



June 2009

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EVENTS CALENDAR – LESSONS LEARNED (Dave Smallen)

In January 2009 Hamilton implemented phase I of a new system for scheduling campus events and reserving space on campus. This effort was led by Lisa Magnarelli (Student Affairs), Kristin Friedel and Diane Brady (Registrar's Office), and Nikki Barbano (C & D), with significant support by Sue Campanie (Office of the President) and Linda Lacelle, Tim Hicks and Deborah Reichler (ITS). The spring term provided an opportunity to exercise the system and gather suggestions from the community. Thanks to everyone who provided feedback.

What did we learn?

- There was mixed reaction to the long list of events that was provided as the default view (on the events page, My Hamilton events channel or in the daily emails). Some liked the comprehensiveness of the list and the ability to see everything that was going on at Hamilton, but others felt that it was hard to find things to attend among all the things listed (many of which were restricted to smaller audiences)
- There was a desire to complete all service support requests related to the reservation, (including ITS or Physical Plant and Food Services) at the same time the request for space was made.
- The ability to find available rooms, see room characteristics and request spaces through the web was valued.
- Event schedulers often didn't provide descriptions of their events. This presented problems for publicizing events more broadly and hindered people who were deciding whether to attend.

What changes are contemplated for the fall?

- Change the default calendar view, the daily email and the My Hamilton Events channel to display only those events designated as events that the Community or the Public should know about. These will be called **Events-at-Hamilton**. The designation will be entered by the scheduler when the event is submitted.

- The "All Events" view will still be able to be selected, if desired, by clicking on a link on the events page.
- The Request Form will be revised to make the options (Event Description, Open to the Public, Entrance Fee Amounts) more obvious to the requester and to encourage people to enter event descriptions for things open to wider audiences.
- It will be possible to make requests for IT services through the system at the time of submitting your request for a space. We plan to implement similar capabilities for Physical Plant and Food Services in the future.

How can you make Events-at-Hamilton more effective?

- Be sure to include all of the details about your event when you submit the event request. If you do not have the details (e.g., description or the fees), be sure to provide those details at a later time to the scheduler who confirmed your event. The scheduler will then update or correct your event for you.
- Please let us know if you find events that should be included on **Events-at-Hamilton**, but are not. We will contact the events coordinator to confirm the correct information on the calendar
- You can send comments or questions to r25help@listserv.hamilton.edu

BLACKBOARD 9 UPGRADE(Nikki Reynolds)

The Blackboard Learning Management System was upgraded from version 8 to version 9 on June 22/23. Fall courses will be created by June 26. This full version upgrade offers a new way of seeing and using Blackboard. The interface has been completely reworked for faster and simpler access to menus and options. In addition, there are exciting new features in assignments, groups, blogs and journals, and other areas. If you have any questions about the new version of Blackboard, please don't hesitate to call x4877 or email blackboard@hamilton.edu.

ITS STAFF SPOTLIGHT – (Maureen Scoones)

MIKE SPRAGUE

For the past nine years, Mike has worked in ITS in several different roles. He began his career at Hamilton as an instructional support specialist. A short time later he became the College's Webmaster and then during an ITS reorganization, assumed the role of Director of Web Services.

A typical day for Mike involves adjusting programs, fixing bugs in programs, and assisting his team in solving problems. After working with code and sometimes staring at it for hours (willing it to work), a fresh pair of eyes is always welcome! Programming requires individual attention and focus and this is a challenge in between meetings and management tasks. Mike thoroughly enjoys programming and working with other developers, but on average can only spend about 10% of his day programming for project work, e.g. the redesign of SiteManager. Given Hamilton's unique environment, many projects require customized programming.

Mike's interest in IT started with some programming courses in high school. He actually began his degree in Computer Science, but ended up in television, radio, and film production. Since Steven Spielberg wasn't hiring, Mike answered the call of the World Wide Web. Mike's technology advice, "relax and keep an open mind to learning new things. People should drive technology, not the other way around." Technology change is frequent and can be difficult, but the benefits can be worth the effort.

On the weekends, you may cross paths with Mike in Old Forge. Look for him on the jet ski, boat, or

fishing with his kids (all while checking his e-mail too). If you are into wine, perhaps you'll be raising your glass with Mike when passing through the Finger Lakes.

COOL TOOLS FROM ITS (Maureen Scoones)

ACCESS ESS OR SSS FROM OFF CAMPUS

Did you know you can access your files stored on ESS or SSS from home or while vacationing in the Bahamas? All you need is a computer with Internet access.

1. Login to My Hamilton
2. Click on the **Files** tab. Please note: If your network and e-mail password are synchronized, you'll also be able to access your department files as well as your own files.
3. Click on the file you need and save it to the computer you are using. Please note: If you only need to view the file, you can open it from My Hamilton, but any changes you make will NOT be saved.
4. Make the necessary changes and then upload the file back to ESS.

ITS TIPS (Debby Quayle)

How to include a link in your message that, when clicked, will automatically address a new message to someone else.

Have you ever wanted to include an e-mail address in the body of a message so that it appears as a clickable link? Doing so will make it easy for recipients of your message to reply to an address other than your own. When the link is clicked, a new message window will open with the TO line already addressed to the other e-mail address.

For example, here is how you can include text in your message that says, "For more information write to: its@hamilton.edu". (You can click the link at left to see the result.)

- **In Communications Express (Web mail):** In the message you are composing, type the full address you wish to include and then select the text by highlighting it. Assuming you are using Rich Text mode, click on the globe icon (if you mouse over the icon it is labeled "Insert Hyperlink"). In the window that opens, erase the "<http://>" that is provided and replace it with **mailto: its@hamilton.edu**. Click on OK and send your message.
- **In Thunderbird:):** In the message you are composing, type the full address you wish to include and then select the text by highlighting it. Click on the **Insert** menu and choose "**Link...**". In the window that opens, type **mailto: its@hamilton.edu** in the space provided. Click on OK and send your message.

Going away? Here's how to create a "Vacation Message" - or an automated e-mail reply

A vacation message is actually an automated reply that is sent as a reply to whomever sends mail to your account. It can be turned on and off (to correspond with a vacation - or with those times you are away from e-mail) or it can be turned on permanently (e.g. when you need to inform others of your new e-mail address).

To create a vacation message please follow the instructions found at:

<http://www.hamilton.edu/college/its/documentation/e-mail/general/external/HTO-CreateAutoReply-ALL.pdf>.

