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TALKING WITH STUDENTS ONLINE (Carl Rosenfield)

This semester, Instructional Technology Support Services has been evaluating a technology that allows instructors and students to easily record audio directly into Blackboard. This set of tools, called Wimba Voice, supports audio-based announcements, discussion boards, email, presentations and podcasts, and can be used by both students and professors from almost any computer that has a microphone. The Wimba Voice tools are being piloted as an “experimental” technology - long-term support has not yet been established. Seven faculty members at Hamilton College, primarily in the languages, are using Wimba in their courses and are generally finding the audio discussion board tool, to be helpful and easy to use. Faculty interested in participating in this evaluation by using Wimba in their courses should contact Carl Rosenfield (crosenfi@hamilton.edu).

REPORT ON EMAIL AND PRINT TASK FORCES (Dave Smallen)

Email – Fifty members of the Hamilton community have volunteered to be part of the pilot testing of Google email (Gmail) and calendaring. The first demonstrations of the Google applications will take place during the March break and early April. To let us know you are coming to one of these sessions go to the [registration link](#). Even if you aren't a pilot tester, we encourage you to attend one of the demos to learn more about the mail and calendar options we are exploring.

Print Management – The task force exploring options for tracking and charging for laser printing has viewed web demonstrations of three systems. We will be testing out these environments during April and May. It is likely that a system will be in place in time for the fall semester. In addition, we will be moving to default 2-sided (duplex) printing in public computer labs and offices. This will be one part of Hamilton's sustainability efforts.

ITS STAFF SPOTLIGHTS – (Maureen Scoones)

With this issue we begin a new feature of our newsletter to help you know our staff. Profiled below are one of the newest members of ITS and one of the most senior.

TED FONDAK



For the past five months, Ted, a member of the Help Desk & Training Services team has worked as a Help Desk support specialist. When asked to describe a typical day, Ted says, "putting out brush fires, traffic guard in the intersection of IT, helping users, and divining the technological future." If given the choice, Ted would work 24 hours a day, taking pride in the fact that he can make people's days better. He relishes the never-ending opportunity to learn, and enjoys working with really great people. Ted's interest in the IT field began when he found himself breaking a lot of computers and then needed to fix them. While he is frustrated by the incompatibility of the various operating systems, you'll frequently

hear him say, "Did you know this really cool thing about your computer...?"

Ted says that if he is not at the Help Desk, he'll be "any place other than nowhere doing nothing." Be it a library, museum, concert hall, or scouring the Internet for interesting and fascinating content. Sometimes he's just chillin' in front of the T.V.

LINDA LACELLE



For the past 12.5 years, Linda, a member of the Central Information Services team has worked as a systems analyst/systems administrator. After dropping her daughter off at school and then eating a breakfast of champions (oatmeal), Linda sets out to support Colleague users on campus. A job she loves, this typically involves researching why a program may or may not be doing what it was designed to do. Logic, code, and rules are frequent terms in Linda's vocabulary. She also spends a fair

amount of time regularly updating the Colleague software, on average applying 30 patches per month. Linda's interest in the IT field began when she was in high school enrolled in an advanced math/science course. She got to fill in dots on an IBM data input card and she thought that was "way cool." Although Linda is sometimes frustrated by the rapid change and integration of today's technology, she still thinks IT is "way cool." Her one piece of advice, "if in doubt, restart!"

When not patching or problem solving, you'll find Linda cheering for her daughter during a swim meet, riding a motorcycle or reading science fantasy books.

TECHNOLOGY REPLACEMENTS BEGIN (Dave Smallen)

The annual replacement of college computers and printers will begin shortly. Printers will be replaced first, starting in March. In response to the difficult financial environment a number of important changes to the replacement plan have taken place:

- There will be no approvals for additions to the base of replacement computers on campus this year.
- All computers that were scheduled to be replaced on a 3-year cycle will now be replaced every 4 years. This is a permanent change – not just for the next year.
- Computers formerly on the "white" cycle (replaced every two years by a 3-year old computer) will now be moved to a 5 year cycle.

These changes will save over \$75,000 annually.

COOL TOOLS FROM ITS (Maureen Scoones)

If you need to track registrations for an upcoming event, check out the [ITS Event Registration System](#). This system allows you to provide registrants with a Web address that will take them to a

registration page, providing details about your event. The registrant clicks on a *Register* link, is prompted to login to My Hamilton (not available to off-campus users – for that, check out our [survey tool](#)), has an opportunity to provide comments (e.g. dietary restrictions), and clicks on *Register*. The registrant automatically receives an e-mail confirmation containing the details of the event.

You, as the organizer of the event, have the ability to view, manage, and download updated registrant lists. Pretty cool! For more information contact Maureen Scoones (mscoones@hamilton.edu)