

# TECHNOPALOOZA EDITION

# IT&S Kaleidoscope

www.wheatoncollege.edu/it&s

Information Technologies and Services

A Midsummer's TechnoPalooza Edition

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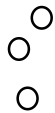
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'Ah! what angel is that I see?'  
said Titania, opening her eyes,  
and the juice of the little purple flower  
beginning to take effect:  
'are you as wise  
as you are beautiful?'  
Shakespeare.  
A Midsummer's Night Dream



## Welcome

Welcome to the Midsummer's TechnoPalooza Edition of *Kaleidoscope*, a non-technical look at the information technologies and related services in use around campus -- and around the world. *Kaleidoscope* is published quarterly, in print and online. Each issue includes local technology news and useful tips. Please let us know what you'd like to see in future issues by contacting Colleen Wheeler at *cwheeler*. Your comments and suggestions are always welcome.

## *LearningPaths is Here!*

Are you having trouble keeping your head above water? Have you been craving technical advice? Are you bothered by an office procedure that needs improvement? Do you know you need to learn something more about technology -- but have no idea what it is or how to start? If so, don't miss Tuesday's 11:30 session, "Welcome to *LearningPaths!*" This hour-long session will give you an overview of a new education program created with you in mind. It's what we've all been asking for!

What is it?

*LearningPaths* is a comprehensive technology education program for Wheaton employees.

Why do we need *LearningPaths*?

If you want to make better decisions, understand a changing workplace, keep your communications clear and effective, work smarter and creatively, and stay marketable in a competitive, knowledge-based economy, you need to know how to use current technology tools -- and more. *LearningPaths* can help you meet and exceed your personal and professional goals with a broad core curriculum, four specialized content tracks, and dynamic education resources.

Where?

*LearningPaths* resources are located in lots of places ... and nowhere in particular. The program's resources include instructor-led classes and team workshops (both on and off-campus), departmental and personal learning goals consulting, web-based training, and self-paced materials.

When?

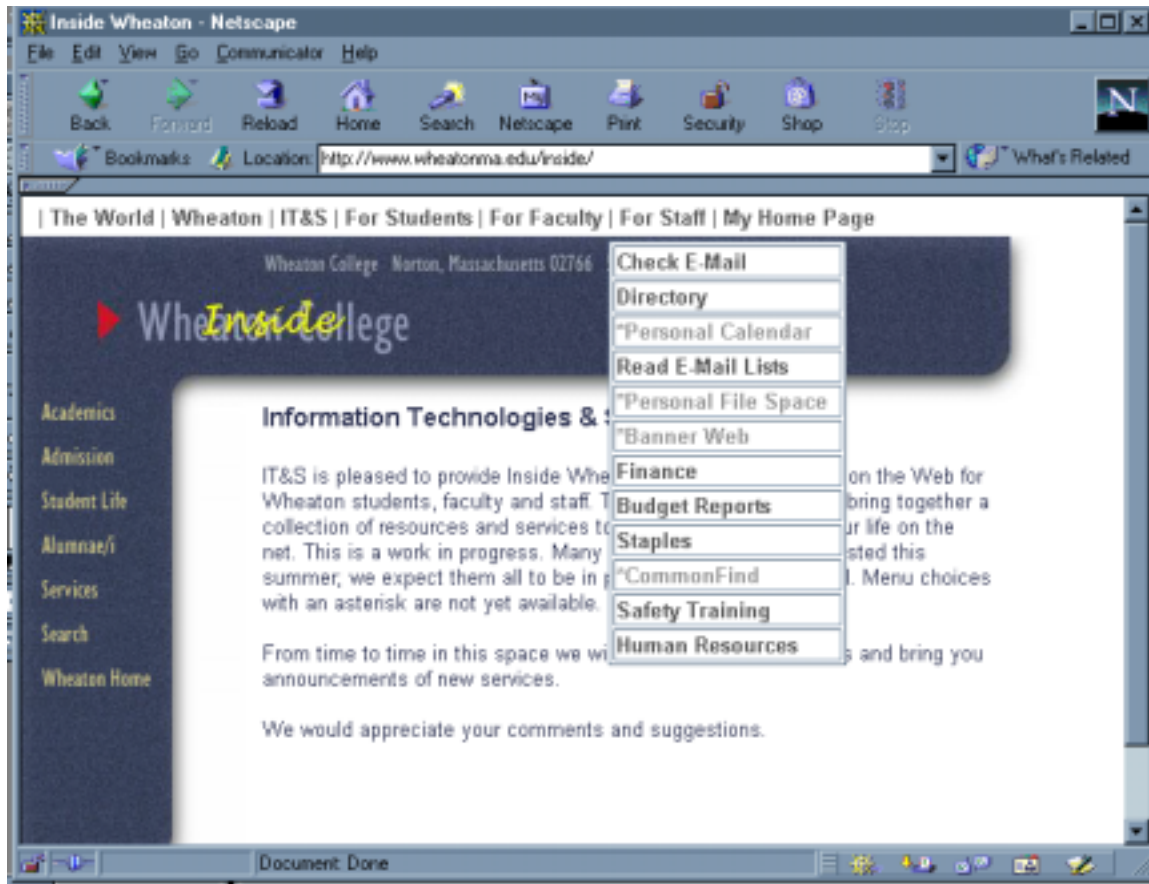
You can begin in late July. Many of your colleagues have already signed up and been instrumental in testing and developing this program.

How?

*Commit yourself* to learning this year. Finding your path begins with a review of what you do now and how you do it. *LearningPaths* assessment tools identify skill gaps so you can make informed decisions about your learning goals. Details will be available on the TECWeb site in July. Let us help you choose a learning path and take the first step.

Contact: Colleen Wheeler, IT&S (*cwheeler*; x3923)

# Inside Wheaton



What does this mean? Find out Tuesday at 9 am.

## TechnoPalooza Sessions: Get to Know Your Instructor



Robert Thell has provided computer training sessions since 1982 to regional clients and audiences nationwide for Windows Academy. His professional experiences include conducting needs assessments, curriculum development, and implementation of training performance strategies. Using Access and Excel he has built databases and executive information systems for legal, financial, manufacturing and sales organizations. He has extensive knowledge of Word, Powerpoint, Project, the Windows operating system and PC troubleshooting.



Keith Kiel is a FileMaker Pro trainer and developer, and is a member of the FileMaker Solutions Alliance. He has trained over 45,000 FileMaker users over the past 12 years with Macintosh/WindowsAcademy. Keith has taught classes in Hong Kong, Singapore, England and Australia for MacWorld. He has vast knowledge of FileMaker and his ability to convey that knowledge in an informative and entertaining manner have earned him a reputation as one of the top trainers in America.

Michelle Elder is your coach for the Excel and Word Intensives on Wednesday and Thursday, respectively. She has been with Optimum Technology as a respected trainer for 6 years and has been working with us during the last year. She has a background in Computer Science. During her time off, Michelle loves to cross-stitch and garden; in fact, she has earned a Master Gardener certificate.

## New Personal Computer Support Program for Students, Staff and Faculty to Begin July 1.

Information Technologies and Services has arranged with CTS Services, Inc. of Franklin, Massachusetts, to handle hardware repairs, software installation and setup for student, faculty and staff home machines. CTS is a full service company offering a wide range of software and hardware support. This new venture will be coordinated on campus through the Computer Connection (x3808).

IT&S has previously provided these services for personal machines with its own staff and with contract services from Unicom. By outsourcing repair and setup for personally-owned computers, the IT&S staff can concentrate on providing support services for the more than 700 college-owned machines in classrooms, labs and offices.

We have negotiated a rate that is cheaper than the typical walk-in services that are available at off campus computer stores.

CTS will charge \$75.00 an hour plus the cost of any parts. They will be present on campus two days a week to pick up and return machines, and the Computer Connection will provide additional drop off and pickup service times. The details are still being worked out and will be announced shortly.

## Help Desk to Change Name and Expand Mission

To support our community's needs more efficiently and effectively, IT&S has set objectives for its Support Center team (a.k.a. Help Desk) that it hopes will improve the effectiveness of its services and increase the technical self-sufficiency of our campus community. We have recently reorganized staff roles and work space and will be working on the following new initiatives throughout the summer for September implementation.

*Support Staff that Know You and Your Needs.* We would like you to have a consistent, high-quality experience from the very beginning of a support call. We intend to have enough Microcomputer Support

Specialists to answer calls to x3900 during business hours (8:30 to 4:30 M-F).

*Local Heroes Expand Our Reach.* We would like to recognize the technical expertise in most departments by offering special training and networking opportunities to key personnel through a new Local Heroes program. This program will support general desktop productivity tools using a support model similar to the Banner Operational Team.

*Strategic Machine Placement.* Finally, now that the rush of replacing Macintoshes with Intel machines has essentially passed, the Support Center's staff would like to replace machines in a more strategic and systematic manner. Support Center staff has created a departmental planning document that takes a more holistic view of machine replacements, adding training requirements implemented through *LearningPaths*, networking, software and printing needs to the list. Support Center staff will be working with each department; completed plans will become the keystone to future machine upgrades.

< -- Please clip this coupon, fill it out and mail it. Thank you for taking the first step. -->

### *LearningPaths* Interest Form

Your Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Department: \_\_\_\_\_  
Supervisor/Manager: \_\_\_\_\_

Please return to:  
**TEC, IT&S**  
Kollett Computing Center  
Wheaton College

# A Midsummer's TechnoPalooza: Schedule At-a-Glance

TechnoPalooza offers three days, and many ways, for you to learn to use today's technology tools more effectively. All TechnoPalooza content is based on your feedback and our community's needs, in cooperation with our training partners.

6/20, Tuesday	9-10	General Session	Tom McAuley; David Caldwell
	10:15-11:15	Avery Labels with Word	Julie Murphy
		Want to be a Master Acrobat?	Erin Gerlach
		Working with Computers	Sue Morgado
	11:30-12:30	LearningPaths	Colleen Wheeler
6/21, Wednesday	8:45-3:45	<i>Applying Excel</i> Intensive	Michelle Elder
	8:45-12:30	<i>Inter: Word</i> Lecture/Demo	Robert Thell
	1:30-3:45	<i>Inter: Excel</i> Lecture/Demo	Robert Thell
6/22, Thursday	8:45-3:45	<i>Applying Word</i> Intensive	Michelle Elder
	8:45-3:45	<i>FileMaker Pro</i> Lecture/Demo	Keith Kiel

Tuesday morning is an opportunity to hear about Wheaton's latest developments in user-centered IT services, including improvements to the Help Desk and Computer Repair, remote work tools, and a comprehensive technology education program called *LearningPaths*.

Wednesday and Thursday, TechnoPalooza features technology education sessions that explore powerful desktop software, like Word, Excel, FileMakerPro and Acrobat. These sessions come in two flavors: Intensives and Lecture/Demonstrations.

"Intensives" are day-long workshops that incorporate self-assessment, skill-building, expert coaching, and teamwork. They are designed for confident computer users with some prior experience with the software. Our instructor, Michelle Elder, has received extremely favorable evaluations from you and your colleagues here at Wheaton. TechnoPalooza offers two Intensives: *Applying Excel* (Wednesday) and *Applying Word* on (Thursday). If you are unable to get a spot in these practical, small-group sessions, look for other Intensives scheduled during the summer and fall.

Macintosh/Windows Academy is returning to campus with three different lecture/demonstration-style seminars during TechnoPalooza. On Wednesday, Robert Thell will spend the morning with intermediate Word skills and the afternoon on beginning+intermediate Excel skills. On Thursday, Keith Kiel, will spend the day unveiling the mysteries of FileMakerPro; he will incorporate beginning to some intermediate-level content.

Contacting IT&S	
Support Center	x3900
Banner Team	x3410
Computer Connection	x3808
Computer Repair	x3808
Education Programs	x3900
Institutional Research	x3419
Office Services	x3825
Post Office	x3824
Telecommunications	x4444
David Caldwell, Dir., IT&S	x3400

You can review short instructor biographies in this issue of *Kaleidoscope*. More complete information is available, as always, on TECWeb.

Our current schedule and online registration is available at the IT&S Technology Education Center website: [www.wheatoncollege.edu/it&s/education](http://www.wheatoncollege.edu/it&s/education). Let the Support Center (x3900) know if you don't see what you need and contact us for more information.

< -- Please clip this coupon, fill it out and mail it. Thank you for taking the first step. -->

What technology tool(s) do you use well? \_\_\_\_\_

What technology tool(s) gets in your way daily? \_\_\_\_\_

What technology skill would help you work smarter? \_\_\_\_\_

What technology would help make your job easier and more fun? \_\_\_\_\_

I'm interested in:

<input type="checkbox"/> skill assessments	<input type="checkbox"/> consulting time to define my goals
<input type="checkbox"/> web-based traing	<input type="checkbox"/> mentoring/shadowing/apprenticeship programs
<input type="checkbox"/> <i>IT HELPS</i> 's network of off-campus sessions	<input type="checkbox"/> other:

Help! I need help knowing where to start!

I'm *izz!* Here's the path I'd like to take (circle a path below):

Oriented & Aware     
  Literate     
  Fluent & Flexible     
  Certified     
  Leader