ITS
Information & Technology Services
news

ITS – Supporting Student Success and RIT's Dream and Destiny

By Diane Barbour
Chief Information Officer
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> *"…RIT's success is directly related to the success of its students and alumni. When they succeed, RIT succeeds."*

As the Institute embarks upon a strategic planning and branding activity, we are reminded that the key to RIT's success is directly related to the success of its students and alumni. When they succeed, RIT succeeds.

ITS is focusing on developing applications that take advantage of a stronger technology infrastructure *and* add value to RIT. We are particularly interested in applications that support student success. Recent systems such as Online Advising, Online Grading, and Early Alert are all designed to support that goal.

Each spring the ITS leadership team meets with each of the vice presidents and their staff. The purpose of the meeting is to discuss how technology can support the division's operational needs and challenges. The discussions this past spring were primarily focused on customer relationship management, event management, electronic portfolios for students and faculty, online surveys and additional data marts for the data warehouse.

In addition to pursuing applications to support student and alumni success, ITS will focus on other priority projects during this academic year. These include:

- Improving the quality and management of the RIT Web site. This is particularly important as RIT embarks on a Strategic Planning and Branding process

- Enhancing computer and information security. This is important for many reasons from protecting Institute data to protecting faculty, staff and students from identity theft. A specific security initiative is to replace the Social Security number as the unique identifier for faculty, staff and students.

R·I·T

ITS - Supporting Student Success

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·Continuing to build the data warehouse as an important tool for decision making and analysis.

·Finally, improving computer service and support in general. ITS conducted a customer survey in the Spring of 2003. The data collected provided us with a baseline of how you, our customers, perceive ITS service and support. Using the survey information, the ITS Managers are developing improvement action plans. We will repeat that survey in the Spring of 2004 to assess how well those action plans are working.

We look forward to another successful year working with our many internal and external partners on exciting projects that will make RIT a premier university.

In This Issue

ITS Customer Service Survey: Results to be Used for Continual Improvement

The ITS Customer Service Survey conducted in April had nearly 1,000 faculty, staff and student participants. The survey was done to collect information from our customers about our products and services – what works, what needs to be improved and what is on the horizon as far as IT resources needed. The input each of you provided will help ITS tailor its strategic goals to better serve customers.

Survey information was collected and was given to ITS department staff. Going forward, the information will be used by staff to develop specific plans to address the issues presented.

Answering questions, providing technology services and emphasizing customer service are ITS goals. Survey input from our customers is one of several ways to ensure that our resources are being used effectively to meet business and academic needs.

Thank you all for participating in the survey.

Technological Systems Support Student Retention

By Donna Cullen
ITS HelpDesk dccacc@rit.edu

The Faculty Institute on Teaching and Learning (FITL) took place on the RIT campus on May 28 and 29. The keynote address by Dr. Thomas Brown was one of the many event highlights. Dr. Brown, a nationally recognized authority on academic advising, compared the RIT student body to the national averages.

Dr. Brown introduced the triad for student success–high quality teaching, comprehensive support programs and a developmental advising program. This triad speaks to virtually every faculty and staff member on campus as we commit to student success, retention and increased graduation rates.

According to Vincent Tinto (*Leaving College: Rethinking the Causes and Cures of Student Retention, 1993),* 60% of students leave their first institution of enrollment, and 45% of students who enroll will never earn a degree. The RIT Retention Task Force (*2000*) reported a graduation rate of 58%. This is slightly higher than the rate reported for private, professional institutions (54.8%) but lags behind the highly selective (75.7%) and selective schools (61.8%).

Is there a predictor of who will graduate? Associate Provost for Academic Programs, Kit Mayberry reported to the participants in the November 2002 FITL, that D, F and W grades in the first year are the single greatest indicator of student attrition. The RIT College of Science class of 1995 had a graduation rate of 52% for students who received a D, F or W in the first year. This same class had a 92% graduation rate for students *without* a D, F or W in the first year.

In response to these indicators, ITS worked with the Regis-

trar and other constituencies to introduce the "Early Alert System" to the SIS Faculty/Staff advising system. Students currently in danger of withdrawing or receiving a D or F are identified early in the quarter. The student is given the opportunity to work with the faculty member or another advisor to take action to prevent the D, F or W.

All students who leave college do not do so based on grades. Psychological, social, environmental and organizational factors often cause a student to drop out. Tinto reported, *"What happens to students after they enroll frequently has a more powerful impact on whether they stay and achieve their goals or leave... Institutions that consciously reach out to establish personal bonds among students, faculty and staff...outside the classroom are those which most successfully retain students."*

ITS annually employs more than 250 student employees and co-op students. The student positions include lab assistants, lab managers, mobile learning assistants, desktop support, programmers, network technicians and help desk staff. In addition to working with current technology and systems, the typical ITS student employee is exposed to project management, calendar software, performance appraisals, customer service training, time management, career ladders, software/hardware testing and customer interaction. Many work closely with ITS staff to deliver direct service to RIT students, faculty and staff as well as participating in accomplishing tasks associated with major ITS initiatives.

A few highlights of other recent ITS initiatives aimed at directly improving the students' experience at RIT include:

· ITS established the position of **Student Employment Program manager** in 2002. The duties of the manager include coordinating training for ITS student and co-op employees as well as coordinating the presence ITS has during fall orientation. For example, all ITS student employees have completed customer service training. Orientation included an ITS presence at key locations on campus (including residence halls, the RIT Inn and Conference Center, the HelpDesk and the ITS Data Center.) The presence included an early return to campus of several experienced student employees to play a vital role in supporting new and returning students.

· ITS staff is working with **First Year Experience** to introduce incoming students to copyright issues (music and software downloads) that have captured media and industry attention.

Site License News

RIT Signs Adobe Software Licensing Agreement

ITS has signed a Contractual License Program (CLP) with Adobe Systems Inc. on behalf of RIT. Adobe's CLP is a flexible licensing program that enables RIT to receive the discounts and benefits of a large-volume purchase without having to make large upfront expenditures. RIT is thus able to receive substantial discounts over and above the existing stand alone educational prices provided by Adobe. Such discounts range from 25-30% off TLP (Transactional License Program) and 65% off academic boxed products. The agreement applies to both Windows and Macintosh Adobe software.

All RIT faculty and staff are eligible to order under the CLP. RIT faculty and staff are allowed to use the software purchased under the CLP agreement at home, on computers they own. There is no additional charge for home use rights.

To order software or request quotes you may contact TRC our value added reseller. Orders can be placed one of two ways:

1. By Phone. Call Chris at 800-517-2320 ext. 215 to place an order or request a quote. You must identify yourself as an RIT customer. If Chris is not available, press "0" and another TRC representative will take your order.
2. Via the web, at http://www.gotrc.com/rit.html

Most Adobe products (licenses, upgrade license, and maintenance) are eligible for volume discounts through the CLP. Visit the website for specific information on available products.

Adobe also offers a maintenance program, which operates like "upgrade insurance". When you purchase an Adobe license, you can also optionally purchase a 2-year maintenance option. This option allows you to upgrade to any new versions of the product released before June 2005 at no additional charge.

Questions about orders, or general questions about the agreement can be directed to Chris Skrzypchak - TRC Senior Account Executive at 800-517-2320 (x215), chris@gotrc.com . General questions regarding the agreement can also be directed to the ITS HelpDesk at 475-4357 V 475-2810 TTY, or helpdesk@rit.edu .

RIT Signs Microsoft Campus Licensing Agreement

ITS has secured a three year licensing agreement with Microsoft to provide Faculty and Staff the ability to keep both their work and home computers up to date with the most commonly used Microsoft software and Operating Systems. This agreement applies to *desktop computers only, and does not include server software.*

The Agreement, called Microsoft Campus, includes the following software titles:
· Microsoft operating system upgrades (e.g., Windows XP Professional) for desktop computers.
· Microsoft Office Professional software and upgrades for Windows computers. MS-Office includes Word, Excel, PowerPoint, Access, and Outlook, as well as FrontPage 2000, Publisher 2000, and Visual Studio Pro 2000.
· Microsoft Office software and upgrades for Macintosh computers, which also includes Word, Excel, PowerPoint, and Outlook.
· Client Access Licenses (CALs) for MS-Exchange, SMS, and SharePoint Portal Server. CALs will be required for each machine migrated to the new Exchange email and calendaring system.

Products not covered by the agreement include:
· Microsoft Server operating system software.
· MS Visio, Project, or any Microsoft software not explicitly listed above.

The three-year agreement allows for the above software and upgrades to be applied to any RIT owned computer covered by the program. This means that any RIT owned desktop computer (including lab machines) may be upgraded to the latest Microsoft operating system or Office release without the purchase of a separate license or upgrade license. As always, to arrange for a software upgrade, please contact your system administrator or the ITS HelpDesk at 5-4357, TTY at 5-2810, or send an email to helpdesk@rit.edu.

The agreement also allows for easier home use for RIT employees for the products covered in the agreement. Home use CD's are available for a nominal fee to faculty and staff at the Campus Connections bookstore. Purchase of these CD's provide faculty and staff the ability to keep their home machines up to date with the latest Microsoft software through the Microsoft Campus Licensing Agreement.

Internet File Sharing Applications and You
An increase in copyright infringement complaints being explored on campus

by Dave Bradstreet, Resnet, dmbdss@rit.edu

See the **EDUCAUSE** site for more information about the Digital Millennium Copyright Act:

http://www.educause.edu/issues/

In recent months, ITS has seen a significant increase in the number of copyright infringement complaints received on campus. These notices come from companies that search the Internet on behalf of copyright holders such as the Recording Industry Association of America (www.riaa.org), Motion Picture Association of America (www.mpaa.org) and the Business Software Alliance (www.bsa.org). The notifications identify an RIT IP (Internet Protocol) address that is, without permission, sharing a specific file or files on the Internet. In order to avail itself of protection provided to an Internet Service Provider (ISP) under the Digital Millennium Copyright Act, RIT must remove these infringed works.

Peer-to-peer file-sharing applications on campus are very often involved. These applications include KaZaA, Gnutella, and DirectConnect to name only a few. With these applications, it is easy to exchange music, movies, videos, and other electronic data. The use of these applications turns a computer into a server, providing download access to users elsewhere on the Internet. This can lead to violations of U.S. Copyright Law and at RIT, a violation of the RIT Code of Conduct for Computer and Network Use (http://www.rit.edu/computerconduct/). Violations of U.S. Copyright Law can result in fines of $30,000 per infringing work and prison sentences. The Recording Industry Association of America has begun legal actions against numerous college students across the country.

File-sharing applications also consume a massive amount of RIT's network bandwidth. They account for approximately 70% of RIT's outbound Internet traffic. People who are not members of our community are consuming this 70% by downloading electronic files from computers on our campus. The majority of these files are being downloaded from only a few dozen computers on the RIT campus.

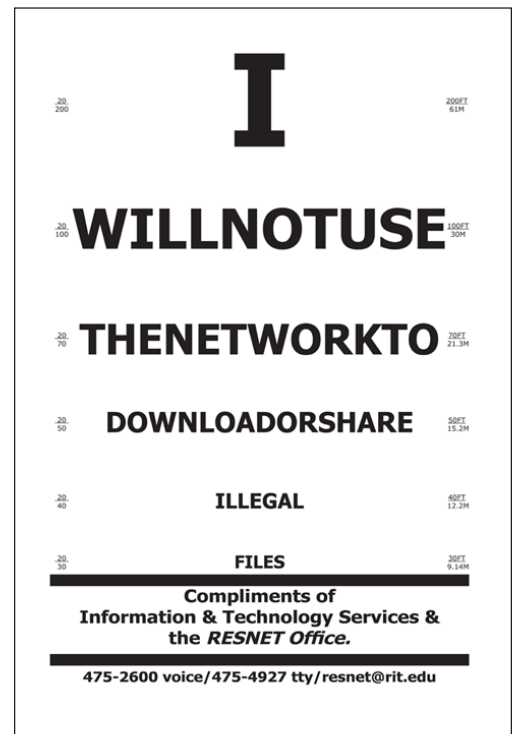It is important for users of the RIT network to realize that when a computer is connected to the Internet, the Internet is connected to the computer. The Internet can bring tremendous amounts of important data directly to your desktop. It can also deliver viruses, worms, hackers, and unwanted advertisements.

Given the technology expectations of the RIT students, faculty, and staff, high quality Internet access is vital. RIT takes copyright infringement very seriously and will ad-

I WILLNOTUSE THENETWORKTO DOWNLOADORSHARE ILLEGAL FILES

Compliments of
Information & Technology Services &
the *RESNET Office.*

475-2600 voice/475-4927 tty/resnet@rit.edu

People's Choice award winning poster at the 2003 ResNet Conference at Ferris State University

dress it in the following manner. The owner of the reported IP address will receive a warning to his/her RIT email address. The RIT user will be required to remove the infringing work and then reply to the email stating that the work has been removed. If the user fails to reply or if there are additional reports, the IP address will be disabled and the matter will be forwarded to the Office of Student Conduct and Mediation for adjudication.

It is the hope of ITS that these measures will help ensure that there is enough bandwidth for all users and academic needs on campus. Protecting RIT's bandwidth resource is the responsibility of every user on campus.

Microsoft Exchange Update:
Using MS Outlook with Exchange

By Jason Polito, Distributed Support Services, jmpdss@rit.edu

Many faculty and staff have migrated to the new enterprise-wide email system, Microsoft Exchange. Subsequent issues will have updated information about the migration as well as highlights of system features. Self-paced learning modules on Outlook and a wide variety of other subjects can be found at http://www/rit.edu/cbt

MS Outlook Overview

Many email users have been using Microsoft Outlook for the past several years and are familiar with its features. Others have chosen to use Netscape Messenger, Outlook Express, or one of the many other email programs available. These programs have their benefits and pitfalls, and you may continue to use them if you desire. However, ITS highly recommends that once you have an Exchange email account, you begin to use the MS Outlook client. MS Outlook was built specifically to work with MS Exchange. Its benefits show once you are on the platform.

Often requested email services such as the **out-of-office assistant** and **deleted mail recovery** are just two examples that are available using the MS Outlook client with Exchange. These features are unavailable to other e-mail programs. In the future, calendaring will also be available through the Exchange/Outlook marriage.

Outlook is installed by default with MS Office. Chances are good that it is installed on your Windows/Macintosh computer, even if you are not currently using it to check your email. If it is not installed, the Microsoft Campus Wide agreement (See article on page 4), entitles every department on board to install the client without additional charges. Contact the ITS HelpDesk, 475-HELP / 475-2810(TTY) for additional information.

For Windows users, Outlook 2002 is the preferred version. Outlook 2000 or 98 will also work with Exchange, and are necessary on some older systems. If you are using a Macintosh computer, Outlook 2001 is currently the option that takes advantage of Outlook's advanced features.

Understanding and Using the Inbox Folder Quota

This month's article focuses on the **Inbox Folder Quota**. Not very exciting at first mention, but it is an important topic.

Most of us have had to deal with quotas at one time or another. Storage space comes at a premium in life and on computer systems. It is however, easier to manage with Outlook, and you get a bit more "wiggle room."

Quota In a Nutshell
On RIT's previous email systems, VMS or OSF, users had a default size of roughly 20 megabytes (MB) on their inbox. NOTE: This could be increased by the ITS HelpDesk if there was a strong business case for the extra storage. If these quotas were exceeded, the account was prohibited from sending mail and cleanup became a chore and a nuisance. On Exchange, the limit is 50MB, but rather than disable your account, you will receive an e-mail requesting that you clean out you inbox. If 75MB is reached, sending is disabled, and at 100MB, all mailbox functionality is disabled.

NOTE: See chart below for quota comparison.

Mail Server/System	Quota Limit (default new account)	Send Disabled	Receive Disabled
VMS	20MB	20MB+	20MB+
OSF	20MB	20MB+	20MB+
Exchange	50MB	75MB	100MB

Occasionally checking the size of your mailbox will prevent you from reaching quota, and provide a better overall email experience. As a general rule, mail servers should not be considered storage space. Keeping large quantities of mail on the servers taxes the system and leads to performance degradation for you and other members of the institute.

Microsoft Exchange Update

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Filing messages (especially those with documents attached) on your local machine is a much better methodology, which is limited only by the size of your system's hard drive. On systems less than three-years old, this is typically not a problem. If your system's hard drive is full, other options such as a Zip disk or a CD-ROM are alternative storage solutions.

NOTES: Keep in mind the need to secure and protect files on a desktop, particularly Institute data. Also, one important implication: mail stored on your local machine is generally not accessible from another machine.
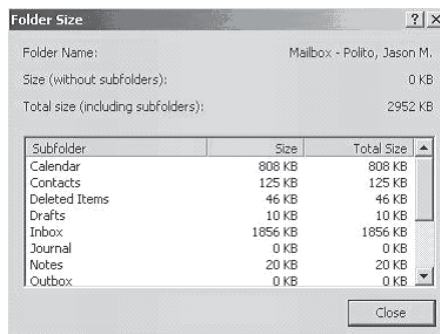
OK, so how do I check the size of my inbox?

Microsoft Outlook 2000/2002 (Windows)

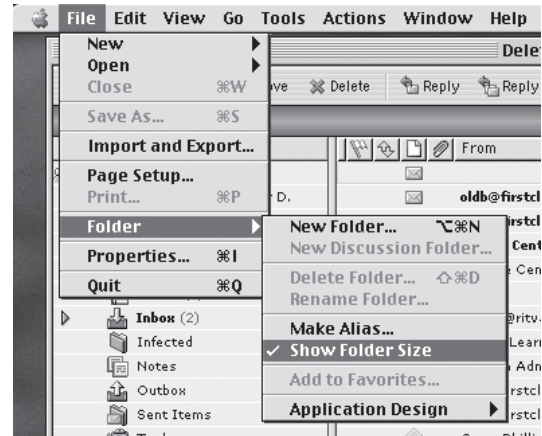1. From the menu bar, select 'Tools', and the 'Mailbox Cleanup…'
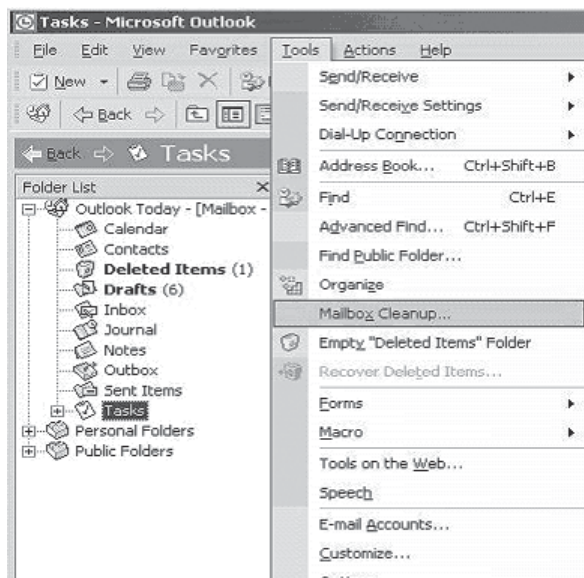
2. In the window that opens, select the first 'Click Here' button.

3. The following dialog box opens, showing your total mailbox size.

Microsoft Outlook 2001 (Macintosh)
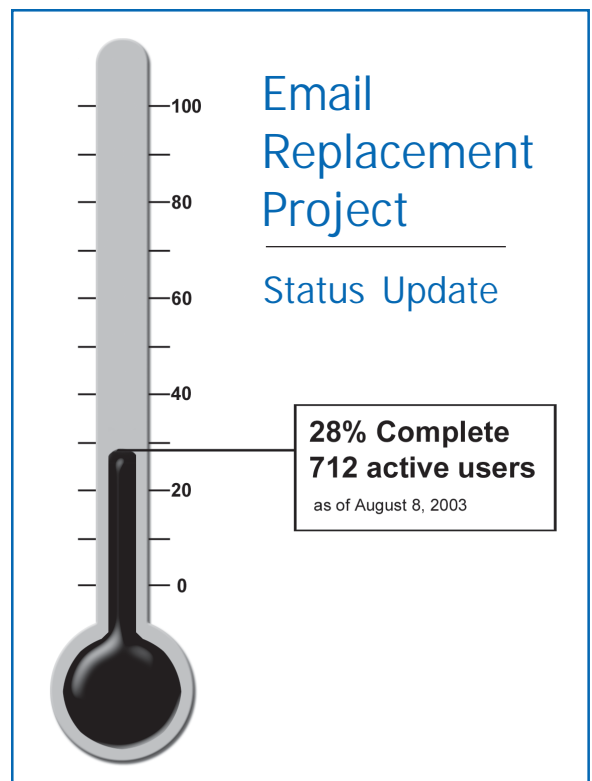
1. Click on the 'File' menu, select 'Folder', and then make sure that 'Show File Size has a check mark next to it.

3. The size of each folder will now appear in the right portion of the folder title bar.

4. To see the total size, select your Mailbox folder. The total size will then be viewable in the folder title bar.

Email Replacement Project

Status Update

**28% Complete
712 active users**

as of August 8, 2003

Telecommunications Services:

Services for New and Returning Customers

By ITS Telecommunications Services, telecom @rit.edu

With each new academic year there are many new faculty, staff and students on campus. The following is a brief guide to contacting us about acquiring special services such as Calling Cards, Cellular Telephones or training sessions when *RIT Messenger* is installed for new users:

Calling Cards and Authorization Codes

Staff and faculty can place calls from an otherwise restricted telephone through Authorization Codes or Calling Cards. Contact Telecommunications Services through email or interoffice mail requesting one or the other service. The memo should include the name of the individual making the request, the phone number that will be charged for calls, the email address of the requestor and the department account number.

Cell Phones

Both analog and digital cellular telephone options are available for customers. Contact department staff to discuss monthly rates and the telephone styles to choose from.

Speaker Phone Rental

Several new speaker telephones are available to on campus users for meetings and conference calls. Call department staff to schedule the delivery and rental of a speaker phone for your office.

RIT Messenger Installation & Training Information

RIT Messenger is the voice/TTY messaging system on campus. To acquire RIT Messenger services, users will be asked to submit a Telecommunications Service Request form and a voice/TTY messaging information sheet. Users can access our Web pages at http://www.rit.edu/its/tele to get copies of both of these forms. Work with your area Telephone Coordinator to fill out the information needed, especially regarding account numbers. Submit this information through interoffice mail (we're located in building 99, room 1280) or by faxing, 5-5600.

The RIT Messenger installation for individual subscribers once they attend a training class takes two to three working days. Subscribers are required to attend training sessions about using the mailbox system: accessing the system with a password, recording greetings, responding to messages and using various special features of the system. Training classes are available several times during the month [See list of September/October training sessions on page 12.]

Contact Telecommunications Services at 5-5800 or see our Web Pages at http://www.rit.edu/its/tele

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Customer Notice: Unidentified Request for Computer Pickup

Recently, two incidents were reported where an unidentified person entered an on campus office claiming to be from ITS and requesting to pick up a computer for repair. In neither case was the person actually from ITS. Neither request was complied with, and no computers were stolen. Campus Safety has been notified and is investigating the incidents.

The purpose of this message is to inform RIT faculty and staff of this incident, and to make the following points clear:

- · ITS will never pick up a computer unless prompted by a call from a customer.
- · All ITS Customer Support staff wear identifiable ID name tags, including student staff.
- · If there is any question about the identity of an ITS employee or the reason for a desktop visit, please feel free to contact the HelpDesk at 5-4357 (TTY 5-2810) to confirm information.

This note was previously sent from ITS Communications via RITSTAFF. We want to be sure that all faculty, staff and students are aware of this occurrence.

Using the ITS Web Site as a Service and Information Resource

By Shawn Whiteside, Distributed Support Services, swwdss@rit.edu

The ITS Website is a valuable resource to find information about our services and news. The website consists of five major sections: *About ITS, Frequently Asked Questions, Getting Help, ITS News, and Services.* Here is an overview, and some useful content from each section.

About ITS
This section describes the ITS organization and its goals. In this section you can find our mission statement, policies, student employment information and the current ITS Strategic Plan.

Frequently Asked Questions
This section answers some of the questions that people ask most. In the upcoming year, we plan to improve this section by adding more questions and having a searchable index.

Getting Help
In this section, you can find information to help solve a problem and contact our Online Helpdesk. To help you find answers to your questions we have all of our Help Documents online. If you need to contact the ITS Helpdesk, we have our contact information and an online problem ticket submission site. You can also go to this site to see your previous ticket's status and information.

ITS News
This section contains issues of the ITS Newsletter and the latest news from ITS. Here you can find upcoming ITS events listed as well as scheduled systems or network downtime. The latest ITS news can also be found on our main web page.

Services
This section provides information about the services ITS provides to the RIT community. In this section you can find out about:

· *How to get your Email*
· *Wireless computing locations around campus*
· *Your RIT computer account*
· *Free online training courses and much more*
· *How to get free virus protection software*

In the upper right hand corner of every ITS web page there is a link to our **Feedback Submission Web Page**. We continue to improve the ITS web site to better serve the RIT community. You are invited to submit your feedback about the current pages and ITS services.

Technological Systems Support Student Retention

"What happens to students after they enroll frequently has a more powerful impact on whether they stay and achieve their goals or leave..."

· ITS introduced a new method of **computer account activation** for the incoming freshman and transfer students at the time the student paid an admissions deposit. A postcard and follow-up letter was mailed to new students inviting them to activate their RIT account by supplying their ID number and birth date to the account activation page available at http://start.rit.edu. This same web page is used to access the network registration forms and password change process.

· **Other projects** ITS is collaborating on to enhance the student experience at RIT include an events calendar, an improved portal, email (Exchange), improved room scheduling, expanded advising for AALANA students, online application and files services.

Gandhi is quoted as saying, *"We have to be the change we want to see happen."* ITS is actively involved in improving services and processes to play a vital role in making the student experience at RIT one that supports the student staying at RIT, graduating and moving successfully on to graduate school or employment. ITS invites your feedback on our initiatives and your ideas on how we can further contribute to the RIT experience.

By Tom Dixon, ITS HelpDesk, trdhelp@rit.edu

The Return of Web Links and Tom's Computer News

Welcome back! After a summer full of sun and fun it is time to get back down to business. Last year you may remember the old style *Tom's Tidbits*, a question and answer type forum. This year I have decided to modify this column a bit.

Many people miss the fun and productive web links that we used to provide in *ITS News*. I would like to use this column to revive the web links portion of *ITS News*, as well as assist those who may be newer to computers and the Internet. I hope to make this column a fun place where you can turn each month for new ideas and advice to help you on your computerized journey. Please feel free to email me with any computer based questions or ideas you may have for this column.

Everyone has to admit that the Internet is probably one of the most productive and ingenious tools we have seen or will see in our lifetime. You are able do almost everything online now. I admit I am a self described "Internet Junkie." I use the computer and Internet for everything I possibly can; it makes life so much easier. This month I want to dedicate this space to sharing some of those web sites. All right, how about some web sites that will make you go "*Wow! I didn't know I could do that!*" Ready?

www.aim.com
Every self-respecting computer needs Instant Messenger or IM. IM allows you to "talk" to other users on the Internet through a private one-on-one chat connection. AOL's IM, or AIM is pretty much the version that is most widely embraced. There are so many features it is impossible to explain them all. Dial-up users will love AIM since it allows you to chat with other users while you are online. If someone can't reach you on your phone line and they know you are online, all they have to do is send you an IM and *viola*! Some new cell phones can IM too, so you can chat away with someone away from their computer too!

www.preclick.com
If you have a digital camera you know it is very easy to start racking up the number of pictures on your hard drive. Now the problem is sorting those pictures, viewing them, and getting professional prints. Not anymore! Preclick is a free software download that not only allows you to view your photos and buy professional prints; it also organizes the photos for you. This software actually scans your hard drive looking for new pictures every time you use it! Most of the other digital photo printing companies require you to upload the pictures manually. Then you can view them. Preclick does it all for you. It scans your images; then you are all set to watch a slide show of your photos. Best of all, it's a free download.

www.wakeupnews.com
How many times have you forgotten to set your alarm, turn the volume up, or even turn it on? Happens all the time, right? Now you can use your computer as your alarm clock with Wake-up News. This program is an alarm clock, reminder clock, and count down timer (eggs anyone?). You don't have to wake up to that same annoying buzzer in your ear every morning. Wake-up News can be set to play your favorite mp3 tune as an alarm or notification. Not only that, but when the alarm goes off, the program automatically goes to your favorite newspaper website and downloads the morning news for you. (If it only got your slippers and started your coffee too, it would be perfect.) This program is a free download but is only valid for 30 days. After that, if you want to keep it functioning you will need to pay $11.95 for the license. Still, that's less than I paid for my alarm clock, (and *it* doesn't play the Notre Dame Fight Song every morning!)

www.free-n-cool.com/
Need I say more? Free-and-cool stuff. There's a lot to see here, just don't give away the farm when visiting some of

Spotlight on Web Technologies
by Ryan Boyd, Web Architecht, rbisd@rit.edu

Keep an eye out for this space in future issues. We will be writing about current and future web technologies which will have a large impact in the educational community here at RIT and in the commercial sector. The articles will cover topics such as web services and other XML technologies, application integration, content management, information architecture, web application languages and much more. If you have any recommendations for topics, you can e-mail us at webmaster@rit.edu.

Tom's Tidbits
continued from previous page

these links. Remember, if you provide your email address to an unknown website you can expect spam. This is a great place to look around, but just like the big city, hold on to your wallet!

www.slickdeals.net
On the same note, this web site has really good deals. Most of the "specials" only last for a few hours or a day, so it's one of those sites you need to check everyday. But, how about half price mp3 players or $10 Levi's Jeans? They are there!

www.google.com
If you haven't "googled" yet you need to. This website is a search engine that has probably the most comprehensive listing of websites in the world. At press time it indexed more than 3,083,000,000 websites (That's 3 BILLION!). You can search for literally any topic and probably get more than a thousand web pages with that topic referenced. For instance, I just searched for miniature horse sculptures (why I don't know) and Google came back with 10,200 possible matches in 2.07 seconds. Looking for a recipe for Kapusta, it's there! How about the population of Truth or Consequences, New Mexico? It's there too (7,500 if you were wondering!).

Newest and Coolest:
www.iogear.com
Iogear is notorious for coming out with some of the coolest technology. One of their new products is dubbed the "Phaser Mouse". This mouse uses radio frequency to transmit wrist motion into mouse movements on the screen. It is totally wireless and can be used from up to 50 feet from the base unit. You hold it like a gun (or phaser for all of those "trekies") and point and click. No wires, no hassles and you can sit back in your favorite chair and surf. For $59.99 (Best Buy) its price is right too. There are two models: one with, and one without the laser pointer. (The model priced here comes with the laser pointer built-in for power point presentations or zapping those pesky Klingons.)

More from Tom….

Although this column has changed format, I hope I can use it to help those of you who may be newer to computing and the Internet. I hope to hear from those of you who have questions. Not only will I do my best to answer those questions, but I hope to provide you with links that will allow you to research your question further. Please feel free to contact me at trdhelp@rit.edu with any questions or suggestions for future articles.

ITS Update

New RIT Voice Mail Subscribers: Training sessions

Voice/TTY messaging training sessions continue this fall for all new on-campus users. The following is a list of September and October training sessions available for new faculty and staff.

Date	Voice Mailbox	Dual Language Mailbox*
Sep. 5	2 p.m.	3 p.m.
Sep. 10	10 a.m.	11 a.m.
Sep. 18	10 a.m.	11 a.m.
Sep. 24	10 a.m.	11 a.m.
Oct. 2	10 a.m.	11 a.m.
Oct. 7	2 p.m.	3 p.m.
Oct. 14	2 p.m.	11 a.m.
Oct. 22	10 a.m.	11 a.m.
Oct. 29	10 a.m.	11 a.m.

*Dual language mailboxes can accept voice and TTY messages

Classes will be held in
 building 99, room 1285
Please call Char Ipacs at 5-5858 to register for training.

ITS Contact Information

DSS Computing Labs
Hours, locations, hardware, software, and reservations information available at:
http://www.rit.edu/its/services/computer_labs

Telecommunications Services
Located in the Facilities Mgmt. bldg. (99)
To contact the Telecommunications Services call 475-5800.

ITS HelpDesk
Located in the Gannett building, rm. 7B-1113

To contact the ITS HelpDesk
- Call 475-HELP or 475-2810 (TTY)
- Send e-mail to helpdesk@rit.edu

Regular hours

Sunday	12 p.m.–6 p.m.
Monday–Thursday	8 a.m.–8 p.m.
Friday	8 a.m.–5 p.m.

Rochester Institute of Technology
Information & Technology Services
135 Lomb Memorial Drive
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