

December 1999

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Have
you
backed
up
your
data?

Information Technology Newsletter

The Final List: Y2K University Resources

Ken Hanna and Renee Wright, Office of Information Technology
<http://www.umn.edu/oit/year2000>

Tip of the Month: Back up!

Remember to back up your data! Whether you choose to back up to a server, floppy disk, zip drive, or just print a paper copy, this is a crucial step when protecting your data. For more complex data backups, some units may want to consult with internal University or external backup services.

Who Should I Contact?

When you come back to work after the holidays, who should you contact regarding Y2K-related problems? The answer depends on your problem.

- If a product from a vendor is involved, such as hardware or software, check the vendor's web page for updated information and recommendations for the specific product and version number you have. The University of Minnesota's Y2K website has a list of direct links to the most popular vendors and their Y2K website information:
<http://www.umn.edu/oit/year2000>
- To report a potential Y2K problem, notify your departmental technical support contact. Remember, technical staff may be extremely busy during this timeframe. Please be patient.

- If you don't have a departmental technical contact or have other Y2K questions, call the Y2K hotline at 1-2000 (612-301-2000).

The hotline will be available January 1 and January 2, 2000 around the clock. From January 3 to January 14, 2000 it will be available during normal 8:00 a.m. to 4:30 p.m. business hours. Y2K hotline staff will answer your question or refer you to someone who can.

- If you suspect the problem may be hardware related, you can put in a service call by contacting Computer Repair Services at 612-624-4800.
- If your problem is computer or software related, contact the Academic and Distributed Computing Services (ADCS) HelpLine at 612-626-4276. (And, of course, to reach the ADCS HelpLine you can also call the 1-Help number, 612-301-4357.)
- For information on central University systems, such as financial and student systems, call 612-624-0555. This central systems helpline number will have a recorded message about the status of University central systems; the message will be updated frequently.

What About Procrastinators?

With less than a month left in 1999, is there still hope for procrastinators? The answer is yes, if you prioritize. Since you probably will not be able to get to everything, concentrate on the systems that are most critical to you and the University. Remember! The clock is ticking as we speak (or read).

For those of us who thrive on the "race against time," visit the University of Minnesota Y2K website for information. This website provides frequently asked questions, tips, procedures and direct links to the most popular vendor Y2K information:
<http://www.umn.edu/oit/year2000>

Where Should You Start?

1. Go directly to the product source!

Check with your hardware and software vendors regarding their Y2K status. Product information and recommendations are generally listed on their website. The University of Minnesota Y2K website has a list of the most popular vendors, with direct

links to their Y2K website information:
<http://www.umn.edu/oit/year2000>

Tip: a website to help you quickly locate vendor web pages is: <http://www.vendor2000.com>

2. If you cannot locate the vendor information from the product source, there are other resources available:

- To check your hardware**, try the NSTL Ymark2000 compliance test by McGraw-Hill. You can download this test from the NSTL website or pick up a free diskette from any Academic and Distributed Computing Services (ADCS) Help-Line.

ADCS HelpLines:

152 Shepherd Labs (East Bank)
50 Humphrey (West Bank)
50 Coffey Hall (St. Paul)

NSTL website: <http://www.nstl.com>

- To check your software**, visit the vendor's website regarding their current Y2K status. There is a free Microsoft CD-ROM available at the ADCS HelpLines. This CD tests all Microsoft products, with direct links to the Y2K fixes located on their Y2K website.

- Electronic equipment**: for tips on how to tell if your equipment might be affected and what to do, see the information on the "Faculty and Research" page located on the University's Y2K website. Vendor web sites and vendor representatives are two key sources of information.

The University's Electronic Instrument Services department at 612-625-6745 can also provide assistance.

- Database concerns**: the University has purchased a limited number of licenses for the Symantec Norton 2000 Database Testing tool. This CD-ROM is available for Technical Coordinators and collegiate unit Y2K contacts; it evaluates spreadsheets and databases for Microsoft Excel versions 3, 4, 5, 95 and 97, Lotus 1-2-3, Microsoft Access and other products. To request a copy, call Mary Ryan at 612-624-2308 or send email to: y2k@tc.umn.edu



Human Resources Management System and PeopleSoft

Implementations Lay Foundation for Self-service Vision

For the last 18 months, the Human Resources Management System (HRMS) has been implementing parts of a system that will eventually impact everyone at the U.

“Most of our work has impacted human resource staff in colleges and administrative units,” said HRMS Project Director Miriam Ward. “Now you’ll be seeing implementations that have a broad University-wide impact” says Ward.

▼ **Staff are now able to update personal information on the web.**

In October, U staff gained the ability to update their personal information on-line. About 3000 addresses and phone numbers were updated during the six days after the implementation. “You can imagine the amount of time and paper the old updating process required,” Ward said. “Now it takes an employee a minute or two and the information is updated instantly in PeopleSoft.”

Like the student demographics, employee personal information resides in Campus Community in the PeopleSoft database. “Whether you’re a student, an employee, or a student-employee, you have only one record at the U. The integration of this information in one place means we’ll have much more accurate data and we won’t have to check five different systems to find the current address,” Ward said.

▼ **Pre-employment and health and dependent care reimbursement accounts are now live.**

Last month, the beginnings of the Pre-Employment Project (PEP) appeared in PeopleSoft — the ability to process non-academic and student job requisitions and the ability to track applicants. Right now the process is centralized.

The new process automatically checks the lay-off and priority hire lists. PEP will continue to be enhanced. In the future, prospective employees will be able to apply for a job on-line and hiring units will enter requisitions on-line.

Another small, but important addition: Departments will enter the requisition/search number on a new field in the job record in PeopleSoft. This will allow for new reporting functionality.

In November the Health Care and Dependent Care reimbursement process went live for enrollment in the plan, effective January 2000. Reimbursement claims will be processed and checks issued for claims in 2000. (It replaces the old system that was not Year 2000 compliant.)

The long term vision is for open enrollment to become a self-service, on-line function.

HRMS has been implementing a system that will impact everyone at the U.

▼ **Implementation required the “usual technical miracles.”**

“It all *sounds* easy,” Ward said, “but it required the usual technical miracles from OIT Technical Infrastructure and web teams. The conversion of data for the PEP project was especially tricky, and the printing of letters for the applicant tracking process required the work of an ADCS “guru.”

▼ **The Big One: Payroll!**

Staff have already begun testing the payroll process which will be fully implemented in June. “We will do four months of parallel testing for payroll,” Ward said. “No one wants to see a mistake on their paycheck.”

Questions?

Email Bonnie Marten, HRMS, at marte004@cafe.tc.umn.edu ■

TEL Development Guides

New Documents Help Faculty Create Effective Learning Environments

Every day, more faculty members are becoming interested in technology enhanced learning (TEL). In response, the consultants at the Digital Media Center (DMC) are developing creative ways to improve TEL support and to reach out to these enthusiastic clients.

Stacey Clawson, consultation lead at the DMC, explains, “In order to respond effectively to the increased needs of the faculty, we needed to develop a consistent, streamlined, comprehensive process for supporting TEL.”

A Clear and Flexible Framework

The DMC consultants have created the TEL Development Guide, a suite of documents that provides a clear, flexible framework for TEL design and development. The TEL Development Guide is designed to:

- Support faculty.
- Encourage the use of best practices in both pedagogy and multimedia development.
- Assist consultants in providing consistent advice to faculty.
- Promote realistic expectations of the TEL development process.
- Facilitate production.

Action Plan: The “What’s next?” Document

The first part of the TEL Development Guide—the TEL Action Plan—is a self-help tool that guides faculty through the next steps after their first TEL training experience. It features a planning grid and a series of questions designed to help someone new to technology explore the options available. University resources (such as URLs and a list of Academic and Distributed Computing Services Short Courses) are included.

TEL Course Plan: Laying the Groundwork

Once a faculty member has decided how to use technology to enhance teaching and learning, the next step is to prepare for developing the materials. The TEL Development Guide provides two documents:

- the Week-By-Week General TEL Course Plan
- the WebCT Course Site Plan

Both documents use the same framework; the WebCT version adds material specific to preparing a WebCT course site.

Consultants use these documents with faculty in the early stages of a project to provide a structure for developing effective TEL course materials. In some cases, the consultant will interview the faculty member and write the

information in the document. In other situations, the faculty member may prefer to complete the document individually.

The faculty member answers questions about basic course information, instructional goals and learning strategies.

As the process continues, faculty can use the weekly course-planning page, which includes:

- Goals and objectives for the week.
- Plans for on-line and traditional content delivery.
- Assignments, resources and activities.
- Plans for evaluating students’ work.

Appendices provide additional information, such as background on intellectual property rights and responsibilities and a basic timeline for TEL development.

WebCT-specific appendices describe WebCT tools and display a general WebCT course site map, so faculty can choose the tools and structure that best support their goals.

Strategies for Learning On-line

While deciding how to best present the course content, the faculty member can consult a new series of articles from the DMC. These articles discuss various learning strategies and how to use them effectively in a computer-based



environment. Current articles in the series include:

- Case studies.
- Collaborative writing.
- Expanding the curriculum.
- Games and simulations.
- Group work.
- On-line discussions.
- Tutorials and self-tests.

J. D. Walker (from the Digital Media Center), who is writing these articles, plans on covering a number of other learning strategies. Each article explains the strategy and offers examples, teaching tips, on-line tools and numerous resources.

Design Document: Ready to Build

From the information assembled in the course plan document, the consultant works with the faculty member to complete the TEL Course Design and Development document. Depending on the nature of the consultation, this document may be completed by the consultant or by the faculty member. The result will be a complete design document that is ready for implementation. It features:

- Basic information.
- Instructional strategies.
- A week-by-week TEL syllabus.
- Use of WebCT tools (if applicable).
- Website design (if applicable).
- Content.
- Technical specifications and test plan.
- Course or course site maintenance plan.
- Plans for evaluating the effectiveness of the TEL course.

Every day,
more faculty
become interested in
**technology
enhanced
learning.**

Who's going to
help them?

Future Plans

Over the next couple of months, consultants will use the draft TEL Development Guide documents with faculty in training and in consultations and will gather feedback and suggestions for improvement.

Final versions of the documents are expected in January.

To request a consultation or for more information, contact the Digital Media Center. Phone 612-625-5055 or send email to: dmc@tc.umn.edu

■ Beth Daniels, Digital Media Center

Advanced Research Tools and Services

from the University Libraries

Nancy Herther, University Libraries, <http://www.lib.umn.edu>

The University Libraries offers a wide variety of services and resources of particular interest to doctoral students, faculty and other researchers here on campus.

Let's take a quick look at some that are most critical.

Research Services

Below are some services for the serious researcher; bookmark them.

- **Selectors to Work with You**

The Libraries have experienced bibliographers and selectors working in virtually any area of research you may have. These specialists are responsible for collection development and management, working with students and faculty on secondary research and teaching in areas related to library resources and secondary research methods.

Don't know who your specialist is? Check out this website for a full listing: <http://www.lib.umn.edu/about/selector.html>

- **LUMINA to U**

Want to check out a book that's located on another campus? Need an article that wasn't on the periodical shelf when you last stopped in the library?

LUMINA to U provides delivery of books and photocopies from any Twin Cities campus University of Minnesota library for faculty, staff or students.

Articles up to 50 pages in length will be copied and sent to your campus address for \$5.00. Books are delivered on campus for free. For a nominal fee books and articles can also be delivered to off-

campus addresses. You will want to bookmark this address to get more information and to access the order form: <http://www.lib.umn.edu/forms/l2uintro.html>

Interlibrary Loans via your Keyboard

Faculty, staff and current students can use our interlibrary loan service for free delivery of materials *not* held by the libraries. Books, dissertations and articles can be requested in many ways:

Via email to: willsill@tc.umn.edu

Use a web form at: <http://www.lib.umn.edu/forms/illintro.html>

Use the order/request feature within WorldCat/FirstSearch – without leaving the database!

While in RLIN/Eureka, use their order function – also without leaving the database!

From the CIC/Big 10 (VEL) catalog, accessible from the Library Catalogs option in LUMINA.

More information is also available from this web page: <http://www.lib.umn.edu/forms/illintro.html>

Reference Services

Many campus libraries have special reference hours for one-on-one consultation. For example, Wilson Library has a Specialized Reference Service that is staffed from 1 to 3 p.m. each Monday through Friday during the school year. Each hour a different bibliographer, with special understanding of various specific subject fields, is available.

Just stop at the reference desk to ask for more information or check out this website: <http://www.lib.umn.edu/wilson/spec-ref.html>



LUMINA is the on-line computer system of the University of Minnesota Libraries-Twin Cities, and includes MNCAT, the catalog of most of the books and periodicals in the Libraries' collections. Access to MNCAT is available free of charge with no password. Due to contracts with commercial vendors, many of the other databases available through LUMINA may be accessed only by University of Minnesota faculty, staff, and students; this restricted access also requires a campus Internet (ID) and password.

The Science and Engineering Library has a special Librarians by Appointment service which also provides individualized consultation each weekday during the school year. For more information check out: <http://sciweb.lib.umn.edu/general/appoint.html>

Going Away for a While?

The Libraries is developing a full-scale set of remote services and access to the University Libraries' resources for distance education as well as for researchers on sabbatical or otherwise not on campus.

For complete information, see the "Distance Learning Services" section of the Libraries' web page: <http://www.lib.umn.edu>

Key Academic Resources

What are the most essential databases for the intrepid academic? Below are databases that I would select and hope you will try.

1. Databases that Cover Academe:

There are many excellent databases that cover trends that directly involve or affect higher education. Some of these are sure to be important sources of information to you.

ABI INFORM:

This database covers any information that affects business/management/economic issues, etc. Today education is big business and is known to affect the quality of life as well as our competitive position in the world's economy. It's even a great database for looking for

information about your own field, so if you haven't tried it you might want to.

About ten years ago, a glum anthropology student told me how depressing it was to realize his field limited his career options. I later found an article in ABI INFORM that I passed along to him; it described how companies were hiring anthropologists to help them deal with diversity issues as they expanded their operations globally. This database might surprise you!

ERIC:

The ERIC database, along with **Education Abstracts**, form the core of on-line databases covering the field in education. Distance education, web integration, teaching skills and educational administration are all covered in these indexes.

Academic Universe and Congressional Universe:

These mega-files cover a very broad base of information from full text of daily newspapers to congressional reports and expert testimony. Trends on research funding and information on what's happening here or elsewhere in the world of academe are readily available.

2. Key Databases in your Field and Related Areas:

The Libraries has over 200 databases available for free searching by current students, staff and faculty of the University. Among those you will find databases that are essential to your field — and many might be worth an occasional look



Commercialization of Journals

Academic Librarians Take Stand; JAL Resignations

The Association of Research Libraries (ARL) reports that since the *Journal of Academic Librarianship* (JAL) became the property of Elsevier Science when it purchased JAI/Ablex at the end of 1998, many editors, columnists and members of the board of JAL have decided to resign their positions at the end of this year.

An editorial and a column in the May 1999 issue of JAL explain their decision. The resigning members of JAL are currently investigating options for continuing their strong contributions to the literature of library and information science.

At its most recent meeting, the ARL board applauded the actions of the JAL resigning members, acknowledging the difficulty with which such a decision is made. At its annual meeting in June, the Canadian Association of Research Libraries passed two resolutions indicating their willingness to work with and subscribe to any alternative journal in academic librarianship that might be created. ■ Nancy Herther, University Libraries

Expanded SPARC Effort

Europe's New Journal of Physics and the USA-based Internet Journal of Chemistry Join SPARC

SPARC (The Scholarly Publishing and Academic Resources Coalition) recently endorsed the *New Journal of Physics* and the *Internet Journal of Chemistry*. These journals are now part of SPARC's Leading Edge program, which supports community-based electronic ventures in science publishing. Leading Edge projects use technology and innovative business models to provide scientists with better ways to disseminate their research. These journals are also available through links in MNCAT, the University Libraries' on-line catalog of our holdings: <http://www.lib.umn.edu>

New Journal of Physics is a peer-reviewed, all-electronic journal available at no charge to readers via the Internet. It publishes articles of outstanding scientific quality in all areas of physics. *New Journal of Physics* is produced by the Institute of Physics (IOP), based in London, and the Deutsche Physikalische Gesellschaft (DPG), or Germany Physical Society, based in Bad Honnef, Germany — <http://www.njp.org>

"The availability of scientific information is in danger," said Volker Haeselbarth, Chief Executive of the Deutsche Physikalische Gesellschaft. "*New Journal of Physics* is a solution that addresses both the issue of access in a time of tightening library budgets and the challenge of the Internet as the new electronic medium. SPARC's endorsement encourages tremendously our effort to provide free access to outstanding research to everyone."

The *Internet Journal of Chemistry*, created by an independent group of chemists in the USA, U.K. and Germany, uses the Internet to offer information in greater depth than paper journals and in ways that can be better understood by chemists. Authors will retain copyright to articles that appear in *Internet Journal of Chemistry*, and the journal will license limited rights to these articles — <http://www.ijc.com>

SPARC is an alliance of universities and research libraries that supports increased competition in scientific journal publishing.

Its membership currently numbers about 170 institutions and library consortia in North America, the United Kingdom, continental Europe and Asia. SPARC is also affiliated with major library organizations in Canada, the U.K. and Ireland, Denmark, Australia and the USA. SPARC is an initiative of the Association of Research Libraries supported by the University Libraries and other major academic libraries. More information on SPARC is available on-line: <http://www.arl.org/sparc>

■ Nancy Herther, University Libraries

because they tangentially cover trends related to your field. Invest the time to get to know these databases; it will be one of the best investments you can make.

3. **Current Contents:**

Good for general searching, this database is best used as a time-saving way to keep up in your field; it lets you browse journal tables of contents from your office or home. The database features sophisticated software that lets you set up automatic searches to be run on a scheduled basis with results sent to your email account. For information on how to set up a search for automatic updates see: <http://www.biomed.lib.umn.edu/liteup.html>

The September 1999 issue of the *Information Technology Newsletter* included an excellent article on what Current Contents is and how the interface software works.

4. **Citation Indexes:**

This is the stuff of true academics and true research! If you have never done a citation search of your own research or of some key research papers in your field, this is the database you need. (Tenure is an excellent time to get into this database.)

The three citation indexes — Arts & Humanities Citation Index, Social Science Citation Index and Science Citation Index Expanded — are essential tools to look at how ideas evolve, develop and spread out in the literature. This would include articles by you.

These amazing indexes allow you to search through the references and footnotes of articles to find out who is citing who and how new research and ideas are integrated into existing literature and theory.

Give them a try!

That Isn't All...

The University Libraries have many key resources available through our web pages and in our libraries. We also have a staff of experts in key areas that you need to know. We have on-line searchers with as much as 30 years of searching experience; experienced bibliographers, some with doctorates in their fields, all with a good background in their subject fields; award-winning researchers and writers, talented instructors and more. This is, perhaps, the finest and most essential tool the Libraries offers you.

For a complete listing of subject specialists, check out our "Selector" website and give the person a call. Or, stop in any library and get to know us – at point-of-need or when you want to take a few minutes to expand your possibilities a little: <http://www.lib.umn.edu/about/selector.html>

We are happy to talk with you anytime and help in any way that we can.

■ Communications about this column should be addressed to: Nancy K. Herther, Social Sciences Bibliographer, 170b Wilson Library, West Bank; n-hert@umn.edu; 612-624-2020

Current Italian Union Catalog Records

Added to RLG Union Catalog

Need information about current books published in or about Italy? The Research Libraries Group (RLG) recently announced that the first batch of current cataloging records from the Servizio Bibliotecario Nazionale (SBN, National Library Service), provided by the Istituto Centrale per il Catalogo Unico delle Biblioteche Italiane (Central Institute for the Union Catalog of Italian Libraries) has been added to the RLIN database. RLIN is available freely to all current students, staff and faculty from the 'Library Catalogs' option in LUMINA: <http://www.lib.umn.edu>

The records represent Italian monographs and serials published since 1997, with small numbers of records for computer files, maps, musical scores, sound records and visual materials. They supplement the Casalini Libri records loaded weekly into the RLG union catalog since 1995. The new source of cataloging enriches the RLG union catalog's coverage of Italian-language materials. SBN participants include the national central libraries in Rome and Florence, state, city and university, and other academic libraries, and public and private cultural or research institution libraries. Each record indicates the libraries in Italy that hold the item.

About 40,000 records for Italian imprints are created annually. Items in the catalog are available for interlibrary loan through the University Libraries. For more information on this project see: <http://www.rlg.org/strat/projeuro.html>

More New E-Journals Available Full Text On-line

Using the Libraries' web MNCAT catalog of holdings, current students, staff and faculty now have on-line access from office or home to the following important journals:

- *Journal of the Royal Anthropological Institute*, from the Royal Anthropological Institute of Great Britain and Ireland, Vols. 1-65, 1901-1965
- *Nineteenth-Century Literature*, from the University of California Press, Vols. 1-49 (Issue 3), 1945-1994
- *Transition*, from Duke University Press, Issues 1-62, 1961-1993

■ Nancy Herther, University Libraries

Data Recovery Solutions

The Ontrack and University of Minnesota ADCS Partnership

The Ontrack Contract



Ontrack Data International and Academic and Distributed Computing Services (ADCS) have put together special pricing to protect your valuable investment in data

(a service we announced in our August 1999 newsletter). As a result of this partnership, any University of Minnesota faculty, staff or student who needs help recovering lost data can take advantage of special pricing.

Remote Data Recovery

Ontrack's Remote Data Recovery (RDR) service is the quickest way to get back up and running. This service can be a very desirable option when you cannot afford any of the direct or indirect costs of downtime. And to keep it simple RDR does not require you to remove your drive and ship it to Ontrack.

The Remote Data Recovery service enables same-day recovery of certain types of lost data on a desktop, laptop or server. RDR enables Ontrack engineers to connect through a modem or the Internet (depending on your problem) directly to your PC and perform data recovery services directly on your PC. (The patent is pending for this Ontrack technology.)

You may even be able to use Remote Data Recovery when the system will not start up (boot). In cases where the system does not boot, you use a self-booting diskette to start up the system and connect with an Ontrack Remote Data Recovery lab.

Remote Data Recovery can be used to solve data loss problems that are not the result of hardware failure, for example:

- Deleted files
- Deleted partitions
- Virus damage
- Reformat or repartition of a hard disk
- Invalid boot sectors
- Invalid volume, partition, and definition tables
- Damaged file system tables (File Allocation Table, Master File Table, Directory Table)
- Drives and partitions damaged or made inaccessible by utility use
- RAID configuration problems

Modem versus Internet Recovery

The Remote Data Recovery:

- Internet option supports data loss problems on Windows 95, 98 and NT
- Modem based option supports data loss problems on Windows 95, 98, NT, Windows 3.x, DOS, NetWare and Linux.

In Lab Recovery Service

More complex data loss problems, like those caused by a hardware problem, natural disaster or severe software corruption, requires Ontrack's in-lab tools and/or clean room services.

More to Come

Ontrack offers a wide range of service options beyond those mentioned here.

At press time we were working on expanding the options in the University of Minnesota's package. But the recent announcement that Legato Systems will acquire Ontrack has delayed confirming the final terms. We're looking at providing special pricing for their Easy Recovery and Rapid Recall service as well as ODRN (Ontrack Data Recovery for NetWare).

Contact Information

For more information, visit the ADCS website:
<http://www.umn.edu/adcs/help/recovery.html>

You can also visit the Ontrack website to learn more about their full range of services:
<http://www.ontrack.com>

■ Simin Hickman, Academic and Distributed Computing Services



Modem Testing Service

Can't get your modem to connect to your University account? We can help.



Academic and Distributed Computing Services (ADCS) offers modem testing and internet kit installation at its Shepherd Labs location. This service is available to students, staff, faculty and alumni of the University of Minnesota who can choose from three levels of service. There is a fee for this service, and ADCS requires payment of one-half the fee when you drop off your equipment.

disks and all relevant manuals. And whenever you make changes to your computer, you should be sure to make backups of all important documents; adding a modem or troubleshooting your computer is such an occasion — so back up your documents before you bring your equipment in.

Computer Repair Services and Rent-a-Guru

The modem testing service is just for modem setup and Internet Kit installation. We will not open the computer to install, re-install or re-seat anything; those are functions that can be handled by Computer Repair Services (612-624-4800). If you have operating system or other application program problems or virus problems, you can contact Rent-a-Guru (612-625-0100) for help.

U. of Minnesota	Service: Hourly Rate		
	Immediate*	1 day	2 day
Students	\$58	\$30	\$20
Staff and Faculty	\$58	\$40	\$30
Alumni	\$58	\$50	\$40

* Immediate service is subject to availability of staff.

For each level of service you must bring in your computer, modem, cables, operating system CD or

Information is also available on the web at:
<http://www.umn.edu/adcs/help/modems.html>

Information Technology Newsletter Subscription Request

Add to paper copy mailing list.
 (You can also email this information to: oitnsltr@tc.umn.edu)

Name _____

If University of Minnesota Twin Cities Campus Mail:

Use your departmental mailing address. Do not use your personal office address.
 Optional: Include Campus Mail Code: <http://umn.edu/lookup>

Department _____

Department Mailing Address _____

If U. S. Postal Service:

Address _____

City _____ State _____ Zip _____

Some funds are provided by the University of Minnesota Book Center, which does not represent any manufacturer, distributor, or retail outlet and is not responsible for any error or change in price, description or availability with respect to any product or service.

You can **FAX** the coupon to 612-625-6817.

Published monthly by the Office of Information Technology, editor, Mary Kelleher, <oitnsltr@tc.umn.edu>.

Paper subscriptions are free but are mailed only within the USA. Electronic versions are available on OIT's website as HTML (web) and PDF (Acrobat) documents: <http://www.umn.edu/oit/newsletter>

For alternate subscription information, see: <http://www.umn.edu/oit/newsletter/subscription.html>

▼ Help

Phone: Area Code = 612

- Computer Misuse or Abuse (also see Procedure 2.8.1.1)
- Emergency Network Help Line 625-0006
 - Non-emergency, e.g., spamming: abuse@tc.umn.edu

1 Help ← 7/24/365, unless otherwise noted 301-4357

- CCO: central systems, Enterprise PeopleSoft . 301-4357
 - web: <http://www.umn.edu/ccco>
 - by email: x-help@cafe.tc.umn.edu

■ Internet, E-mail and

Microcomputers and Distributed Systems 301-4357

- call-in: 8 am–11 pm ← Monday–Thursday
- call-in: 8 am–5 pm ← Friday
- call-in: noon–5 pm ← Saturday
- call-in: 5–11 pm ← Sunday
- walk-in 152 Shepherd Labs: 8 am–5 pm, M–F
- walk-in 50 Coffey Hall, St. Paul: 8 am–5 pm, M–F
- walk-in 50 HHH, West Bank: 1-5 pm, M-F
- web: <http://www.umn.edu/adcs/>
- by e-mail for U of M: help@tc.umn.edu

Password: Forgot it? 301-4357

- NTS-TAC: Technical Assistance Center 301-4357
 - web: <http://www.nts.umn.edu>

▼ Dial-in Computer Access

Internet/SLIP: up to 53kps if v.90 612 627-4250
(56k K-flex, Flex56, X.2 protocols are unsupported)

Internet/SLIP: ADI & ITE (with MKO) 623-0291

SecurID Access HiSpeed (v.32) 19200-N81 626-1061
2400-N81(no parity/8 data bits/1 stop bit) 626-7770

▼ Web and Internet Addresses

Quick Guide

Information Technology Newsletter

<http://www.umn.edu/oit/newsletter>

Modem Usage (current activity on your account)

<http://www.nts.umn.edu/services/modemusage.html>

Internet/E-mail account management/validation

<http://www.umn.edu/validate>

LUMINA (Library) – <http://www.lib.umn.edu>

via Telnet/TN3270: admin.ais.umn.edu

OIT – <http://www.umn.edu/oit>

Onestop Student Services – <http://onestop.umn.edu>

UM Bookstores – <http://www.bookstore.umn.edu>

UM News Server – news.tc.umn.edu

▼ General

Phone: Area Code = 612

Threats, UM Police Department 911 on campus
• off campus 624-3550

ADCS Hands-on Training and Seminars 625-1300
• self-paced training and customized training

• web: <http://www.umn.edu/adcs/info/training.html>

Computer Accommodation Program – voice/tty... 626-0365

Computer Repair Services 624-4800

Computer Store, Williamson Hall 625-3854

Digital Media Center 625-5055

Statistical Software Support:

including SAS and SPSS 624-3330

Interim Associate Vice President and

Chief Information Officer, Steve Cawley 612 625-8855

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