

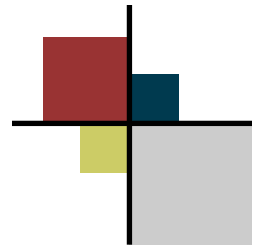
INFORMATION TECHNOLOGY CORNER

Fall Semester 2008

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- Information Technology Happenings
- Workshop Planning Schedule (inside)





Fall Semester Hours



Instructional Labs

Hours posted by lab doors

Information Technology Department

M—Th 7:30 a.m.—10:00 p.m.

F 7:30 a.m.—4:30 p.m.

Sat. 7:30 a.m.—1:30 p.m. (Coon Rapids Campus only)

Central Services

M—F 7:30 a.m.—4:30 p.m.

Need help? Our information technology staff are here to serve you. Just call the IT Helpdesk (763) 433-1510



Sit back, relax, and know that the Information Technology Department is here for you.

Information Technology Staff

Steve Reed, Chief Information Officer

Tim Zondlo, Director of Network Services

Scott Wojtanowski, Director of Academic Technology & Computer Services

Coon Rapids Campus

Sheila Provost, Administrative Assistant

Gary Olson, Network Administrator

Josh Anderson, Internet Services

Linda Norberg, Network Services

Amela Sekizovic, Desktop Services

Judy Gall, Web Coordinator & Database Services

Victor Bryson, Hardware Services

Skip Robinson, College Lab Assistant

Sue Groves, College Lab Assistant

Simon Whitney, College Lab Assistant

Cambridge Campus

Darin Nelson, Technology Coordinator

John Davis, Desktop Services

Greg Strandmark, College Lab Assistant

Central Services

Connie Herbert, Central Services Coordinator

Jolene Mattson, Central Services Assistant

Please direct all technology-related questions to the IT Help Desk.

Phone: (763) 433-1510

Email: IT.HelpDesk@AnokaRamsey.edu

Web Site: www.AnokaRamsey.edu/IT

-Thank you!

The top five web pages viewed in the past seven months:

-College homepage

-calendar

-online registration

-course schedule

-online courses and programs

The IT Department supports more than 1,400 computers on two campuses.



Welcome

from Steve Reed, Chief Information Officer

The Anoka-Ramsey Information Technology (IT) Department welcomes you to fall semester 2008. Our goal is to provide high quality support and services for students, faculty, staff and guests.

Over the summer many updates and changes have occurred. Some of the most notable are the D2L upgrade, start of an emergency response notification system, college-wide document imaging project, wireless network upgrades and Novell to

Windows migration. Also still in progress are new smart classrooms, PC rotations, multiple software upgrades and a College Web site redesign.

I encourage you to take advantage of the many resources and services that we provide. Please don't hesitate to call, email or stop by our offices if you have any questions or service needs. Our talented IT staff will assist you in every way possible.

Steve Reed, CIO

For assistance, please call the IT Helpdesk at (763) 433-1510 or send an email to IT.Helpdesk@AnokaRamsey.edu.

For additional resource information and self help, please visit the Information Technology Department's Web site at www.AnokaRamsey.edu/IT/.

Wireless on Campus

The ability to access the Internet using portable devices that are wireless capable is getting easier with plans to improve our capabilities this academic year.

There is wireless coverage throughout both campuses, although high traffic areas have stronger signals.

This year, plans are to expand the current wireless coverage and strength while also implementing a Network Access Control (NAC) system.

This system allows mobile users, with ARCC accounts, access to network resources (home directories or shared network drives) as long as the mobile device used does not pose any security

threats. If the mobile device does have security vulnerabilities, the NAC system will provide the user with updates and allow access to the network.

Wireless Internet access is available in the following areas:

Cambridge Campus

Entire Campus

Coon Rapids Campus

Business/Nursing, Cafeteria, College Services (Information Desk Area), Educational Services, Fine Arts (Near F116), GYM entrance, Library, Lower Commons (Business Office Area), Science, Technology, and the Training and Development Center

D2L Updates

This June MnSCU upgraded Desire2Learn to version 8.3. Faculty and students using D2L will see changes in the visual appearance and functionality of numerous tools including content, discussions, class list, grades, and the dropbox. Workshops that reviewed the changes were offered last spring, this summer and will continue throughout the fall semester.

Included in the upgrade is a new login option available at www.anokaramsey.edu/onlineProg/ or simply click on the D2L Login link from the ARCC homepage.

For quick start guides on using D2L, visit the D2L area in ARCC Learn.



The Coon Rapids open computer lab printers (3) have produced nearly 2,500,000 copies since March of 2006. That is equivalent to 25,000 pounds of paper.

Emergency Notification System

The College is making great progress on meeting our goals of having a robust and efficient emergency notification system. This ENS aligns with the College's Crisis Communication Plan and Emergency Response Plan.

In addition to on-campus communication, Anoka-Ramsey will also be participating in a SMS system (text messaging) through MnSCU, that will allow us to communicate to students, faculty and staff that are off campus. This system will be used for emergency purposes only.

You will be noticing communication devices in classrooms in the near future.

Microsoft Migration Project

You may see a new image on your computer screen when you login to a college computer this fall. Over the summer, Information Technology staff migrated all student, staff, and faculty files from our existing "Novell eDirectory" system to the "Microsoft Active Directory" system.

network folder listings, and/or different network drive mappings. The majority of these changes will be transparent to most users.

What does that mean to you?

You will notice a new image when you login to a college computer, different

Yes, document imaging is coming to Anoka-Ramsey this fall. As a matter of fact, installation will take place in Records and Registration along with the Financial Aid area mid – September.

Information Technology staff along with the staff in the areas awaiting implementation are working with Perceptive Software, Inc. to ensure a successful implementation.

We look forward to less paper!!

Please turn your computer off every day.



Your IT Quick Reference Guide

The Coon Rapids Campus open lab (T124) can support up to 96 people.

The Cambridge Campus open lab (F207) can support up to 38 people.

Free Software Provided through MnSCU/ARCC:

- Respondus 3.5
- LodeStar
- Maple 12
- Mathematica
- Turnitin
- Efolio MN
- Remark Test Analysis Software
- Adobe Connect
- Adobe Presenter



ARCC Learn

Visit the site on D2L, located under D2L Faculty/Staff IT Resources to review ideas for integrating technology into teaching and learning.

This site focuses on digital media, online learning, collaborative learning, concept mapping, and much more.

Classroom Technology

Contact the IT Helpdesk to arrange a short session on how to use your room's technology. Equipment varies between rooms.

Media Services Available

Depending on the request, the following services may require a substantial amount of time to complete.

Digital Video Editing and Production, Image Editing, CD/DVD Burning and Replication (We must adhere to all copyright laws)

Interactive Television (ITV)

MetNet provides a video network for real-time interactive communication between multiple ITV sites over IP networks which you can arrange for live streaming or have as a recorded archive. Please contact the IT Helpdesk to make arrangements.

Accessing Your Files Off Campus

Do you need to get access to your files at home? Find directions for your operating system by going to <https://files.anokaramsey.edu/>

Creating a Faculty Website

Faculty members have the option of creating their own faculty Web site at <http://webs.anokaramsey.edu/LastName/> See the workshop planner (insert) for dates and times if you are interested in learning how to develop your own Web site.

Technology Available for Checkout

- TV Cart: Includes a DVD Player, VCR Player, and Television
- Computer Rover: Includes a computer, DVD/VCR, Projector
- Video/Slide Projector
- Hand-held/Wireless Microphone with speaker
- Mobile Stereo System: Speaker system supports any of the following media including vinyl, cassette player, CD-ROM
- Laptop/Tablet PC: Quantities are limited, to ensure availability please contact the IT Helpdesk.
- Flip-Charts
- Digital Camera
- Portable LCD Projector
- Document Camera

The IT Department supports approximately 475 phones. See information about voicemail, extension mobility, etc. printed in the college phone directory.

Web redesign efforts are taking place with hopes of a spring preview. Be sure to get involved by being a part of focus groups, usability testing, and surveys.

Faculty and Staff

Username/Password Information

These are the default assignments of usernames and passwords.

Network Login Password—Username: first 6 letters of last name and first two letters of first name, password: see “password changes” below.

eServices Login—Password: Tech ID and six-digit pin. For more information see <https://webproc.mnscu.edu/eservices/login.html?campusid=125>

Desire2Learn (D2L)—first name. last name is username, i.e., john.doe.

GroupWise Email System—Username: first 6 letters of last name and first two letters of first name.

Password Changes

To comply with MnSCU security guidelines, passwords used to login to the college computers will require increased security requirements.

These security requirements include changing your complex password every 180 days, and using unique characters

that include 3 of the 4 options: upper-case letters, lower-case letters, numbers, and/or special characters.

Contact the IT Helpdesk at (763) 433-1510 or email IT.Helpdesk@AnokaRamsey.edu if you have questions and/or need assistance.

Software is available to you at a discounted price. This includes, Microsoft Office for MAC & PC, Windows Operating System, web editing tools, as well as non-Microsoft software. To purchase software visit <http://anokaramsey.onthehub.com/>

Test Scanner and Remark Test Analysis Software

There have been a variety of test forms used at each campus, please verify the forms you are using with students are one of the following:

Form 95141: two-sided, 25 questions on each side (no writing)

Form 95946: two-sided, 50 question option with writing portion on the back

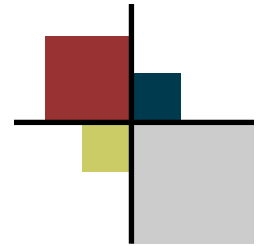
Form 95677: two-sided, 100 question option with writing portion on the back

Additionally, there are two options you can use for test analysis, they are Form 95408 (Detail Test Analysis) or Form 95407 (General Test Item Analysis).

Using the forms listed above will ensure that your forms can be scanned with the test scanning machines.

Remember, Remark Test Analysis can be installed on any faculty computer to help analyze student test questions.

Central Services has a new mail processing solution that will allow them to check your address database for address changes, verify addresses are valid with the post office, and pre-sort the list to obtain the lowest possible postage rate. They now have the ability to print addresses directly on envelopes, flyers, and postcards with a "barcode." The address printer will help the college reduce overall postage expenditure and improve the delivery of mail to customers.



Central Services



Telephone: (763) 433-1520

Fax: (763) 433-1521

Email: CentralServices@AnokaRamsey.edu

Hours: M–F 7:30 a.m. - 4:30 p.m.

Room: L106 - Lower Level of Coon Rapids Library Building

We offer quick and friendly service!

Services Provided

- Copying
- Mail * (airborne, bulk, certified, express, priority, and USPS) Note: Bookstore processes UPS mail
- Binding (Plastic Comb & Coil)
- Off-site Printing - provide names and numbers of off-site printing sources
- Color Print (Flyers and Posters)
- Scanning - Black/White/Color Scanning available in 8.5" x 11" or 11" x 17"
- Courier service provided between campuses on a daily basis
- Supplies (in house and off-site orders)
- Fax Machine
- Transparencies (faculty/staff only)
- Laminating

In 2008, over 1/2 of the 9,438 copy jobs were rush orders.

A "Rush Order" is a request due within two-business days.

Color copier now available.

Submit Print Requests Online

The Central Services Web Ticket allows employees of the college to submit print/copy requests online. For more information, see the Central Services Web site.

Order Supplies Online

Central Services Web Supplies allows you to place supply orders, submit orders to your Dean/Supervisor for approval, and check the status of your order. For more information, see the Central Services Web site.

Please direct all central service related questions to

Phone: (763) 433-1520

Email: CentralServices@AnokaRamsey.edu

Web Site: www.anokaramsey.edu/it/central_services/

-Thank you!

INFORMATION TECHNOLOGY CORNER

Fall Semester 2008

KEYBOARD TIPS

- CTRL + A = Select All
- CTRL + C = Copy
- CTRL + V = Paste
- CTRL + Z = Undo
- CTRL + S = Save
- CTRL + Scroll (on Mouse) = Zoom in/Zoom out
- ALT + TAB = Switch between open programs

D2L TIPS

- Need to request a D2L course or have a question regarding D2L? Contact the Anoka-Ramsey D2L Helpdesk by simply clicking on the "Faculty Helpdesk" icon on the D2L Login Page.
- Find D2L resources—Login to D2L, and look under D2L Faculty/Staff IT Resources.

GROUPWISE TIPS

- To mark a received email as important, right click on the message in your in-box, select Categories and choose Urgent.
- To rename the Subject of a received email, open email, select Personalize tab, enter text in My Subject and close.

MICROSOFT OFFICE WORD 2007 TIPS

- Save document as PDF = Choose Office Button, Save As PDF
- Zoom in/out = Choose + or - keys (Located Bottom right)
- SHFT F7 = Thesaurus
- How to cite references = Reference tab, Manage Sources

