



September 2008

It is easy to forget that each year one fourth of our campus population is new to Hamilton. This newsletter starts with several reminders about dangers and responsibilities related to electronic communication. We also provide updates on two major campus projects and an offer to get personal IT help. Finally, we provide a quick look into the future of space/event scheduling on campus.

---Dave Smallen, VP for IT

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CAUTIONS

PHISHING – DON'T GET CAUGHT

Phishing is a scheme used to trick you into providing personal information, such as passwords, through seemingly official email messages. NEVER provide personal information in response to an email, or by clicking on a link in an email, unless you are absolutely sure that you know the sender. Hamilton College and ITS will NEVER ask for your password, or other personal information via email.

USING A BROWSER ON SOMEONE ELSE'S COMPUTER

When in the public labs, or sharing a computer, be sure to **log out and close (quit) your browser** when you are finished using any My Hamilton, Web mail, or any Web-based system. If you leave your browser open, it is sometimes possible for people to view the sites you were accessing by using the 'back' button in the browser. When using a Macintosh, be sure to Quit the application, don't just click the red close button.

WEB BROWSER CHANGES

Mozilla has released version 3 of Firefox, and Internet Explorer 8 and Google Chrome 1.0 are currently in beta and will be released soon. While these new browsers offer many new and exciting features, please keep in mind that many of the systems we use at Hamilton have not been fully tested with the new releases. Third-party systems, such as Blackboard, WebAdvisor, and others may not support these new browsers for some time. [Note: We recently applied fixes to the Blackboard system which apparently resolves any issues with Firefox version 3. Blackboard has not "officially" indicated it is fully compatible with all Blackboard features.] We always recommend that you keep a fully supported browser available on your system, such as Internet Explorer 7 or Firefox 2.0, even if you plan to experiment with one of the newer browsers.

DOWNLOADING COPYRIGHTED MUSIC AND MOVIES

As part of the Higher Education Reauthorization act, recently approved by Congress, colleges and universities are expected to be more vigilant in their efforts to prevent illegal sharing of music and videos. Some key points to know are:

- Downloading music may be hazardous to your computer. Files can contain spyware or viruses.
- Illegal music and film downloads can result in legal action against you.
- It can happen here! Three members of the community were sued and settled copyright claims against them for thousands of dollars.
- We have already received copyright violation notices for this academic year.

The complete description of your responsibilities with respect to copyrighted music and videos can be found at <http://www.hamilton.edu/college/its/copyright/>

SPAM DETECTION

Roughly 85% of the email sent on the Internet (and to Hamilton) is spam! To help users combat spam, ITS uses Sophos PureMessage to detect and mark messages most likely to be spam. Marked messages will have "[SPAM:XXX%]" added to the beginning of the subject line, with 'XXX' being the probability of the message being spam. We currently mark messages that receive a ranking of 35% or higher (up to 100%). **NO messages are deleted by PureMessage.**

Each member of the Hamilton community can filter these messages for later review or automatic deletion. To create a filter go to:

<http://www.hamilton.edu/college/its/support/CommsExpress.html>

and click on the link "Create a filter".

UPDATES

TECHNOLOGY UPDATES AND ACCESS IN KIRNER-JOHNSON

As of September 15, 2008 all technology is operational in the classrooms except in KJ 103 and as noted below. Please report problems in these rooms by pressing **#600** on the phones in each classroom.

- The annotation software in classrooms does not currently allow the session to be saved. This is a licensing issue that we are working to resolve.
- The automatic control of the shades in rooms is not operational.
- Visual Technologies is focusing its efforts on the KJ auditorium and then will move to the Oral Communication Center, Writing Center and Levitt Center.
- The wiring contractor is still working on completing KJ 103. Presently only the instructor's computer is connected with the wired network. Other computers are operating wirelessly.

The following procedures will apply to access to spaces in KJ:

- The building will be open 24/7. Exterior doors are not to be locked. This may change during breaks.
- Classrooms and labs are to be unlocked 24/7 except KJ 103 which will be on a timer and will unlock at 7:30 AM and lock at 8:00 PM

To arrange for training in how to use the technology in the classrooms, contact Matt Granato @ x4793 (mgranato@hamilton.edu) or Stefany Lewis @ x4231 (slewis@hamilton.edu).

OFFICE 2007/2008

The transition to the new version of Office moved well over the summer. Three remaining administrative departments are scheduled for September and October while almost all other faculty and staff have installed the new software. All computer labs and classrooms have also been converted to the new version of Office. A few issues have been discovered with advanced features of some of the products and further fixes have been issued by Microsoft to address most of these. You can find out more about this at the Microsoft "known issues" pages for [Office 2007](#) and [Office 2008](#).

If you have questions about using Office 2007 or Office 2008, please contact the ITS Help Desk at x4181. To request printed quick reference guides or to schedule a one-on-one appointment to learn how to use the new versions, please e-mail learnit@hamilton.edu.

OFFICE 2007/2008 TIPS

Easily Insert Rows or Columns in Excel

You can insert extra rows and columns by holding down the SHIFT key while you grab a cell by its handle and drag it. Excel will insert as many cells as needed.

Use the Status Bar for quick calculations

In Excel, when you select a range of numbers, three (one on a Mac) data counts (Average, Count, and Sum) appear automatically on the status bar. By right-clicking the status bar, you can customize the parameters that the bar displays. There are plenty of parameters to choose from, including minimums and maximums.

Counting Words

You can find the number of words in your Word document by selecting only the text that you want to count. Look at the status bar displayed on the bottom of the screen. It shows you the number of words in the selected text first, and then the count for the entire document.

Correcting a Capitalization Error

Here's a simple fix for a capitalization mistake in Word:

Select the text you have mistakenly typed with CAPS LOCK on, and then press SHIFT+F3. The words will revert to either sentence case, lowercase or uppercase, depending on what you typed.

OPPORTUNITIES

COFFEE, SNACKS AND TECHNOLOGY

Representatives from AV Services, Help Desk and Training Services and Instructional Technology Support are holding coffee hours to answer all your technology questions or needs. If you have a question that we can't fully answer during the Coffee Hours, we'll make an appointment with the appropriate ITS team to address your needs

Where: **Lower level of the KJ Commons**

When: **Thursday, September 18th between 2:00 and 4:00 pm**

Also, please mark your calendar for future ITS Coffee Hours:

- Thursday, October 23rd between 2:00 and 4:00 pm in the Science Center Atrium
- Thursday, November 20th between 2:00 and 4:00 pm in the lower level of KJ Commons

FUTURES

EVENT SCHEDULING

For the past year, a team from the registrar's office, student activities, ITS, and C & D have been working with campus space schedulers to implement a new system that will facilitate the scheduling of all college spaces. When fully implemented it will be possible for any member of the college community to check the availability of any college space, see space characteristics – including a picture of the space, room size, equipment in the room, etc. Access to the information will be via the Web, at any time, and individuals will be able to make a request for the use of that space. In addition, the calendar of college events will contain much more information about the many activities taking place on campus. The new system is called Resource 25. In the coming months you will hear more about it.