1-1994

Academic Computing Newsletter: January 1994

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Mosaic

Mosaic is software that allows users to browse through information databases including audio, video, and images over the Internet using X-terminals, Macs or PCs. Mosaic was installed on the Mac Centris in the Mac lab, a limited number of PCs, the Sun, and the HP computer in Dailey Hall. If you would like to cruise the Internet using Mosaic, call Erik at ext. 2624 for a brief demonstration.

Borland's Educational Site License

Academic Computing Services has completed negotiations for the Borland Software Site License covering all campus-owned IBM compatible PCs. See page 8 for a detailed software listing including the manual prices. Software can be obtained from the User Services Coordinator by bringing necessary blank diskettes and completing the License Agreement Form.

Software Services for Students with Disabilities

The ACS Software Reference Library has a number of adaptive hardware and software packages. They include: WriteOutLoud, Magic for PCs, and Speech Synthesizer for the Mac. If you need more information or would like to make arrangements to meet particular needs, please contact Reddy Anugu at ext. 2463.

Resource Utilization in Dailey

Academic Computing Services resources include staff, classroom labs, hardware ranging from PCs to mainframes, and software. All available resources in Dailey Hall are intensively used by the college community.

Incoming dial in calls to the Prime increased over last semester. Figure A. on page 2 illustrates the usage of Prime through dialup lines for the months of September, October, and November.

A gopher was set up on a trial basis to experiment with information delivery. A listserver is currently being started for educators interested in future of the Physical Education profession.

The SUN in the SHEL lab was used extensively by Dr. Kim's math class as well as computer and earth science students.

Plans are underway to network classrooms and provide greater accessibility to Internet. As always, your input and comments are valued and critical to our continued development. Please send email to STAFF or contact Mary Jo Orzech at ext. 2368.

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- We want to know!
What is New Hardware/Software in Dailey?

New Hardware
Recently ACS has purchased a total of eight computers, six Macs and two 586's (Pentium). Four Mac Centris 610 are for classroom purposes and two Centris 660 AVs will be used for software evaluation purposes. The Pentium PCs will be used as network servers in the PC classrooms in Dailey.

MAC Centris 660AV
System configuration:
- Mac Centris 660
- 340 MB disk space
- CD-ROM drive
- 16" Apple Color Monitor
- System 7.01 Operating System

Software Update
Borland Software is available for academic use at SUNY Brockport campus. See page 6 for details.

OS/2 2.0 was installed on one of the 486s in the Software Hardware Evaluation Lab (SHEL).

Hypercell, a Biology hypertext simulation package, was upgraded and is available in one of the PC classrooms. It is used in C. Lending's Biology classes.

PowerPoint is now available on one of the Macs in the SHEL lab. This software allows users to create overhead transparencies (color), and slide shows for the use in class presentations.

SUN Workstation
System configuration:
- Sun Sparc-10
- 1.2 GB disk space
- CD-ROM
- 16" Sun Color Monitor
- Solaris 2.1 Operating System

Available Software:
- Gnu C and C++ (compilers)
- PV-Wave Command Language and PV-Wave Maple (math).

Software Demos
Demodiskettes are available for evaluation purposes. The latest demos are as follows:
- Write:Outloud
- Systat (Mac, PC)
- Professional Draw

Videos
Macintosh and Windows 3.1 training videos are also available for check out if you are interested in learning Macs or Windows at your own pace. You can also watch these videos in the conference room during the regular hours (M-F 9:00 A.M. - 5:00 P.M.).

CDs for Mac
There are some interesting new educational CDs available for evaluation and testing purposes. You can come and explore the CDs on Mac.

Surplus Equipment
Just a reminder from AV/Technical Services. If your office has "old", "outdated", or "unusable" PC or printer equipment that is not being used, it should be transferred to AV/Technical Services to be used as spare parts and/or for repairs on older model equipment.

Novell Lan Network
The twenty-eight PCs were networked in Room 205 Dailey Hall over semester break. As soon as the computer starts up, the following menu appears:

A. WordPerfect 5.1 (DOS)
B. MINITAB 8.21 (DOS)
C. Derive (DOS)
D. dBase IV 2.0 (DOS)
E. Quattro Pro 5.0 (DOS)
F. Paradox 3.5 (DOS)
G. Lotus 123 Student 2.3 (DOS)
H. dBase III Plus Demo 1.0 (DOS)
I. Microsoft Works 1.05 (DOS)
J. Microsoft Windows 3.1
K. Utilities Menu (DOS)
L. Exit to DOS Prompt

Choose the software you want by typing the letter A through L and press ENTER.
To return to the main menu, type menu at "c:<user>..." prompt or start at "f:student>..." prompt.

Figure A. Number of dial in calls to Brockport computers Fall, 1993
Workshops!

Academic Computing Services is conducting a series of introductory and advanced computer classes beginning January 24 through February 4, 1994, for faculty, staff, and students. Some of the workshops will be conducted by Library and Administrative Computing staff. The classes will be held in Dailey Computer Center.

Most of the workshops are intended for beginners and will run from sixty to ninety minutes. Take advantage of the opportunity to attend a seminar early in the semester.

A valid computer account is required for IBM mainframe, PRIME and UNIX sessions. For a detailed workshop listing, see page 6.

Computer literacy Courses

BOCES is offering introductory computer courses such as Introduction to DOS, Microsoft Windows 3.1, Microsoft Word, Lotus 1-2-3, WordPerfect 5.1, Aldus PageMaker, etc. starting from January 24, 1994. Most of these courses are in the evening and meet once a week for nine weeks. If you are interested in enrolling in one of these classes, call 352-2765.

Successful Internet Workshop

Jim Gerland's Internet Workshop hosted by the ACS on October 5, had a significant impact on our campus. Two overflow classes attended the half day workshops which were sponsored by the Traveling Scholar Program of SUNY FACT.

Software Survey update

In September 1993, ACS developed an assessment tool to evaluate the software needs of the faculty and staff. ACS distributed the Software Survey form to faculty and staff along with the newsletter. In the future we plan to have an on-line software support/training request procedure for the academic community.

The results of the first Software Survey on needs assessment for faculty/staff were useful. Several faculty and staff members requested software training and support. The majority of those training requests have been fulfilled on an individual basis by the User Services Coordinator (USC). If you need software support, please call ACS at ext. 2463.

Figure 1 illustrates the areas of software training or support requested by the faculty and staff for the fall of 1993.

ACS Professional Staff Portfolio

Director: Mary Jo Orzech
Office: 217 Dailey, Phone: 395-2368
Manages ACS personnel, budget, equipment, software acquisitions and the Dailey Hall building. Serves on the Academic Computing Advisory committee.

Lab Coordinator: Anne Parsons
Office: 204 Dailey, Phone: 395-5470
Manages computer labs and is responsible for hiring, scheduling and training student assistants. Contact her to schedule teaching labs or to request student assisted support for software applications and assignments.

User Services Coordinator: Reddy Anugu
Office: 207 Dailey, Phone: 395-2463
Works with faculty/staff in the use of the various computer systems supported by ACS, including the Prime, PCs, Macs and Sun. Contact him if you are a new user or need help with a particular piece of software.

Systems Programmer: Erik Seielstad
Office: 208 Dailey, Phone: 395-2624
 Maintains systems software, including MAIL, FTP, and TELNET. Contact him if you have trouble with MAIL or need help with INTERNET.

Systems/Network Manager: Brian Volkmar
Office: 127 Dailey, Phone: 395-2417
Maintains systems hardware and network connections within ACS including systems backups. Contact him if you have any questions regarding the Prime system.

Needs Assessment Survey

Figure 1.
Calender of Events

February 16 (8:00 am - 12:00 noon)
Microsoft Windows 3.1
Microsoft Windows 3.1 learning system on video tape will be offered in room 205 Dailey. This hands-on learning system was produced by PBS - Adult Learning Satellite Service. Contact Olive Heffron in Personnel at x-2126. Class maximum size is 28. Call early.

March 5-6
Building the Virtual SUNY Campus: Instructional Technology Links The Two-Year and Four-Year Campus
Hudson Valley Community College & SUNY Albany jointly hosts the conference on Building the Virtual SUNY Campus. Contact Dr. Rick Anderson at (518) 270-7291 for more information.

April 6
Scholars Day 1994
SUNY Brockport's annual Scholars Day is Wednesday, April 6, 1994. Faculty, staff, and students are encouraged to attend. For details call C. Donaldson at ext. 5118.

April 29-30
Using Animated Dissection of Anatomy for Medicine (A.D.A.M.) Software to Author Medical Curriculum
SUNY Buffalo School of Medicine and Biomedical Sciences hosts this free workshop on animated dissection of anatomy for medicine. Contact Debra at (716) 741-9655 for more information.

June 1-3
New Faculty Roles in New Learning Environments
The Annual Conference on Instructional Technologies will be held at SUNY, Albany campus. State wide SUNY faculty and instructional support professionals are invited. For details call Paul Kramer at (516) 271-8311.

June 23-25
Building Bridges From Innovation to Change
The Fifth National Conference on Problem Solving and Critical Thinking will be held at Hobart & William Smith College, Geneva, New York. For details call Martin Rosenzweig at (401) 232-6187.

Data Analysis Lab
ACS has moved all the computers from DAL. They are now housed on the second floor, Dailey Hall. ACS staff will provide SPSS/PC+ software assistance (syntax & getting started) to users.
A special note of appreciation goes to Dr. Fred Halley (Sociology faculty) for many years of dedication and commitment to the Data Analysis Lab.

Campus Technology Development Projects for SUNY system.
SUNY Central has approved a total of fourteen projects for 1993-94 under the Campus Technology Development Program. SUNY Brockport is fortunate to have received two from the fourteen selected for funding. One is for a Distance Learning project and the other is for a Library Information Services project.

The Distance Learning Project at SUNY Brockport will develop college courses for high school students, place bound adults, and practicing K-12 teachers for dissemination through the Rochester Area Interactive Television Network (RAITN), which connects K-12, BOCES, cable TV, and higher education institution in the Rochester area.

The Library Information Services Project will test "Toward a Collaborative Information Environment" - A Joint Data Base Access Project, to provide access for eight libraries including Brockport, to a broad selection of Wilson databases.
Hardware/Software Guidelines

To provide more consistent responses to frequently asked questions, representatives of AV/Technical Services, Academic Computing Services, Document Preparation and the Personnel Office have combined information to produce the first BROCKPORT CAMPUS-WIDE COMPUTER USERS INFORMATION SHEET.

Note that these recommendations are prefaced by the words “current” and “suggested” for new purchases. This information may be useful as a guide for individual or school acquisitions. Specifications change quickly; these general guidelines are not meant to be "forever".

There are currently offered discounts on Zenith and Apple hardware for individual purchases. The individual purchase program is handled through AV/Tech Services.

What if I have something different computer?
Don’t worry. The most important advice is, “Does the equipment you have help you get your work done?” If you are productive with what you have, it is reliable, and works for you, use it.

What are the current suggested minimum specifications for new IBM-compatible PCs?

<table>
<thead>
<tr>
<th>Item</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU</td>
<td>486 SX or DX (w/chip upgrade option)</td>
</tr>
<tr>
<td>Processing speed</td>
<td>33 Megahertz (minimum)</td>
</tr>
<tr>
<td>Memory</td>
<td>4 Megabytes (minimum, 8 preferred)</td>
</tr>
<tr>
<td>Hard drive size</td>
<td>170 Megabytes (minimum)</td>
</tr>
<tr>
<td>Floppy Drive:</td>
<td>3.5&quot; 1.44 mb floppy drive</td>
</tr>
<tr>
<td>Ports</td>
<td>2 serial, 1 parallel</td>
</tr>
<tr>
<td>Monitor</td>
<td>14&quot; SVGA non-interface color</td>
</tr>
<tr>
<td>Keyboard</td>
<td>101-key keyboard</td>
</tr>
<tr>
<td>Open slots</td>
<td>4-5 open ISA slots</td>
</tr>
</tbody>
</table>

Extras/Options:
- 8-16 MB RAM
- 5.25" 1.2MB floppy drive
- 14" or 17" VGA non-interface FTM color monitor
- 245/340/510 MB hard drive
- 512K video memory upgrade for SVGA
- CD-ROM drive

What are the currently suggested minimum specifications for Macintosh equipment?

<table>
<thead>
<tr>
<th>Item</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Model</td>
<td>Quadra 610 with FPU (or better)</td>
</tr>
<tr>
<td>CPU</td>
<td>68040</td>
</tr>
<tr>
<td>Processing speed</td>
<td>25 MZ</td>
</tr>
</tbody>
</table>

Hard drive size: 160 Megabytes (minimum)
Memory: 4 MB (Minimum)
Monitor: 14" RGB color w Trinitron tube
Keyboard: Apple extended keyboard II

What is the current recommended minimum specification for laser printers?
300 dpi, 4 Megabytes of memory

What is the current recommended specification for modems?
9600 Baud, Hayes compatible

What are the current recommended operating systems?
- For IBM-compatibles: DOS 6.2
- For Macintosh: System 7.1

What is the currently suggested version of Windows?
v.3.1. If you are running Windows 3.1, you may wish to consider the following bundled software suites. They typically consist of a word processor, spreadsheet, database, graphics or other programs:
- Microsoft Office
- Lotus SmartSuite

What do you suggest for word processing software?
WordPerfect 5.1 for DOS (Newer versions are available MS Word 5.0 but won’t run on older PC’s)

Regarding WordPerfect, the following is quoted from "WordPerfect Magazine" (Nov, 1993). "If 90 percent of your time is spent typing and formatting text, WordPerfect 5.1 will suit your needs for years to come. If you have older computer equipment (anything less than a 386-based PC and at least 4MB of RAM), you might just as well stick with 5.1. Neither WordPerfect 6.0 (DOS) or 6.0 (Windows) will run at any reasonable speed on old, slow machines." WordPerfect 6.0 takes up 16 MB of hard drive space and needs at least 4 MB RAM. If users have not mastered 5.1, they may encounter difficulties with 6.0.

What is suggested for spreadsheet programs?
- For IBM-compatibles: Lotus 123  Quattro Pro*
- For Macintosh: Excel MS Works

What is suggested for data base software?
- For IBM-compatibles: dBase IV* Paradox*
- For Macintosh: MSWorks

* indicates campus site-licensed software that can be obtained from ACS for college-owned computers.
# ACS Workshops Schedule in Dailey Hall

(January 24 - February 4, 1994)

<table>
<thead>
<tr>
<th>Workshop Title</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Uses of MS-DOS</td>
<td>Jan 24</td>
<td>10:45 - 11:45 am</td>
</tr>
<tr>
<td>By Anne Parsons - Room Number 202</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduction to Microsoft Windows 3.1</td>
<td>Feb 27</td>
<td>1:00 - 2:00 pm</td>
</tr>
<tr>
<td>By ACS Staff - Room Number 205</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduction to UNIX</td>
<td>Feb 1</td>
<td>2:30 - 3:30 pm</td>
</tr>
<tr>
<td>By Reddy Anugu - Room Number 211</td>
<td>Feb 3</td>
<td>3:00 - 4:00 pm</td>
</tr>
<tr>
<td>WordPerfect 5.1 for New Users (DOS)</td>
<td>Jan 24</td>
<td>12:00 - 1:00 pm</td>
</tr>
<tr>
<td>By ACS Staff - Room Number 202</td>
<td>Jan 24</td>
<td>5:00 - 6:00 pm</td>
</tr>
<tr>
<td>Jan 25</td>
<td>Mon</td>
<td>8:30 - 9:30 am</td>
</tr>
<tr>
<td>Jan 31</td>
<td>Mon</td>
<td>10:45 - 11:45 am</td>
</tr>
<tr>
<td>Feb 2</td>
<td>Wed</td>
<td>5:00 - 6:00 pm</td>
</tr>
<tr>
<td>Advanced WordPerfect 5.1 (DOS)*</td>
<td>Jan 26</td>
<td>12:00 - 1:00 pm</td>
</tr>
<tr>
<td>By Reddy Anugu - Room Number 202</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Making the Most of Macintosh</td>
<td>Jan 26</td>
<td>1:15 - 2:15 pm</td>
</tr>
<tr>
<td>By ACS Staff - Room Number 212</td>
<td>Feb 1</td>
<td>9:30 - 10:30 am</td>
</tr>
<tr>
<td>Introduction to Kermit on PC</td>
<td>Feb 1</td>
<td>12:00 - 1:00 pm</td>
</tr>
<tr>
<td>By Erik Seielstad - Room Number 213</td>
<td></td>
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<tr>
<td>Introduction to Kermit on MAC</td>
<td>Feb 3</td>
<td>12:00 - 1:00 pm</td>
</tr>
<tr>
<td>By Erik Seielstad - Room Number 212</td>
<td></td>
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</tr>
<tr>
<td>Introduction to dBase IV (DOS)</td>
<td>Feb 2</td>
<td>10:45 - 11:45 am</td>
</tr>
<tr>
<td>By Reddy Anugu - Room Number 205</td>
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<tr>
<td>Introduction to Lotus 1-2-3 (DOS)</td>
<td>Jan 27</td>
<td>10:00 - 11:00 am</td>
</tr>
<tr>
<td>By ACS Staff - Room Number 205</td>
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<td></td>
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<tr>
<td>Introduction to Quattro Pro (DOS)</td>
<td>Jan 28</td>
<td>10:45 - 11:45 am</td>
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<tr>
<td>By ACS Staff - Room Number 205</td>
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<tr>
<td>Introduction: Using the PRIME</td>
<td>Jan 24</td>
<td>3:45 - 4:45 pm</td>
</tr>
<tr>
<td>By ACS Staff - Room Number 213</td>
<td>Jan 25</td>
<td>12:00 - 1:00 pm</td>
</tr>
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<td>Jan 25</td>
<td>Tue</td>
<td>6:00 - 7:00 pm</td>
</tr>
<tr>
<td>Getting Around the Internet</td>
<td>Jan 26</td>
<td>9:30 - 10:30 am</td>
</tr>
<tr>
<td>By Erik Seielstad - Room Number 213</td>
<td>Feb 2</td>
<td>1:15 - 2:15 pm</td>
</tr>
<tr>
<td>Introduction to SPSS on PRIME</td>
<td>Jan 26</td>
<td>10:45 - 11:45 am</td>
</tr>
<tr>
<td>By Mary Jo Orzech - Room Number 213</td>
<td>Jan 27</td>
<td>2:30 - 3:30 pm</td>
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<tr>
<td>Introduction to Minitab on PRIME</td>
<td>Feb 1</td>
<td>1:00 - 2:00 pm</td>
</tr>
<tr>
<td>By Mary Jo Orzech - Room Number 213</td>
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<td></td>
</tr>
<tr>
<td>Introduction to SPSS on PC</td>
<td>Jan 28</td>
<td>1:15 - 2:15 pm</td>
</tr>
<tr>
<td>By Reddy Anugu - Room Number 205</td>
<td>Jan 31</td>
<td>3:45 - 4:45 pm</td>
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<tr>
<td>Library sponsored workshops:</td>
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<tr>
<td>Introduction to CARL Uncover</td>
<td>Jan 28</td>
<td>3:00 - 4:00 pm</td>
</tr>
<tr>
<td>By Greg Tofth - Room Number 213</td>
<td></td>
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</tr>
<tr>
<td>Introduction to Internet</td>
<td>Feb 3</td>
<td>2:00 - 3:00 pm</td>
</tr>
<tr>
<td>By M. Galatti - Room Number 213</td>
<td></td>
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<tr>
<td>Introduction: National Trade Data Bank (NTDB)</td>
<td>Feb 4</td>
<td>10:00 - 11:00 am</td>
</tr>
<tr>
<td>By Betty Chan - Room Number 213</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*Administrative Computing Sponsored Workshops:</td>
<td></td>
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<tr>
<td>Introduction: Using the IBM</td>
<td>Jan 24</td>
<td>9:00 - 10:30 am</td>
</tr>
<tr>
<td>By Staff - Room Number 213</td>
<td>Jan 31</td>
<td>9:00 - 10:30 am</td>
</tr>
<tr>
<td>Basic E-mail on IBM Mainframe</td>
<td>Jan 24</td>
<td>10:30 - 12:00 noon</td>
</tr>
<tr>
<td>By Staff - Room Number 213</td>
<td>Jan 31</td>
<td>10:30 - 12:00 noon</td>
</tr>
<tr>
<td>Eagle on IBM Mainframe</td>
<td>Jan 25</td>
<td>9:00 - 10:00 am</td>
</tr>
<tr>
<td>By Staff - Room Number 213</td>
<td>Feb 1</td>
<td>9:00 - 10:00 am</td>
</tr>
<tr>
<td>Internet/Gopher - IBM Mainframe</td>
<td>Jan 25</td>
<td>10:00 - 11:00 am</td>
</tr>
<tr>
<td>By Staff - Room Number 213</td>
<td>Feb 1</td>
<td>10:00 - 11:00 am</td>
</tr>
</tbody>
</table>

*For faculty and staff only. Call ext. 3385 for registration.
Random Distributions*

Punishing Statistics
Give your right hemisphere a workout with this crossword puzzle of skewed MINITAB definitions. Each of the clues is a play on-words or pun (some of them groaners) that can be answered with a MINITAB command (no subcommands) from Release 7 or later (the sole exception being 8-Across, a general statistical term and pun we could not resist). For example "Golfing equipment that prevents bogeys" could be translated as PARPRODUCTS (We warned you). Our advice? Keep your MINITAB quick reference card handy to remind you of commands.

ACROSS

3. Get one at the beach
5. Continental __________
6. Place where you shop
7. _______ Ho!
8. Current U.S Vice-President's musical beat
10. Opposed to woods
13. Organized trip for prisoners
16. Happiness about reaching the center of an apple
17. De person who does de writing
19. Unmarried Registered Nurse

DOWN

1. Smells awful
2. WWII Soldier map
3. One solar explosion
4. Dracula's title
9. Message from vegetable
11. Diary is missing
12. Emancipated male
14. Walking intelligently
15. Which is better, Earl Grey or Darjeeling?
18. _______ of the times

*DID YOU KNOW?

- Faculty can send e-mail listing their government publications requests to:
  **BCHAN@ACSPR1.ACS.BROCKPORT.EDU**
  The Government Document Unit of Drake Library will keep a profile of interests and notify faculty as new government publications are received.

- Students can get "Ask the Advisor" to electronically by sending e-mail on the Prime for general questions on transcripts, graduation requirements, etc. Questions will normally be answered in 48 hours. To send, type mail and follow the menu.

*This PU/Nishing puzzle appeared in MUG newsletter, issue No. 17, October, 1993. This crossword puzzle has been reprinted with permission from the Mug editor.
## Software from BORLAND for PCs

<table>
<thead>
<tr>
<th>Software</th>
<th>Sys.</th>
<th>Category</th>
<th>Diskettes (3.5&quot;)</th>
<th>Manual Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>C++ (3.1)</td>
<td>DOS</td>
<td>Programming</td>
<td>HD - 6 (1)</td>
<td>$50.00</td>
</tr>
<tr>
<td>C++ Appl. Frame Works</td>
<td>DOS</td>
<td>Programming</td>
<td>HD - 7</td>
<td>$75.00</td>
</tr>
<tr>
<td>dBase Compiler</td>
<td>DOS</td>
<td>Database</td>
<td>LD - 3</td>
<td>$15.00</td>
</tr>
<tr>
<td>dBase III plus</td>
<td>DOS</td>
<td>Database</td>
<td>LD - 4</td>
<td>$35.00</td>
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<tr>
<td>dBase IV (Ver. 1.5)</td>
<td>DOS</td>
<td>Database</td>
<td>LD - 5</td>
<td>$40.00</td>
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<tr>
<td>dBase IV (Ver. 2.0)</td>
<td>DOS</td>
<td>Database</td>
<td>LD - 5</td>
<td>$40.00</td>
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<tr>
<td>Productivity Pack (Ver. 2.0)</td>
<td>DOS</td>
<td>Database</td>
<td>LD - 3</td>
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<tr>
<td>Paradox (Ver. 4.5)</td>
<td>DOS</td>
<td>Database</td>
<td>LD - 2</td>
<td>$40.00</td>
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<tr>
<td>Paradox Engine &amp; DBF</td>
<td>DOS</td>
<td>Database</td>
<td>LD - 2</td>
<td>$18.00</td>
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<tr>
<td>Pascal (Ver. 7.0)</td>
<td>DOS</td>
<td>Programming</td>
<td>LD - 4</td>
<td>$40.00</td>
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<td>Paradox Engine</td>
<td>Wind</td>
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</table>

HD = High Density 3.5" diskettes; LD = Low Density 3.5" diskettes; Wind = Windows.

### General Information

#### Prime Status Line
- **24 hours**
- **395-2390**

#### DIAL Access Phones
- **1200 baud**
  - 637-2181 or 395-2181
- **2400 baud**
  - 637-2191 or 395-2191
- **9600 baud**
  - 637-2180 or 395-2180

#### Fax Line
- **24 hours**
- **395-2399**

#### Technology Support Line
- **Helpline**
- **395-2121**

#### ACS Hours
- **Mon - Thu**
  - 8:00 am - 11:00 pm
- **Friday**
  - 8:00 am - 9:00 pm
- **Saturday**
  - 1:00 pm - 9:00 pm
- **Sunday**
  - 1:00 pm - 11:00 pm

The above hours subject to change.

NOTE: Academic Computing Newsletter is published twice a year (fall and spring) on a regular schedule by Academic Computing Services, State University of New York, College at Brockport. Contributions and suggestions in any form (Voice, Fax, Mail, or E-mail) from readers are welcome and should be addressed to User Services Coordinator, Academic Computing Services, Dailey Hall.
Faculty & Staff Satisfaction Survey

Please circle answers to the following and return survey to ACS User Services Coordinator, Dailey Hall.

Please specify your department/office:

a. How many times do you contact ACS during a semester?
   a. Once a month
   b. Twice a month
   c. Three times a month
   d. More than three times a month
   e. None

b. How satisfied were you with how promptly your call was answered?
   a. Very satisfied
   b. Satisfied
   c. Neutral
   d. Dissatisfied
   e. Very dissatisfied

c. How many attempts did it take before you were able to reach Academic Computing Services staff?
   a. One attempt
   b. Two attempts
   c. Three attempts
   d. Four attempts
   e. More than four attempts

d. How friendly and resourceful was ACS staff who answered your call?
   a. Very friendly and resourceful
   b. Friendly and resourceful
   c. Neutral
   d. Unfriendly and unresourceful
   e. Very unfriendly and unresourceful

e. Did you receive the requested information:
   a. Much sooner than you expected it?
   b. Sooner than you expected it?
   c. When you expected it?
   d. Later than you expected it?
   e. Much later than you expected it?

f. How likely are you to call if additional information is needed in making a decision to acquire software for yourself or for use in your courses?
   a. Very likely
   b. Likely
   c. Neutral
   d. Not Likely
   e. Not at all likely

g. If you had a question, in what manner was it handled?
   a. Staff gave an immediate response
   b. Staff had to call me back with an answer
   c. I was referred to another staff member
   *Was the referred person able to assist you? Yes [ ] No [ ]
   d. Other:
   e. I asked no questions.

h. How satisfied are you with the ACS Newsletter?
   a. Very Satisfied
   b. Satisfied
   c. Neutral
   d. Dissatisfied
   e. Very Dissatisfied

i. What is your overall impression of the services you received?
   a. Very Satisfied
   b. Satisfied
   c. Neutral
   d. Dissatisfied
   e. Very Dissatisfied

j. Any additional comments or observations:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Thanks for participating in this survey.

SUNY Brockport

ACS Newsletter
Send the completed survey form to the below address

User Services Coordinator
Academic Computing Services, Dailey Hall
SUNY College at Brockport
350 New Campus Drive
Brockport, NY 14420-2982