobat Forms - (Creating Online Forms)................................................................. 1:00 pm - 4:00 pm

Tuesday, May 17
Dreamweaver (Beginning - Creating Web Pages).......................................................... 9:00 am - 12:00 pm
Microsoft Excel (Beginning - Creating Spreadsheets and Spreadsheet Basics).............. 1:00 pm - 4:00 pm

Wednesday, May 18
Dreamweaver (Intermediate - Creating Web Pages and Manage a Website)................ 9:00 am - 12:00 pm
Microsoft Excel (Intermediate – Spreadsheet List and Database features)...................... 1:00 pm - 4:00 pm

Thursday, May 19
Microsoft Excel (Advanced – List Features, Filtering, Macros and Pivot tables)........... 9:00 am - 12:00 pm
Microsoft Access (Beginning - Creating Database Tables)............................................. 1:00 pm - 4:00 pm

Friday, May 20
Microsoft Access (Intermediate – Using Queries) …………………………………………. 9:00 am - 12:00 pm
Microsoft Access (Advanced – Creating Forms and Reports)……………………………. 1:00 pm - 4:00 pm

Workshop Descriptions

**Microsoft Word** - Learn how use mail merge to create envelopes and labels; working with tables.

**Adobe Acrobat Forms** - Learn how to create viewable online forms from a variety of different software programs by converting them to .pdf format.

**Macromedia Dreamweaver** - Learn how to create, publish and manage web pages.

**Microsoft Excel** - Perform calculations, analyze information, and manage lists in spreadsheets or web pages.

**Microsoft Access** - Learn how to create database tables to store, organize, track and manage information.
Franziska Frey to come to Brockport

On Thursday, June 16th, Franziska Frey, a professor at the School of Print Media at Rochester Institute of Technology (RIT) will speak on “Image Digitization: Quality and Costs.” Currently she teaches courses and is involved in research projects at the Sloan Printing Industry Center at RIT, and the Munsell Color Science Laboratory. Franziska is also a faculty in the Mellon Advanced Residency Program in Photograph Conservation at George Eastman House, International Museum of Photography.

Her abstract states, “despite all the possibilities for manipulating digital images, image quality choices made when files are first created have the same “finality” that they have in conventional photography. They will have profound effect on project cost, the value of the final project to the users, and the long-term usability of digital images. Image quality requirements have to be established carefully before a digitization project starts. Selecting the appropriate quality will always depend on careful analysis of the desired uses of the images in the near and long term. Quality control tools to check digital masters and derivatives have been created and established in the field to ensure the long-term value of the digitized files. The required investment for digital image conversion is tremendous. Digital image conversion required a deep and long-standing institutional commitment to traditional preservation, the full integration of the technology into information management procedures and processes, and significant leadership in developing appropriate definitions and standards for digital preservation.”

When Flash Drives Go Bad

Daniel Sargent

If you aren’t using one you’ve seen them or at least heard of them. Memory chips on a stick. You plug them into a USB port on a Windows 2000/XP machine and it shows up just like a disk drive. Very nice and pretty fast, I use them myself. But they are not immune to problems.

Case in point:

A student recently came to me and said she had a problem with her flash drive. She had been using the drive for a couple of semesters with no problems, that is, until all their work disappeared. They had not backed the files up (sound familiar?)

When she put the Flash Drive into a Windows 2000 machine the drive was there, but no files appeared. In Windows XP, the drive could not be found at all.

Solution: I manually added the flash drive to my office XP machine using Add/Remove Hardware in Control Panel. That allowed XP to see the drive but still no files.

Next Step: I used a program called Bad Copy Pro to recover files. I selected ZIP/MO/USB Drive. Since no files could be seen I used the Rescue Lost Files – Mode 2 option.

This recovered 308 files many the student had deleted and thought were long gone. Some were unusable file fragments but probably 70% of this semester’s work was recovered and a lot of old material was still intact. A bit of a warning that since this method does not recover the original file name! The recovered data are named File1, File2 etc. I showed the student how to rename the files as she tested to see what was needed to be saved.

Remember - save often- you do not want to retype, backup often - you do not want to recreate.
Farewell to A. Parsons

Anne Parsons, Computing Resources Manager for Information Technology Support Services, will be retiring at the end of June. She has been involved with campus technology since 1989. Anne has seen campus computing evolve at a rapid pace during her tenure. Her legacy includes a thriving student IT training and support program that is envied by many. Active in college governance for many years, A. Parsons was Faculty Senate president 1996-98 and she was vice-chair of the Presidential Search committee in 1997. In 1999, she received the Chancellor’s Award for Excellence in Professional Service. Previously she worked in Learning Skills at the college and served as President of the NY State Learning Skills Association. She was instrumental in securing the original Title III grant to fund SSSP at Brockport. Anne wrote a learning guide used for several years in APS classes. Anne began her career at the College in 1972 as a temporary service receptionist in the Political Science department. She earned her masters degree in counselor education at Brockport. Anne and Lynn are proud parents of two sons, Jonathan and Christopher, both of whom attended SUNY Brockport and graduated from SUNY schools.

Anne and Lynn are wished the best in their new endeavors. A retirement reception will be held in their honor on Friday, May 20 from 4:00-5:30 pm, with remarks at 5 pm, in the New York Room, Cooper Hall.

IT Helps!

As a unique and memorable graduation remembrance, ITS graduating seniors will appreciate a small donation that is being made in their names to the Tsunami rebuilding effort, specifically to help fund computers in stricken areas. It seems appropriate that ITS student technology staff at Brockport be honored this year by extending technology’s reach half way around the world. A creative mind can envision someone benefiting who could someday become a student at Brockport. This goodwill gesture is meant to capture the civic ideals of the American Democracy Project and affirm technology’s use for betterment of the world.

ACM Digital Library Available

Starting May 1, 2005 Drake Library has full-text online access to the Association of Computing Machinery (ACM) Digital Library. Simply search the A-Z listing of online databases available at: http://www.brockport.edu/library

Students, faculty and researchers have full-text access to the following ACM online resources:
♦ the ACM Digital Library Core magazines and journals with archives
♦ the ACM Digital Master SIG (Special Interest Group) conference proceedings and newsletters with available archives.

These resources are a tremendous boon to Computer Science, Computational Science and other fields. This addition makes over 300 new online reference sources available at one’s fingertips.

Computer Science takes First Place

Sandeep Mitra, T. M. Rao and Tom Bullinger won first place in the paper category at the Tenth Annual Northeastern Conference of the Consortium for Computing Sciences in Colleges held at Providence College, April 2005. Their presentation was titled, ‘Teaching software engineering using a traceability-oriented development methodology’. Both Mitra and Rao teach in Computer Science; Bullinger is a 1988 Computer Science alum.
Information Technology Services

Frank Wojcik, Dean of Information Resources, CIO, and Director of Library
Information Technology Services includes Drake Library, ITSN, ITSS, and Media Services areas.

IT Support Services

Orzech, Mary Jo, Director
Office: 217 Dailey Hall; Phone: 395-2368
E-Mail: morzech@brockport.edu

Loscombe, Tammy, Clerk 2
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Reining, Cheryl, Media Services
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E-Mail: creining@brockport.edu

Dailey Hall 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

* Hours of operation are subject to change between semesters.

Telephone Numbers
Dailey Hall 2nd floor desk 395-2247
Fax 395-2399
Status Phone 395-2390

Computer Labs in Dailey
202 PC Teaching Classroom
203 PC Teaching Classroom
205 PC Teaching Classroom
212 Sun Lab
213 Computer Skills Testing
*210 Software Hardware Evaluation Lab
*by appointment only 395-2463

On-Line Forms @ ITSS Web Site
• Resource Request Form
  http://www.itss.brockport.edu/request.html
• Faculty/Staff Account Form
  http://www.itss.brockport.edu/facacct.html
• Student Employment Application Form
  http://www.itss.brockport.edu/application.html
• Workshop Registration Form
  http://www.itss.brockport.edu/workshop_reg.htm
• ITSS Comments/suggestion Form
  http://www.itss.brockport.edu/feedback/feedback.htm

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.