



Technology & Communications



From the Desk of Andrew Lawlor

Greetings!

We have entered a new beginning, the start of another semester. It always comes to me with a feeling of nostalgia, as something familiar, yet new at the same time. And with that, comes a topic that is familiar to everyone, and that is information security. First, when was the last time you changed your passwords on your accounts? I realize that the system forces account changes, but it is in your best interest to do it often. More important, however, is the vigilance in which you treat your passwords. Do NOT post them in plain sight for others to see. Lock your screen when you leave your desk (on a Windows computer, use the Windows key-L).

And, here is another area that demands attention - do not give your account name and password to anyone! This includes other employees or student employees. With the latter, they can be given accounts that are configured to allow them to do their assigned job without having access beyond it. Are you aware that the University has an Information Security Policy (C056) that requires each user of a system to have a distinct account and password that grants them access according to their work requirements? Check it out in the Policy section of our website. Did you know that a log is kept of the actions of every account? So, any information accessed or changed is the responsibility of the account holder.

Finally, you may have heard about a sister university who was in the news recently over an incident of recycling, rather than shredding, printouts containing student confidential information. Be judicious about what you print, where you print, and what is done with those printouts.

While these measures may seem inconvenient, they are safeguarding a precious resource - student and employee information. Please treat it with the care and attention that it deserves.

Andrew C. Lawlor, Ph.D.
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Check out the latest news and alerts at www.tac.edinboro.edu

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Less You Forget...

Technology & Communications is offering both wired and wireless connectivity to Students and Employees for privately owned PCs in special areas on campus.

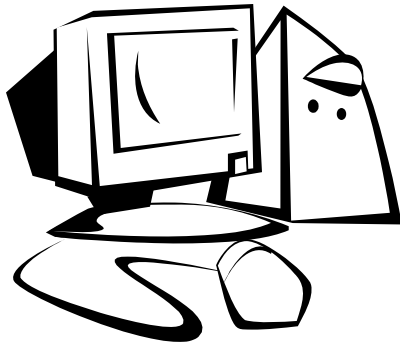
In order to access this service you must have a valid EUP username and password. Additionally, in order to obtain wireless connectivity you must have an 802.11b or 802.11g wireless card installed in your system.

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.

Access to wireless connectivity is available throughout the Library and other areas such as the dining areas in the University Center and Rose Hall, the University Center lounge area, and the commuter lounge.

The locations are designated with signage instructing users on how to connect.

Disposition of Old Computer Equip-



Equipment that is no longer being used by a department should be moved over to Technology and Communications in order to keep our equipment databases up-to-date. Technology and Communications will do an asset transfer so that it will no longer show up on the inventory as an asset of your department.

Because we are a state entity, we cannot give away state

assets to individuals. Technology and Communications triages all equipment that we receive to determine if the equipment is in working order and can be used by the University. We retrieve any working computer parts and distribute them as needed. For example, we often use good monitors as replacements for those that go bad and cannot be fixed inexpensively.

There are several reasons why we no longer keep equipment that is in good working order. If the equipment is still in working order but of no value to the University because we no longer use that equipment, is too difficult to support, or too expensive to maintain, it must be disposed of properly. We also must remove and physically destroy the hard drives to ensure that the data cannot be recovered.

Equipment that must be disposed of can no longer be thrown in the trash because of EPA requirements. Thus, we can no longer put them on the curb for trash pickup but instead must recycle. For recycling we are pursuing a program with the federal prison system where we have to transport the equipment, but they will dispose of without cost (because they use cheap labor to reclaim some of the materials that are worth money). Otherwise, we would have to pay to have these items disposed of properly. More on how we recycle electronics is detailed below.

Reduce, Reuse, Recycle

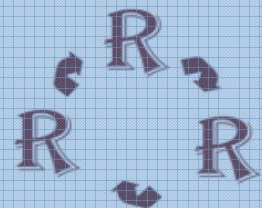
Technology & Communications has adapted a more environmentally safe way of disposing of electronic equipment that is well past its prime. Computers, printers, monitors, typewriters, and all other sorts of electronics from across the campus (many dating back 10-15 years) had been piling up to the ceiling as well as up and down the back hallways of Ross Hall with no end in sight.

The brave and proud men and women of T & C's Desktop Systems and Learning Technology team banded together to attack the encroaching forces of metal and wire. It was an amazing display of comradery and prowess, and on July 23rd, 2004 they (temporarily) won the battle.

became the final resting place of this equipment which will be processed through their recycling program.

Thanks to all that were involved!

UNICOR's (www.unicor.gov) Elkton Ohio facility



Learning Technology Center Featured Faculty

By Stephanie Weiss

The international scope of the Internet has enabled a global community to become reality. Now online classes are allowing for global education as well. Dr. Dan Burdick, a professor in the Music Department, brought the world to his online students by simultaneously teaching Introduction to Music and traveling through Poland, Italy, Germany, and Scotland. This was Dr. Burdick's first experience teaching an online class while on the road, and he said he enjoyed it greatly. "Traveling to many different sites important to music really changed my outlook on the material, and I hope that I conveyed that to the class," he said.

Dr. Burdick was able to connect his travels with the material for his students while he experienced them himself. For example, he was in Florence, the birthplace of Opera, while discussing Baroque Opera with his class. "I cover this every time I teach the course. However, this time I was able to tell the class about the Sala Bianca in the Pitti Palace which I had visited that day. This is where we believe the first opera was performed!" he said.

This connection between his trav-



Dr. Dan Burdick poses with Dr. Dawn Snodgrass and her graduate students after a music concert given by Dr. Burdick at the Edinburgh Fringe Festival this summer.

els and the course content happened a number of times. Later, when Dr. Burdick was in Salzburg, the birthplace of Mozart, he could easily describe the birthplace and the Mozarteum, a famous music school. While he visited museums he could pass along firsthand information to his students such as Websites suggested to him by guides or photographs he had taken himself.

Although Dr. Burdick admits that the traditional classroom approach to teaching still has its place in education, he thinks that the multi-model approach to instruction can be very beneficial to students. "The online course is extremely exciting in the amount of personal responsibility students assume for their learning. Online students easily spend almost double the amount of time on class work than traditional students," he said.

In addition to gaining new perspectives on class content, online classes provide opportunities for some students to complete their graduation requirements. Burdick said, "This summer, one of my students, a career military person, was being posted to Korea.



Edinburgh Castle was one of the stops on Dr. Dan Burdick's summer abroad with the Edinboro@Edinburgh trip.

Without the opportunity to take it online, he would not have been able to graduate."

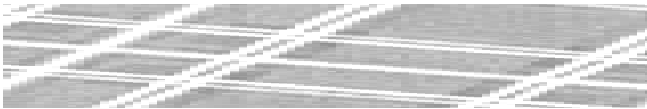
Dr. Burdick advises other professors to try teaching online classes while abroad. "Travel sparks new ideas and it's great for the students to be more aware of world issues and how they impact specific course content," he said. He said to take advantage of the support provided by Cori Dunagan and the Learning and Technology Center while teaching a course. "I have called in a panic about some technical issues and they have responded with solutions that worked in a matter of minutes," he said.

In the end, Dr. Burdick said he received positive feedback from his students regarding the online class and attributes it to their ownership of the learning process. "I noticed that they were communicating without me — a sense of community had really evolved," he said. Dr. Burdick is just one of the professors at Edinboro who uses the online format to provide another kind of classroom for his students. If you are interested in finding out more about online classes, contact Cori Dunagan in the Learning and Technology Center.

TLTR Events You Don't Want to Miss

TECHNOLOGY

Buffet



Space is limited so please register using the TLTR registration form or on the web at:

<http://helpdesk.tac.edinboro.edu/webapps/Events>

October 13, 2004

11:30 a.m. – 1:30 p.m.

Van Houten South Dining Hall



Technology Buffet 2003 :: Guests Enjoying the Luncheon

Be sure to look for the TLTR's November Event on
Electronic Portfolios

Technology
On the Side

Your Old Cell Phone Could Save a Life

by **Carla Behr**

Since its inception in 2001, Edinboro University has donated 20 used cellular phones to a program sponsored by the Crawford County Sheriff's Department that provides cell phones to seniors.

The program has the support of State Rep. Teresa Forcier and collects unused cell phones for use by senior citizens in emergency situations. The phones, which are programmed to make only 911 calls, are donated to seniors over the age of 60.

On August 9, a representative from the sheriff's department stated that they are giving out approximately five donated phones each week to

seniors.

Edinboro University delivers the donated phones to the Crawford County Courthouse through our Meadville Access Center.

Carla Behr, clerical supervisor for Technology & Communications, discovered the program through a newspaper article in the Meadville Tribune. Behr, who handles cellular phone procurement for the University, coordinates the effort on campus. She receives phones that are purchased by the University and have become outdated, as well as personal cell phones from individual users.

Cellular phones may be dropped

off at the Tech & Comm. window in Ross Hall. Please note that phones must be in working order and include a car and/or wall adapter for charging purposes.

For more information contact Carla Behr at X1035.

**Donate Your Old Mobile Phone.
You Can Save a Life.
Stop By at the T&C Reception Window.
Or Call Carla Behr @ x1035.**

Technology & Communications Staff Picnic & Appreciation Day

July 23rd, 2004 was just a little bit windier than the staff at T&C would have liked for their Annual Staff Picnic and Appreciation Day, but after a morning of battling bugs, wrestling reports and chasing down computer equipment, the weather wasn't going to keep those guys and gals away from a picnic lunch on the front lawn of Ross Hall. Dr. Andrew Lawlor, T&C Directors, and employee supervisors used the opportunity to recognize their staff members individually for their contributions to the University. These unsung heroes of bits, Banner, and bugs deserve the accolades for keeping an increasingly technological organization operating for our students, faculty and staff.

T&C STAFF ORIENT NEW STUDENTS TO TECHNOLOGY RESOURCES

A group effort is the best way to describe Technology & Communications staff involvement in New Student Orientation this summer.

A willing team of volunteers ran the display table on orientation mornings at the University Center providing information to students and their families. The Desktop Systems & Learning Technology staff presented a hands-on Technology Resources Training in the newly-equipped Stirling lab.

Other employees offered their services by having lunch with students and their families and by serving on the Parent Panel.

Hats off to all the staff members who participated in Orientation:

Carla Behr	Randall McCaslin
Jon Blaine	Dan Mitchell
Ralph Boyles	Karen Murdzak
DJ Bradley	Bill Richter
Andy Lawlor	Sandy Sherred
John Lyons	Blare Webb

Lindsey Behr, Anton Lushenko and Raihan Jamil (student employees).

So What's New?

The Pennsylvania State System of Higher Education's network (SSHEnet) is now registered for video conferencing with Sprint's Meeting Channel Service. Sprint's Meeting Channel Service is a nationwide public video conferencing network accessible in various Kinko's stores across the US. To schedule a video conference with someone using the Sprint video network contact the Distance Education Learning Technology Academy at x2484.

SPAM is more than just an annoyance in your Inbox; it has a serious impact on the computing resources relied on by the entire university.

There are five categories of messages that will no longer be accepted by the University:

Messages from sources on Level 1, Nationally recognized SPAM databases

Virally infected messages

Messages with certain keywords in the header, subject or body of the message.

Messages with SPAM scores over a certain limit.

Messages from excessively aggressive automated mailers

There are several types of RBL databases, or servers which list 'known spammers' and are used nationally for blocking SPAM. One type is based on very careful review of accused spammers to avoid blocking legitimate senders. Another type is based on user submissions, and once the submissions are high enough, the list automatically includes the accused site.

We have enabled *only* the first type. As a result, not all SPAM will be blocked by this method. But we'd rather reduce the flood to a trickle than take the risk of blocking legitimate mail.

Regarding the **keywords**-- as of right now, we are not blocking ANYTHING based on this method. Most likely, a group will be formed to discuss if blocks of this type should be put in place.

Regarding the **SPAM score**-- currently, blocking based on SPAM score is disabled. This may change in the future once we further evaluate the scoring mechanism.

Regarding **aggressive mailers**-- this is known as Rate Control. If a single site attempts to connect to our mail server over and over again over a certain period of time (multiple times a minute for a sustained 30 minutes, for example), this activity is blocked, as the messages generated are obviously from an automated source and targeting a large number of recipients. This is similar in design to an IP based 'Denial of Service' attack, as it burdens the mail server and hinders or prevents normal processing.

For messages that are not blocked outright, but have a high SPAM score (over 8), the messages will be quarantined. In addition, messages that have certain types of 'potentially dangerous' attachments will be quarantined. This simply means that they are retained on the Anti-SPAM firewall and wait for a period of time (currently unlimited, but will eventually be changed to a period of 2 weeks to 1 month) for you to retrieve them. If a message sent to you is quarantined, you will receive notification from the Edinboro University SpamBlock system that you have message(s) in quarantine, and you will be able to retrieve them. [Instructions](#) regarding this are below.

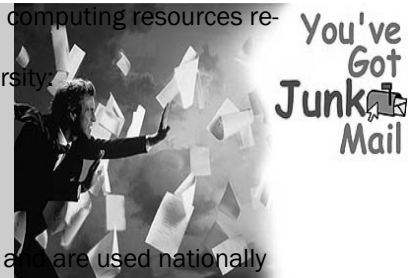
Messages that have SPAM scores between 3.5 and 8 will have the text [Potential SPAM] added to their subject line to warn you that the message is potentially SPAM. They will be delivered to your Inbox as normal (or at a slightly lower priority than other mail). In addition to the subject line modification, if you know how to view the headers of the message, you can actually review the scoring system that the SpamBlock system used for that particular message.

Messages that have SPAM scores less than 3.5 are not altered, and are delivered normally.

- To change the setting for Quarantine Notification, simply follow the steps below.
- 1. Log into the SPAMBlock Firewall at <http://SPAMBlock.edinboro.edu:8000>. Remember to use your full e-mail address, not just your standard campus username. Also remember that your password for the SPAMBlock Firewall may be different than for your e-mail account.
- 2. Near the top, click on the "Preferences" tab.
- 3. Just below "Preferences", click on the "Quarantine Notification" tab.
- 4. Next to "Notification Interval", select **Daily, Weekly or Never**.

Click the "Save Changes" button to confirm your choice.

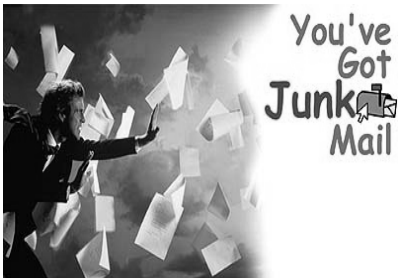
Don't forget to Log Off the SPAM Firewall when you are finished, using the blue "Log Off" link in the upper right corner of the page.



You've
Got
Junk
Mail

You Can Now Hear Me Better!

If you have Verizon Wireless service, you may have noticed a dramatic increase



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Dealing with Spam

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