

# Technology Today from ITS

Innovative News for the UM-Flint campus.

Archive for May, 2006

## [Technology Brown Bags Available Via Streaming Video](#)

Wednesday, May 24th, 2006

Looking for a way to keep up with the newest technologies on campus? Look no further, check out the Thompson Center for Learning and Teaching's Technology Brown Bag videos. These videos are available for streaming, simply follow this link: <http://ww2.umflint.edu/tclt/techbrownbag/>. These videos cover a wide variety of subjects, and are available for most Technology Roundtable and Brown Bag sessions since Winter 2003 semester.

To view the current Technology Brown Bag schedule, please visit [http://www.umflint.edu/resources/centers/tclt/programs/brown\\_bag/](http://www.umflint.edu/resources/centers/tclt/programs/brown_bag/).

Posted in [Instructional Technology Tips](#) | [No Comments »](#)

## [Archiving and Personal Folders in Outlook](#)

Wednesday, May 24th, 2006

In case you haven't already seen the [QuickNote](#), the ITS HelpDesk has recently released a new [QuickNote](#) outlining how to use personal folders and archive in Outlook. Personal folders and archiving allow you to keep email messages you may still need, but not take up room in your inbox. If you frequently have problems with exceeding your allotted amount of storage, this [QuickNote](#) is definitely for you! Check out [QuickNote #91](#) to learn how to make the most of your email storage.

Posted in [Expert Advice from the ITS HelpDesk](#) | [No Comments »](#)

## [New Instant Messaging Service](#)

Wednesday, May 24th, 2006

ITS is now supporting a new integrated communications system that enables faculty, staff, and students to communicate quickly and easily from their computers. With Office Communicator you can send text messages in real time over the network securely via Instant Messaging. In addition to instant messaging, Office Communicator supports peer-to-peer audio and video, application sharing, whiteboards, group discussions, as well as presence awareness, the ability to detect another user's availability.

For more information about Office Live Communicator, please visit <http://ww2.umflint.edu/its/communicator/index.htm>.

Posted in [New Technologies](#) | [No Comments »](#)

## [HelpDesk Consultant in the News](#)

Tuesday, May 23rd, 2006

Nick Gaspar, a long-time ITS HelpDesk Consultant, gives his take on “war driving” (locating and sometimes piggybacking on wireless connections) around Genesee County. Nick was interviewed by Chad Swiatecki for an article entitled “SOMETHINGS’ IN THE AIR—Could free wireless connections make the county cool?” which appeared in the Sunday, May 21, 2006 edition of The Flint Journal.

Posted in [Expert Advice from the ITS HelpDesk](#) | [No Comments »](#)

## [Wireless Campus to get a much needed Upgrade](#)

Monday, May 22nd, 2006

ITS has provided campus-wide wireless coverage for over 6 years. Now, many campuses leverage wireless connectivity, but UM-Flint is one of the first three pioneering colleges in the state to go completely wireless! We began with a small number of devices and now currently support over 2,000 802.11b wireless devices. ITS is proud to announce that we are continuing to lead the wireless campus trend by launching our upgrade to the next generation of enterprise-class wireless technology.

The ITS Wireless Committee has been working behind the scenes this past year to design this much-anticipated upgrade. The new design incorporates 802.11b (11Mbps), and 802.11a (54Mbps) and 802.11g (54Mbps). The new system will be a thin client, dual-band configuration that will improve security, reliability, scalability, and speed by significantly increasing the number of access points (400% more!), and implementing new, dedicated firewall and WLAN security protocols. The first building to get an upgrade will be UCEN, which is planned to be completed by the start of the Fall semester.

For more information about the Wireless Project, please consult <http://ww2.umflint.edu/its/projects/wireless.html>.

Posted in [New Technologies](#), [Wireless Network](#) | [No Comments »](#)

## [Announcing the UM-Flint Apple Store](#)

Tuesday, May 9th, 2006

UM-Flint students, faculty, and staff can now purchase computers and computer equipment directly from Apple at an educational discount via our customized online Apple store! Periodic sales campaigns on Apple laptop bundles will be announced at the beginning of each semester. All purchases are made directly with Apple.

[Enter the Apple Store Now>>](#)

Posted in [Hardware and Software Sales](#) | [No Comments »](#)

## [Phones in General Classrooms](#)

Wednesday, May 3rd, 2006

You may have noticed the black phones in many general classrooms—they are Voice Over Internet Protocol (VOIP) phones. ITS is slowly adding VOIP phones to all general classrooms, so look for phones to begin appearing in French Hall floors 4 and 5 soon. The phones will work for on-campus calls only, and they incorporate the 5-digit dialing system we have all become accustomed to using. Future plans for this technology include replacing courtesy phones and providing low cost replacements for departmental phones. Phones which allow calling card use may replace or complement current pay phones. Feedback on this new initiative would be greatly appreciated.

For more information about the VOIP Project, please consult <http://ww2.umflint.edu/its/projects/voip.htm>.

Harvey Sherman  
ITS Client/Server Manager

Posted in [New Technologies](#) | [No Comments](#) »

### ["What is RSS?" Flyer Now Available](#)

Wednesday, May 3rd, 2006

Subscribing to our blog's RSS feed is a great way to easily keep up with the news in ITS. To better help the campus community understand what an RSS feed is, ITS has created a "What is RSS?" flyer. Check it out on the ["What is..." flyer](#) page!

Posted in [Expert Advice from the ITS HelpDesk](#) | [No Comments](#) »

### Archive for June, 2006

#### [ITS Staff Member receives Staff Recognition Award](#)

Friday, June 16th, 2006

ITS is pleased to announce that Sidney Horton, a member of the Network Systems Support (NSS) unit, received a 2006 Staff Recognition Award at the Staff Assembly luncheon. Sidney joins NSS supervisor, Harvey Sherman, who received the award in 2003. Sidney is a popular tech guru for staff as well as faculty. He also gives superior service to students and his fellow ITS staff members.



**Sidney Horton**

**Staff  
Recognition  
Award**

**June 15, 2006**

**Thanks for all  
you do!**

Posted in [Staff News](#) | [No Comments](#) »

#### [Cell Phone Usage Banned in Open Computer Labs](#)

Wednesday, June 14th, 2006

**Cell phone usage is not allowed in any of the open computer labs on campus.** If you must take a cell phone call, ITS requests that you immediately step out into the hallway. **If you're sitting next to someone who is talking on a cell phone, please report it immediately to the labstaff consultant.** The labstaff consultant will then ask the offending party to terminate the phone call immediately or step out into the hallway.

While cell phone usage is still banned in the computer labs, you may have noticed more talking in the labs lately. This increase is due to a movement toward "group work friendly" computer labs. The computer lab located at 3174 William S. White Building already features a layout to encourage group work and the computer lab at 206 MSB will be undergoing a make-over in the near future to make it group work friendly as well. If you're looking for a quiet computer lab, ITS recommends the open computer lab on the 2nd floor of the Library where no talking rules are enforced.

For more lab news, please consult <http://www.umflint.edu/labs/>.

Posted in [Lab News](#) | [No Comments](#) »

#### [Mcard News](#)

Wednesday, June 14th, 2006

**For Students:** At the beginning of every semester, ITS distributes Mcards in the UPAV. The dates for Mcard distribution in UPAV (next to Subway) for summer semester are:

**June 28th** - 29th → 8:00 am - 7:00 pm

**June 30th** → 8:00 am - 4:00 pm

**July 3rd** → 8:00 am - 7:00 pm

**July 5th** → 8:00 am - 7:00 pm

**For Faculty/Staff:** You can now use your Mcard for parking at the University of Michigan-Ann Arbor campus. To use your Mcard for parking at UM-Ann Arbor, simply notify the UM-Flint Public Safety department so that they can add you to the database.

For full details about Mcards, please consult <http://ww2.umflint.edu/its/projects/mcard.htm>.

Posted in [Lab News](#) | [No Comments »](#)

### [Smart Cart Alarms](#)

Wednesday, June 14th, 2006

MCS needs your help! If you **hear an alarm sounding** on one of the Smart Carts, please report it **immediately** to Public Safety or MCS. The alarm means that someone has possibly tampered with the presentation equipment, and it needs to be looked into as soon as possible. MCS's phone number is listed on all Smart Carts, and you may use the [VOIP phone](#) in any of the WSW and MSB general classrooms to call MCS or Public Safety. The alarm may be nothing more than a beeping noise if the battery has worn down.

MCS also encourages professors to **turn off classroom lights** after their classes are over. You can make a big difference in helping to conserve energy and reduce the electricity bill by adding this simple routine to the end of your class.

Posted in [General News](#) | [No Comments »](#)

### [Behind the Scenes with WIT](#)

Wednesday, June 14th, 2006

Web and Instructional Technology (WIT) is a division of ITS dedicated to keeping up-to-date in new web technologies as well as advances in technology for learning and teaching. This past semester has once again proven to be an eventful one for WIT with many changes.

WIT recently welcomed its newest team member, Tim Todd, who was [hired as webmaster](#) to assist University Relations with updates to the school website. Tim will also be assisting with the campus-wide deployment of a new [Content Manager System\(CMS\)](#), called Interwoven.

WIT has added support for several new web technologies including [homepages for students](#) and [blogging](#). Students can now create a homepage, using the space provided on their H: drive, and share it with the campus community by registering it at the [Homepage Gallery](#). [Blogging with the mBlog](#) pilot was recommended to faculty, staff and students by WIT. [The SharePoint Collaboration tool](#) continues to be supported by WIT for departments on campus. It provides departments with convenient intranets and a secure place for committees to share documents and hold discussions.

Anyone can now view the [Technology Brown Bag sessions](#) online. WIT collaborates with the [Office of Extended Learning](#) and the [Thompson Center for Learning and Teaching](#) to hold technology brown bag sessions each semester, highlighting new technologies which are useful to the campus community.

The popularity of the [Video Production Center \(VPC\)](#) continues to grow, serving over 100 customers from 2005-2006. In the VPC, students, faculty, and staff have access to tools that can assist them in campus-related video projects. [Check out all of the equipment available in the VPC by visiting ITS's page dedicated to the popular center.](#)

WIT provides several other services to the campus including equipment check out for faculty and staff and a [duplication service](#), which allows for creation of multiple copies of one cd or dvd (for campus-related projects using non-copyrighted discs) for a good price.

Posted in [Behind the Scenes](#) | [No Comments »](#)

### [Quicknote #93 now available!](#)

Wednesday, June 14th, 2006

ITS recently made its newest Quicknote available to the campus community. It is [Quicknote #93 – How to Capture Video in the Open Labs](#). If you've ever wanted to transfer a home video or other recorded event from your digital camcorder to the computer to edit, make sure you check out this Quicknote.

Students, faculty, and staff can also receive assistance with their campus-related multimedia projects at the [ITS Video Production Center](#), located in the ITS suite at 3102 William S. White Building.

Posted in [Instructional Technology Tips](#) | [No Comments »](#)

### **Archive for July, 2006**

#### [Uniprint Form Available via SIS](#)

Wednesday, July 12th, 2006

ITS is pleased to announce that current students can now add money to their printing (uniprint) accounts via SIS. You no longer need to go to 207 MSB to add money to your account; you can add it right from the Web. Once you have used up your initial \$16 printing fund, you can add money to your account for a fee.

To add money to your Uniprint account via SIS: Log into SIS (<http://www.umflint.edu/sis/>), click on "Student Services and Financial Aid", then click on "My Student Computer Account", and then select the link to add Uniprint money. Printing funds that you add will be available to use immediately.

When you request additional funds to be added to your Uniprint account a charge will be made to your university student account. You can pay this bill at the Cashier's office or pay online with a credit card.

For more information about Uniprint or how to add money to your account, please consult <http://ww2.umflint.edu/its/helpdesk/flyers/uniprint.pdf>

It is important to note that the Print Cards currently available in the open computer labs will be discontinued in August, and the card reader will be removed from the labs at the end of the Fall 2006 semester.

Posted in [General News](#) | [No Comments »](#)

#### [Computer Lab Closed for Remodeling](#)

Wednesday, July 12th, 2006

ITS has totally redesigned the layout of the oldest open computing facility on campus located at 206 Murchie Science Building (MSB).

The MSB lab will more closely resemble the newest open lab located at [3174 William S. White Building \(WSW\)](#) after the remodeling is complete. The WSW lab was designed to facilitate collaboration among students. In addition to encouraging collaboration among students, the new lab design will allow for more computers in the lab. The lab has a fresh coat of paint and carpet is being installed this week. New furniture and computers are slated for installation in early August. We apologize for any inconvenience this lab closing may cause for students over the summer. The 223 French Hall (FH) computer lab will adopt the [206 MSB computer lab's schedule](#) for the summer semester and the 3174 WSW lab will retain its [normal business hours](#). Please be sure to stop by and visit the lab when it re-opens this fall semester!



Check back for updated pictures as the remodel progresses!

Posted in [Lab News](#) | [No Comments](#) »

**Archive for August, 2006**

### [206 MSB Remodeling Completed](#)

Thursday, August 31st, 2006

ITS invites students as well as faculty and staff to visit the newly refurbished 206 MSB open computer lab. The remodeling, which included paint, carpet, and new furniture, was completed just before the start of the fall semester. The new furniture layout features “pods” to encourage group work and includes additional Windows computers as well as four Linux and four Macintosh computers. Stop by 206 MSB to check it out!



For more information about this lab, please visit <http://ww2.umflint.edu/its/labs/206msb.htm>.

Posted in [Lab News](#) | [No Comments](#) »

### [Computer Labs Schedule](#)

Friday, August 18th, 2006

All open computer labs (206 MSB, 223 FH, and 3174 WSW) will be **closed** from Tuesday, August 23rd, through Tuesday, August 29th (except the open computer stations in the Library—please consult <http://lib.umflint.edu/hours.html>).

All labs will be **open** starting on Wednesday, August 30th.

Posted in [Lab News](#) | [No Comments](#) »

### [Mcard Distribution for Fall 2006](#)

Friday, August 18th, 2006

## Students

At the beginning of every semester, ITS distributes MCards in the UPAV (next to Subway). The dates for the Fall semester are:

- August 28-31** → 8am - 7pm
- September 1** → 8am - 4pm
- September 5-7** → 8am - 7 pm
- September 8** → 8am - 4pm

## Faculty/Staff

Faculty and staff can obtain their Mcard between the summer and fall semesters by these methods:

- **August 21-22** - 223 FH and 3174 WSW open labs
- **August 23-25** (morning only on the 25th) - By appointment only, please call Melissa Storch at 762-3123 or email [melbock@umflint.edu](mailto:melbock@umflint.edu)
- **August 28-29** – UPAV Mobile Mcard Station (next to Subway)
- **Beginning August 30** – 206 MSB and 3174 WSW open labs

For more information, please visit <http://ww2.umflint.edu/its/projects/mcard.htm>

Posted in [Lab News](#) | [No Comments »](#)

## [HelpDesk Schedule for Fall Semester](#)

Wednesday, August 16th, 2006

### **Regular Office Hours:**

**Monday-Friday: 8:00 a.m. to 5:00 p.m.**

### **After Hours—open for walk-in and telephone support:**

**Tuesday and Thursday: 5:00 p.m. to 6:30 p.m.**

*Phone support is extended until 8:00 p.m. each evening for the start of Fall semester:*

*- Wednesday, August 30th, through Friday, September 1st*

*- Tuesday, September 5th, through Friday, September 8th*

Posted in [Expert Advice from the ITS HelpDesk](#) | [No Comments »](#)

## [ITS Temporary Move and Annual Retreat](#)

Wednesday, August 16th, 2006

ITS is **remodeling** our main office located in 207 MSB. We will be moving temporarily out of that space starting Friday August 18th and moving back in on Monday August 28th.

In the interim, the ITS HelpDesk will be located in 3102 WSW (the ITS office suite in the William S. White Building). The HelpDesk can still be reached by phone at 766-6804.

The front desk will be located in French Hall 431 on Friday the 18th and Monday the 21st. From Tuesday the 22nd until Monday the 28th, the front desk will be located in MSB 206 (the open computer lab). The main ITS office staff can still be reached during these times at 762-3123.

In addition, ITS will be observing its **annual staff retreat** on Friday the 25th, so starting at noon on that day all ITS offices will be closed for the remainder of the day.

Posted in [General News](#) | [No Comments »](#)

## [Dell Laptop Battery Recall](#)

Wednesday, August 16th, 2006

ITS has received information from Dell concerning a battery recall on numerous Dell Laptops. If you currently own a Dell Laptop, please [click here](#) to see if your laptop falls within the recall guidelines. If your laptop is part of the recall, please follow the directions in the message to replace your battery.

Dell has identified a potential issue associated with certain batteries sold with Dell Latitude™, Inspiron™, XPS™ and Dell Precision Mobile Workstation™ notebook computers. In cooperation with the U.S. Consumer Product Safety Commission and other regulatory agencies, Dell is voluntarily recalling certain Dell-branded batteries with cells manufactured by Sony and offering free replacements for these batteries. Under rare conditions, it is possible for these batteries to overheat, which could pose a risk of fire.

Please visit [http://ww2.umflint.edu/its/helpdesk/dell\\_laptop\\_battery\\_recall.htm](http://ww2.umflint.edu/its/helpdesk/dell_laptop_battery_recall.htm) for more information.

Posted in [General News](#) | [No Comments »](#)

## [Upgrades to Smartcarts](#)

Thursday, August 10th, 2006

Before the beginning of the Fall semester, Mediated Classroom Services (MCS) will upgrade all of the computers in Smartcarts and other mediated equipment to the Dell Optiplex 620, which has 2 Gigabytes of RAM.

### **Smartcarts Will No Longer have Zip Drives**

The new computers will have a 3" floppy drive, plus a DVD drive that will burn CDs. Other options for accessing your files include:

- Personal (H:\) or Departmental (I:\) directories are available for saving data on the campus server. For more information, see the flyer: What is the Personal Directory (H: drive or Homedrive)?
- A USB Drive also known as a flash drive, keychain drive, thumb drive, or pen drive is a form of digital storage. For more information, see the flyer: What is a USB Drive?

### **New Keyboards with added Features**

- USB ports to connect multiple USB devices (such as your mouse or thumb drive) is located on the keyboard.
- Choice of pointing device to use: Trackpoint, touchpad, or both.

To learn more about Mediated Classroom Services, see our website located <http://ww2.umflint.edu/its/mcs/>. Please contact the MCS staff at (810) 237-6628 with any questions.

Posted in [Mediated Classroom Services News](#) | [No Comments »](#)

## [Software Installation Policy Reminder](#)

Thursday, August 10th, 2006

Please consider this a quarterly reminder of the software installation policy for the computer labs.

Faculty members wishing to have instructional software installed in the campus computer labs need to follow the conditions outlined in this policy as well as fill out the required software installation request form found online at <http://ww2.umflint.edu/its/forms/software.pdf>.

Next, a physical copy of the software must be submitted to the ITS HelpDesk in 207A Murchie Science Building at least three weeks prior to the requested date of usage. An ITS representative will contact the requestor at least one week prior

to the implementation date for testing purposes. It is imperative that testing is conducted to allow for the ITS staff to resolve any issues prior to implementation.

For a listing of conditions to follow prior to requesting installation, please consult <http://ww2.umflint.edu/its/policies.htm#software>.

Posted in [Lab News](#) | [No Comments »](#)