

Faculty & Staff Fall 2011 Newsletter



Pictured - Kellas 100

CTS provides support and leadership for SUNY Potsdam in all areas of information technology including desktop computing, networking, telephone services, instructional technology, and administrative systems.

Administration & Operations - Stillman 209 (x2089)

Helpdesk - Stillman 103 (x2083)

Instructional Technology Center (ITC) - Stillman 105 (x4820)

TelCom Office - Stillman 216 (x3000)

CTS Helpdesk

Our Helpdesk provides college-owned computer hardware and software installation and trouble-shooting, as well as Campus Computer Account (CCA) assistance and support. The Helpdesk is located in Stillman 103 and hours are M-F, 8:00 a.m. to 4:30 p.m. For assistance you may e-mail helpdesk@potsdam.edu, call x2083 or stop by our office.

Reminder: The Helpdesk does not repair personally owned computers. We refer faculty/staff and students to the yellow pages where complete listings of local area computer-related businesses are listed.

After hour Helpdesk support is available to students, faculty, and staff when classes are in session. For additional information, visit <http://www.potsdam.edu/cts/helpdesk>. For hours of operation, visit <http://www.potsdam.edu/cts/techfacilities/labhours.cfm>.

Network & Systems Status Page

For information about the state of various network services provided by CTS, visit <http://blogs.potsdam.edu/network>. The blog features status updates, news, and live monitoring of CTS systems.

Special Software Pricing

Our campus agreement with Microsoft allows CTS to provide the latest version of MS Office installed on all campus-owned computers. If you have an older version, contact the Helpdesk to request an upgrade at a time of mutual convenience. The upgrade can be done remotely and takes approximately twenty minutes.

For more information on new computer software installations or to learn about the opportunity to purchase MS Office "work-at-home media," visit, <http://www.potsdam.edu/cts/services/softhardware/office.cfm>.

Software Requests

CTS reminds faculty to provide as much advance notice as possible when requesting software for computers in instructional space, be it a hands-on classroom or projection classroom. Ideally, faculty should inform CTS at the same time book orders are due at the College Bookstore (mid-October for Spring Semesters and mid-April for fall semesters). Note that last minute requests are more difficult to implement.

Faculty Lifecycle

Departments scheduled for lifecycle replacement for summer 2012 are Anthropology, Art, Biology, Dance & Drama, Geology, History, Mathematics, Modern Languages, Philosophy, Physics, Politics, and Sociology. For more information, go to: <http://www.potsdam.edu/cts/services/softhardware/lifecycle.cfm>.

RT (Report Tracker)

Our Helpdesk ticket system has been updated to allow for a better self-service experience. You can now login and see the status of your tickets as well as generate new tickets at <http://track.potsdam.edu/me>

To view the status of your Helpdesk tickets, click on the RT Self Service link, <https://track.potsdam.edu/me>. You will need to use your CCA username and password to login to this system. Please bookmark this page on your browser for future reference. You can also get to this page from the CTS web site <http://www.potsdam.edu/cts>.

To create a ticket, click on the "New Ticket" link on the top left corner of the RT Self Service page. This link will take you to the web based CTS Request Form.

For additional questions, please contact the CTS helpdesk via email at helpdesk@potsdam.edu or by calling x2083.



BearMail

A web interface to your SUNY Potsdam e-mail allowing you to check your campus e-mail from anywhere you have access to the Internet. Your SUNY Potsdam e-mail address is <username>@potsdam.edu. To check your campus e-mail, go to <http://bearmail.potsdam.edu/>.

Phishing



Important Message regarding BearMail:

Never share your password with anyone!

Many common spammer attacks come in the form of "phishing" e-mails; messages asking users to supply personal information and/or account credentials. Users should never respond to messages like this, as they are invariably from spammers attempting to gain access to user accounts. CTS will never ask for account credentials or personal information via e-mail.

A user who has responded to a phishing e-mail should immediately change his/her password at <https://account.potsdam.edu>. If an affected user does not change his/her password as recommended, the user's BearMail account and mail may be at the mercy of spammers who can do with it as they wish. CTS will scramble the password of any accounts exhibiting malicious activity requiring users to contact the CTS Helpdesk to regain access to their data.

Mailguard

Campus e-mail accounts are protected by an anti-spam web portal service called Mailguard. This service allows for user customization of spam thresholds and management of e-mail quarantines and is available at <http://mailguard.potsdam.edu> or by following the Mailguard link in BearMail. With Mailguard, when a message is determined to be spam, it is not delivered and is instead saved in the user's spam quarantine area. Go to <http://www.potsdam.edu/cts/services/mailguard> for more information.



BearPAWS



A web-based system that allows faculty to view and download class lists, enter grades, view your schedule, and view student schedule, as well as advisee information. To log into BearPAWS, go to <http://bearpaws.potsdam.edu>.



BearDeN (Degree Navigator)



A web-based degree audit system that includes a list of requirements for every student's major and minor, how the student has met these requirements, a summary of the courses the student has taken, and GPAs in the student's major and minor.

New features will be added throughout the year, such as the ability to run a temporary audit on a different major for a student.

BearDeN is accessed through BearPAWS; links are under the Student Menu, the Faculty & Advisor Menu and the Administrator & Staff Menu. Advisors can see audits for only their own advisees.

Report any errors in majors and minors to your department chair. Gen Ed errors should be reported to the Registrar's Office and for technical issues, e-mail bearpaws@potsdam.edu.

Blackboard to Moodle Transition

Following an extensive yearlong study and pilot, SUNY Potsdam has decided to transition to the Moodle LMS (Learning Management System) from the Blackboard LMS. The transition will take place over the course of the 2011-2012 academic year.

Blackboard will continue to be available until June 30, 2012 so that faculty, still in the process of converting their courses to Moodle, may continue to use Blackboard. Faculty will need to inform their students whether to use Blackboard or Moodle for each particular course during this transitional year.

i>clicker Update

The SUNY Potsdam classroom response system will be upgraded from i>clicker to i>clicker2 for the fall 2011 semester. The new i>clicker2 response system has more functions, allowing numerical as well as multiple choice answers. For more information on using i>clickers in your class, go to <http://www.iclicker.com/iclicker2>. To sign out an i>clicker receiver and instructor remote, contact the Instructional Technology Center in Stillman 105 or call x4820.

Lost/Found SUNYCard



Faculty, staff and students can report their lost or found SUNYCard through the BearPAWS "College Life and Auxiliary Services" menu. If the SUNYCard is marked lost, it will be inactivated. If it is marked found, it will be activated.

Banner Training

Are you a new employee looking for Banner training or a seasoned employee who has had little time to learn? The Banner training committee can help:

- ✚ Set you up with an account
- ✚ Provide a general overview
- ✚ Review commonly used forms
- ✚ Show how to do a proper name search
- ✚ Share easy keyboard short cuts and more



E-mail Jen Sullivan at sullivanj@potsdam.edu to schedule training.

Banner URL

A URL (web address) is available to initiate Banner; the SUNY Potsdam Student Administration Information System. Simply go to: <http://banner.potsdam.edu>.

AIS (Administrative Information Systems) Programming Requests

To assist with tracking and prioritizing programming requests, the CTS Administrative Information Systems (AIS) unit now uses a web-based programming request form. Simply go to: <http://www.potsdam.edu/cts/services/helpform.cfm> and select "Administrative Information Systems" and answer the prompts appropriately. This will automatically create an entry in our RT (Request Tracker) system and send an acknowledgment e-mail to the requester. A follow up e-mail or phone call may still be necessary.

Wireless Access

The wireless network at SUNY Potsdam is a standard 802.11b/g implementation of wireless and is free to all faculty, staff and students. Wireless hotspots are located throughout campus and are frequently added.



Look for areas with the wireless hotspot logo. Visit <http://wireless.potsdam.edu> for more information and to view a map of wireless locations.

VPN at SUNY Potsdam

VPN stands for Virtual Private Network. VPN provides remote access and private data communications over public networks. CTS offers a VPN solution that is supported on most common desktop platforms. Go to <http://www.potsdam.edu/cts/services/vpn/> for more information about the security benefits and convenience VPN can provide.

Helios Home Directories Backups

Nightly backups are run on Helios home directories. Backups will be found in the folder named "_backup." This folder is read-only and contains seven days of backup sets of your home directory. The most recent is always stored in the 'backup.0' folder. Feel free to browse your backup sets and restore files and folders by simply copying them back into place. Please note that backup files do not count against your Helios quota. Backups run nightly, so each folder corresponds to "x" number of days ago.

Print Quota for Faculty & Staff

Faculty and staff automatically receive 100 combined pages of free printing for fall and spring semesters, Winterim, and summer session when printing to computer labs. Unused pages cannot be rolled over from one semester to another. Once an individual exceeds their free quota, their department will be recharged at a rate of 10 cents per page for black and white and 30 cents per page for color. Visit <http://www.potsdam.edu/cts/policiesforms/printing.cfm> for more information.

PDF Printing

The campus print server includes a special PDF queue. Jobs sent to this queue will result in PDF's created in a user's Helios home directory. The file will be named in the format title-date.pdf and will be placed inside a folder called "_pdf" just a few moments after printing. You can connect to this printer as you would any other on campus. On the server printing.potsdam.edu (\\printing from windows) connect to a queue called "PDF."

Emergency Notification System



Take the opportunity to enroll in SUNY Potsdam's NY-ALERT emergency notification system by following the instructions at <http://www.potsdam.edu/cts/news/nyalert.cfm>.

While no technology delivery system is guaranteed, every effort will be made to send you text messages, e-mails and/or phone messages in the event of an emergency including weather-related closures.

Please take a few moments to provide us with information that will be used to notify you should we face critical circumstances.



Purchasing Technology Equipment

To ensure that computer technology and telephone equipment purchases are compatible with existing campus systems and can be supported, a campus technology equipment approval and purchasing process is in place. Please keep in mind that prior approval, and often times restrictions, are placed on the Citibank VISA credit card when technology equipment is being purchased. For a complete listing of technology and telephone equipment that requires prior CTS approval, visit <http://www.potsdam.edu/cts/policiesforms/purchasing.cfm>.

Podium Computer Software Requests

Advance notification for software installation requests for podium computers in all of our projection classrooms and computer labs is required. Make requests through the CTS Helpdesk (x2083 or email helpdesk@potsdam.edu) prior to the following dates:

- Winterim/Spring Semesters - October 15th
- Summer/Fall Semesters - March 15th

Visit <http://www.potsdam.edu/cts/facilities> for additional information.

ITC (Instructional Technology Center)

ITC offers optical scanning, document scanning, VHS to DVD transfer and printing (color laser and poster printing) services for academic conferences. For any faculty having difficulty using the technology in presentation classrooms, contact ITC and our staff will be happy to meet with you. We also have students willing to mentor faculty in a limited number of software packages. Please note that ITC enforces copyright compliance when reproducing materials. ITC is located in Stillman 105 and office hours are Monday - Friday 8:00 a.m. to 4:30 p.m. Visit <http://www.potsdam.edu/cts/services/itc.cfm> for additional information or feel free to stop in, call x4820 or e-mail itc@potsdam.edu.



CTS Equipment Loans

On-loan equipment is available through ITC, Stillman 105. Loans require advance notification and are reserved on a "first come, first serve" basis. Loaners include Windows and Macintosh laptops, two LCD projectors, interactive classroom clickers, a presentation remote, a portable screen, and two digital camcorders. Video conference equipment is also available for loan and only one event will be scheduled per day. For more information, visit <http://www.potsdam.edu/cts/services/itc.cfm>. If you have any questions, please e-mail itc@potsdam.edu or call x4820.

Fall 2011 Technology Upgrades

New Full & Limited Projection Classrooms

Flagg 103 – Full projection classroom, with new furniture, made possible by the generous donation of SGA/HP. Projector installation – Winterim 2012.

Flagg 204 – Limited projection classroom, completely renovated with new furniture and flooring, made possible by the generous donation of SGA/HP. Projector installation – Winterim 2012.

Student Facilities/Classroom Computer Lab

- Crane Midi Lab – new carpeting
- Flagg 162 – 25 dual-boot Macs, new tables and flooring
- Literacy Center – 25 new dual-boot Macs
- Satterlee 104 – 25 new dual-boot Macs
- Satterlee 300 – 25 new dual-boot Macs, new study tables and chairs

*Reminder: To reduce theft, vandalism and ensure safety, CTS requests that windows and doors be secured upon leaving our facilities. We ask for assistance in enforcing the **NO FOOD OR DRINK** rule in our computer labs and projection classrooms. Please note that University Police will not grant after hour access to students in our computer facilities.*

CTS Student Employee ID

Our student employees are often dispatched to other campus locations and are required to wear CTS photo identification tags. These tags provide proper ID and help introduce our students to the campus community.



Green IT Information



CTS has undertaken several initiatives to reduce our environmental impact. For more information on printing green, saving energy, or to learn how you can make a difference, visit our **CTS Green Technology** pages at <http://www.potsdam.edu/cts/news/greenit/>.



Have a great semester!

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