

# Southern Oregon University's Information Technology News



Southern Oregon University's  
Information Technology Building

## Changes in IT

*teriO'ROURKE, Appointed Interim Director of Information Technology (IT)*

Kevin Talbert, CIO announced his retirement in May. Teri O'Rourke has been appointed Interim Director of IT, and will assume many of Kevin's former operational responsibilities until a transition plan for IT is determined. Our new Provost, Dr.

Earl Potter, will be evaluating the structure of IT within the context of other institutional reorganization and budget reductions. Kevin will be staying for up to 2 years on a half time appointment, and retains his title as CIO during the transition. This year, his focus will be on the RVTV move to a new MultiMedia/RVTV building.

While Teri will be retaining many of her former responsibilities, we have shifted some tasks and reorganized a bit to ensure that the IT organization functions effectively during this period of transition, and to adjust to other staff reductions resulting from budget cuts. To highlight some of the changes:

- Paul Lieberman has assumed some of Teri's responsibilities for overseeing the management of Network Team projects and activities.
- Working closely with Paul, Roger Linhart is supervising desktop management activities, and Jerry Yap (Windows desktop support) and Scott McKay (Macintosh desktop support) now report to Roger.
- Parvaneh Scoggin is managing campus software license agreements.
- Media Services is now part of the User Services Team, and the Media Services and Computing Services repair shop have merged.
- Fred Ganger, our lead computer repair technician, retired in May. The computer repair shop has been downsized as a result of budget reductions, and we will not be filling this position.

- Travis Canoso, was hired in January to replace David Meade, who sadly passed away last year. Travis will be the lead repair technician for both media and computer equipment.
- Students employed to perform installation and equipment repair have merged into one team that will be supervised by Diana Cowart.

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## Generated ID's for Students

*lisaDENNEY*

Southern Oregon University has switched from using social security numbers to generated numbers for new student ID's. Whenever a student is first entered into the Banner Student Information System, they will receive a generated student ID instead of a student ID matching their SSN. **Students, applicants, and recruits already in Banner SIS will not have their current ID changed unless they specifically request it.**

The change should not cause any difficulties when looking up student records in Banner SIS or SISWeb because student records can be accessed using student ID or name.

This change was made in response to student concerns about privacy and identity theft. In conjunction with this project, the naming convention for the student network, email, and Blackboard accounts has been changed so that the account names no longer contain any part of the student ID. For more details on this change, please see the article in this newsletter.

Faculty may request a generated ID in SISWeb through the Registrar's Office. ■

# Student Account Names Have Changed

paulLIEBERMAN

Beginning this term (Fall 2003) all student account names have a new format. For several years we have heard questions and concerns regarding our use of part of the student id number in student account name and e-mail address. While students were always free to request a generated id number, the default was to use their social security number. This year we have heeded the call and have changed the way we name student accounts. All existing accounts have been renamed and new accounts are created with the new format. The format is similar to that which we use for faculty and staff except that it can be up to 9 characters whereas faculty and staff can only be 8. We start by using the last name and first initial. If the last name is longer than 8 characters we shorten it to 8. If the resulting account name is already in use we take additional characters from the first name and shorten the last name as needed. Account names are unique across all faculty, staff, and student accounts, so if a person has both a student and staff account they will not have the same names. Although accounts for returning students have been renamed we have setup e-mail "aliases" so that any e-mail addressed to the old names will get delivered to the new accounts.

We think students will like the new account names because they are more like their real names. An added benefit is that they will be able to use this account name when logging in to SISWeb. If they prefer they can still use their student id to login to SISWeb, either one will work. BlackBoard will also use the same login name for all new courses starting fall term, although students will have to use their old account names to access courses from previous terms. We hope this will make it easier for students as they will now be able to use the same name to login to their e-mail, the campus network, SISWeb and BlackBaord.

A little known fact that benefits students as well as faculty and staff is that if they don't like using their account name for their e-mail address our mail systems will accept mail addressed to first.last@students.sou.edu, for students, and first.last@sou.edu, for faculty and staff.

With the old system students could always figure out what their account names would be. With the new system they won't. To make it easy for new students to know what their account names are, and for returning students to know what their accounts have been renamed to, we have provided a secure web page for this purpose. To access this page just follow the link from the Student Computing home page. This web page is available in all the labs and can be accessed remotely for students not on campus. When using this web page students provide their first and last names, social security number, and date of birth. After confirming their identity, the program will give them their new account name. There is also a link from this page and the Student Computing home page to a new easy to use password change program allowing students to change their passwords from anywhere on or off campus.

One other item regarding the security of student accounts is that by default student e-mail addresses are listed in the web e-mail directory

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# Want to Speed Up Banner SIS?

lisaDENNEY

If you'd like to speed up Banner SIS, then Internet Native Banner (INB) may be the answer for you. Internet Native Banner uses a web browser to access Banner and is an average of 3 times faster than regular (GUI) Banner.

To use Internet Native Banner, we recommend that you have at least 128mb of memory in your PC.

Eventually all access to Banner SIS will be switched from GUI and Citrix to Internet Native Banner due to discontinuation of support by Oracle/Banner. Anyone using Citrix (Windows and Macintosh) may switch to Internet Native Banner now but may not see any increase in speed because Citrix access is already faster than regular GUI access.

Internet Native Banner works almost identically to regular (GUI) Banner. To start using INB, read our web docs located at [http://www.sou.edu/it/sis/Internet\\_Native\\_Banner\\_SIS.shtml](http://www.sou.edu/it/sis/Internet_Native_Banner_SIS.shtml).

If you encounter any problems, please call our Help Desk at 2-6900. ■

# Student Data Warehouse Enhancements

lisaDENNEY

The Student Data Warehouse is a subset of data from the Banner Student Information System combined with a user friendly, graphical query/reporting tool (BI/Query). In this system, you can perform queries on the student data and format the results as reports, mailing labels, or ASCII text to be exported to other applications.

This summer we updated the Student Data Warehouse to include additional fields and reports. Curriculum information (majors, minors, and concentrations) has been added to the academic history term summary table. Student attributes and course attributes have been added to all applicable tables. General Education Indicator has been added to the registration and grades table and the course schedule table. Department GPA has been added to the academic history term summary table and the student demographic and current standing table. Academic history by term and academic history by department reports have been added to the data warehouse.

For complete information on the Student Data Warehouse please refer to the web documents located at [http://www.sou.edu/it/sis/dw\\_student.shtml](http://www.sou.edu/it/sis/dw_student.shtml).

Our next student data warehouse training class is scheduled for Thursday, September 25, 2003 from 1:30pm - 4:20pm. The class will include information on the new fields and reports.

If you have any questions or wish to sign up for the training class, please call our Help Desk at 2-6900. ■

## CAPP

maryTHEIS

### Degree Evaluation (CAPP) Update

Computing Services has been working with the Registrar's office to automate the degree evaluation process for General Education requirements. Curriculum, Advising and Program Planning (CAPP) is a Banner product that helps faculty and students track the student's progress towards a degree.

Last fall and winter the Registrar's Office started using CAPP to evaluate General Ed requirements for graduating students. A number of tasks that were done manually are now being done automatically like screening out courses that were repeated or did not get a passing grade. Some departments have been receiving the new Compliance Report for their students who have applied to graduate. Requirements for BA, BFA, and BS have been entered for 2000-01 to 2003-04 catalogs.

This summer we started to set up major requirements for some departments. If your department is interested in setting up major requirements, contact the Help Desk at 2-6900.

Coming this fall we will have Degree Evaluation available to faculty in SISWeb for Faculty. Faculty will be able to view previous evaluations and run 'what-if' analysis for the degree programs that have been setup so far in CAPP. Eventually, we will have this same functionality available to students in SISWeb for Student. Then students will be able to track their own progress towards their degree and run 'what-if' analysis.

### Transfer Articulation

Because we are a transfer institution and we wanted to gain more benefit from the Degree Evaluation (CAPP) software, we also implemented Transfer Articulation this past January. Transfer Articulation is another Banner product that equates other college's courses to SOU courses. We set out to enter all the course by course and general ed articulation agreements that we have with various colleges in Oregon and California. If no agreement exists for a transfer course, then it is articulated as elective credit.

Thanks to the hard work of the Registrar's Office and Admissions, over 46,000 equivalencies have been entered for 30 colleges in Oregon, California and Idaho. As of this summer we are currently live with all

the Oregon community colleges that we have articulation agreements with (16 schools). Over 400 new students have had their 5,000+ courses articulated to date. Due to the magnitude of equivalency data setup, only new transfer work is being articulated at this time.

Since some transfer courses will be articulated to SOU courses, the transfer work can be used to satisfy a pre-requisite for another SOU class. This will mean less lines outside faculty offices and the Registrar's Office for students needing pre-requisite overrides to register for a class. CAPP will also benefit from Transfer Articulation because the articulated courses will be used to better

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*"over 46,000  
equivalencies have  
been entered for  
30 colleges"*

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meet degree requirements.

A new report has been added to the Faculty Menu in the BASIS Jobs Menu, Transfer

Equivalency History report. This report will print a student's transfer courses and what they articulated to at SOU. For complete instructions on how to run this report, go to <http://www.sou.edu/it/sis/facequiv.shtml>.

### Repeat Course Checking

In the past if a student repeated a course for a better grade, they would have to go to the Registrar's office to request the older course be excluded from their coursework. Then a staff member had to manually exclude the course for them. Now thanks to Repeat Course Checking this is done automatically with each grade roll for all students that repeat a course.

Repeat Course Checking is a process that automates SOU's repeat grade policy. If a course is not repeatable (cannot be taken more than once for credit), it flags older occurrences of the repeated course to be excluded from the student's GPA and total hours. You may have noticed the repeat flag on the Transcript and some Banner forms. The 'I' means include and 'E' means exclude from GPA and total hours.

The Registrar's Office has been working with the departments to identify and flag all repeatable courses. Because this process bases a repeat on the subject code and course number, we have been working with the Curriculum Committee to help departments avoid reusing course numbers too soon for new courses. ■

## What's New in Banner SIS, SISWeb and BASIS Jobs

julieBRIGGS

If you use the Banner Student Information System (SIS), SISWeb for Faculty or the BASIS Jobs Menu, you may be interested in knowing about recently implemented enhancements to these systems. The following are new or enhanced reports and features available to the SOU Faculty:

### New Faculty can change I and E grades in SISWeb for Faculty

Professors now can change I and E grades on SISWeb for Faculty. Only A-F and P/NP grades can be entered. This is available on any term where the I and E grades exist. Only the professor assigned to that CRN as primary instructor may change the grade.

For complete instructions on this feature and others in SISWeb for Faculty, go to <http://www.sou.edu/it/sis/facweb.shtml>.

### New Room Schedule Matrix Report

A new report, Room Schedule Matrix report, will list all bookings in a room (or rooms) for the period of time entered as a parameter. This report asks for building, room, term and start/end dates. Building and room can have a % entered for all. Start/End dates can be blank which will retrieve the whole term. This report prints out to your department VMS printer. The Room Schedule Matrix Report has been added to the faculty menu. Where there are cross-listed courses that show up on the matrix, the report will list at least one of the CRNs if not both.

For complete instructions on how to use the Room Schedule Matrix Report, go to [http://www.sou.edu/it/sis/room\\_schedule.shtml](http://www.sou.edu/it/sis/room_schedule.shtml).

### Modified SISWeb pages to be W3C compliant

SISWeb for Student and Faculty web pages have been modified to be accessible to all users, compliant with accessibility standards — as defined by the World Wide Web Consortium (W3C) web content accessibility guidelines to be compatible with screen readers and other assistive technologies.

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## Helpful Features in Banner SIS

*lisa*DENNEY

Listed below are some helpful features in Banner SIS or related applications that you may not be aware of. For more help using these features, call our helpdesk at 2-6900.

- You may enter the name of a student or professor instead of their ID.
  - Leave ID blank and tab to the name field.
  - Enter the full or partial name using % as a wildcard in the format of Last, First, Middle and press Enter. Wildcards may be used multiple times anywhere within Last, First, and Middle.
  - If more than 1 student matched the name you input, a list of possible students will be displayed in a pop-up window. Otherwise, the student ID will be returned for the name you entered.
- You may extract the data from a Banner form into a spreadsheet or other software.
  - Choose Help/Extract Data No Key from the menu bar in Banner.
  - Make note of the file name the data is saved to.
  - Open the file in Excel.
  - Complete instructions are located at [http://www.sou.edu/it/sis/data\\_extract.shtml](http://www.sou.edu/it/sis/data_extract.shtml).
- You may set up a personal menu in Banner SIS that contains only the forms you use regularly.
  - In Banner, type GUAPMENU in the direct access box and press enter.
  - Choose forms from the window on the left by clicking on them.
  - Press the Insert Selection button (single arrow button in middle of screen) to move them to your Personal menu.
- In the Student Data Warehouse, you can write a query that includes email addresses and then easily cut and paste them into GroupWise to send emails out to groups of students.
  - Create and run query in Student Data Warehouse
  - Select the email addresses you wish to export.
  - Select Copy from the Edit menu.
  - Open GroupWise and choose New Mail.
  - Paste the email addresses into the To box or Blind Copy (BC) box.
  - Compose your email and send.

Documentation is available for many of the Banner forms and reports at <http://www.sou.edu/it/sis/>. ■

## Network File Storage

*paul*LIEBERMAN

It has now been 10 years since we installed the first campus file server. There are files that have been on the system since 1993. We've been collecting data for ten years. Up until now we've taken the approach that disks are cheap and the price of storage per megabyte keeps going down dramatically each year. But now the real cost of data storage is catching up with us. Adding disks is the easy part, it's the management of all of these files and especially the cost of backing them up that is expensive. Unlike hard disks, backup tapes and the backup system equipment and maintenance of the system is expensive. Just locating the file you want becomes a chore when you have thousands of them. How many departments really know what's saved on their G: drives? What can we do to address the problem?

We need to define some campus wide and department wide data retention policies. Some departments may already have data retention policies when it comes to paper documents. You keep records in a file cabinet for so many years, eventually move them to boxes in a store room, and some day dispose of them. We need to develop the same sort of policies around electronic data. The electronic equivalent to moving the files into boxes in the storeroom is archiving files on a CD-ROM or DVD-ROM. These optical media have the longest shelf life of any electronic storage, take up very little space, and are easy to label and store. We've been getting new computers with CD writers for over a year now so most departments should have at least one available.

What can you do? Start now by looking at the files in your F: drive and decide if you have some that you don't want to delete, but you don't need to access very often, if ever. These are the files that you should archive to CD. Locate the nearest computer that has a CD writer and get some blank CD-R media available at the bookstore or contact Karen Haynes (2-6449) in Computing Services for purchasing information. Call the Help desk (2-6900) if you need help using the CD writer. Once your files are safely copied to a CD you can delete them from your F: drive. (Note: don't ever delete anything in F:\System.) Then work within your department to develop some data retention policies for the files on your department's G: drive, and identify files there that can be archived. (Note: don't delete G:\user or anything in it. This is not a copy of your F: drive – it is your F: drive!) Finally don't forget the web server. Many departments have lots of old web pages that aren't being accessed anymore. Archive them if you want to save them, or just delete them.

Sometime between now and next winter we will be installing new servers with much greater storage capacity. This may lull us into thinking we can just continue as always. Let's not fall into that trap. Just think how big a job it will be to sort through all of our files if we wait another 10 years! ■

## Telecom Dept Connects with Computing Services Help Desk

*tess*DUNAWAY

Effective Fall term 2003 the Computing Services Help Desk (2-6900) will be processing all incoming requests for Trouble Calls and Telephone Service Requests. We understand it's sometimes hard to remember which one of our team to call for services; so Telecom is simplifying the process for campus users. Some examples of general trouble calls are: no dial tone or digital display, need for a longer line cord or handset cord, problems with static on the line or inability to hear the caller's voice.

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## Blackboard 6

curtWHITTAKER

After a couple of false starts and waiting for updated software, we successfully migrated to Blackboard version 6 for our course management system. The address (<http://courses.sou.edu>) is the same; your login ID and password are the same. This new version offers more than 150 new features including:

### Content Management

- User-controlled, text-based naming and navigation for course content areas
- Move and copy content items, folders, and learning units within course content areas and between distinct courses

### Assessment Management

- Completely re-architected assessment engine
- Dynamic, rules-based assessment authoring with fewer clicks and increased functionality
- Expanded feedback and delivery options

### Collaboration

- Completely re-architected environment for online collaboration
- Free-form chat, chat lectures, question and answer chats, archives, whiteboarding, class tours, and group web browsing

### New Features In Gradebook

- Ability to create and define custom symbol sets and letter grade values
- Enhanced grade display options (raw points, percentages, letters, custom symbol sets)
- Ability to upload grades from spreadsheet applications and text files

While many of these features are visible, many more are “under-the-hood” system changes. If you’d like to see a summary of some of the salient new features, download the flyer at [http://www.sou.edu/blackboard/whatsnew\\_instructors.pdf](http://www.sou.edu/blackboard/whatsnew_instructors.pdf). Of course, one of the biggest changes is the server itself. The computer running Blackboard 6 is a brand new, powerful and fast machine. We expect we will not experience the slowdowns we had on the older server.

While some changes may cause users of Blackboard 5 some pause – such as the fact that assessments are now made available through course content areas such as

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## Web Features

curtWHITTAKER

### Discussion Forums

Since setting up the web-based SOU Discussion Forums last year, nearly 100 people have registered and about 130 messages have been posted. For a good definition of a “discussion board,” see <http://www.netlingo.com/right.cfm?term=discussion%20board>. Or better yet, try out the SOU Discussion Forums at <http://www.sou.edu/forums/>.

In the SOU Discussion Forums, you can participate in open, public forums (such as “Open Mic”), or you may be able to participate in a private forum as part of a particular group. Anyone — on campus or off — can participate in open forums by posting new topics, replying to other postings, etc. You must, however, register and log in to participate fully. SOU does not manage these accounts; each participant registers and manages his or her own profile.

In addition to the existing forums, the Webmaster can create additional forums. For example, forums can be created that are open to anyone, or that require a moderator, or that are limited to a few participants such as a class or committee. Contact the SOU Webmaster at [webmaster@sou.edu](mailto:webmaster@sou.edu) for more information or to set up a custom forum.

If you’ve used a discussion board before, using the SOU Discussion Forums will be easy. Be sure to check out the special features, such as BBCode, Smileys, and private messages. There’s lots of information in the FAQ at <http://www.sou.edu/forums/faq.php>. If you’re not familiar with this type of communication tool, take a moment to have a look at the very helpful user’s guide at [http://www.phpbb.com/guide/phpBB\\_Users\\_Guide.html#section4](http://www.phpbb.com/guide/phpBB_Users_Guide.html#section4).

### Online Surveys

An online survey tool has been set up on the SOU web site. It is fully web-based and allows you to design the look and feel of a survey and collect, view and export the responses. No knowledge of HTML is required. If you’re familiar with creating assessments in Blackboard, the interface is somewhat similar. The types of questions supported are:

- Multiple choice (only one response allowed, including “other”)

- Check all that apply
- Short answer - one line
- Comment/Essay question

The data for each survey is collected by the survey software, and can be viewed by the creator/administrator of the survey. There are also options to make the data viewable by the public or only by people to whom you give the password. Data can also be exported for analysis in other programs.

This tool is not meant to replace similar tools such as the survey/assessment tools in Blackboard. Rather, this is a tool for easy setup and administration of general purpose surveys.

For more information, see the support site on the web at <http://www.sou.edu/web/HowTo/survey.html>.

### Postcards

Now you can send a virtual postcard to friends and family with photos and your own text, using SOU’s eCards. Visit the site at <http://www.sou.edu/ecards/>. Of course, the site is free, and personal information such as e-mail addresses is not used for any other purpose.

### Current Students Site

A web site specifically for current SOU students is now up and running at <http://www.sou.edu/current/>. This site includes announcements and links for SOU students, as well as current weather from WX.com, and news headlines from *The New York Times*. To request an announcement for this page, please contact the SOU Marketing department. ■

## Changes in Student Computer Labs

dianaCOWART

Student Technology Resource Fees funded the replacement of 180 Windows computers as part of the ongoing lab equipment replacement plan. Labs receiving these new replacement computers include the Main Lab, Chemistry Lab, Social Science Lab, and a few for student use in the Stevenson Union. The Communications Lab converted from Macintosh to Windows, and also received new Windows computers.

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## Macintosh OS X Arrives on Campus

scottMCKAY

This year, the Mac labs will have a different look. Macs on the SOU Campus are making the transition to OS X. Mac users will find the new operating system faster, more stable and more responsive than our Macs have ever been.

At the root of OS X is the UNIX operating system, with new memory technologies that mean that the Mac can be counted on more than ever before. Programs will still crash, but they will no longer take the Mac with them. In most cases, you'll be able to go right back into the crashed program and get your work done. OS X also releases speed that OS 9 could not access, especially in dual-processor systems such as those in the Center for the Visual Arts Lab. On that foundation, Apple has layered a complete reworking of the Macintosh interface to produce a familiar, but more flexible and responsive computing environment.

The Novell network, the campus networking infrastructure, will be more trouble-free than ever, as well. The "F drive" problems that longtime Mac users know so well should all be gone from OS X. We've replaced the software we used with OS 8 and 9 with a much newer Novell technology, "Native File Access," bypassing the incompatibilities that were causing the problems. When OS X is installed, you will be issued a new password specifically for accessing your Novell home directory, or "F Drive," on a Macintosh. Unlike your main Novell password, the simple password has a limit of eight letters; if you want your two Novell passwords to be the same, you will need to change them both to a password with eight or fewer characters.

Macintosh computers in the Applied Multimedia Unit (AMU), Center for the Visual Arts (CVA), Music, and Main labs have moved to OS X. Each lab has its own set of login and home directory access procedures, which will be documented in the appropriate lab.

Faculty and staff receiving new Macintosh computers will get them with OS X. Those who are using a G3 Macintosh or better (any non-beige Mac and a few of the beige ones)

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## Acceptable Use Policy

curtWHITTAKER

All faculty, staff, students – in fact anyone who uses SOU computers, networking, and information technology resources – are reminded that such resources are provided with the understanding that each person has read and continues to abide by the Computing Resources Acceptable Use Policy. This policy is intended to protect the systems and the rights of other users, and to avoid illegal activities.

If you have not read the Acceptable Use Policy in a while, please go to <http://www.sou.edu/it/policies/accept.shtml> and review it, to make sure you are aware of the provisions and continue to follow them. ■

## GroupWise 6.5 with SPAM Filtering is Here!


jennHEIE

Over the summer the GroupWise email program for Windows was upgraded to version 6.5 on Windows 98 and Windows XP computers on Campus. Regrettably, this new version, which has long awaited SPAM filtering capabilities, does not work on Windows 95 or Macintosh computers. We are currently working on a plan to upgrade Windows 95 computers to either Windows 98 or XP depending on available hardware. As the upgrade for Windows 95 users involves the time consuming replacement, or upgrade of

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## Atomz Publish Content Management

curtWHITTAKER

Since announcing the adoption last year of the Atomz Publish Content Management System for making it easier for departments to update their web sites, about a dozen web sites have been converted to this system. You can recognize a site that is maintained with Atomz by the small logo near at the bottom of the page:  Clicking on the logo will take you to the Atomz web site, where you can log in (if you already have an Atomz account) or learn more about Atomz Publish.

This award-winning product has not only proved easy to use, but continues to improve as Atomz updates the product with new features. The most notable of these is an update to the web forms based editor, which provides familiar buttons for formatting text, tables, and more.

Progress on the implementation and conversion of individual web sites continues. Your department will be contacted if it is considered a candidate to use this system. You may also request participation or more information from the SOU Webmaster at [webmaster@sou.edu](mailto:webmaster@sou.edu).

As a content management system, Atomz Publish provides a number of benefits to SOU departments for maintaining their web sites:

- **Templates to separate content and presentation.** This allows us to update the design of many pages at the same time by simply editing the templates. Generally, the IT web developers set up the templates, so department editors only need to worry about the content, not the creation of the entire web page.
- **Web-based forms, with non-technical authoring.** Adding and editing content is done by typing the information into forms on a web page, with no need to know HTML. Formatting tools and a spelling checker are provided, much like a word processor. Since it's web-based, no additional software is needed – just use a web browser from anywhere you can connect to the Internet.
- **Workflow and security.** Access to edit web sites – or even individual pages – can be limited to specific persons. It can also be set up so that one person can edit the page, but not publish it until it is approved by another person.
- **Versioning and content deployment.** Editing web pages in Atomz Publish is done through the Atomz web site, on their servers. You can make changes and publish them immediately, or wait until a later date. Because the system uses a backend database, all versions are saved; so you can revert to an older version if you need to. ■

# Are You Still Using Corel WordPerfect?

Teri O'ROURKE, Interim Director Information Technology

- Effective at the start of Fall term, 2002, all student labs were updated to Windows XP and the Corel Suite was removed from the labs.
- Because students no longer had access to the Corel software, Faculty were asked to convert Corel documents before distributing them to students.
- Faculty and staff with a PC using Windows 95 or Windows 98 operating systems continued to have access to Corel throughout 2002-03, but were asked to complete their conversion of documents during 2002-03, with the idea that support for the Corel software would end Fall of 2003. Macintosh users were also asked to convert their documents to Microsoft Office.
- Unless there were special circumstances making it difficult to convert documents to Microsoft Office, Faculty and Staff who received new Windows XP computers did not have access to the Corel Suite.

As the year has progressed, with more individuals moving to the Windows XP platform, the challenges of document conversion have made it difficult for some to make a complete transition to Microsoft Office. To help ease this burden for those who simply need more time to make the transition, IT has installed some Windows XP computers with the old version of Corel (Version 8) for which the University still owns some licenses. However, this old version is no longer supported by Corel, and it will be difficult to sustain support for the older version for much longer. If a problem comes up we may not be able to fix it, and therefore **we urge those still using the software to complete their conversion of documents no later than Spring of 2004.**

For individuals who do not plan to convert to Microsoft Office, you need to be aware that IT will not be able to provide any support to assist you in installing, using, patching, or upgrading the new version of Corel (version 11). Before making a decision to purchase the Corel 11 software, we ask that you discuss the difficulties of making a conversion with our Help Desk staff, so that we can help you to assess if there is a way to accomplish your conversion.

To assist users with making the conversion, the Help Desk has training programs to help individuals learn the new software (please see the Fall 2003 Training Schedule). You also can visit [www.sou.edu/it/howtodocs/corelconversion](http://www.sou.edu/it/howtodocs/corelconversion) for instructions and information on how to convert Corel documents. We have purchased 5 licenses of Conversions Plus 6.0, a software conversion utility to assist in converting Quattro Pro spreadsheets. One copy of Conversions Plus is installed at the Help Desk, one in the Main Computer Lab, and three copies will be available for short-term checkout (please call the Help Desk at 2-6900 to check out a copy of Conversion Plus).

## A review of what prompted this decision

In preparing for the implementation of the new Windows XP operating system, we were faced with making decisions about which software products we should support. Maintaining multiple software suites is expensive due both to the direct cost of software licensure and to the time required to train IT staff to support, troubleshoot, and resolve file compatibility problems associated with both platforms. In recent years, more and more faculty and staff have switched to Microsoft Office (Word, Excel, PowerPoint, Access). Students generally prefer Office, as it is the software most will need to know for their jobs after graduation. To continue existing support levels for Corel would require additional investment for software upgrades and staff training.

In 2002, we discussed the Corel issue and its implications extensively within IT, and consulted across campus over a number of months culminating in focused discussions with Business Affairs Council and the Academic Information Forum. The question was, "In an era of budget cuts and declining resources, should we try to maintain software that is used by a declining number of users, but preferred strongly by some?" As you might imagine, there were lively discussions and many were unhappy with the prospects of having to learn a different system. Others resent the Microsoft hegemony and do not like to see our dependence on their products.

Yet in the end, almost everyone agreed that in this period of difficult financial choices, conversion to a single software platform makes sense, especially if we are talking about having to cut elsewhere to maintain multiple software suites. Clearly, what we are trying to accomplish by this decision is to put in place a supportable system in the face of declining resources. Most every feature in Quattro Pro or WordPerfect can be replicated in Excel or Word. There are also ways to alleviate some of the more annoying aspects of Word that some users have found to be problematic in the past.

While we urge you to contact the Help Desk for assistance in evaluating your conversion options, please do not call the Help Desk to express concerns with the decision to phase out Corel. If you need to discuss this decision and any concerns you may have you should contact Teri O'Rourke. ■

*continued from page 5*

## Blackboard 6...

Assignments, rather than the Assessment Manager, most features work the same as before. If you were (even minimally) comfortable with Blackboard 5, you'll be comfortable with Blackboard 6. If you need support or training, please contact the Help Desk at 2-6900 or [helpdesk@sou.edu](mailto:helpdesk@sou.edu). The Instructor manual is also available from within the Control Panel of your course.

Since the inception of Blackboard at SOU in summer of 1999, its use has increased steadily; during the Spring 2003 term there were 172 course sections using the Blackboard learning environment. Blackboard accounts are automatically created for all registered SOU students. Accounts for instructors, however, are created upon request. To request a Blackboard account, send an email to [Helpdesk@sou.edu](mailto:Helpdesk@sou.edu) including your name, department, and phone number. Your Blackboard username will be the same as your SOU network and GroupWise email username.

If you want to put your course into Blackboard, you may request a Blackboard course site setup by filling out the form at [http://courses.sou.edu/course\\_request.html](http://courses.sou.edu/course_request.html). ■

# What is Spam, and What Are We Doing About It?

curtWHITTAKER

*"The average American will get more than 2,200 spam, or unsolicited bulk e-mail, messages this year and 3,600 by 2007"*

- forecast by Jupiter Research

You've likely received plenty of unsolicited commercial e-mail or "spam," not only in personal e-mail accounts, but in your SOU e-mail account, as well. Since we've fielded many questions on the subject, we're providing brief answers to the most common of these below. For a complete article on this topic, and links to other resources, see <http://www.sou.edu/it/howtodocs/groupwise/spaminfo.doc>.

## Why am I getting junk e-mail? How did they get my address?

There are a number of ways that your e-mail address gets "out there." Either it is harvested from web pages, chat rooms, or discussion boards by automated programs, or one company which has your address – because you gave it to them when you signed up for or bought something, or they collected it through some other means – will sell it to another. Also, while spam e-mail and viruses are not the same thing, some computer viruses can collect e-mail addresses from your computer and send them to the originator, or use them to send other messages with more copies of the virus. Thus, even through no fault of yours, your e-mail address can quickly become "spambait."

## What is SOU doing about it?

Because of the complexity of the problem, we are taking a multi-pronged approach. First, we subscribe to and maintain "blocklists" – lists of known spammers or compromised host computers. Using these blocklists, thousands of messages from known spammers are blocked from reaching our e-mail system each day. Second, our GroupWise e-mail servers and client software are quite well protected from hacking and viruses that might harvest e-mail addresses or hijack the server for sending out spam. We're not completely invulnerable, though. There has been at least one virus lately that reached us just before we received the update from our antivirus software provider.

We're also deploying new e-mail clients — GroupWise 6.5 for Faculty and Staff, and Mozilla 1.3 for Students — which have e-mail filtering capabilities. GroupWise can filter junk mail based on the sender's e-mail address. More information on this new feature and how to get the most out of it is available in the GroupWise article in this newsletter or on our web site at <http://www.sou.edu/it/howtodocs/groupwise/gwnewfeatures.shtml>.

We are also increasingly protective of our e-mail addresses. The GroupWise system itself is secure. On the web, our student, faculty, and staff directories are accessed through a search form, rather than as a complete listing. E-mail in the Classifieds and Discussion Forums are not listed, but also hidden behind a form. We are currently researching and implementing methods to hide e-mail addresses on web pages with contact information.

While we in Computing Services can help by employing all of the spam prevention protections designed to work with our systems

and software, we cannot promise that you'll never get an e-mail you didn't want. We are concerned that we might, through even more aggressive approaches, actually prevent you from receiving messages that you may want. After you get the new version of GroupWise, and have a chance to use the spam filtering capabilities of the software, we'll be asking you for feedback on how well these solutions are working. Your feedback will help us to judge if the measures we've taken thus far are effective, or if we need to consider taking more stringent measures.

## What else can I do about it? How can I protect my e-mail address from future spam?

In addition to using the spam filtering capabilities of GroupWise 6.5, there are a number of best practices that we can recommend you follow.

- Don't reply to spam, even to complain. Don't use opt-out or unsubscribe links in the message, unless it's from an organization you trust (such as a newsletter or list you subscribe to).
- Don't publish your e-mail address. If possible, don't put it on a web page as a clickable (mailto:) link. You could also use a form for the reader to send comments or questions, rather than giving out the e-mail address.
- Don't enter your e-mail address on web forms, unless you trust the organization. If in doubt, check their privacy policy to be sure they won't share your e-mail address with anyone else, or otherwise use it in ways you don't want. ■

## *continued from page 6* Macintosh OS X...

can request an upgrade to OS X. We will assess your system and determine what it will need to take it to OS X. If your department approves the necessary purchases, we will add your Mac to the upgrade queue and get to it as soon as possible.

We've piloted OS X on campus for some time now, so using it should be simply a matter of getting used to its new interface. Like any other major change in operating system, however, we expect to find new issues to resolve as we introduce it to more users. Please bear with us as we work through them. ■

# Safe and Secure Computing in the Office and at Home

curtWHITTAKER and davidWHIPP

At SOU we spend a great deal of time and effort to keep our network and desktop computers secure and safe from viruses. There are a number of things you can do to help these efforts and to operate your home computer safely and securely:

- 1. Choose passwords that are hard to guess.** Generally, passwords should be more than 8 characters, and should not be common names or words in the dictionary. Never give your password to anyone! Computing Services will never ask for your password.
- 2. Don't leave your office computer un-attended while still logged in.** Windows XP users can "Lock the Workstation" by first pressing Ctrl-Alt-Del. Windows 95, Windows 98 and MAC users can use a screen saver password. All the password protection won't help if you've already logged in and someone walks in and starts using your computer.
- 3. Install antivirus software on your home computer and keep it updated.** With new viruses emerging almost daily, it's important to have the most recent antivirus definitions for your software. Most antivirus software can be configured to automatically check for new updates daily or weekly. Popular commercial antivirus software for Windows choices include Panda Antivirus, Norton AntiVirus, Sophos, McAfee VirusScan, and Command AntiVirus. Another antivirus program, AVG, is available for free for home users from [http://www.grisoft.com/us/us\\_dwnl\\_free.php](http://www.grisoft.com/us/us_dwnl_free.php). You can also contact the Help Desk about using Command AntiVirus to scan your home computer if you use Windows 98 or earlier. For Macintosh, the most popular antivirus programs are Norton AntiVirus, Virex, Sophos, and Virus Barrier.
- 4. On campus, logout and turn your computer off at the end of your work day.** New antivirus updates and Windows security patches are delivered to Windows computers at login. If you don't logout each day, your PC may not be protected from new viruses or security patches. Macintosh users receive notice from Computing Services when new updates are available.
- 5. Don't open e-mail attachments from strangers,** regardless of how enticing the Subject Line or attachment may be. Be suspicious of any *unexpected* e-mail attachment from someone you do know because it may have been sent without that person's knowledge from an infected machine.
- 6. Use a firewall as a gatekeeper between your home computer and the Internet.** This filters out unauthorized or potentially dangerous types of data from the Internet, while still allowing other (good) data to reach your computer. Firewalls also ensure that unauthorized persons can't gain access to your computer while you're connected to the Internet. This is especially important if your connection to the Internet is "always on," such as through DSL or Cable Modem. Several software-based personal firewalls are available. In fact, Windows XP and Mac OS X have built-in firewall protection. For older versions of Windows, Zone Alarm is popular, and offers a free version.
- 7. Regularly download and install security patches for the software on your home computer.** Software bugs and vulnerabilities are discovered and "patched" frequently. Check the web

sites of the software you use often for updates. Also, configure your Windows or Macintosh system to download and install operating system updates automatically. Check the Help system for your operating system for more information (in Windows, look for "Windows Update" or "maintenance"; in Macintosh, look for "Software Update").

- 8. Back up your computer data.** Save important files to your F: drive (which gets backed up by Computing Services), as well as your hard disk, floppy disk, CD-ROM, Zip disk, etc. Establish and follow a routine for regularly backing up the data on your home computer, as well.
- 9. Separate fact from fiction.** Don't fall victim to virus hoaxes that tell you to delete perfectly legitimate files or otherwise spread needless alarm. Visit a site such as Hoaxbusters (<http://hoaxbusters.ciac.org/>) before forwarding on those dire sounding emails warning of non-existent viruses, or to get the true scoop on other falsehoods traveling via email.

## Sources:

About.com, *Computer Safety Tips*.

<http://antivirus.about.com/library/weekly/aa011902a.htm>

Microsoft Corporation, *Protect your PC*.

<http://www.microsoft.com/security/protect/default.asp>

National Infrastructure Protection Center, *Seven Simple Computer Security Tips for Small Business and Home Computer Users*.

<http://www.nipc.gov/warnings/computertips.htm>

Stay Safe Online, *Security Tips*.

<http://www.staysafeonline.info/sectips.adp> ■

*continued from page 4*

## Telecom Connects with Help Desk...

You may also call the Help Desk for installation of **new** extensions/phones or for the installation of **new** data jacks. Requests for new extensions or jacks still require a Telephone Service Request (TSR) form to be submitted to Tess Dunaway. However, you may initiate the request for work with the Help Desk then Tess will contact you for more detail. The TSR form may be found on line at: [www.sou.edu/telecomm/TSRform.html](http://www.sou.edu/telecomm/TSRform.html). It needs an Index Code and signature of the Dean, Manager or account supervisor to be processed.

For activation of existing data jacks in buildings rewired during the campus cabling project such as: SU, Britt, CH, Sci, CE, MU, THR, Art, Marion Ady, CS, and Ed/Psych, any faculty or staff member may call the Help Desk and request activation. You will be asked for the building name, room/office number, and the identifying number of the jack, i.e., CH 212D-2. Please have that information ready to relate to the Help Desk before you call.

If you need your mailbox unlocked you may continue to directly contact Telecom.

## Members of the Telecom team include:

Dona Bugg 2-6800, *Directory and Billing Coordinator*

Tess Dunaway 2-6300, *System Administrator*

David Myers 2-8400, *Telecom Technician*

Mike Wagner 2-8600, *Assistant Telecom Technician* ■

*continued from page 3*

## What's New in Banner...

### **Modified Transcripts for All Students Available to Faculty in SISWeb**

Faculty can now view transcripts for all students in SISWeb. In the past faculty could only view transcripts for students assigned to them as advisees or registered in one of their classes.

For complete instructions on this feature and others in SISWeb for Faculty, go to <http://www.sou.edu/it/sis/facweb.shtml>.

### **Modified Web and Printed Schedule Include General Education Attributes**

The printed schedule and web schedule now identifies general education classes.

### **New Honors Program Students now Identified by an Attribute**

A new attribute code has been set up to identify honors students. The report, Students with Attribute report, has been added to the Basis Jobs faculty menu. Attribute codes have also been added to the Student Data Warehouse.

### **New Emails now Generated for Medford Wait List Students**

Students on wait lists for Medford campus classes are now automatically notified via email when there are openings in the class. Students are notified based on date wait listed (those wait listed first get highest priority). The students are given a limited amount of time to register for the class. The new process has been very successful.

### **Modified Email Addresses in SIS Banner to Include Full Email Address (@...)**

Email data in Banner has been modified to include the full email address. (@...) This allows email addresses to be more useful when extracted. Now the data from forms with the email address can be extracted into Excel and then from Excel can be copied and pasted into GroupWise.

### **Modified Enhancements Made to the Student Data Warehouse**

We added new reports and fields to the Student Data Warehouse. For more details, see the article in this newsletter.

For complete information on the Student Data Warehouse, go to [http://www.sou.edu/it/sis/dw\\_student.shtml](http://www.sou.edu/it/sis/dw_student.shtml).

**SOU's IT News**

## **New All New Student IDs will now be Generated IDs, Instead of SSN**

All new students will now use a generated ID instead of the SSN as the student ID. For more information see the "Generated ID's for Students" article on page 1.

### **New Batch Email Processing Added to Banner**

Banner now has the ability to generate emails based on different student populations.

### **Modified Email Address Added to Various Forms**

The email address has been added to the following Banner forms: SOU Class Roster Query Form (SQASLST), SOU Advisees Query Form (ADVISEES), SOU Majors Query Form (MAJORS), SOU Minors Query Form (MINORS), and SOU Concentrations Query Form (CONCENTRATIONS).

### **New SISWeb PIN can be Alphanumeric**

SISWeb now allows alphanumeric PINs. The PIN still must be six characters.

### **New Official Transcript Requests via SISWeb for Student**

Students now can request official transcripts through SISWeb for Student. This provides better service to students and increases efficiency to the Registrars Office.

### **New Internet Native Banner SIS (INB)**

Internet Native Banner SIS provides faster Banner SIS access. For more details please read the article on INB in this newsletter or go to [http://www.sou.edu/it/sis/dw\\_student.shtml](http://www.sou.edu/it/sis/dw_student.shtml). ■

*continued from page 2*

### **Student Account Names Have Changed...**

as well as in the GroupWise Address Book. Students who do not wish to be listed in these directories can request through the Registrar's office that their accounts be flagged as confidential. Accounts flagged as confidential are not listed in either of these directories.

We hope these changes will provide a more secure and friendly online environment for students. We have provided our Lab personnel with extra training to help students adjust to the new account names. As always we encourage students to let us know if they have any questions or concerns regarding their network accounts. ■

*continued from page 1*

## Changes in IT...

To help us cope with the reduction in our permanent professional staff, we plan to use more student employees, and hope to make them more effective by cross training them in the installation and repair of both media and computer equipment.

- Alonso Velasquez, also a student employee, replaces Natalie Holihan as the Assistant Lab Manager.
- Mike Wagner, a recent SOU graduate, joined the Telecommunications team this past February on a temporary contract funded by the Library construction budget, supplementing our resources so that we are able to absorb the additional workload for this very important project.
- Randy Staley has been hired as lead engineer for RVTV and will also be working with Preston Moser to design and install audiovisual technology for the new Library

In the face of these changes we are of course still committed to providing the highest quality of service. Please don't hesitate to provide feedback on how these organizational changes impact the quality of services we provide. ■

## New Smart Classrooms on Campus

### **donHILL**

Media Services and Computing Services have installed new smart classrooms on campus. Each smart classroom contains a LCD projector, computer, VCR/DVD player, and a sound system.

### **The rooms added this year are:**

Stevenson Union RM 313  
Stevenson Union RM 319  
Stevenson Union RM 330  
Taylor RM 28-31  
Taylor RM 208  
Education Psychology RM 050 (winter 04)  
Medford Campus RM 103

Media Services is available to give individual instruction for any smart classroom. To arrange for training please call Don Hill at 2-6596. For any related classroom media problems please call the Help Desk at 2-6900. ■

## Changes in Student Computer Labs...

The new computers are Pentium IV 2.4 MHz, with 512 megabytes of memory, and a DVD Reader/CD burner. Approximately 10% have Zip 250 drives.

The Access Center and Physics received cascaded computers of improved vintage from other labs.

This Fall due to construction activities still underway, the Library will open with limited lab and reference computing facilities. To accommodate this temporary reduction in the Library, computers have been added to the Main Lab. In the Spring when the new East Wing is opened the new Library Labs and reference computers will increase to more than their original number. During the Summer of 2004 the Library Lab computers will be replaced with new computers.

Theater was awarded a grant which will fund the creation of a 20 station computer lab with both Macintosh and Windows equipment. This new lab is expected to be operational winter term. The Windows computers will use Garment Designer for costume patterning and AutoCAD for lighting and set design, and the Macintoshes will be used with Digital Performer for sound design and engineering.

All the computers in the Macintosh labs have been upgraded to the OS X operating system. Please see the article in this newsletter for more information on this important upgrade.

The Main Lab has undergone some rearranging of equipment. Computer Science has relocated their lab from CS 115 to the south side of the upstairs of the Main Lab. The size of the Computer Science Lab has increased to 19 computers. While preference will be given to Computer Science classes and students, anyone may use these lab computers when not in use by the CS program. To assist in making room for more Windows computers downstairs the Main Macintosh Lab has been relocated to the north side upstairs. In consultation with the Art, AMU, and Video Production programs this lab has changed from a classroom/lecture/lab facility to an instructional lab facility. These Macintosh computers are also available for general use when lab instruction is not in session. ■

## GroupWise 6.5 with SPAM Filtering is Here...

computer components, and at a minimum the re-installation of Windows, this project may take us a while to accomplish. There are also some new solutions in the works for Macintosh users that you'll be hearing about in Scott's monthly newsletter.

If you are a Macintosh user, you can stop reading this article now. If you are Windows user, even one on Windows 95 you should read the rest of this article. Windows 95 users will be contacted over the next several months so that we can schedule a time to upgrade your computer, meanwhile, you can become more familiar with this new version of GroupWise.

If you were not on campus during the summer, the new version of GroupWise will be automatically installed on your Windows 98 or XP computer when you login. The interface for this new version of GroupWise looks significantly different than past versions, and has many new features and enhancements. It is probable that you will need assistance at some point to do some of the things that you are used to doing in the current version, or to use some of the new features.

### What kind of training will be offered?

We will be teaching a GroupWise New Features course outlining some of the basic differences:

- Enhancements to look and feel of GroupWise
- Junk Mail Handling (SPAM Filtering)
- Address Book changes
- New Features

These classes will be taught during the two weeks early segment of the fall. See the class schedule in this newsletter for class times. We highly encourage you to take advantage of these classes as they will probably answer most of the questions you will have with this new software.

### How do I learn more?

In addition to the classes mentioned above there are several other kinds of training materials available:

- GroupWise 6.5 Quick Source guide – This colorful and useful guide can be used to quickly reference how to do something in GroupWise 6.5. It can be acquired by joining one of our GroupWise courses described above, or by calling the Help Desk to request one.
- <http://www.sou.edu/it/howtODOCS> - Web based documentation explaining the new features of GroupWise 6.5, as well as **detailed instructions on how to use the Junk Mail features** are located on the IT website. Some of these documents were specifically written with the SOU Computing Best Practices in mind. Screen shots help you follow along. We haven't spent as much time as we will to enhance this web documentation to cover all of the new features, and best practices we'd like you to know about. Our focus right now is to make the SPAM filtering capabilities available for your immediate use. So you may wish to check back on this site for updated information.
- [http://www.novell.com/coolsolutions/gwmag/features/trenches/tr\\_brainstorm\\_gw65\\_demo\\_gw.html](http://www.novell.com/coolsolutions/gwmag/features/trenches/tr_brainstorm_gw65_demo_gw.html) - This link will lead you to a very brief and helpful Flash Interactive Video. The self-paced video will walk you through all of the new features of GroupWise 6.5 in a style that suits people who learn by seeing examples in a video format.
- GroupWise 6.5 Help Menu – This is one of the best help menu systems around. It is fast, and actually helpful. Try it, you'll like it. ■

## Computing Services, Media Services, and Telecommunications Directory



*Southern Oregon University's  
Main Computer Lab*

| Name                     | Title                             | Ext.        |
|--------------------------|-----------------------------------|-------------|
| Baird, Eric              | Computer Services Trainer         | 8548        |
| Briggs, Julie            | Programmer/Analyst                | 6953        |
| Bugg, Dona               | Coord. Billing/Switchboard        | 6800        |
| Canoso, Travis           | Equipment System Specialist       | 6894        |
| Cowart, Diana            | Services Coordinator              | 8543        |
| Denney, Lisa             | Applications Dev. Manager         | 6958        |
| Dunaway, Tess            | Telecom. Svcs. Analyst            | 6300        |
| Haynes, Karen            | Purchasing Analyst                | 6449        |
| Heie, Jenn               | Technical Support Analyst         | 8546        |
| Hill, Don                | Assoc. Director Media Services    | 6596        |
| Kuriyama, Francisco      | Programmer Tech Support           | 8547        |
| Lieberman, Paul          | Network Engineer                  | 6962        |
| Linhart, Roger           | Network Engineer                  | 8544        |
| McKay, Scott             | Network Support Tech (Mac)        | 8545        |
| Moser, Preston           | Media Engineer                    | 6893        |
| Myers, David             | Telecom Technician                | 8400        |
| O'Rourke, Teri           | Interim Director Info. Technology | 6451        |
| Rutledge, Tom            | Systems Analyst                   | 6959        |
| Scoggin, Parvaneh        | User Services Manager             | 8170        |
| Talbert, Kevin           | Chief Information Officer         | 6903        |
| Theis, Mary              | Programmer/Analyst                | 6961        |
| Toohey, Mike             | Info. Technology Consultant       | 6955        |
| Velasquez, Alonso (Juan) | Assistant Lab Manager             | 8559        |
| Wagner, Mike             | Telecom Technician                | 8600        |
| Whipp, David             | Network Engineer                  | 6957        |
| Whittaker, Curt          | Assoc. Dir. Of User Services      | 6956        |
| Wright, Bob              | Network Administrator             | 6914        |
| Yap, Jerry               | Network Support Tech (Win)        | 6954        |
| <b>Help Desk</b>         |                                   | <b>6900</b> |
| <b>Main Lab Desk</b>     |                                   | <b>6969</b> |

### Need SOU Computer Help?

Whether you need help with computer hardware, software, networking, media, telcom support, or general computer questions - the Help Desk will solve your problems fast and friendly!

Call the Help Desk at 2-6900  
or email us at  
[Helpdesk@sou.edu](mailto:Helpdesk@sou.edu)

