

## DIRECTOR'S CORNER

Information Technology has had another busy summer upgrading technology in a number of areas including Networking, User Services, and Administrative Computing. What follows is a short list of our summer activities.

We installed a new Network Attached Storage system combining all individual files formally on the U: and H: drives into one new H: drive. This new system provides for a single login for access to both Unix and Windows files stored on the network. If your system is running Windows 2000, this single login also protects your computer from being used by unauthorized individuals – similar to setting a BIOS password previously.

We have now migrated student's Windows 2000 server authentication giving us better control of our network and storage system. This migration called for a change in password authentication causing all student passwords to be reset. Mass mailings to all students and faculty helped to spread the word about this



change; however, it has still kept our Help Desk extremely busy.

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## Network Storage: A Limited Resource

One of the many changes instituted this summer in Network Services was the addition of new storage and backup systems. These systems house the network drives most often found under the "My Computer" icon (and known to B-W users as the H: U: S: and P: drives). Over the past three

years network disk storage has seen tremendous growth on our campus. In the last three years alone B-W has invested in over 600 gigabytes of network storage. While the disks for these systems remain fairly inexpensive, the software and backup struc-

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## Director's Corner (*cont'd*)

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All 2373 ports were patched prior to the arrival of our residential students. This significantly reduces the time it takes to get running on the Residential Network (ResNet). Four days into the semester, we already had 67% of residential students' computers connected to ResNet.

Quotas are being installed on the new network file storage system. Everyone will need to manage his or her individual e-mail and file storage spaces. Please refer to the article on Quotas to get more information.

Our first wireless network was installed in Wheeler Hall and a mobile unit holding 22 wireless laptops will allow any classroom in Wheeler Hall to instantly become a computer lab.

We have installed 193 new Dell and 2 Macintosh computers this summer. As usual, with each install one or two computers get removed, reloaded and given to another user.

Colleague, our Administrative Information System, has a new home as we upgraded the IBM system on which it resides. We also installed the latest software version, Release 17 and did a corresponding upgrade on the Web Advisor package. The biggest news relating to Administrative Information Systems, however, is that Don Prezioso (department manager) left B-W to return to Ashland University. We are very pleased to welcome Verlyn Mol as the new Manager of Administrative Information Systems.

## B-W Information Technology Strategic Plan

The IT Strategic Plan Task Force has been working diligently for the past 8 months on upgrading the College's Information Technology Strategic Plan. After conducting more than thirty separate focus group meetings with students, faculty, and staff, the Task Force has proposed eight strategies and is currently developing the supporting initiatives to be implemented over the next 3-4 years. Upon final completion of these initiatives, a draft version of the Strategic Plan will be presented for dis-

cussion at campus-wide constituency meetings intended for students, faculty, and staff. We encourage active participation from the entire campus community in setting the future direction for Information Technology at B-W by attending these sessions.



## Blackboard Frequently Asked Questions (FAQ)

***Are students entered automatically at the beginning of a semester?***

Yes, students are downloaded into the Blackboard sites from Colleague a day or so before the beginning of classes. This is to be sure we get as many late registrants as possible.

***Can I add or drop students by myself throughout the***

***semester?***

Yes, as a matter of fact, this is encouraged. It is common during the Drop/Add period to add or delete students. To do this, go to the Control Panel and to User Management. There you will see Add Users and Remove Users.

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## Network Storage (*cont'd*)

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ture that manages the disks and makes them available to users over the network are extremely costly.

Initially, network drives were set up as a place where individuals could back up important files located on the C: drive. The data here would be considered "active," e.g. data files used very frequently (Word, Excel, Powerpoint, Acces and SPSS data sets. In the event of hard drive failure on your office computer these items would be in a safe environment. In addition, if the network were down you'd still have local access to these files on your C: drive. The idea was to make such documents readily available so users could remain productive. With the backup copy always residing on the network drive, even if a user's computer was out of service s/he could easily use another system on the network and continue to work.

The advent of newer technologies (e.g. multimedia) has put an increase load on B-W's storage system. Graphics scanned at extremely high resolutions, movies and sound files take up much more space than Word or Excel documents. Storing multimedia files on the network drive quickly reduces the amount of disk space available to others and drastically affects the ability to back up the network storage device in a timely manner for use the next day. Network Services strongly recommends such files be backed up on either a Zip disk or CD ROM. Other problem areas include legacy and non-work related data. In the course of assisting faculty, staff and students with network storage, it is not uncommon to discover saved e-mail (oftentimes with attachments) dating back to 1993. This takes up valuable storage space. In addition, there has been a considerable increase in storage of scanned/digital photos of vacations, baby pictures, video games, programs and software, illegal copies of music in MP3 format as well as illegal copies of movies on the network drives. Since B-W's backup system cannot tell the difference between work-related and recreational files it backs everything up. This, in turn, decreases the back-up rotation life cycle. Again (with the exception of any illegal files), these items should be backed up on Zip disk or CD ROM.

It is very important for users to keep at least two copies of their data in different locations. A good idea is to keep a primary copy on the C: drive. Data that is older

or not used often should be stored on a disk, Zip disk or CDROM. Many computers on campus now have Zip Drives and CDROM drives with write capability to handle this task. If the data is going to be used in the near future for a presentation or class, the back-up should be on the network drive. If the data will not be needed for a long time, move the data to a Zip disk or CDROM. Training for faculty, staff and students on proper utilization of these resources is offered throughout the year. The schedule for these courses will be distributed via campus mail by October, 2002. It will also be available on the web @: <http://www.bw.edu/resources/infotech/edtech/training/>

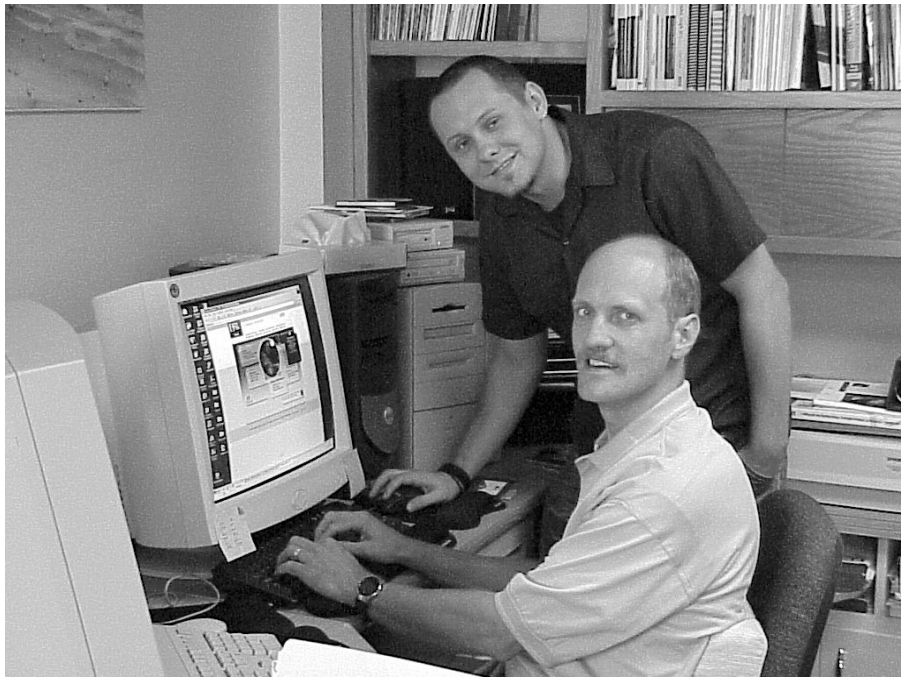
Due to growth, and a well-defined limit on the storage and backup system, B-W's department of Information Technology has followed the example of many other colleges and universities across the country by instituting disk quotas. These quotas are assigned to maximize the campus file server's hard drive utilization while protecting each individual's file space from encroachment by others. Quotas provide uniformity for specific groups on campus (i.e. Faculty/Staff, Students, Group and Organizational Accounts) and ease the file management workload for the Computing Center staff. It also allows us to back up files in a timely manner. The quota limits are as follows:

H: drive	100 megabytes
S: drive	200 megabytes (per dept.)
P: drive	4 gigabytes ( faculty & staff)
Outlook E-mail.	30 MB
Pine	7 megabytes of inbox space.

As we move ahead with this transition, we hope you will continue to work with us as we strive to improve the reliability and availability of the campus network.



# I-T Welcomes Brent Gummow, Verlyn Mol & Bill Bohnert



Brent Gummow (standing) Verlyn Mol (seated)



Bill Bohnert

## Brent Gummow

Brent Gummow began working at B-W in January of 2002. Prior to his arrival, he spent six years as a freelance web designer and videographer. His accomplishments in these fields include: writing the website for COSI Toledo (a science museum), creating a 10 x 10 video wall using footage cultivated from NASA's own vaults, and producing three separate television programs in both Ohio and California.

Brent has happily joined the Information Technology team as the resident Webmaster and Academic Support Specialist. His responsibilities include steering both the Blackboard system and the Webcasting Team with Mace Mentch, training faculty and students in the Multimedia Labs, and continuing to

develop new areas of the B-W website. He also hopes to assist with the development of a campus intranet.

Brent has also begun his MBA program in Entrepreneurship. Somehow, he manages to successfully juggle that with work, a regular schedule of volleyball, freelancing, and his band/record label, *Infinite Number of Sounds*.

## Verlyn Mol

Verlyn Mol joined B-W's IT team this past August. He earned his BA in Information Technology and Accounting from Central College in Pella, Iowa. After graduation, he worked for Central College for fourteen years (ten of which were with Datatel software). Over the years he has done a little of every-

thing related to IT, including programming, user support, and systems management—he even did some PC hardware troubleshooting and cable wiring in his early years. Verlyn is looking forward to working with the administrative offices here at B-W and further developing the use of the Datatel software. His wife, Barb, is an LPN, and he has 3 children: Ashley (14), Cassi (11), and Nathan (9). In his spare time, Verlyn enjoys attending his children's activities, riding his bike, traveling and playing tennis and racquetball.

## Bill Bohnert

Bill Bohnert joined the IT staff at B-W on the 26<sup>th</sup> of June, 2002. He is a PC workstation technician. Before coming to B-W, he worked

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## Distance Learning Lab Updated & Mobile

While distance learning is nothing new to Baldwin-Wallace College (it has been on campus for about five years now), it had become increasingly apparent that it was time to upgrade the existing equipment to meet today's distance learning standards. While the old video conferencing system ran on a proprietary ATM network that was no longer being supported by Ameritech, the new system will run on B-W's IP network, over the Internet, Internet2 and ISDN. This summer, Information Technology updated B-W's distance learning lab with a new Polycom Viewstation and a Radvision Gateway. The key benefits of the new equipment include ease of

use, the ability to move the camera around the campus and the fact that there is less equipment to maintain.

The Polycom Viewstation (housed in Wheeler Hall) is a portable video conferencing system that plugs into the network. After hooking up to a video monitor, the user is ready to begin. In addition, it is possible to hook an extra camera to the unit as well as a document camera and VCR. The Radvision Gateway unit (housed at 20 Beech) will allow the Polycom Viewstation to make video ISDN calls to schools with only ISDN capability from anywhere on the B-W network. Since the Polycom is a portable unit, it

can be used anywhere on campus where a network connection is available.

Plans have already been made to hold distance learning classes with K-12 schools and other colleges. In addition, the possibility of setting up a Polycom Viewstation at B-W East (for classes that are taking place here on the main campus) is being explored.

The purchase and installation of this new equipment has allowed Baldwin-Wallace to keep abreast of the latest advancements in the swiftly-evolving world of video conferencing.



### Mac Beta Testers Wanted

We are looking for a few Mac users to test Mac OS X here at B-W. Mac OS X, Apple's next-generation operating system, promises Mac users many benefits including better networking with Windows-based computers and increased stability. Since the UNIX-based OS is a complete redesign of previous versions of Mac OS, we need a few individuals to test the system before offering it to the rest of B-W's Mac community. Please contact Matt McKenna, x2710, [mmckenna@bw.edu](mailto:mmckenna@bw.edu) if you are interested.

## Brent Gummow, Verlyn Mol & Bill Bohnert(*cont'd*)

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in computer repair and installation. Bill studied Psychology and Communications at Cleveland State before switching to computer Science studies at Tri-C. He has been married for ten years and has two children (Jeffrey, age 4 & Tracy, age

1)—with another boy expected this December. Bill is also a graduate of The Recording Workshop in Chillicothe, OH and he has been writing, playing and recording his own original music for almost twenty years. Some of his demo songs can be listened to at:

[http://artists.mp3s.com/artists/255/william\\_peter\\_bohnert.html](http://artists.mp3s.com/artists/255/william_peter_bohnert.html)

He has played in a number of local groups over the years. Bill plays guitar and bass guitar.



## Telecommunications News

The Telecommunications Department has received a *limited* number of hard copy Ameritech White and Yellow Pages. If you are interested in obtaining one of these volumes, please contact Deanna Mushat in Telecommunications. Note: Recycling centers for old phone books are located in the Metro Parks.

The White and Yellow Pages are also available on-line. Instructions for downloading these versions can be found on the B-W campus page under "Community". You are encouraged to download a copy to your desktop for easy access.

One of the most frequently asked questions regarding our voicemail system is "How do I transfer a call directly into voicemail?" Press the "Transfer" button and dial 8000. When the greeting begins, press " \* ", then enter the extension number you are transferring to. When you hear the greeting, hang up. The caller will be sent directly into the voicemail box and the telephone will not ring!

Another useful feature of the voicemail system is the ability to create distribution lists. A distribution list allows users to record a single message and then send it to a large number of people without addressing them all individually. Most information needed on the use of your telephone and the voicemail system can be found on our website at <http://www.bw.edu/resources/infotech/telecom>.

**Please note:** If you have telephones/extensions in your department that are not in use and will not be needed, please contact us for removal. Also, some extensions have voicemail boxes that are not used and should be removed. Please contact Telecommunications at x2331 or email [dmushat@bw.edu](mailto:dmushat@bw.edu).



### New Computer Labs Open!

Two new computer labs were created in academic buildings this summer. The Kleist Center for Art and Drama now has a lab featuring ten workstations for the Speech and Theatre departments. Wheeler Hall now features a twenty-two station wireless laptop lab in the Education Department.

## Using Media Podiums

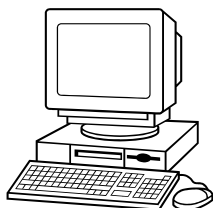
When using media podiums, please be sure to follow the instructions provided. The majority of difficulties can be remedied by reading and following the operating procedures clearly posted on all media podiums/carts.

Of course, equipment failures do occur, but they are relatively few in number. Some equipment problems are caused by power failures on campus. Electrical anomalies can cause the projectors to go into a default mode, rendering them unresponsive. This problem is indicated by a flashing red light on the projector control panel. The remedy for default mode is to disconnect the power cord for ten seconds (The projector equivalent of a reboot.). Other common equipment problems are improperly installed, stolen or missing batteries in the projector remote control. Please call the Help Desk for any equipment problems encountered. If you are capable of solving a problem yourself (and comfortable with doing so), go ahead and take the required action...then e-mail Dennis in Media Services ([dbutcher@bw.edu](mailto:dbutcher@bw.edu)) just so we are aware of what has been done and where.

If you have observed or suspect any tampering, theft or attempted theft of college equipment, please report it IMMEDIATELY to Safety and Security (ext. 2336). Look for equipment that has been disconnected, loosened or moved from its normal location.

## Calling The Help Desk For Personal Issues On College-Owned Computers

The I.T. Help Desk receives many calls from faculty and staff members seeking help with problems related to personal use issues (e.g. scanning and editing family pictures, etc.). Of course, working on personal projects should not be done during work hours at the college; however, some employees may wish to scan a picture or two for their personal B-W web site or something of that nature. Unfortunately, honoring requests for problems of this sort would take support time away from work-related issues other faculty, staff and students have; therefore, the Help Desk is unable to offer assistance in these cases. Most software packages provide excellent help databases to assist you in resolving problems you may encounter.



## Mass E-Mails

Faculty and/or staff can be contacted via one of four ListProc's (List Processors): BW-Info, BW-Personal, Faculty, and Staff. To send an e-mail to one of these lists one must first be a member of that list. List members may compose an e-mail message (please be sure to edit with care), and send it to the appropriate list e.g., [BW-Info@bw.edu](mailto:BW-Info@bw.edu).

**BW-Info** ([BW-Info@bw.edu](mailto:BW-Info@bw.edu)) is to be used exclusively for B-W business messages that are to be distributed to all faculty and staff. No personal messages should be posted to this list. No one will edit the message; therefore, it is very important that each e-mail be carefully composed and thought out in order to insure it is correct and appropriate to send to the list. Anyone on the list can send to the list. No one can unsubscribe. All replies will go to the sender, not the list. (NOTE: "Reply All" will go to the entire list – caution is advised).

**BW-Personal** ([BW-Personal@bw.edu](mailto:BW-Personal@bw.edu)) is for personal  
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## Wheeler Hall To Host Wireless Network

Five months ago, the Education Department came to Information Technology with an idea to setup a wireless computer lab. This request was based on the lack of classroom space for a permanent desktop computer lab. In response, Information Technology has designated twenty-two Dell laptops for students, faculty and staff to sign out for use in Wheeler Hall. These laptops will be used in classrooms and the public areas of the building for Internet access, e-mail and other campus resources.

The wireless network has been designed to be operational in all areas of the building. A user can get a laptop from the curriculum library in the basement and move to the classrooms on the 3rd floor without losing a network connection. Wheeler Hall will serve as a testing ground to determine the usefulness and feasibility of using wireless networking campus-wide in upcoming years.

Information Technology chose Cisco Systems as a vendor for the wireless network. This decision was based on the fact that Cisco offered the best security model and the ability to upgrade to the next wireless standard without replacing the basic infrastructure. Currently, the wireless system is using the 802.11b standard, which runs at 11 megabits per second. In the future, B-W will be upgraded to 802.11a, which runs at 54 megabits per second. For security reasons, a user with a personal laptop who wishes to use the wireless network in Wheeler will have to use a Cisco System wireless network interface card (NIC).

Certainly, this is going to be an exciting year at Wheeler Hall. Students, faculty and staff will be able to enjoy the benefits of mobile computing as B-W continues to move towards new horizons in computer networking.

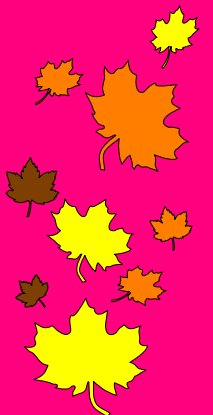


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Is there something you'd like to see in a future issue of Sting-Net News? Do you have a comment, compliment or complaint? If so, please take a moment to e-mail Frank Paino ([fpaino@bw.edu](mailto:fpaino@bw.edu)) or send him a note c/o Media Services (SAC-B)

## Working On Home Computers

Information Technology does not have the resources to assist you with hardware or software problems on your home computer. This means that if you are having a technical problem with your computer hardware (e.g., hard drive, monitor, mouse, keyboard, etc.), you will need to find an off-site repair solution. We will, however, set up home computers for faculty and staff for dial-in access. Individuals who desire this service must bring their computer to the B-W Help Desk (located at 20 Beech Street).

## Mass E-Mails (*cont'd*)

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messages similar to those distributed via BW Community Info and any other items that would be of broad interest to the faculty and staff, e.g. message announcements, sympathy, births, etc.. Anyone on the list can unsubscribe (if you do not want to receive messages posted to the list, you can remove your name and you will no longer receive any of the messages). If you "Reply" to the message, only the sender will receive it. "Reply All" will send your reply to the entire list.

**Faculty** ([faculty@bw.edu](mailto:faculty@bw.edu)) is a list of all full and part-time faculty as well as a few staff members who need to be able to send information to the faculty. Faculty cannot unsubscribe.

**Staff** ([staff@bw.edu](mailto:staff@bw.edu)) is comparable to the faculty list.

It serves all staff members.

**Students** Should you wish to have an e-mail sent to all students, send the message to [gflanik@bw.edu](mailto:gflanik@bw.edu) or [help-desk@bw.edu](mailto:help-desk@bw.edu). The message will be sent out towards the end of the day on which it was received.

### IMPORTANT:

- Use attachments with discretion. They tend to be very large and can easily overwhelm the mail system
- Do not hit "Reply All" unless you intend to send your response to the entire list.

Kindly direct comments about this topic to [ragnew@bw.edu](mailto:ragnew@bw.edu). Questions about list membership should be sent to Greg Flanik at [gflanik@bw.edu](mailto:gflanik@bw.edu).