technology@qcc

**News, Reports, Questions and Comments
about Queensborough's Technology Environment**
A publication of the Committee on Computer Resources

Fall, 2006
Sharon Ellerton, Editor

Volume 2, Number 1

In This Issue

Links

- Committee on Computer Resources Homepage
- Spring, 2006 Newsletter

Contact Us

gthorsen@qcc.cuny.edu

Shopping for software @ the CUNY eMALL
Sharon Ellerton |top|

Reduced prices on Microsoft software and free Symantec antivirus software are available to CUNY faculty, staff and students through the CUNY portal eMall. Below is a chart listing the available software and comparing its prices with the same products at CompUSA.

To access the eMall you must register with the CUNY Portal at: https://portal.cuny.edu/portal/site/cuny/index.jsp?epi-content=LOGIN. Blackboard users are already registered; the same username and password allows entry into the portal. After logging on, find the link to the CUNY eMall in the left column. Follow the software links to arrive at the eMall software "shopping" site. You can select the desired software and add each to your shopping cart. This must be done for all software, including the free Symantec software (there will be no charge for it at the "check out").

None of the software can be downloaded except Symantec. Detailed directions on how to download the free Symantec antivirus software is provided at: http://elms12.e-academy.com/cuny/symantecdirections.htm The Microsoft software is shipped as an installation CD. Approximate shipping charges range from $4.50 to $7.50.

Note that there are more current versions for some of these software products. It is possible that eMall will soon offer the newer versions at discounted prices. In addition, CUNY may provide some free Microsoft software to faculty and staff some time in the future… but if you need the software *now*, you can't beat these prices.

Product Title	e-Mall cost + Shipping and Handling	CompUSA	Approximate savings
MS Employee Select Front Page 2003	49.41	199.99	75%
MS Employee Select Office 2003 Professional	67.78	449.99	85%
MS Employee Select Office 2003 Standard	58.42	129.99 (student and teacher's	55%

		version)	
MS Employee Select Office 2004 Mac Professional	69.01	399.99	83%
MS Employee Select Office 2004 Mac Standard	59.15	134.99 (student and teacher's version)	56%
MS Employee Select OneNote 2003	23.37	99.99	77%
MS Employee Select Project Standard 2003	53.94	599.99	91%
MS Employee Select Visio Standard 2003	32.16	199.99	84%
MS Employee Select Windows XP Professional Upgrade	68.94	199.99	66%
Symantec AntiVirus 10 (Mac)	Free		
Symantec AntiVirus 10 (Windows)	Free		
Symantec AntiVirus 9 (Mac)	Free		
Symantec AntiVirus 9 (Windows)	Free		

Student Accounts
Robert Kueper |top|

All Queensborough Community College (QCC) students have three basic system accounts to login into. These accounts are student email, CUNY Blackboard, and the QCC Web Based Advisement System. Each of these systems requires a username and password to log in.

The naming convention for each system is different. The student email account username starts with the first initial of the student's first name, continues with the student's last name and finishes with the last two digits of the student's social security number (SSN), (Ex. RKueper11).   Initially the password is the last six digits of the student's SSN. The student is requested to change that password upon logging into the email server for the first time.

The second system is the CUNY Blackboard server. To access this server the student must be currently enrolled in a class. The students can authenticate with the CUNY portal using the basic information of name and SSN. Once the student has completed this step, the student can then select any username and password to access blackboard.

Third is the QCC Web Based Advisement System. The username starts with the first initial of the student's first name, continues with the student's last name and finishes with the last two digits of the student's SSN. The password is the student's date of birth. Students are encouraged to change the password upon logging into this system.

All three systems have different naming conventions. To simplify there should be one universal naming convention at CUNY which should be used for all authentication systems. The same username should be set and used for all accounts. The password should be something easy to remember and should be changed upon logging into the system. The password can be the same for all three accounts or different. This is for the student to decide.

Technology Fee
Robert Kueper

The Tech Fee program was implemented in 2003. Tech Fee was introduced to provide improved technology to Queensborough Community College (QCC) students. The students pay a Tech Fee charge that is added to their admissions bill. Those attending classes are provided new technology in the classroom which enhances the learning experience.

The Tech Fee program manages about 1.2 million dollars per year. The money is used for different Tech Fee projects. The first initiative is to update or replace every student-based computer at QCC every four years. The second category is a software budget that is used to purchase necessary, licensed software for these computers.

Special projects are another category of Tech Fee. These projects enhance the college in all departments. Currently, one such project is to outfit selected classrooms with technology. This technology enhancement in the classroom includes a Smart board, projector, and an instructor's computer to utilize as needed.

The Tech Fee program has been working very well here at QCC for the past five years. This program has introduced new and exciting technology into the classrooms and both students and faculty are benefiting with these advancements.

Faculty Email/New Server Deployment
Danny Mangra

Faculty email has now been upgraded from Exchange Server 5.5 to 2003. A new OWA (Outlook Web Access) server will be installed during the Winter Session. Exchange 2003 has been enhanced with a great number of useful features. Outlook 2003 user interface contains three main panes by default; the navigation pane on the left, the message pane in the center and the reading pane on the right side of the screen. The new email system allows the user to customize outlook to their individual needs. Spell check is also available. Outlook 2003 full client offline capability can now be used without freezing. All faculty mail boxes have been increased from 40 to 100 Megabyte storage and users are allowed to attach files up to 11 Megabytes.

I will be concentrating on OWA since most faculty use this on and off campus. OWA allows use of most email features on the web including composing and receiving emails in HTML form. There are extra features on the desktop Outlook full client that are not found on OWA. To see the differences this link is provided: http://office.microsoft.com/en-us/outlook/HA010990461033.aspx. To get premium (HTML) functionality on Outlook Web Access, Internet Explorer 6.0 (and above) browsers must be used. Using any other browser will only give basic (plain text) features.

As a result, emails can now be sent using the *To, Cc* and *Bcc* options. One of the outstanding features of the new OWA, is the semi-transparent pop-up notification which tells you when you receive a new message. Reminders are also shown as pop-ups. Concerned users no longer have to search at the bottom of an email to find attachments; they are now shown at the top of the email. Global and Contact lists can be used to locate faculty by their first, last or Department name. Users now have the functionality of right mouse click to: open, reply, reply to all, forward, delete, follow up and more.

The *Drag and Drop* feature can now be used for moving emails to different folders. The *sorting* function is now available by subject, date, from and size. Rules can be created for receiving email, where the user can move, copy, delete and forward. It's now easier to recover deleted items. *Signature* is available to be used automatically once setup. Users can now filter junk mail independently by either blocking or allowing a recipient through. The *find* features, which are unique, allow users to search the entire contents of an email for key words or phrases. Phones equipped with Windows Mobile 5.0 allow faculty to directly access their emails, schedules, contacts and tasks.

For security purposes, email with stationary, wallpapers and images are not displayed. Beside our Exchange server, there is a Spam appliance setup to filter unsolicited emails. Faculty will receive a daily digest of emails to verify if it's truly spam or genuine emails. This digest would be available for two weeks before being deleted. Another Spam alternative is *Proofpoint* which performs a similar function as our appliance but with a hefty cost. At the moment, there are no CUNY Site Licenses for this product but a volume license is available. For questions pertaining to Spam, contact Ralph Romanelli, our Helpdesk Manager and specialist.

Where are the QCC Computer Labs?
Phyllis Pace |top|

An educator delights in conscientious and energetic students—those students who understand their responsibilities, know what is expected, and possess the desire to gain the most knowledge. It is always pleasing to hear a student ask when lab hours will begin so that he or she can keep up with the workload.

At the start of the Fall semester, one student commented how her fellow classmates were unaware that a lab existed and how underutilized the lab facility was. Why is it that students do not make the most of opportunities available to them?

Instructors would like to believe that students enjoy learning. While learning takes place daily, can the concepts be absorbed merely during the time spent in the classroom?

With most courses involving computer capability, the student will need to practice skills. Working at home or in the office may not allow for the concentration needed to absorb the skill. For this reason, some courses require lab time; and if lab time is not needed, a student should practice skills that will be used in the work place.
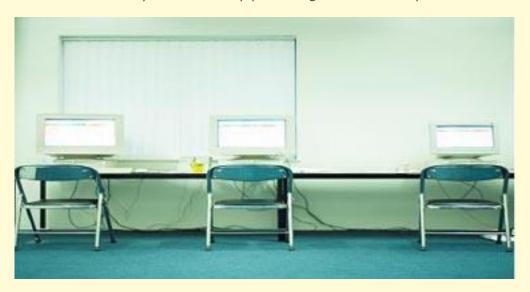
Learning something new, whether it be computer skills or a hobby can help the student to

- earn more money
- get a better job
- do something he or she really enjoys.

It can be a way to gain new confidence and discover talents never known before.   It can be a way to meet new people and have a bit of fun. It can eliminate the boring task and allow for escape from the daily routine.

So, students, add to the instructor's delight—be conscientious and energetic. Take a proactive approach to learning and practice what is taught in the classroom.

Below is a list of the QCC campus labs, location and hours.   Utilize them! Practice what you learn and become more proficient in what you do. You never know—it may lead to a very promising career one day.

Queensborough Community College Computer Labs

Accounting (Business Department)	H-406	Monday	9:00 a.m.—2:00 p.m.
		Tuesday	12:00 p.m.—2:00 p.m.
		Wednesday	9:00 a.m.—9:00 p.m.
		Thursday	12:00 p.m.—2:00 p.m.
		Friday	9:00 a.m.—2:00 p.m.
Academic Computer Center	L-117	Monday-Thursday	8:30 a.m.—8:45 p.m.
		Friday	8:30 a.m.—4:45 p.m.
		Saturday	10:00 a.m.—3:45 p.m.
Art & Photography	C-107 C-108	Monday	10:00 a.m.—6:00 p.m.
		Tuesday	10:00 a.m.—4:00 p.m.
		Wednesday	10:00 a.m.—1:00 p.m.
			3:00 p.m.—6:00 p.m.
		Thursday	10:00 a.m.—2:00 p.m.
			11:00 a.m.—3:00 p.m.
	C-205 C-206	Thursday	2:00 p.m.—6:00 p.m.
		Friday	10:00 a.m.—5:00 p.m.
Basic Skills	H-239	Monday-Tuesday	8:00 a.m.—5:00 p.m.
		Wednesday-Thursday	8:00 a.m.—9:00 p.m.

		Fridays Saturday	8:00 a.m.—3:00 p.m. 11:00 a.m.—3:00 p.m.
Chemistry	S-405 S-407 S-409 S-411	Wireless laptops Available	Check with Department
Continuing Education	A-206 MC-40	Monday-Friday Saturday-Sunday	9:00 a.m.—10:00 p.m. 9:00 a.m.— 1:00 p.m.
Electrical and Computer Engineering Technology	T-18 T-19 T-14 T-22	Can be used when class is not in session	Check with Department
English	H-407	Monday Wednesday Friday	5:00 p.m.—6:00 p.m. 2:00 p.m.—3:00 p.m. 5:00 p.m.—6:00 p.m. 11:00 a.m.—5:00 p.m.
Foreign Languages and Literatures	H-240 H-241	Monday-Thursday Friday Saturday	9:00 a.m.—9:00 p.m. 9:00 a.m.—4:00 p.m. 10:00 a.m.—2:00 p.m.
Mechanical Engineering Technology and Design Drafting	S-316 S-317	Monday-Friday	9:00 a.m.—5:00 p.m. Check with Department
Nursing	M-333	Monday-Thursday Friday Saturday Depending upon whether classes are in session	8:30 a.m.—3:00 p.m. 8:30 a.m.—6:00 p.m. 8:30 a.m.—3:00 p.m. 8:30 a.m.—3:30 p.m.
Office Administration and Technology	H-445	Monday Tuesday Wednesday Thursday Friday	9:00 a.m.—2:00 p.m. 12:00 p.m.—2:00 p.m. 9:00 a.m.—9:00 p.m. 12:00 p.m.—2:00 p.m. 9:00 a.m.—2:00 p.m.
Social Sciences Clair Shulman Education Technology Center	M-129	Monday Tuesday Wednesday Thursday Friday	11:00 a.m.—12:00 p.m. 2:30 p.m.—4:00 p.m. 3:00 p.m.—4:00 p.m. 9:00 a.m.—1:00 p.m. 2:00 p.m.—4:00 p.m. 2:30 p.m.—4:00 p.m. 9:00 a.m.—12:00 p.m.

*Times may change each semester
*Check with Department

_____

Google Docs & Spreadsheets
Jun Shin |top|

Have you ever experienced a problem opening your document at school or elsewhere because the computer didn't support your file? Now, there is a solution to the problem. "Google Docs & Spreadsheets", a new service from Google, can help you. Open a new document there or upload an existing file from your hard drive. Type, copy, and paste from other documents, insert images, save as Word, HTML, RTF or PDF format on your computer or on the

site (so you can access from anywhere), share your documents with others (you can assign which people may share a document) and print it. It supports most of the general functions Word provides. The service also works with spreadsheets such as Excel. Surprisingly, "Google Docs & Spreadsheets" is a free service. All you need is internet access and a Google account (you can also sign-in at the site). Visit the following site and enjoy the service.

http://www.google.com/google-d-s/tour1.html

RefWorks
George Thorsen |top|

RefWorks is a powerful bibliographic management tool that is available free of charge on the Queensborough's Library website. Bibliographic formatting has become much more complex with the introduction of new sources of information. Researchers cite websites, e-mails, blogs, wikis, etc. Gone are the days when the print monograph and journal article were the norm.

To use RefWorks requires a considerable effort. Is it worth it? The answer is yes if you publish widely and frequently. RefWorks is different from its competitors such as EndNotes in that most of the "works" seen by the user reside on a remote server. The one exception is a downloaded application entitled Write-N-Cite which allows the user to enter intertext citations.

RefWorks works especially well with a wide range of databases. Those that are compliant allow the user to export the bibliographic data with a click of the mouse. For less compliant databases and information sources, there is an easy to understand online form that uploads to one of the user's folders. RefWorks is not restricted to one investigative project. Any number of folders can be created, each with its own purpose.

Once a work's bibliography has been created in RefWorks its format can be changed into a myriad of better known and lesser known bibliographic styles. Did you know that the Journal of the American Society for Horticultural Science had its own formatting style or that Chicago comes in four flavors? Truth!

RefWorks is portable. You will need an Internet connection and that's about all. It is multi-platform so, while Microsoft Word is the word processing program of choice, it is not the only choice. Let me return to the question at hand. Is RefWorks worth it? That depends on your needs.

Give RefWorks a look by entering the URL http://198.83.121.126 in your favorite browser. You will be able to view it and review it on the right hand side of the page.

---

ePortfolio: a Synopsis
Craig Weber |top|

An ePortfolio is an electronic portfolio which is a web based collection of information that may include the following: personal descriptions of the

educational level attained, future goals in business, college or grad school, as well as video or audio excerpts, essays and a resume.

The importance of an ePortfolio is large and growing. For one thing setting up an ePortfolio is a creative, self-directed project, which is essential to the postgraduate job seeker in a highly competitive market. No knowledge of web design or programming is needed to set up the ePortfolio. Users publish content, while the e Portfolio system adds layout and navigation. Every student can build it by using their network ID and password.

It is also possible to use ePortfolio as a locale to gather feedback and receive mentoring from Faculty advisors. For future employers there is more material to review than in a traditional portfolio, and it shows potential employers that a student has the necessary editing, writing, and communication skills. A friend of mine recently sent a required PowerPoint ePortfolio before an interview in an architectural firm.

There are a number of kinds of pages that one may use:

a. Home page: for pictures and content.
b. Collection page: for links and associated descriptions.
c. Templated document page: an "html" or "txt" document rendered within the eportfolio, default template and chosen format.
d. Web log (blog) page: a series of entries (journal or log) ordered by date, with optional picture and text.
e. Slide show: particularly helpful for the visual arts- images may be resized for a slide show.

Other features include the RSS sidebar for links, and pod casting support with uploading multimedia files into a collection.

At QCC, the ePortfolio pilot project is funded by a Perkins Title V grant. There are faculty development workshops for the creation of the ePortfolio, which is currently being utilized by two departments, Music and Business.