



Technology & Communications



Greetings!

From the Desk of Andrew Lawlor

Like the weather in Edinboro, technology is always changing! However, *unlike* the weather, technology should improve over time. Some examples that are portrayed in this newsletter are the availability of Webscheduler as our new campus calendar system, and the recent addition of network ports for students, faculty, and staff to connect into (wired or wire less) at several locations on campus.

There are times when we do experience some unpleasant conditions, such as our recent voice mail outage (being fixed as a write this!) and the upgrade of Adobe Acrobat that doesn't properly remove the previous version. Unlike weather, however, we have the ability to improve these situations through our technical expertise and resources. Some are short term problems, and others, such as the late summer viruses and worms that plagued computers across the world, take a little more time to clean up. With regards to the latter, we continue to identify computers on campus that are infected and must be cleaned up, or in some cases, taken off line, but the number of problem systems has been reduced greatly.

And technology will continue to be enhanced and upgraded over the next several months: with the approval of the technology fee revenue plan by the State System, we are moving forward with acquiring those items and arranging for installation. Like last year, the largest chunk is going towards classroom technology. We also have capital funding to increase the areas on campus that will have wireless network access. These are just two of many projects that will be implemented as part of Technology and Communications' Strategic Initiatives.

In closing, I invite you to check out our website that was updated over the summer - www.tac.edinboro.edu (or through the links from the Edinboro home page). We have many, many pages of information that can help you to take advantage of the computers and other technology on campus. And don't forget the Help Desk. It too is a resource to contact for problems or questions. It can be reached at x2111 or through our website. Despite the vast number of contacts we log through the Help Desk and carry through to resolution, I am surprised sometimes when individuals share with me a problem they are experiencing, and yet have not contacted the Help Desk. Just ask our many satisfied customers - calling the Help Desk works!

Take care and have a great remainder of the year!

Andrew Lawlor, Ph.D.

Associate VP for Technology and Communications

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Public Access Network Connectivity

Technology & Communications is offering both wired and wireless connectivity to Students and Employees for privately owned PCs in special areas on campus. In order to access this service you must have a valid EUP username and password. Additionally, in order to obtain wireless connectivity you must have an 802.11b wireless card installed in your PC.

Public wired connectivity is offered in 2 locations in Ross Hall - the Perth Lab and the lobby area outside the Perth and Dundee Labs and it is also offered in the lounge area of the University Center. The locations are designated with signage instructing users on how to connect. Access to *wireless* connectivity was implemented throughout the Library last fall and plans are currently being made to expand wireless connectivity into common student areas.

If there is a need for assistance in getting connected, individuals should call the T&C Help Desk at 2111.

Questions and Answers about Webscheduler

What is Webscheduler?

Webscheduler is a software product that provides calendar functions. It is a component of Webmail. While they can be used independently of each other, they share the same address book. As the name implies, Webscheduler, like Webmail, is web-based.

Why are we adopting Webscheduler as the campus standard for calendars?

For many years, the electronic calendar used by offices has been "CM" – a text-only application with limited features. Since it is not web-based, it is not accessible except through terminal emulation. The web browser, such as Internet Explorer, has become the universal client for accessing software anywhere you have access to the World Wide Web.

Webscheduler is a component of webmail.

In addition to the advantage as a web application, Webscheduler has a multitude of features. Some highlights are:

- a variety of views - day, week, month, list
- sharing personal calendars and overlay calendars in one view
- ability to have room or facility calendars
- scheduling meetings through the calendar and find open meeting times
- synchronization with Palms and Pocket PC's.

How can Webscheduler improve operations?

Currently, much time and labor is expended through the scheduling of meetings. There are those that may prefer the traditional method of using a phone call or an email to request available times, back and forth to narrow down choices, etc. However, those offices that choose to adopt Webscheduler's meeting schedule feature will improve their efficiency and will also increase effectiveness as this

method is less prone to error.

My recommendation is to begin using this feature among your office members. Once everyone becomes familiar with it, approach offices with whom you tend to establish frequent meetings and agree to utilize this tool for arranging meetings with each other. I believe this method will work very effectively as long as department members are sensitive to the parameters established by the offices that have agreed to work with each others' sets of calendars. There is no need to trade passwords and calendar names to share entire calendars for only meeting scheduling. However, you may determine that you would like to have calendars shared for facilities such as conference rooms, and publish those calendars for read access. A limited number of department calendars are available and arrangements for these specialized versions can be made by contacting Jon Blaine at x1028 or (jblaine@edinboro.edu). The possibilities are many with Webscheduler, and we are only beginning to realize its value as an organizational tool!

How do I learn more about Webscheduler?

Webscheduler is accessed by entering Webmail and selecting the "Schedule" button. If you would prefer that your calendar be displayed upon login to Webmail (bypassing Webmail), select the Options feature. Information about all the features of Web Escheduler is available by selecting the "Help" icon. Orientation classes have been established and are available to schedule by accessing <http://dsltweb.tac.edinboro.edu/webapps/training/intropage/trainingpages.htm> or selecting the "Training" link on the Technology and Communications web page. If you are having trouble logging in, try putting eup\ before your username. If you still have difficulty after that, please contact the Help Desk at x2111.

When will be VAX Alpha Calendar no longer be decommissioned?

Please begin your transition to Webscheduler now, as Calendar (CM) will only be available through December 31, 2003.

Is Webscheduler available to Students?

Yes, anyone with a network/email account has access to Webscheduler.

If you have any additional questions about Webscheduler, please contact the Help Desk at x2111 or via the Technology and Communications website.

Attention Adobe Acrobat READER users!

Recently Adobe Acrobat Reader version 6.0 was pushed to all computers on campus. For those computers that had an older version of the reader installed, Version 6 might not have uninstalled the older version and might be causing problems reading PDF files. If you are experiencing problems reading PDF documents, please call the help desk at extension 2111 and report it, or use the [Help Desk](#). This problem can be fixed in a minimal amount of time.

Mac OS X Refund Suit Gets Preliminary Nod

A judge has given preliminary approval to a settlement that would allow some Mac OS X owners to get a refund.

Apple Computer had already reached a tentative agreement to settle a class-action lawsuit that claimed that the company had failed to fully support Mac OS X on some G3-based Macs. A Los Angeles Superior Court judge gave preliminary approval to the settlement at a hearing last month.

Under the terms of the deal, owners of certain older Macs can get a refund if they return their copy of Mac OS X or, if they want to keep Mac OS X, they can obtain a coupon for \$25 off of a \$99 purchase at the Apple Store. Apple also agreed to pay \$350,000 to King & Ferlauto, the law firm that brought the suit.

"I think it's a fair deal," said attorney Thomas Ferlauto, who filed the lawsuit in January 2002 on behalf of himself and other Mac owners. The suit claimed that Apple had promised that OS X would be "fully optimized" to run on all G3 machines and that such optimization was not done. As a result of failing to write the necessary drivers, the suit said,

performance on older G3s was degraded "so severely that OS X is rendered an unrealistic option."

Apple denied those claims in court filings but said it was willing to settle in order to avoid the legal costs of continuing to fight them.

This week, Apple posted a link on its main home page to the terms of the settlement, as required by the settlement. The company is also required to send notice of the proposed deal to registered users and take out ads in Macworld and USA Today.

The settlement would apply to people who bought early iMacs (Bondi Blue and fruit-colored models) and older iBooks; the first PowerBook G3 models released (through the one that had a bronze keyboard); the first three Power Mac G3 models; and the Power Mac G3 all-in-one, introduced in April 1998. The machines must have been purchased on or before May 15, 2003.

Those affected have until a Jan. 26 court hearing to object to the deal or to

opt out so that they can pursue their own legal action. Consumers also have the option of not objecting and not filing a claim if they are satisfied with OS X. Assuming the deal gets final approval, a second round of notices will be issued, and customers would then be able to file claims.

Ferlauto had originally sought to force Apple to develop a DVD movie player for all G3 Macs as well as to compel the company to support several older graphics cards that were used in early G3 models. The suit also sought damages for those customers who bought Macs that performed worse when running OS X than when running Mac OS 9.

When Apple introduced Mac OS X in March 2001, the operating system did not fully support DVD playback and CD burning. Apple later added DVD playback with version 10.1 but did not support all G3 models.

Learning Technology Center Featured Faculty



Dr. Dale Tshudy

The Learning Technology Center will begin to showcase faculty who have used the services of the LTC to order to integrate technology into their courses. This month's Featured Faculty is Dr. Dale Tshudy, a paleontologist / soft-rock (sedimentary rock) geologist who joined the Edinboro University faculty in 1993. His research interests are primarily in paleontology, particularly the fossil record of crustaceans, but he teaches a broad array of geology and oceanography courses at Edinboro University and at the Wallops Island (Virginia) Marine Science Consortium's field station. His Latest Publications in Referred Journals are posted in the LTC in Ross Hall. Dr. Tshudy came to the LTC to use the Photoshop software in order to get his research "print-ready" for various publishers.

Congratulations!
Dr. Kevin Courtright

Congratulations also go out to Dr. Kevin Courtright on the acceptance of his presentation for the Academy of Criminal Justice Science in Las Vegas. Dr. Courtright's presentation is called "The Impact of Video in an Online Course Environment." His hard work on incorporating technology into his online class deserves this recognition and more. Dr. Courtright has volunteered his time to attend summer workshops on creating an online course and utilizes the LTC to capture video to add to his classes. The LTC now looks to Dr. Courtright as an expert in adding video to online courses and refers other faculty to him for guidance. A copy of his acceptance letter has been placed on the Featured Faculty board in the LTC. Best of Luck to Dr. Courtright on his presentation in Las Vegas.

Another Successful Technology Buffet

This years Technology Buffet was a great success. It was held on October 1, from 11:30 a.m. to 1:30 p.m. We had record attendance this year with 87 participants. During the Technology Buffet, there are ten tables or stations, each with a different type of technology to enhance learning. The presenters went through a ten minute demonstration at their stations while the audience would rotate between stations.

A fabulous lunch was served during the event and we had a lot of door prizes to give away this year. John C. Lyons, a member of the Technology & Communications team, took the time to produce a short video about the Technology Buffet which can be found on the [TLTR webpage](#). If you haven't been to this event yet, plan to attend the next one.

Stay on the lookout for more information on the next technology buffet in the spring!

TECHNOLOGY

Buffet

Presented by the



Teaching and
Learning with
Technology
Roundtable

**Technology to
enhance learning!**



Technology Scholar

The Technology Scholar program encourages faculty who adopt innovative uses of technology to share their skills and experience through the Technology scholar program. Previously, several faculty are nominated by Technology and Communications and are appointed by the Provost to serve for one academic year. This year there are two Technology Scholars, Susan Boam-Wood, professor of Special Education who will soon be completing her term for Fall 2003. Dr. Ken Felker, chair of Health and Physical Education, will begin his term during Spring 2004.

The responsibilities of the Technology Scholar include acting as chair of the Teaching and Learning with Technology Roundtable and serving as Master of Ceremonies at the TLTR events as well as designating a large project to undertake as the Technology Scholar. Past Scholars include:

1999-2000 Dr. Tim Cordell, Professor of Music and Assistant Provost

2000-2001 Dr. Ron Craig, Professor of Psychology

2001-2002 Professor Monty McAdoo, electronic resource librarian

If you or someone you know is interested in participating in the Technology Scholar program, please contact Cori Dunagan at 814-732-1033 or cdunagan@edinboro.edu

DSLT Says Goodbye to Jim Whiteman

This past September, the Desktop Systems and Learning Technology Team said goodbye to one of its most popular helpdesk analysts and good friend, Jim Whiteman. Everyone from Technology and Communications would like to wish Jim and his wife, Betsy the best during their retirement.



LTC has a New Slide Scanner

The Learning Technology Center now includes a Minolta DiMage Scan Elite 5400 Film Scanner. This new scanner features 5400dpi resolution, a new Quick Scan function, 16-bit A/D conversion, high speed data transfer, and Applied Science Fiction™'s Digital ICE™ technology. It offers professional quality scans even for those new to film scanning and digital image processing. High quality film scanners play an increasingly important role for those seeking to convert their important photographs into the digital realm. The scanner incorporates several advanced image enhancing technologies allowing users to get the best results possible from their pictures while automatically reducing the appearance of dust and scratches as well as other film surface contamination such as fingerprints.

The scanner's new Quick Scan function makes initializing the scanner and software as easy as pressing a button. The Batch Scan Utility allows large volumes of film to be scanned without having to make individual



settings for each image. By simply pressing the scan button on the front of the DiMage Scan Elite 5400 a user can activate the utility for each batch of film.

The scanner's Easy Scan Utility simplifies the scanning procedure for users who are new to film scanning and image processing. Simply select the film type, the pictures to be scanned, and how the images are to be used; the scanner will do the rest. Automatic image processing can also be applied. The images can then be saved directly to disk or printed out on a printer.

New Technology Policies

Several new technology policies have been implemented this semester including:

- ? [Information security](#)
- ? [Computer Networks and Telecommunication Policy](#)

Email, an act of Civility? *By Andrew Lawlor*

Electronic mail is an increasingly popular method for communications. As with any form of communication, it can be used to facilitate effective exchange of information and ideas. Conversely, it can also be abused or used ineffectively. We are bombarded with so much email these days, that a little bit of civility can go a long way.

Civility with email takes two forms – in the tone of communication and the form of communication. This article deals with the latter. In my view, civil forms of communication consider the recipient, the form of the message, and the communications system used by the message.

With regards to the recipient, is your message targeted specifically to that individual or group, or are you sending to a large group with hopes that your desired subset will, as a result, receive the message? Certainly, messages sent to specific recipients are the most civil form since they will receive your message with delight (okay, maybe with recognition that it was meant for them) and not have their time wasted in reading the message. SPAM mail is, by this definition, uncivil, since it is sent to distribution lists without the consent of the recipient in hopes of receiving a few positive responses.

Once you have an appropriate list of recipients, the form of the message is also important. Use a subject line that is brief but relates to the subject of the body of the message. Address the recipient(s) by name or name of group rather than launching into the body immediately. Think about the form of a business or personal letter – while email is more casual, it is still friendly to address your audience first. Keep the body of the message to the point. Close the email with an ending and your name. You should take advantage of the signature block that most email systems (including Outlook and Webmail) have so that everyone receiving your messages will know who is writing them.

Concerning the email system that your message must travel through, it is more considerate to not send large attachments unless you know that the recipient's system can handle the

space requirements. For example, here at Edinboro University, it is a civil act to send out a message without attachments to large distribution lists and instead have a URL that points to the materials. This way, your message is not partly responsible for clogging up tens, hundreds, or possibly thousands of email mailboxes. If the recipient wants the information, they only need to click on the link and download it to their workstation.

The Weekly Messenger is the preferred format for sending out information, particularly when your audience is faculty, staff, and students. By packaging many announcements and information together, at the beginning of the week, the University constituents are only receiving one message with a brief blurb about each topic, with more information available through links. Imagine if each topic in the Weekly Messenger was sent to you as individual messages, including the full text – you and everyone else would be swamped with emails that you may not be all that interested in reading. Please consider timing your announcements with the Weekly Messenger timetable so that they can be included there rather than sending out your own message.

If the Weekly Messenger audience is too broad, consider using one of the many distribution lists already established and maintained. These include students by department or major, advisee lists, chairpersons, and other employee category lists. These lists are obtained by accessing the Scots page, clicking on “Information Services” and “[Mailing Lists](#)”.

By carefully considering your target audience and sending your message only to them, crafting your communication in a polite and readable format, limiting attachments, and utilizing the Weekly Messenger where possible, you will go a long way towards providing positive, civil communications both on-campus and out on the Internet.

Spring Training 2004

We need your vote! Tell us what technology training you would like to receive this Spring 2004 semester and when you'd like to get it.

You will soon be receiving an email with details on how to respond to the Technology Training survey. [Click here to complete the survey.](#)

We want to know!

- What training you are interested in seeing offered on campus.
- What is the best day and time to offer technology training.
- Whether are not employees at Edinboro would be interested in receiving Continuing Education Credits for attending these workshops.
- What is the biggest obstacle you must overcome in order to attend training.

Thank you for your participation in this survey. Your feedback is greatly appreciated and will help us to design better professional development opportunities to serve you.

The tentative schedule for Spring 2004 is as follows. All workshops will be held on Wednesdays from 10:00 am—12:00 pm unless a better time is determined once the surveys have been compiled.

The Learning Technology Center also coordinates group training. If you know of 5 or more individuals (within your department or across campus) who are interested in a specific training topic, call Cori Dunagan at X 1033 or cdunagan@edinboro.edu to schedule a training session.

February 4	Unit 1: Edinboro University Computing Environment
February 11	Unit 2: Electronic Communications
February 18	Unit 3: Effective and Efficient Computing
February 25	Unit 4: The Ins and Outs of Access
March 4	Unit 5: Digital Imagery and CD Creation
March 17	Unit 6: Powerful Presentations
March 23	Unit 7: Web Page Design and Development

REMEMBER TO LOCK YOUR COMPUTER



**By selecting the
CTRL + ALT + Delete
buttons you can lock your computer
when you leave your desk
as an additional security measure.**