

IT&S Kaleidoscope

www.wheatonma.edu/it&s

Information Technologies and Services

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IT&S Print Publications

Please call to receive copies.

Telephone Guide x4444

Vital Signs x3419

Wheaton's Networked Community x3900

IT&S Web Sites

The new IT&S homepage has links to lots of resources, including Quick Start Guides to get you rolling with WebMail, File Services, ResNet and Meeting Maker. The page is available from IT&S at www.wheatoncollege.edu/it&s/

Summer Retooling

Several IT&S staff members left campus for technical training this summer.

Cathy Machado attended "Oracle Database Administration" in Boston.

Sara Smith attended "Campus Pipeline Administration" in Malvern, PA.

Colleen Wheeler attended "Scientific and Technical Writing" at MIT.

Welcome

Welcome to Kaleidoscope, a non-technical look at the information technologies in use around campus -- and around the world. Kaleidoscope 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 (*cwheeler*).

Meliora!

This issue celebrates summertime improvements in infrastructure, services and learning.

Hello and Farewell to IT&S Staff

Jenn Horton joined the IT&S Support Center staff on September 1st after working in the Library during the past year. In her new role, Jenn will focus on hardware and library support. A Jane of All Trades, she occasionally works as an electrician on the weekends!

Brenda Molden (from Academic Computing) has accepted a position in the IT&S Support Center and will focus on software support, especially FileMakerPro. She is the proud new mother of Baxter, an energetic Golden Retriever puppy.

Sara Miskinis Welsh left Wheaton on September 15th to pursue her dreams (education, technology and equestrian!) in Ohio, with her handsome new groom. She graduated from Wheaton College in 1997 and has guided our ResNet assistants through four years of burgeoning populations and expanding services. You'll be able to reach Sara at smwelsh@hotmail.com.

Phil Bertuglia left Wheaton on September 8th to pursue his career and education, at Cambridge's Akamai Technologies and MIT respectively. Akamai (pronounced "Ak-kuh-my") is Hawaiian for intelligent, clever and cool so we understand why he was destined to go. Aloha!

Savings in Action

Did you know that you may attend hundreds of high-quality training sessions throughout Massachusetts -- at deeply discounted rates? IT HELP, a year-old training partnership, saved Wheaton and peer schools more than \$179,000 in IT training costs last year. If you're interested in reaping the benefits, too, please talk with Colleen Wheeler (*cwheeler*).

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Contacting IT&S

Banner Team	x3410
Computer Connection	x3808
Education Programs	x3900
Help Desk	x3900
Institutional Research	x3419
<i>Kaleidoscope</i> contributions	x3923
Office Services	x3825
Post Office	x3824
Repairs, Computer	x3907
ResNet	x3900
Telecommunications	x4444
David Caldwell, Dir., IT&S	x3400

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How IT&S Spent

The summer of 2000 was lively for IT&S, with many new or improve
Here's a sampling of the technology-
As always, information and documentation is available

Network

WebMail
File Services
East Main Street

WebMail: You can now access your email using web mail from anywhere you have a web browser and an internet connection - at home, on campus, across the world. Web mail has all the benefits of Pine, with a much friendlier interface, cut-and-paste editing, and easy handling of attachments.

File Services: Drop boxes are gone and have been replaced with a much more capable set of file services. In addition to a new DropBin, you can take advantage of private file space on the server ... and more.

East Main Street: We crossed it! The discovery of an underground "path" allowed us to pull fiber across the road and complete Wheaton's biggest network expansion in five years. As a result, the following buildings are now part of our online community: Nursery School, Clark Center, Observatory, Hollyhock House, President's House, Provost's House and The Guest House.

Phone

Voice Mail
Long Distance
New Dialing Instructions

Voice Mail: Our seven-year-old voicemail system became unreliable and was replaced mid-August. We'll save on space and electricity, but otherwise the new service will feel quite familiar.

Please review your new, yellow Faculty & Staff Calling Guide for a quick overview of services. An extensive Telephone & Voice Mail Reference Guide is available in the Phones section of the IT&S website. If you have questions, call Telephone Help at x4444.

Long Distance Service: PaeTec Communications has replaced AT&T as our long distance telephone vendor. As expected, there are minimal service changes.

Long Distance Dialing Instructions:
7 plus PIN plus Pound (#)



Learning

LearningPaths
Element K
New Education Room
Learning Blocks

LearningPaths: Have you chosen a LearningPath for yourself this year? Why not? We can help you define and achieve your professional goals with advice, learning resources, and support. Email to Colleen (cwheeler).

Element K: IT&S offers access to a world of learning online through Element K. As a supplement to our existing campus IT education programs, Element K's enormous catalog features instructor-led and self-study materials, and a technical reference library. Colleen Wheeler (cwheeler) has more information.

Technology Education Room: IT&S and Academic Computing introduced a new training room on September 5, 2000. Room 205A, outside the KACC, replaces our former room, Science Center 301. The room will be used as staff and faculty training room during the day and a Windows lab for students in the evening. Call the Help Desk (x3900) for more info.

Learning Blocks: Our new classroom will be reserved for periods of quiet study, in addition to our regular schedule of sessions. Please consider visiting us during a scheduled "Learning Block" period, especially if your learning requires fewer interruptions than your office environment can accommodate.

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Your Summer Vacation

technology services arriving in preparation for the opening of school. related news that affects our whole community.

on the IT&S web page at <http://www.wheatoncollege.edu/it&s/>.

Web

Inside

IT&S website redesign

Buzz 'n Swap

New from WheatonWeek

Inside: Inside is a convenient new starting point on the web for Wheaton students, faculty and staff. Its pull down menus bring together a collection of resources and services to organize and simplify your life on net. <http://www.wheatoncollege.edu/inside/>

IT&S Web: As part of a larger design effort involving many parts of the Wheaton web site, the IT&S pages have been reformatted and expanded. Your comments, ideas and contributions are helpful and welcome. <http://www.wheatoncollege.edu/it&s/>

Buzz and Swap: People have been telling us that the Wheaton community needs a place to discuss what is going on -- that's Buzz. Express an opinion, nail down a rumor, celebrate a local eatery, ask for advice. And, when you need a Wheaton classified ad, you need Swap. Buy, sell or swap stuff. Look for or offer a ride. Unload the junk under your bed.

WheatonWeek: Now, the email version of WWeek carries highlights only. The entire calendar and posting instructions remain on the Web. <http://www.wheatoncollege.edu/wweek/>



Repairs

New Policy

Computer Repairs: We have arranged with CTS, a local computer firm, to be on campus two days a week to repair personally-owned computers. CTS can provide a quality professional service at a better price than the area computer stores. College staff will no longer repair personally-owned computers. Contact CTS at x3907 for details.

Banner

IT&S will upgrade the Banner Production database to the 4.x version from October 21 through October 26 or 27. The production database will be down while the upgrades are being installed.

As usual, PROD will be released initially to a small group within each functional area so problems can be identified and resolved.



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Post Office

New Postal Boxes Barcodes and PDAs

New Postal Boxes: The Post Office added 120 new boxes this summer.

Bar Codes and PDAs: Using the latest PDA technology, the Post Office has improved package processing and can send you timely email notification regarding your deliveries.

Copying

Digital Copiers

All campus copiers have been replaced with new digital copiers.

Scheduling

MeetingMaker

Meeting Maker lets you maintain your calendar, prioritize a to-do list, arrange meetings and coordinate your schedule with anyone on the network or over the Internet. Several departments are using it already. IT&S will continue to introduce the application, a department at a time, throughout the fall. Interested faculty members may request information in January 2001. See Tom McAuley for more information.

"Learning time is not a respected part of the work environment. But you can't be so busy that you allow yourself to get stupid."

--Tom Kelley, Cisco Systems (Fast Company's October 2000)
How does workplace learning happen at Wheaton? Sound off on Tech-Ed.

To: Wheaton Faculty and Staff

From: David Caldwell, for the Technology Group: Kathy Ebert-Zawasky, Tom McAuley, Mike Graca, Margaret Gardner, David Caldwell and Tom Brooks

Re: Napster and Our Network

Napster and other "peer-to-peer" file-sharing programs have been prominent in the news this past spring and summer, focusing new attention on intellectual property and how copyright laws are understood and enforced. The technology group plans to continue to educate students (and faculty and staff) on copyright and Napster-related issues later this fall. Because the copyright situation on the national level is complex and very contentious right now, we want to provide an opportunity for the college community to engage the issues.

The immediate situation for college staff and faculty, however, is very clear. Unless you have some college-related purpose for using Napster or similar programs (and that use does not violate U.S. law) you should not have the programs on your college-owned computer. You should also not have copyrighted MP3, video or other files.

Under current U.S. copyright law If you do not have explicit permission from the owner of the copyright, then reproducing copyrighted music and video files is illegal. The law is especially strict about recordings: there are very few exceptions, and the so-called "fair use" doctrine will not save you. Napster and similar programs make it difficult to tell who the copyright owner is and whether the owner has given permission or not, so you should assume that you do not have permission. You expose yourself and the college to legal liability by having copies of copyrighted materials on your computer without the permission of the copyright owners.

Furthermore, if the programs you are using break the encryption or copy-protection on files, such as DVD movies, then merely running those programs is a further violation of the law.

Beyond the legal issues, there is a practical cause for concern. Most of the media coverage has dealt with the copyright issues. But, these programs also take up an excessive amount of our network capacity, slowing down everyone's legitimate work and sometimes blocking access to email, the web and academic materials. The campus network is a shared resource — no one should be clogging the network copying files for their amusement. In order to keep the network available for academic purposes and college business, staff and faculty should not be running Napster or other similar file-sharing programs.

If you need assistance in removing Napster, similar sharing programs, or copyrighted files from your college-owned computer, please call the Support Center at x3900.
