

ASG NEWS

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COMPUTER CENTER

Computer Labs and Services Upgraded

The past summer, the Computer Center made a number of improvements to the computer labs and to other academic computing services. Here are a few of the changes that were made:

- The lab PCs and technology classrooms were upgraded to the Windows XP Professional operating system and to Office XP.
- Twenty workstations in H135, forty-one workstations in N156, and seven workstations in H139 were upgraded. Also, eight new workstations were added to the lab in H139 (for a total of 15 PCs).
- New custom-made tables and flat-screen LCD monitors in H135 were installed to allow for more aisle room in the lab.
- Two new wireless "laptop in a cart" labs were deployed with twenty-four workstations each. One wireless lab (in L107) is used for teaching library sciences and for loaning out laptops to students while they work in the Library. The wireless lab in Library 12 is used for the communications curriculum.
- Wireless access was deployed throughout the Library so individuals with laptops and a wireless transmitter can access the



The Computer Center made a number of improvements to the computer labs and to other academic computing services

Penn State backbone without plugging into a mobile jack. Also, a new wireless access point was added in the lobby of the Science Building.

- Nine technology classrooms were upgraded to Pentium 4s. A new technology classroom podium has been ordered for Library 12. There are now thirty-three technology classrooms (permanent plus mobile carts) deployed across campus.
- A new central UNIX/LINUX server was installed for faculty and student use in teaching and research.
- A new, twenty-two seats UNIX/LINUX teaching lab was created in Benson 77.



**This publication is available in
alternative media upon request.**

Penn State is an affirmative action, equal
opportunity university.

Submission and Status of Computer Center Work Orders

If you need help with your computer hardware or software, please make sure you submit a work order. This will ensure that your problem is logged and routed to the proper staff person. To submit a work order, you may call Michelle Brown, staff assistant, at X6018. Or, you may find it more convenient to place a work order by using the online form. To use the online form, go to the Computer Center's home page. (To do so, click on the Technology Services button at Behrend's home page. Then click on the link for the Computer Center.) Scroll to the bottom of the Computer Center's home page and click on the link for [Work Orders](#). Or, access the form directly by going to: <http://www.pserie.psu.edu/compcntr/workorder.htm>

If you would like to check the status of your work order (i.e. whether your work order is open or closed), you can also do this from the Work Order Web page. Simply, click on the link for [Work Order Status](#). (The work order reports are updated every morning.)

COMPUTER CENTER

Change in Providing Computer Training to Students

In years past, seminars were a very effective means for providing training to a large number of students. However, as students became more knowledgeable about PC software, the seminar attendance began a steady decline. This past academic year, only a few students took advantage of the seminars. As a result, for this and other reasons, the Computer Center began looking for a more effective way to provide training to students that would be timely, flexible, and address the students' learning needs throughout their college career. After considering several options, we felt that the best idea was to team up with the Learning Resource Center. In collaboration with Ruth Pflueger, director of the Learning Resource Center, we decided to try a different approach for student training.

Effective this spring, the Computer Center will no longer offer general-purpose seminars to students. Instead, the Learning Resource Center will provide one-on-one tutoring to students who need assistance with Microsoft Office, FrontPage, and WebMail. Students can take advantage of this tutoring by contacting the Learning Resource Center to arrange for an appointment.

The Computer Center will continue to provide group training to a class if requested by faculty. We can provide training on Microsoft Office, FrontPage, WebMail, and the PSU Portal. To request training for a class, faculty need to complete the Computer Resource Requirement Form or contact the Computer Center at least 3 weeks in advance to arrange for such training.

Don't forget ... Students also have the option of learning computer topics by using the tutorials in the Computer Center labs or by using the Web-based tutorials.

Keep in mind that both the Learning Resource Center and the Computer Center rely

on students to provide the tutoring and training. As a result, the tutoring and group training depend upon the availability and knowledge of the students.

If you have any questions or would like more information, please contact Carolyn Dudas at X6458 or Ruth Pflueger at X6014.

Reporting Spam and Viruses

Just about anybody that uses e-mail is probably familiar with spam — the unsolicited, commercial e-mail that is an advertisement for some product. If you receive spam, you can now report the offender to Penn State's Computer Emergency Response Team (Penn State CERT). To do so, forward the message (with the complete headers) to spam@psu.edu. Members of the response team will investigate the problem and take the appropriate action. (Tip: To turn on the e-mail headers, open the spam message. If you use WebMail, then click on the link for Full Headers. If you use Eudora, click on the Blah, Blah, Blah button.)

If another spam incident occurs, or if you would like to add anything to the initial report, you can contact CERT via e-mail at security@psu.edu, by telephone at 814-863-9533 during the day, or in an emergency via the 24-hour help line: 814-865-4662. If using the 24-hour number, you will need to note that the problem is "data" and related to network security.

Viruses, on the other hand, are usually sent as e-mail attachments and may be malicious in nature (i.e. deleting important files, etc.), or they may be used to compromise sensitive information (such as obtaining passwords or other personal information). If you receive a virus, you can also report the offender. To do so, forward the message (with the complete headers) to security@psu.edu.

If you have any questions concerning spam or viruses, or if you need help with turning on the e-mail headers, please contact the Computer Center.

MEDIA & INSTRUCTIONAL SUPPORT CENTER

Changes in Web Pages

M.I.S.C. has made some changes to their Web pages that will be of benefit to you. Our site now includes links to copyright information, a preferred A-V equipment list for your convenience and a new online form for audio-visual requests.

New Technology in Behrend Science 101

As part of a UCIF (University Committee on Instructional Facilities) grant, the teaching station in B101 has been upgraded. Included in the upgrade is a Smartboard Matisse which overlays a plasma screen television. If you have ever used a Smartboard, you have realized what a nice teaching tool it can be. This improved version allows the instructor to stand in front of the Smartboard and project the image simultaneously.

Also included in the upgrade is an AMX (touch panel) control screen to allow multiple functions to be performed with

one touch of the icon on the screen. Among those things controlled are the operation of the screen, VCR, DVD player and lights.

New Color Copier

M.I.S.C. purchased a new color copier this fall. The new copier has many new features the old one didn't, such as better print quality. In addition, not only does the new copier have the ability to duplex (copy on both sides of the paper), but it can also reproduce images on many types of paper, including card stock. Images are available up to 11 X 17 inches. Best of all, the price has dropped from \$1.00 to 75 cents per impression.

New Color Poster Printer

A recent acquisition, M.I.S.C. can now make color posters up to 42 inches wide. This new service has not been offered on campus before, and we are able to make posters for your conference or any other need for only \$15.00/ft.

New Staff at M.I.S.C.



Susan Rohde, staff assistant. You might see Susan at the reception desk or around campus performing various tasks.



Ryan Anthony, research assistant. Ryan will be handling the evening audio-visual needs.

INSTRUCTIONAL DESIGN

ANGEL

In January 2002, Penn State campuses began using a program called ANGEL. ANGEL helps faculty to put course materials online without having to know how to make a Web page. If you would like to try ANGEL, please visit <http://cms.psu.edu> and log in with your Penn State ID and password. For help with ANGEL, please contact Carla Torgerson (instructional designer) at cnt2@psu.edu or X7596.

Behrend's New ANGEL Support Web Site

There is a new Web site designed to help faculty using ANGEL at Behrend. It is located at:

<http://www.pserie.psu.edu/faculty/instdes/support/angel.htm>.

Included on this Web site are:

- instructions for getting started with ANGEL, for both faculty and students
- links to ANGEL help at University Park
- tips for using ANGEL most easily

Interactive Teaching Materials

Sometimes faculty use interactive multimedia computer programs to help their students learn concepts. We can do such multimedia development here at Behrend.

A small sample of the work currently being done at Behrend can be found at:

<http://www.pserie.psu.edu/faculty/instdes/success.htm>

If you have an idea for a short multimedia piece that you would like to develop, please contact Carla Torgerson at cnt2@psu.edu or X7596.

Teaching Support

Now that the semester is in full swing, you may have questions about various teaching techniques, ways of evaluating student learning, or how to best help your students through particular concepts. Carla Torgerson, the instructional designer at Behrend, is available to help with such issues. She can help you with topics such as assessment, rubrics, learning portfolios, student motivation and improving student learning. Carla is available by phone or e-mail, or you can book a time to meet with her in person. You can contact her at cnt2@psu.edu or X7596.

New Laptop Computers in Library

Thanks to the new wireless access points in Lilly Library, the library instruction program is now able to offer an exciting new learning tool. Twenty-four laptop computers with wireless networking capabilities have arrived and are being used by librarians during instruction sessions. In the past, librarians have had to use the library's public workstations to give students any "hands-on" experience with electronic resources. However, these new laptops may be used in the instruction classroom or anywhere else inside the library. Some faculty members are also bringing their classes back for a second session to let the students begin work on their projects with both the instructor and the librarian present to answer questions.

A number of the laptops are also available for students to check out and use within the library. Software on the computers includes Web browsers, Eudora, and Microsoft Office. Currently, they are available on weekends and most weekday evenings, and should be available during the day sometime towards the end of October, when there are fewer instruction sessions on the calendar.

Faculty members are encouraged to sign up their classes for a library instruction session by contacting Patience Simmonds at pls7@psu.edu or X6062.

LIAS Database Updates and Changes

There have been many additions and changes to LIAS and its databases since late spring. Many of you may already have noticed that LIAS has a new look and now adheres to university standards. Please take a few minutes to become acquainted with the new LIAS format at <http://www.lias.psu.edu/>.

This summer also brought changes to a few high-use databases. ProQuest announced an agreement with John Wiley & Sons, Inc. allowing them to distribute the journal content from the BoldIdeas™ Collection of business journals. Titles include *Thunderbird International Business Review*, *Leader to Leader*, *Strategic Management*, *Journal of Corporate Accounting & Finance*, *Human Resource Management* and many more. ProQuest will load three years' worth of content for all titles to be accessible in the current file. In addition, back files for 11 titles will be included in *ABI/INFORM Archive™*, a retrospective image file of business journals.

Both *ProQuest* and *Academic Universe* now default to a guided search. The latter has made their interface user-friendlier and is changing their name to *LexisNexis Academic*. (Please also note the new names for its sister databases: *State Capital Universe* (now *LexisNexis State Capital*) and *Statistical Universe* (now *LexisNexis Statistical*.) For those of you who use Cambridge Scientific Abstract (CSA) databases such as *TOXLINE*, *GeoRef*, *Conference Papers Index*, and *Mechanical Engineering Abstracts*, a new feature has been added: a link to local holdings. After performing a search, a user may select "Locate Document" and an option for searching the *CAT* will appear. Clicking on that option generates a search in the *CAT* for the underlying title, which allows the user to see which campus has it

or, in some cases, the user is led to another database, which provides articles for the title in full text.

Please note that *Wilson Education Abstracts Full Text* is now available by accessing *Education Databases*, replacing the cancelled *ProQuest Education Complete*. *Wilson Education Abstracts Full Text* covers almost 500 periodicals in primary, secondary and higher education and behavioral sciences since 1983, with full text for 133 periodicals since 1994.

Here are some of the new databases acquired since spring:

ABSEES Online: American Bibliography of Slavic and East European Studies
Access Science: McGraw Hill Encyclopedia of Science & Technology Online
Annual Review of Anthropology
Annual Review of Political Science
Annual Review of Sociology
Archival Resources: An index produced by the Research Libraries Group
Art and Archaeology Technical Abstracts
Columbia Gazetteer of the World Online
DYABOLA: subject catalogs on the history of art and the ancient world
Index of Christian Art
Kraus Curriculum Development Library (KCDL) Online
MD-Consult: medical reference books, medical journals, MEDLINE and more
Music Index Online
RIPM (Index to 19th-Century Music Periodicals)
RLG Cultural Materials: digital collections in a wide variety of fields.
Thesaurus Linguae Graecae (TLG): a research center at the UC Irvine.
VIUS Database: Pictures of the History of Landscape and Urban Development
World Marketing Data and Statistics (Euromonitor)