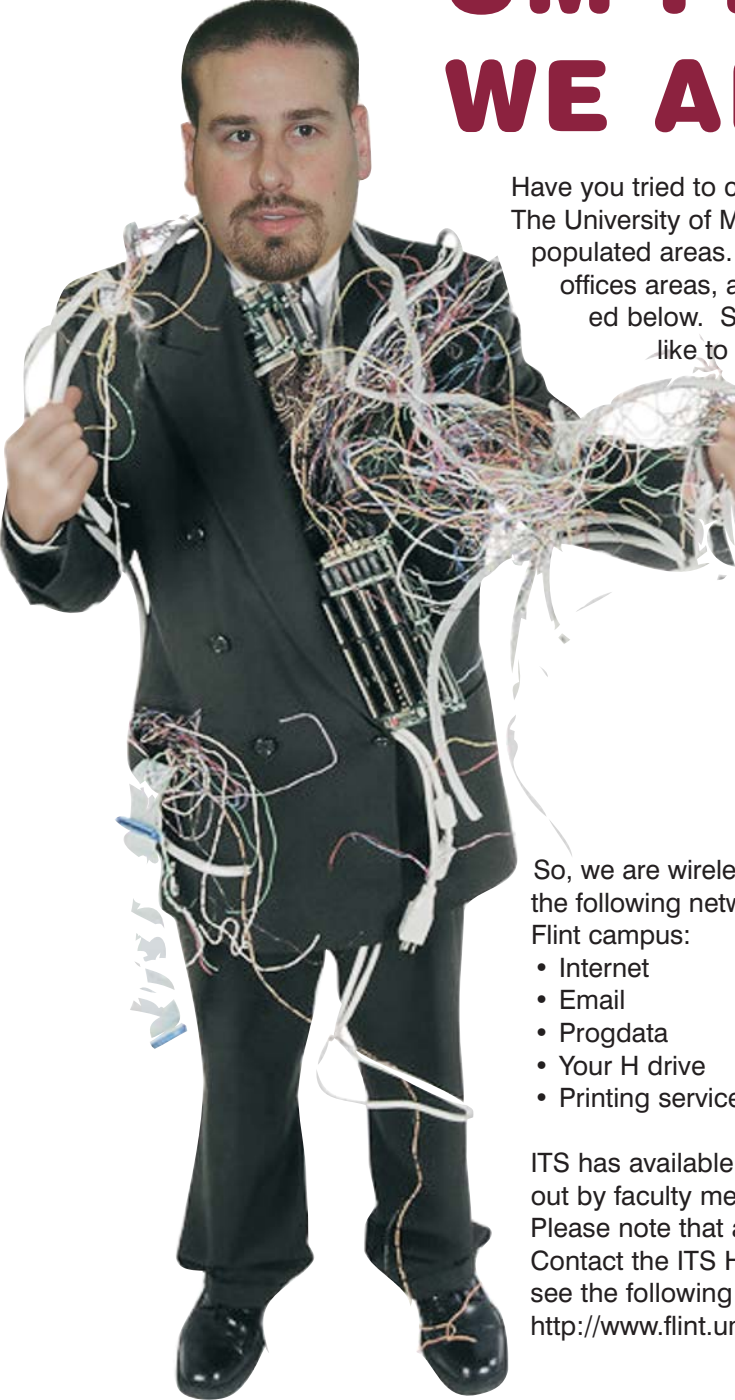


UM-Flint! WE ARE Wireless!



Have you tried to connect to our wireless network yet? WE are ready for you! The University of Michigan-Flint campus provides wireless access to all student populated areas. You will find "bonus" wireless access outside and in most offices areas, as well. The buildings that have wireless connectivity are listed below. So, if you have a laptop and a wireless access card and would like to utilize the services on our network, you will need to register your card's MAC address. To learn how to do so, consult Quicknotes 15, AND either 45, 55 or 65 (depending on your operating system) online at: <http://www.umflint.edu/departments/ITS/helpdesk/qnindex.htm>

Wireless coverage is available in all student populated areas of the following buildings:

- French Hall (including Theatre)
- University Center (UCEN)
- Murchie Science Building (MSB)
- University Pavilion (UPAV)
- William S. White Building (WSW)
- Thompson Library
- Lapeer Street Annex (LSA)

So, we are wireless...what will that do for you? You will have ability to utilize the following network services anytime and just about anywhere on the UM-Flint campus:

- Internet
- Email
- Progdata
- Your H drive
- Printing services (Uniprint) (with Novell client)

ITS has available two 24 station wireless laptop carts. These can be checked out by faculty members simply by calling the ITS front desk at 762-3123. Please note that a training session on using the equipment is required. Contact the ITS HelpDesk at 766-6804 to arrange for training opportunities or see the following website for further information: http://www.flint.umich.edu/departments/ITS/mcs/mcs_mobile.html

What is a Mediated Classroom and Who Supports Them?

There are two types of mediated classrooms described below:

1- Smart Cart Classroom - Cart loaded with document camera, projector, networked computer with DVD, VCR, and laptop compatibility. Smart carts are NEVER locked, NO keys or combination is required.

Smart Cart Rooms W. S. White Building			
1st Floor	2nd Floor	3rd Floor	4th Floor
<ul style="list-style-type: none"> • 1155 • 1156 • 1205 	<ul style="list-style-type: none"> • 2117 • 2201* • 2202* • 2203 	<ul style="list-style-type: none"> • 3145 • 3146 • 3147 • 3148 • 3157 • 3158 • 3159 • 3201* • 3202* • 3203 	<ul style="list-style-type: none"> • 4102 • 4128*
Smart Cart Rooms Murchie Science Building			
1st Floor	5th Floor		
<ul style="list-style-type: none"> • 107 	<ul style="list-style-type: none"> • 533 		

* AV Cart equipment has a smaller document camera computer, projector and VCR/DVD combo.

2- Classroom 2000 - Permanently fixed cabinets with VCR, tuner, cassette deck, networked computer with DVD, and ceiling mounted projector. Rooms are always locked (key at ITS HelpDesk).

Classroom 2000 Rooms	
French Hall	Murchie Science Building
<ul style="list-style-type: none"> • 111* • 161* • 205 • 207 • 262* • 361 • 354* 	<ul style="list-style-type: none"> • 109 • 422 <p style="text-align: center;">* Partially mediated room</p>

Mediated Classroom Services (MCS) is a new group recently created within the ITS Department to handle the newly acquired technology described above. Due to LRC being unable to deliver equipment to WSW, the Mediated Classroom Services group has taken the lead to bring superior service to all students and faculty who utilize these resources. MCS will be addressing needs related to maintenance, upgrades, and all requests associated with the equipment in these rooms. The MCS goal is to meet a 10 minute response time to all urgent requests. Please see the contact information card located on the SMART Cart and Classroom 2000 equipment. If you require training or assistance in any of these rooms please contact the ITS HelpDesk at 766-6804. After 5:00 PM and on Saturdays your requests should go to 237-6628.

Our hours are:

Monday - Friday	7:30 a.m. to 10 p.m.
Saturday	8 a.m. to 5 p.m.

HelpDesk Corner



The ITS HelpDesk offers support and consultation via e-mail, telephone and office hours for students, faculty, staff and alumni. The HelpDesk furnishes a wide variety of user documentation for software and electronic processes supported by ITS.

HelpDesk Documentation

Quicknotes are written as a tool to assist UM-Flint users with variety of different software and electronic processes supported by ITS. As you will notice from the sample Quicknote we have included in this issue, Quicknotes have step-by-step instructions including pictures. A selection of Quicknotes are available in the Student Computer Lab in 206 MSB, ITS HelpDesk in 207A MSB, ITS Office in 3102 WSW, or a complete list is available 24-hours a day at <http://www.umflint.edu/departments/its/helpdesk/qnindex.htm>

A new series of online documentation, called "Whatis" flyers, was added to define various UM-Flint technologies and present users with more information regarding a variety of topics. As you will notice from the sample Whatis flyer we have included in this issue, the information describes a service, serves as a point of reference, or includes instructions. Unlike Quicknotes, Whatis flyers do not include pictures. Whatis flyers can be accessed through the Whatis index page found online at <http://www.umflint.edu/departments/its/helpdesk/flyers.htm> or by clicking the Whatis graphic located throughout the website text.

HelpDesk documentation is available to assist UM-Flint users. For your convenience we have provided samples in this newsletter. If you have questions or concerns further consultation is available by contacting the HelpDesk.

HelpDesk Contact Information

www.umflint.edu/helpdesk
 Location: 207A MSB
 Phone: (810) 766-6804
 E-mail: ITS.HelpDesk@umflint.edu

Office Hours - Fall/Winter
 Monday-Thursday 8 a.m. - 6:30 p.m.
 Friday 8 a.m. - 5 p.m.



Quicknote #55

October 2002

Configuring Windows 98/Me to Access the Wireless Network

Introduction

This Quicknote is written to assist UM-Flint students, faculty, and staff configuring their computers to access the campus wireless network using Windows 98 or Me.

Before You Begin

This Quicknote assumes that your wireless card is installed and configured according to the specifications provided by the manufacturer. As you proceed through the steps below, some of the options may vary slightly. However, we recommend that you make a note of these items in the event of unforeseen problems at a later date. This information might be valuable to the ITS HelpDesk consultant assisting you.

Locating Your Ethernet MAC Address

Internal Wireless Card

1. Click on your **Start** button.
2. Select **Run**.
3. Type the Following command in the *Open* field:
winipcfg.
4. A small window called *IP Configuration* will open. If the first field has “*PPP Adapter*” or something similar listed, click the small black arrow to the right of the field and select the **Wireless Card Adapter**. The MAC address for your adapter appears in the *Adapter Address* field.
5. It will look something like this **44-45-53-54-00-00**. Write down the MAC address, you’ll need to register it next.

External Wireless Card

You are able to find your MAC address simply by looking on the bottom of the wireless card. Write down the MAC address, you’ll need to register it next.

How to Register Your MAC Address

For Faculty

1. Login to SIS at www.umflint.edu/sis.
2. Click on link to **Faculty Services**.
3. Click on link to **Register Wireless Device**.
4. Enter the MAC Address where prompted.
5. Check the box stating you agree with the user agreement.

For Staff

In order to register your MAC address, you will have to contact the [HelpDesk](#) and place a work ticket.

For Students

1. Login to SIS at www.umflint.edu/sis.
2. Go to the **Student Services & Financial Aid** menu.
3. Click on **Campus Computing Menu**.
4. Then select **Register Wireless Device**.
5. Enter the MAC Address where prompted.
6. Check the box stating you agree with the user agreement.

Configuring Your Computer

These instructions were written using Windows 98 operating system and a Cisco Aironet 350 Series PCMCIA wireless card. Please keep in mind that every operating system and card is slightly different. These steps will be similar, but may not be exactly the same.

1. Right-click on the **Network Neighborhood** icon on the Desktop and click **Properties**.
2. Select the *Configuration* tab, then select the IPX/SPX Compatible Protocol wireless card name and click **Properties**.
3. Select the *Advanced* tab, select SSID from the Property list, and in the value box enter **80211net**.
4. Click **OK** (Twice) and restart the computer when prompted.

Installing Novell Client

Novell Client is the client for the Network we use here at UM-Flint. By installing Novell Client on your computer you will be able to access these services over the wireless network: internet, email, Progdata, your personal directory (H drive), and Self-Service Printing (Uniprint) the same way as you would on a network computer on campus(i.e. like the computers on campus).

1. From the QuickDisc click on the **Wireless** icon.
2. Select **Client 32** version for Windows 9x.
3. Select the **Custom Installation** option and click **Next**.
4. Uncheck every box and click **Next**.
5. Select *IPX* and click **Next**.
6. Make sure that **NDS** is selected and click **Next**.
7. Click **Finish** to complete the installation.

Setting up Client Trust

Client Trust is a small executable program that will allow users to more effectively utilize the wireless services. This program prevents the *Novell Border Manager* page from reappearing after several minutes of idle time.

1. On the QuickDisc select the **Wireless** Icon.
2. Click on the **Novell Client Trust** Icon.
3. Click **Next**.
4. Click **Finish**.

This will place a **Client Trust** icon on your computers desktop. Before you access the wireless network, be sure to double-click the **Client Trust** icon to start the program.

Now, that you have configured your wireless card you are ready to access the services see Quicknote #15.

Additional Resources

Please visit the Wireless FAQ support page at www.flint.umich.edu/departments/its/helpdesk/wireless.html

ITS Quicknotes are available in the Student Computer Lab in 206 MSB, at the ITS HelpDesk in 207A MSB or on-line at <http://www.umflint.edu/helpdesk>.



Whatis?

What is Windows Update?

SAMPLE – Find more, just like this, online at <http://www.umflint.edu/helpdesk>

Windows Update is the online extension of Windows, designed to help you keep your computer up-to-date. Windows Update has a central catalog called Product Updates that includes new product enhancements such as system files, device drivers, service packs, and new Windows features. These enhancements are recommended to you based on what is needed for your specific computer. This should take only a few minutes on campus; however it may take longer from a dialup connection.

What is Product Updates?

The Product Updates page is a catalog of fixes, updates, and enhancements to Windows and many programs that work with Windows. You can browse through the catalog, select as many components as you would like, and download and install them straight from the Web to your computer.

To update your system files using Windows Update

****Note: For Windows 2000 or XP, you must be logged on as an administrator or a member of the Administrators group in order to complete this procedure.**

1. Go to Windows Update at the Microsoft Web site at <http://windowsupdate.microsoft.com> (This website is very busy at times. If you get an error, we recommend to please try again later.)
2. On the Windows Update home page, click Product Updates.

****Note: The first time you go to the Product Updates page, click Yes when prompted to install any required software or controls.**

What do I need to do?

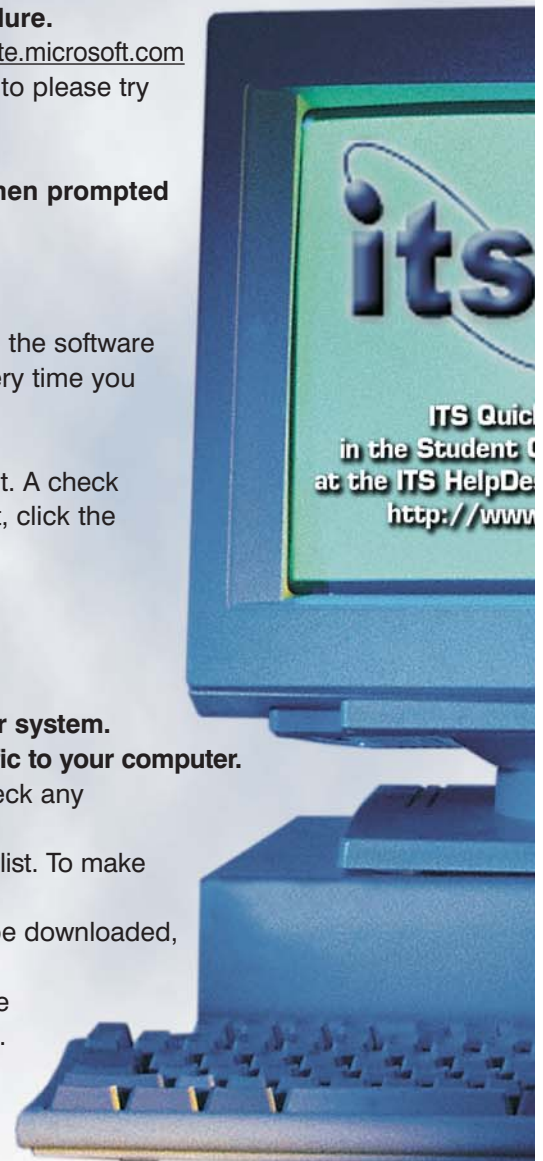
Product Updates makes it easy to download updates and enhancements to the software on your computer. We recommend you do this on a monthly basis and every time you install any new software.

3. First, browse the catalog.
4. When you decide you want a certain component, click the box next to it. A check mark appears in the box. Before you choose to download a component, click the "Read this first" link for important information, including:
 - A more detailed description of the component
 - How to begin using the component
 - Instructions for uninstalling
 - Support policy

****Note: Be sure to download any Critical Updates recommended for your system.**

Critical Updates will fix known problems (such as security issues) specific to your computer.

5. When you have selected all the components you want (you may uncheck any selected components you don't want), click the Download button.
6. A page appears. Make sure that all the components you want are in the list. To make a change, click the Back button.
7. Click the Start Download button. All the components you selected will be downloaded, and then installed.
8. When you see the **Installation Complete** message, you're done! Some components may require you to restart your computer after installation.





What is the Server Applications Folder?

SAMPLE – Find more, just like this, online at <http://www.umflint.edu/helpdesk>

The Server Applications Folder contains links to many of the software applications, and installation files used on campus by UM-Flint Faculty and Staff.

What is in the Server Applications Folder?

Shortcuts

- **Progdata:** Is the folder where faculty place information for students to use in their class. For more information on Progdata see [Quicknote #23](#).
- **Internet Tools:** Contains internet utilities such as *Ws_ftp* & *PowerArchiver*. *Ws_ftp* enables users to download information from remote sites. For instructions on using *Ws_ftp* see [Quicknote #54](#). And *PowerArchiver* allows users to zip and unzip files for more information see the [What is a Zip File](#) flyer.
- **MS Office 2000:** Contains links to Access, Excel, FrontPage, PowerPoint, and Word on the server.
- **WinPmail:** Is a shortcut to the students' email program installed on the server.

Installation Files

- **Banner 5 Setup:** Banner is the program used by many faculty and staff members to look up student and class information. For more information about Banner see [Quicknotes #31-36](#).
- **Internet Explorer 5.5 Setup:** This is the installation file for the IE 5.5 or higher web browser. The ITS HelpDesk recommends using this web browser.
- **Microsoft Office 2000 Setup:** This starts the installation menu for Office 2000 Word, Excel, PowerPoint, Access, FrontPage, and Internet Explorer programs. The HelpDesk recommends the *Typical* installation.
- **Netscape 4.76 Setup:** This is the installation file for the Netscape 4.76 web browser.
- **Shortcut to Mssetup.exe:** This starts the installation menu for Office XP. The HelpDesk recommends the *Typical* installation. For more information see [Quicknote #4](#).
- **Publisher 2000 Setup:** Publisher is a useful program used for making flyers, cards, and invitations.
- **SPSS 10 Setup:** SPSS is a data analysis program. For more information see this website: <http://www.uncg.edu/irc/spss/win/spsswin10.html>.

How Do I get to the Server Applications Folder?

On campus if you do not have the *Server Applications* folder on your desktop, follow these steps to create one:

1. Right-click in the blank space on your desktop to display a menu.
2. From the pop-up menu, select **New**, then **Shortcut**.
3. In the command line, type the following exactly as shown below (with quotes and caps): "**L:\WIN95\Server Applications**".
4. Click the **Next** button in the short cut window.
5. Click the **Finish** button to close the shortcut window. You should now see a folder icon on your desktop labeled *Server Applications*.



Important Changes Every User Needs to Know

Software Policy

ITS has updated the Software Installation Policy for Faculty. The major changes in this policy include the need for ITS to acquire the software three weeks prior to the requested date of usage. The requestor needs to test the software at least one week prior to the implementation. The software installation request form must be submitted 3 weeks prior to implementation date and can be found online at

<http://www.umflint.edu/departments/its/assets/acrobat/software.PDF>. This policy was endorsed June 12, 2002 by the Technology Committee (formerly known as ACAC) and is effective beginning Fall 2002.

Outlook Storage Space

ITS is pleased to announce that storage space and mailbox restrictions for Outlook have been increased.

Mailbox storage space has increased from 25 to 75 MB. You won't get a warning that your mailbox has exceeded space until you exceed 75 MB.

Mailbox restrictions: Once you've reached 100 MB you can't send mail out. This has increased from 50 to 100 MB. Once you've reached 125 MB, you can't send or receive mail. This has increased from 100 to 125 MB.

Personal Directory (H drive) Space has Increased from 8MB to 50MB

Personal directories, also known as H: Drives, are available for saving data on a network server. Each UM-Flint user is now allotted 50MB of space. You can access personal directories when you are logged on at home, on campus, or on the wireless network. On campus, you can identify your H: Drive in the list of directories on the computer, because it begins with your unqiqname. From home or the wireless network personal directories can be accessed by using FTP. See Quicknote #54 (Windows) or Quicknote #44 (Macintosh) for instructions.

OEL takes on the ITV Room and Blackboard

In the past, ITS was responsible for the Distance Learning (ITV) room in 345 French Hall and for all support related

to Blackboard, the online course tool. The Office Of Extended Learning, under the new leadership of Dr. Deb Snyder has agreed to accept transfer of these responsibilities. Please contact 762-3200 for further details.

Student Computer Account

As a faculty or staff member, do you assist with student computing needs? If so, the following information is to help you communicate this new process regarding student computer accounts. Students no longer need to appear in person to create their computer account (i.e. unqiqname and passwords). As a registered student, they can create their computer account online using the Student Information Services (SIS) which is available online at <http://www.umflint.edu/sis/>. Students need to login to SIS, click on the Students Services & Financial Aid menu, click the Campus Computing Menu, click the link to Create Your Student Computer Account, then enter the proper data and the account will be created. For assistance in creating a computer account students may go to an open computer lab or the HelpDesk. For more information regarding student computer accounts, see <http://www.umflint.edu/departments/its/helpdesk/student.htm>.

Win the War against SPAM What is SPAM?

Well, we're not talking about Spam you can get in a can. We are talking about Spam as unsolicited e-mail also known as junk e-mail. It is equivalent to unsolicited phone marketing calls. From the sender's point-of-view, it is a form of bulk mail, often to a list obtained by companies that specialize in creating e-mail distribution lists. All of us seem to be experiencing an increase in the amount of unsolicited email (SPAM). Be aware! Some unsolicited e-mail is, in fact, e-mail people agreed to receive when they registered on a website and checked a box agreeing to receive postings about particular products or interests.

Tips for Reducing SPAM

- NEVER unsubscribe to SPAM. It

only confirms to the sender that they have gotten a valid email address (because you responded). Your inbox will continue to be flooded with more SPAM if you unsubscribe.

- You can now forward any SPAM to the Federal Trade Commission and report it as unsolicited email. In Outlook, simply highlight the message, press the FORWARD button and in the TO line type REPORTSPAM, in the subject line type SPAM and send it on its way.
- You can create some filter rules in Outlook so that the email from these specific users is either sent to another folder that you can review later or it can be automatically deleted. To do this please check out the FAQ section specific to Outlook-Using Rules Wizard which is located on the ITS web site. <http://www.umflint.edu/outlook>
- Or, while in the inbox, you can simply right-click on the offending message and select CREATE RULE. You will then be walked through a series of instructions for blocking the SPAM email from that particular sender.

There is a free tool called Cloudmark SpamNet that you can get to fight SPAM in Outlook 2000 and XP. Cloudmark SpamNet is an Outlook add-in that will save you time and frustration by stopping SPAM automatically. The service is free and easy to use. To download the Cloudmark SpamNet Outlook add-in look online at: <http://www.cloudmark.com/products/spamnet/download/>. Once you install it you need to close and reopen Outlook for it to take effect.

Features

- Stop spam immediately
- Easy to use
- Help fight spam

Requirements

- Windows 98 / NT / 2000 / XP
- Outlook 2000 / XP
- 1mb disk space



Computer Lab Info

New Open Student Computer Lab



ITS is pleased to announce the grand opening of a new open student computing facility in William S. White Building (WSW). The new lab is located in room 3174 WSW and is equipped


with 30 Dell machines, a black & white printer, a color printer and a copy machine. An overflow lab is located next door in 3175 WSW and has an additional 24 Dell machines and a black & white printer.


Computer Lab Renovations

Due to student concerns regarding physical access to the computers located on the left-hand side of the computer lab (along the wall) in 206 MSB, we have renovated the lab by removing the current seating structure and replacing it with a bench (hand-made by Facilities department) that is flush against the wall. Students have gained at least 18-24 inches making the aisle-way larger and less disruptive. We also put a fresh coat of paint on the walls of the 206 MSB lab and instructional labs 110 MSB and 115 MSB.



We also put a fresh coat of paint on the walls of the 206 MSB lab and instructional labs 110 MSB and 115 MSB.

<p>New Windows Machines</p> 	<p>Dell computers with Pentium 4, 1.6 GHz processor, 256 MB RAM, 20 GB hard drive, 250 MB internal zip drive, 3.5 inch floppy, 24X CD-RW, and 15 inch flat panel display</p>	<p>71 in 206 MSB 31 in 106 MSB 31 in 501 MSB 44 in 3153 WSW 29 in 3174 WSW 24 in 3175 WSW</p>
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<p>New Macintosh Computers</p> 	<p>Apple iMacs with 700 MHz, 384 MB RAM, 40 GB hard drive, CD-RW/DVD-R combo drive, 250 MB external zip drive and 15 inch flat panel display</p>	<p>4 in 206 MSB 5 in Art lab in WSW</p>
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Based on the three-year replacement cycle outlined in the Technology Plan, many computer labs were due for a computer upgrade this year. Over the summer, ITS staff members were busy upgrading the hardware in 206 MSB, 106 MSB, and 501 MSB. Over 150 Dell computers and 10 Apple iMacs (see specs above) were purchased with Tech Fee money. All existing computers taken out of these labs were redistributed throughout campus. The color printer and scanner in 206 MSB were also replaced this summer with an HP Color LaserJet 4600 DN printer and an HP Scanjet 6300C.

Accessibility Support

ITS provides ADA workstations that are strategically placed in each ITS-supported computer lab to assist students with a variety of vision and hearing impairments. An ADA workstation includes a Dell machine with special accessibility software, a large 18-inch flat panel display, and an adjustable table for wheelchair access. The special accessibility software is called Reach and it includes a vast assortment of assistive technology tools.

The following computer labs have an ADA workstation 106 MSB, 110 MSB, 206 MSB, 501 MSB, 507 MSB, 223 FH, 459 FH, 3153 WSW, 3174 WSW and 3175 WSW.

Open Student Computer Labs

Location	206 MSB	223 FH	3174 WSW
<p>Open Hours</p> 	<p>Mon-Fri 7:30 a.m. - midnight</p> <p>Sat & Sun 9 a.m.- midnight</p>	<p>Mon-Thu 8 a.m - 8 p.m.</p> <p>Fri 8 a.m. - 5 p.m.</p> <p>Sat & Sun CLOSED</p>	<p>Mon-Fri 7:30 a.m. - midnight</p> <p>Sat 9 a.m.- midnight</p> <p>Sun CLOSED</p>

ITS Welcomes the New and Bid Farewell to Others

Fall semester has brought three new additions to our staff as well as saying goodbye to four faithful colleagues. Melissa Bock, Gail Gibson, and Jason Gooding have joined as full time staff members and Terri Blackwell, Melissa Caudle, and Theresa Stevens have moved onto other departments within the university. Jennifer Flagel has moved out of state. Read on for more details.

Melissa Bock was hired as the HelpDesk Coordinator, Gail Gibson as Administrative Assistant I and Jason Gooding as a Computer Systems Specialist I. Melissa comes to us with two years of experience in working as the Help Desk Consultant for the University of Michigan-Flint. Melissa received her Bachelor's in Business Administration from UM- Flint in which she graduated with honors. We are pleased to have her as a full time Coordinator of the HelpDesk!



Gail Gibson has joined our team as the new Administrative Assistant I. Her recent experiences with the University of Michigan-Flint campus include working as a Secretary III for the Facilities Management Department. In that role Gail provided customer service to the entire university community through Facilities Management. Gail's humorous nature and witty style fit right in with the ITS gang!

Jason Gooding was recently hired as a new Desktop Computer Support technician. Jason's experiences as a computer technician include working for Pinckney Community Schools for the past year two years. He was responsible for computer support to the high school staff and students as well as assisting with hardware/software installations and upgrades, network wiring, Novell installation and maintenance, Appletalk installation and Mac and PC platform support. Welcome aboard, Jason!



ITS bids a fond farewell to Terri Blackwell, Melissa Caudle, Jennifer Flagel and Theresa Stevens this semester. Both Terri and Theresa have moved to the Office of Extended Learning due to their commitment to the Blackboard and online learning initiatives. Now that the

new Director, Dr. Deb Snyder, is on board they are forming a cohesive unit within one department, namely OEL. How lucky they are to have these two fine staff members! Jennifer Flagel has moved to Virginia and has recently accepted a position as a senior programmer analyst at George Mason University in the Office of the Registrar. She will be assisting them with their Banner implementation. Aren't they fortunate! Last but not least, Melissa Caudle is the new Marketing Coordinator for the University Relations Department and her fine training abilities will be missed by all! Congratulations and best of luck to the four of you, you'll be sorely missed by the ITS staff. We are very proud of you!

A Little Rusty with the Computer?

If so, try attending a few computer software-training workshops. All UM-Flint faculty and staff (including temporary staff and student employees) are eligible to attend ITS workshops free of charge. ITS workshops are conducted in a hands-on environment in modern laboratory facilities. Topics are selected to enhance the efficiency of University faculty and staff, and exercises are designed appropriately for this audience. Learn how to incorporate technology into your teaching with workshops such as Microsoft Office PowerPoint, Excel, Access, FrontPage, Publisher and Outlook that could assist you with your grade book, class rosters, office management, electronic files and more. These workshops are instructed at three levels: basic, intermediate and advanced.

Three seasons of workshops are scheduled: fall, winter and spring/summer. Workshops are offered daily with various times to choose. Fall workshops will begin the week of September 23 and end December 13, 2002. Look for new workshops in Excel, Word, FrontPage and Access. Furthermore, workshops instructed by Vera Anderson (Thompson Library) will be offered to assist faculty with electronic reserves (e-Res). For more information regarding the e-Res workshops, contact Vera Anderson at (810) 762-3401. A complete list of workshops is available online at <http://www.flint.umich.edu/departments/its/workshops/index.html>

ITS Plays Limited Role With Campus Phone Issues

ITS is responsible for working with ITCOM to fix emergency phones when there is a campus wide failure. Departments are responsible for individual phone repairs and orders. Forms can be found online at the ITCOM website <http://www.itcom.itd.umich.edu/>

Harvey Sherman (810-237-6628) is handling all campus wide issues and would be happy to field any questions, comments or concerns.

University of Michigan-Flint
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Flint, Michigan 48502-1950

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