June 2010

The migration of Hamilton’s e-mail and calendaring environment to Google Apps for Education (HillConnect) is complete!!! Thanks to everyone in the Hamilton community for working with ITS to make this major project uneventful. Our focus will now move to helping faculty, staff and students learn about all the capabilities that exist in HillConnect.

Also, I’ll be turning over responsibility for the monthly newsletter to Maureen Scoones (see below for the exciting details) but I will be a regular contributor on topics related to strategic directions for IT at Hamilton.

Dave Smallen, VP for IT

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HILLCONNECT MIGRATION COMPLETE! (Maureen Scoones)

As of Jun 10, 2010, we completed migrating all accounts to HillConnect. In total, we moved over 4000 accounts, containing over 15 million messages "weighing" more than 388 GB. Wow!

If you or someone you know has not yet activated an account and needs assistance doing so, please contact the ITS Help Desk at x4181.

Our current mail server (Sun Java Communications Express) will be retired on June 21, 2010.

NEW OPERATING SYSTEMS FOR WINDOWS AND MAC (Karen Schaffer)

The new operating systems from Apple - Mac OS X 10.6 Snow Leopard and Microsoft - Windows 7 Enterprise 64-bit are being implemented on campus. After months of testing, ITS transitioned to the newer operating systems in early May, followed by a group of employee early-adopters. Roll-out to campus started in June and plans for deployment are as follows:

New Computers - The new operating systems will be installed on all computers scheduled to be
replaced through the annual computer replacement program. Installations will be done from June through the middle of August.

**Public Computing Labs and Technology Classrooms** - All the computers in the ITS managed public labs, the Information Commons, and technology enhanced classrooms will be upgraded to the newer operating systems starting July 26th and continuing through August 10th.

**Requested Upgrades** - Anyone who would like to upgrade to one of the newer operating systems can contact dis@hamilton.edu to schedule an installation appointment. Plan to allow one day for the upgrade. The process includes a full system backup, installation of the new operating system and current versions of standard software, installation of any specialized software, and the transfer of your data files. It's important to also include the details of any hardware peripherals you are using. The Language Center is among the list of folks that has already upgraded!

**New Visiting Faculty** - Faculty members new to Hamilton for the start of the August 2010 academic year will have their office computer configured with Windows 7 or Snow Leopard.

**Re-imaged/Repaired Computers** - For computer repair cases that require the hard drive to be re-imaged (hard drive failure, system corruption, or virus infection) will be upgraded to the newer operating systems whenever appropriate.

**CHANGES TO THE MASS E-MAIL LISTS** *(Dave Smallen)*

As previously announced, the guidelines and names of the mass e-mail lists will change effective July 1, 2010. The current e-mail lists will be removed and two new sets of lists will be created, one for posting events and the other for general campus notices (i.e., events-x and notices-x). See http://www.hamilton.edu/college/its/policies Standards plans/sec_5_email.html for all the details.

The Committee on Information Technology revised the guidelines based upon suggestions from the campus community. Among other things, the guidelines clarify the appropriate use of the lists for notifying the community about events taking place off-campus.

**NEW EDITOR FOR ITS E-NEWSLETTER** *(Dave Smallen)*

Starting with the July edition, Maureen Scoones, will become the editor of the monthly ITS e-newsletter. Maureen has been a frequent contributor to the newsletter and has lots of ideas for how to make the newsletter better. She also assumes the responsibility for coordinating all ITS communications with the community as well as working with Hamilton offices, and others in ITS on business process improvements.

**HILLCONNECT NEWS AND OPPORTUNITIES** *(Maureen Scoones)*

**Frequently Asked Questions**

**Q: I've transitioned to the new system, can I still use Thunderbird?**

**A:** Absolutely! Thunderbird needs to be upgraded to version 3 and configured to point to the new e-mail system. We have instructions for doing so. You can also contact the ITS Help Desk for assistance.

**Q: If I delete a message, will it still appear in All Mail?**

**A:** No, when you delete a message, it will move to the trash. Any message that is 30 days or older is
automatically deleted.

Q: What happens when I archive a message?
A: When you click on the archive button, the Inbox label is removed. The message will be located in All Mail and via any other label you had applied to it.

Q: I used Thunderbird and organized my mail in nested folders. Can I create nested labels?
A: Yes. First create the "parent" label and then create the nested label, using a forward slash (/) between the "parent" and "child" label names. For example, I want to create a parent label named vacation and I want it to contain labels for all of the places I recently visited or plan to visit. The labels would appear as follows:

vacation
vacation/vancouver
vacation/france
vacation/spain

Google recently introduced a nested labels lab that allows you to view your nested labels similar to how they looked in your client (e.g. Thunderbird).

College Holiday Calendar Now Available Through HillConnect

To add the College Holiday calendar to your HillConnect account, do the following:

1. Under Other calendars, click Add.
2. Choose Browse Interesting Calendars.
3. Click on the More tab.
4. Click on Resources for hamilton.edu
5. Click on College Holiday Calendar
6. Click on Subscribe

The Human Resources Office maintains the college holiday calendar.

HillConnect Basics

These hands-on sessions will introduce you to the environment and how to use it more efficiently. Learn about conversations, labels, filters, and more.

Wednesday, June 23, 2010, 1:30 p.m. - 3:00 p.m. - Couper Classroom - Sign Up
Thursday, June 24, 2010, 9:30 a.m. - 11:00 a.m. - KJ202 - Sign Up
Tuesday, July 13, 2010, 9:30 a.m. - 11:00 a.m. - KJ202 - Sign Up
Thursday, July 29, 2010, 1:30 p.m. - 3:00 p.m. - Couper Classroom - Sign Up