

IT&S Kaleidoscope

Information Technologies and Services

Volume 2, June 1999

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Summer's a great time to strengthen your computing skills and broaden your ideas about technology. See page 4 for ways to build your technology muscle.

IT&S Print Publications

Please call to receive copies.

- Telephone Guide* x4444
- Vital Signs* x3400
- Wheaton's Networked Community* x3900

IT&S Web Sites

- Available from IT&S at www.wheatonma.edu/it&s/
- At Wheaton, too ("@wheaton2")*
- ResNet (Residential Network)*
- TECWeb (Technology Education)*
- Using Acunix for Web Publication*

Welcome

Welcome to Kaleidoscope, a non-technical look at the information technologies 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. Your comments and suggestions are welcome. Please let us know what you'd like to see in future issues by contacting Colleen Wheeler at *cwheeler*.

New "Preferred Training Vendor" Program Announced

Wheaton College's IT&S department has been working with the Boston Consortium to establish a new training vendor partnership. Phase I of the new "preferred vendor" program will be introduced this summer.

The new program will allow staff at Consortium schools to take advantage of an enormous spectrum of end user and technical training sessions, both on-campus and at vendor sites, at extremely favorable prices. "Partner Level" companies include Pinnacle Training and New Horizons Computer Learning Center. "Preferred Vendor Level" companies include Optimum, Catapult, and Sinnott School. All vendors responded to an proposal in early spring and were evaluated for quality and value.

In addition to existing training schedules and custom classes, the vendors have agreed to notify participating institutions of "fire sale" opportunities of outstanding value.

Future cooperative developments may include:

- ▶ volume purchases of computer- and web-based training and technology skills assessment tools;

- ▶ development of a common tool for training resource registration via the web;
- ▶ design and production of a common curriculum for technology fluency;
- ▶ establishment of independent training entity dedicated to higher education.

The Boston Consortium's mission is to act "as an external resource in creating a collaborative environment that inspires member institutions in the development and practical implementation of innovative cost management and quality improvement ideas." It was established in the fall of 1995 by the Chief Financial Officers of eleven Boston-area colleges and universities including Babson College, Bentley College, Boston College, Boston University, Brandeis University, Harvard University, Massachusetts Institute of Technology, Northeastern University, Tufts University, Wellesley College and Wheaton College.

Details on the new IT Training program will be forthcoming in a future announcement. In the meantime, please feel free to contact Colleen Wheeler for more information.

News from Around IT&S

Staff News

We think it's healthy to have people move on to new challenges and to encourage new staff members who have energy and new ideas. If that's true, we are very healthy this spring!

Matt Burch has recently become our new Network Manager; he will be active with several networking projects this summer working closely with Margaret Evans and the Micro support staff, as well as other departments on campus. Phil Bertuglia has recently joined us as System Administrator. Cindy Zelman has left Wheaton, and we are just beginning to look for a new Information Analyst. And the search continues for a new Assistant Director of IT&S to lead the Banner and Micro/Networking groups.

Banner and Y2K

As part of our ongoing preparations for the year 2000 we have recently prepared a test version of Banner to be used by departments to test their key processes. The test environment will be available to departments through the rest of 1999. If you have questions, please contact Joe LaCascio at x3405.

Contacting IT&S

Help Desk	x3900
Banner Team	x3410
Computer Connection	x3808
Computer Repair	x3900
Education Programs	x3900
Institutional Research	x3403
Office Services	x3825
Post Office	x3824
Telecommunications	x4444
David Caldwell	x3400

New Digital Printer Makes High-Quality Publications Fly

IT&S Office Services is debuting a new Océ digital highspeed printer. This new machine can create beautiful, black printouts from your hard or electronic source copy. Details about the Océ's publication process will be announced by Office Services in Kaleidoscope's next issue. In the meantime, please stop by and look our Océ over.

New Group Scheduling Software

Are you tired of spending hours trying to schedule a meeting and finding available times for everyone? Are you sick of using that same old scheduling book? Well, do we have news for you! IT&S has purchased licenses for the use of a new online group and resource scheduling program. Office Tracker is the latest in online scheduling and makes scheduling events easy and efficient. For more information on how your department can implement this software, please send email to calendar@wheatonma.edu or visit www.wheatonma.edu/it&s/education/otweb/.

Telecommunications: Enhanced 911 Service

We are pleased to announce that the college recently turned on Enhanced 911 service to the campus. Now when someone dials 911 (or 9-911) from a campus phone the call will go to the Norton 911 center and the dispatcher will be able to see where the call is coming from, including the building and room number. The service has the double benefit of increasing the safety of our students, staff, faculty and visitors, and at the same time satisfying a longstanding request of the Town government in the best possible way.

We believe that this service will make emergency response to campus quicker and more effective for the entire college community. At the same time, please use this number only for a true emergency which requires immediate fire, ambulance, or police response. Calling 911 for a non-emergency could cost a life. In addition, state law prohibits knowingly calling 911 to falsely request police, fire or emergency medical assistance.

For non-emergency assistance, contact the Wheaton College Public Safety Department at x8213.

ACC merges with AT&T

ACC, our long distance telephone carrier, has recently been purchased by AT&T. We have a long-term contract so little will change for a while, but AT&T may be able to offer us new options to consider. Students will see new logos and different phone bills, but the rates and services will be the same. Please contact x4444 if you have questions.

Dial 8 for Toll-Free Calls

The calls are still free! But to improve phone service we have implemented a small change in the way you dial Toll-free Calls. Please dial 8 for toll-free calls (area codes 800, 888, 877) -- for example, 8-1-800-555-2121. Please contact x4444 if you have questions.

News from Institutional Research

Vital Signs is now in .pdf format! Easier for printing!

While the college has had access to *Vital Signs* on the Web for several months now, we have recently added access to the publication in .pdf format so you can view the publication with Adobe Acrobat Software Reader. Most college computers are already equipped with this software.

The advantage to .pdf format is allowing you to print the *Vital Signs*' pages *exactly* as they appear in the hard copy edition of *Vital Signs*. You do not have to worry about formatting the page setup in Netscape when you print from .pdf format. The book also remains on the Web in HTML format so you may link to other areas and view bright and clear pages on your computer screen. If you need help accessing *Vital Signs* on the Web, please contact David Caldwell at x3400.

Beyond Vital Signs

Springtime is survey season in our office. During the Spring Semester, Institutional Research will have administered three major surveys: the Sophomore Student Satisfaction Survey, the Alumnae/i Outcomes Survey and the Senior Student Satisfaction Survey. Each of these surveys provides valuable information for college planning. In the fall, Wheaton administers other major surveys including the entering Freshman Survey, the First Semester Survey of New Students, and the Residence Hall Environmental Survey.

Through these surveys, our students and alumnae/i respond to questions related to current activities, future aspirations, degrees earned or expected, and satisfaction with all aspects of college life including academics, Filene Center, student life, college facilities, library and technology.

While the Residential life and First Semester surveys are "home grown" surveys, they remain invaluable in tracking current student perceptions and in managing residential life and retention issues. The other surveys cited are part of national survey programs coordinated by HERI (Higher Education Research Institute) or HEDS (Higher Education Data Consortium). Results from these surveys allow us to look at students or alumnae/i now, as well as allow us to connect their current responses to prior year surveys, i.e., we are conducting "longitudinal" studies that allow us to see changes over time in our student body. Results from these surveys are available upon request.

Repairs for Your Personal Computer

Repair service continues through the summer. Drop off your home computer Monday through Friday from 3-4pm at the Help Desk. A repair fee of \$30 is due when you drop off your computer, it will be applied to the repair charges. Contact Sara Jane Miskinis, x3924.



Comments from a Recent Alumnae/i Survey

Below, are a few positive comments made by Wheaton alumnae/i from last spring's (1998) alumnae/i survey:

"I made lasting connections at Wheaton, which have helped me even today. I would not change a single moment of the time I spent at the college. I chose a small school for a reason and I do not regret my choice. As long as Wheaton continues to make the students number one, great students will continue to pass through its campus."

Class of '93

"I feel that I received a fine education both in and out of my major. Most of my professors had a tremendous amount to offer and really enjoyed teaching. I'd rather be in one of Roberta Olsen's classes right now!"

Class of '93

"I feel my Wheaton education sets me above others in my field. It gave me the experience to talk and relate to all types of people. I have a degree in History-with most of my focus on Colonial American History. I live in Florida, not really the place to use my major, but the skills I learned put me above other competition. I pursued a field that I loved and would love to do something that related directly to it, however, it would not have put bread on my table. It was a hard reality to accept at first, but now I see the broad effects of my Wheaton education."

Class of '93

"Wheaton has done a fine job in preparing me for the work force. Through this education, I was able to stand out and rapidly move up the ladder to a management position. The dedication the faculty and institution have for its students does not go unnoticed and is very much acknowledged."

Class of '97

"I feel that one of Wheaton's strongest assets is its sense of community and its continued commitment to the students. Faculty are not unapproachable; they become friends, mentors, confidantes. Other schools don't have this feeling of friendship and extended family."

Class of '97

If you would like to learn more about survey results, please contact David Caldwell at ext. 3400 or email him at dcaldwel.

Summer Learning

Here are some terrific resources for learning more about technology during the summer of 1999.

Snow Crash by Neal Stephenson (available from Amazon.com for \$5.59; Bantam Doubleday Dell Publishing Group; ISBN: 0553562614). "A breakneck-paced 21st-century novel, *Snow Crash* interweaves everything from Sumerian myth to visions of a postmodern civilization on the brink of collapse. Faster than the speed of television and a whole lot more fun, *Snow Crash* is the portrayal of a future that is bizarre enough to be plausible".

-- excerpted from Amazon.com

The Soul of a New Machine by Tracy Kidder (available from BarnesandNoble.com for \$10.00; Random House; ISBN: 0679602615). Winner of the Pulitzer Prize and the American Book Award. Data General was in danger of losing its edge in the high technology war. Thirty wiz kids--design engineers--were given the job of building a computer more advanced than anything that then existed--and under an absolutely impossible deadline. -- excerpted from BarnesandNoble.com

Strategic:

The Art of the Long View: Planning for the Future in an Uncertain World by Peter Schwartz (available from Amazon.com for \$12.76; Doubleday; ISBN: 0385267320). "One of the world's leading futurists--who has served as a consultant to clients as diverse as Volvo and the White House--presents a revolutionary guide to planning for the future. A powerful tool for developing strategic vision, this book reveals how to navigate the future by applying the intuitive skills used by artists and musicians. A revolutionary approach to developing strategic vision in business and in life, a guide for managers, entrepreneurs, and investors explains how to apply creative and intuitive skills to corporate practices". -- excerpted from Amazon.com

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We understand that the only
competitive advantage
the
company of the future
will have is
its managers'
ability to
learn faster
than their competitors.

Arie DeGeus,

"Planning as Learning,"
Harvard Business Review, Mar/Apr 1988.

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The Living Company by Arie De Geus (available from Amazon.com for \$17.47). "Biology is turning up in the strangest places. With a light touch and an interesting variety of examples, de Geus employs biological metaphors in order to analyze corporate management. His provocative stories also draw upon experiences from his nearly 40-year career at Royal Dutch/Shell Group... de Geus provides an interesting challenge to basic assumptions about the way companies work." -- Business Week, July 14, 1997.

GartnerGroup audio and webcasts are available at www.gartner.com/ under their *Event Calendar*. While you're visiting GartnerGroup, why not create a quick interest profile? Gartner research analysts will forward free resources that match your favorite technology topics. Visit "My Home Page" (under *Site Tools*).

Technical:

Web Style Guide: Basic Design Principles for Creating Web Sites by Patrick J. Lynch and Sarah Horton (available from Amazon.com for \$11.96; Yale Univ Pr; ISBN: 0300076754). If you're interested in creating a great web site, or learning more about how others do it, invest in this new book. Donald A. Norman, author of *The Design of Everyday Things* and *The Invisible Computer*, says: "At last, a book on the design of web sites with the viewer in mind.... [It] intelligently and succinctly discusses all those topics so badly neglected by most web sites."

Adobe Magazine (www.adobe.com) is loaded with helpful tips and tricks for desktop publishing. This magazine's how-to articles, technical-support, and interviews will inspire you -- and help you get your work done better and faster -- especially if you use Photoshop, Illustrator, or PageMaker.

Jesse Berst's AnchorDesk from Ziff Davis (www.zdnet.com/anchordesk/) is an excellent source of information about the technology industry. Visitors have access to expert analysis of breaking issues and free technical briefings on a host of topics including the Internet, networking, hardware, software, and peripherals.

TEC Calendar At-a-Glance

IT&S offers many education sessions that can help you live happily with the computers in your life. Our "primer" sessions provide short overviews on a variety of popular applications. Primers can help you figure out whether a particular application interests you and can provide some insight into how the program "thinks."

"Forum" sessions are problem-solving sessions. They are great opportunities to consult with an application expert and coach -- in a hands-on environment-- to help you solve business problems. Bring your project work. Scheduled summer sessions include:

MS Excel Forum	Wed.	7/28	10:00am-12:00noon
MS Word Forum	Thurs.	7/29	10:00am-12:00noon
MS Excel Forum	Wed.	8/18	10:00am-12:00noon
MS Word Forum	Thurs.	8/19	10:00am-12:00noon

As always, you can refer to our latest schedule and register at the IT&S Technology Education Center website at www.wheatonma.edu/it&s/ education. Our session calendars are updated regularly. Let the Help Desk (x3900) know if you don't see what you need.