UNIVERSITY
OF MINNESOTA

Office of
**Information
Technology**

Information Technology

Newsletter

New Student Program:
Microsoft Academic Student Select

*Beginning Fall semester, U of M students
will be able to purchase some Microsoft
software products at discounted prices!*

What is this program?

The Microsoft Academic Student Select Program's goal is to give currently enrolled University of Minnesota (U of M) students the opportunity to purchase common Microsoft software at significantly discounted prices. The University's Academic and Distributed Computing Services (ADCS) negotiated reduced prices with Microsoft for popular Microsoft software products; these prices are available for U of M students only.

Starting fall semester, three software products will be available for currently enrolled U of M students. These Microsoft products are available in English and are for computers running a Windows operating system.

- Microsoft Windows XP Pro,
- Microsoft Office XP for Windows
- Microsoft Office XP Pro for Windows

How much does software in the Microsoft Academic Student Select Program cost?

At press time the Microsoft software costs were still under review. However, the prices will be significantly less than purchasing from other sources (around $60–80).

http://www.umn.edu/oit

Can students purchase multiple products from this program?

No. This program is set up specifically to give currently enrolled U of M students the opportunity to purchase Microsoft software at a significant discount for their use only. Students may purchase only one version of Microsoft software. For example, a current U of M student could purchase one Microsoft operating system product — such as Windows XP Pro — and one Microsoft Office product — such as Microsoft Office XP Pro for Windows.

How do students purchase software from this program?

Beginning fall semester, currently enrolled U of M students will be able to purchase the software available in the Microsoft Academic Student Select program on-line. For a link to the order form, visit the Microsoft Academic Student Select Website: http://www.umn.edu/ucs/Microsoft/AcadStudentSelect.htm

Payment options include credit card, check, cash and eventually the option to charge a U of M student account.

Students will have two delivery options:
- pick up the software at University Computer Services at 2218 University Ave. SE: http://www.umn.edu/ucs/
- pay an additional charge to have the software shipped

Where do students purchase other Microsoft products?

Visit the U of M Techmart Website for additional discounted software purchase options: http://www.techmart.umn.edu/

Updates, pricing information

For updates and pricing information visit:

- University Computer Services Website: http://www.umn.edu/ucs/
- Techmart Website: http://techmart.umn.edu/
- ADCS software license agreement Website: http://www.umn.edu/adcs/site/

■ Renee Halverson, University Computer Services

Another New Student Service! Overnight Laptop Rentals

During the past year, University Computer Services (UCS) has offered an overnight laptop checkout service for current University of Minnesota faculty and staff. UCS has extended the overnight checkout option to currently enrolled U of M students. This service allows University students, faculty and staff the flexibility to checkout laptops overnight and/or an extended period of time. For more information:

- visit the UCS Website at http://www.umn.edu/ucs/
- call UCS at 612-624-4800

■ Renee Halverson, University Computer Services

daily rentals, too

The rent-a-laptop for $3.50 a day program is still available; staff and faculty fees are higher. Details available from many campus Website links or directly from http://lighthouse.micro.umn.edu/

New and Ongoing DMC Services

DMC Offers Instructors Opportunities to Enhance Learning With Technology

to find out even more, visit http://dmc.umn.edu/

This fall, the Digital Media Center (DMC) will continue to offer a wide range of services, programs, and online resources through which instructors can learn more about designing and supporting technology-enhanced learning (TEL) opportunities for students. Below we highlight some that are new or have been enhanced for the new academic year.

We also encourage you to visit our Website to find out more about all of our support efforts, to get monthly updates and to read announcements of TEL special events: http://dmc.umn.edu/

Today's learners face many challenges as they obtain their degrees, enter the workforce and become active citizens, not the least of which is how to use Web-based and new technologies at work, in school, and as part of their community activities. We hope our services, programs, and online resources will help instructors design learning activities and environments that, in turn, will help learners meet these particular challenges.

▼ Consultation and production services offered

DMC instructional multimedia consultants, Student WebCore Service production assistants, and video producers will continue to be available to support individual and group projects. Our consultants provide TEL advice to University faculty members and their assistants for no charge. We also help instructors use hardware and software in our development facility in 212 Walter. Our production assistants produce course Websites and other educational technology projects for faculty members under the supervision of our consultants for a reduced fee. Our video producers design, write and produce videos for the University community for a fee and provide advice about producing satellite teleconferences and streaming video projects.

For more information about:
- our consultation services, visit http://dmc.umn.edu/services/consultations.shtml
- the Student WebCore Service, visit http://dmc.umn.edu/services/web-core.shtml
- our video production services, visit http://dmc.umn.edu/services/video.shtml

▼ New exemplary project profiles published

We are also adding to our Website additional profiles of how University of Minnesota faculty members have accomplished instructional goals and learning objectives using TEL strategies. Each profile includes excerpts from an interview with the principal developer(s) of a TEL project that describe the instructional problem; the teaching strategies used; how TEL activities and materials were developed; the outcomes; advice to other instructors; and feedback (if available) from students in the classes affected. We also include example screenshots, animations, or portions of the TEL activities and materials developed during the project, plus links to relevant support services available to other instructors who wish to use similar strategies.

New profiles will be published each semester. To read the profiles, visit http://dmc.umn.edu/projects/projects.shtml.

▼ Faculty Fellows' annotated bibliographies published

The DMC Faculty Fellowship Program begins its third year this fall. Faculty members are granted release time to develop TEL expertise and projects and to share their knowledge and work with colleagues through presentations at local and national events, by consulting with other faculty members, and, starting this fall, by publishing annotated bibliographies of TEL resources on the DMC Website.

Applications for 2002-03 fellowships are due September 16; we are particularly interested in supporting fellows whose projects address designing effective online learning environments or evaluating online learning environments.

- For application instructions and more information about the program and past faculty fellows, visit http://dmc.umn.edu/fellowship/fellowship.shtml.
- Information about new fellows will be available from the same URL in October.
- To access the bibliographies developed by the 2001-02 fellows, visit http://dmc.umn.edu/bibliographies.shtml.

▼ Faculty Toolkit software distributed on all campuses

Free and reduced price multimedia software applications again will be made available to University faculty members this fall through the Faculty Toolkit project. The project is funded by the Office of the Executive Vice President and Provost (EVVP) and developed and managed by Academic and Distributed Computing Services (ADCS) and the DMC. Many of the applications have been upgraded to new versions. In addition, the software now will be available to faculty members on all University of Minnesota campuses.

Instructions about how to obtain the software will be sent to all faculty members in September and also published on the DMC Website: http://dmc.umn.edu/services/toolkit.shtml.

▼ TA Web Certification Program also offered as a credit course

Since its inception in the fall of 1998, more than 400 teaching assistants (TAs) have participated in our TA Web Certification Program.

Over 4 weeks and in 30 class hours, staff members from Academic and Distributed Computing Services (ADCS), the DMC and the University Libraries teach TAs how to incorporate TEL strategies into courses and to create Web pages. The TAs experience learning in a TEL environment through the use of Web-based threaded discussion tools and a WebCT course site.

Upon successful completion of the program, the TAs are awarded certificates that signify they possess the TEL and Website production skills needed to assist faculty members with TEL projects. The training will be offered twice this fall on a non-credit basis and also for the first time as a two-credit graduate-level course through the School of Nursing.

For more information, visit http://dmc.umn.edu/ta-web.shtml.

▼ Small Grant Winners' Seminars held and streamed online

Through the TEL Seminar Series launched in 1998, University of Minnesota instructors present their TEL work to the University community. The EVPP and selected colleges sponsor these free events, and OIT and DMC staff members organize the series.

This fall, 2001-02 TEL Small Grants Program winners will present 12 projects developed with small grants funding, and streaming videos of the presentations will be available on the DMC Web site within a few days of each event. The first TEL seminar will be held:

Wednesday, September 2, 2002
12:00 noon–1:30 p.m. — 165 Peik Hall

Bud McClure and Sandy Woolum will present their project, Maximizing Technology in Teaching Psychology: Video and Audio Streaming Resources for the Online Psychology Program.

Murray Jensen will present his project, Implementing and Evaluating the Use of Computer Peripheral Equipment in the Entry-Level Human Anatomy and Physiology Laboratory.

- To see the complete fall schedule, project descriptions, and the videos as they are made available, visit http://dmc.umn.edu/services/events.shtml.
- To learn more about the TEL Small Grants Program, visit http://dmc.umn.edu/small-grants/small-grants.shtml.

▼ New Online and face-to-face short courses offered

The DMC, in conjunction with Academic and Distributed Computing Services (ADCS), is again offering a variety of TEL short courses that are free to University faculty. Two new courses are being offered this fall.

A 3.5 hour face-to-face course, Designing Course Web Sites: Implementing Teaching Strategies with WebCT, emphasizes how to design teaching strategies and learning activities that work in a TEL environment. It is based on a successful 18-hour week-long Web

"camp" held for six faculty members this August and taught by a 5-person instructional team. The participants rated the course very well on evaluation forms; positive comments included: "[a] terrific course that was enormously helpful in my course development process, far beyond my expectations," and "[e]xcellent instructors. [t]hank you for an excellent class. [a] great use of time-and a great jump start for the fall semester."

Our first online course, Creating Course Web Sites: WebCT 3 Advanced Communication Tools, also will be offered this fall. Participants will have the opportunity to use online communication tools and to learn how to structure chat sessions.

The DMC and ADCS also offer customized TEL workshops. For more information about our scheduled and customized classes, visit http://dmc.umn.edu/services/training.shtml.

▼ WebCT support site and templates updated

WebCT course management software enables instructors to create and manage Web-based learning activities and course materials. Students use WebCT to access these materials and participate in learning activities via the Web. Our University of Minnesota WebCT support site and course site templates have been updated over the summer.

The support site home page has been simplified so that the main category links and announcements are visible without scrolling. We also have added quick links to pages repeat users frequently visit; a toolbar of links to a new search feature, a site map, a form for users to submit comments about the site, and new information in the Instructor Support section.

The University default course site template also has been revised to deal with student tracking issues. In addition, 14 departments have set up customized departmental course site templates.

For more information, see the support site at http://webct.umn.edu/.

■ Linda Jorn and Christina Goodland, Digital Media Center

WebCT reminders for instructors and site designers

System maintenance
Regular system maintenance 9:00–10:00 a.m. on the second Saturday of every month is working well.

Hardware
In anticipation of heavy use this fall, we have purchased new hardware to use with WebCT.

Course site archiving
Summer and intersession course sites were archived on or about September 12, 2002 and instructors and course site designers were notified.

Instructor/Course site designer information
We recommend that all instructors read through the new and improved Instructor Support section of the WebCT Support site at http://webct.umn.edu/instructors /instructors.shtml.

Forms
The WebCT administration and support team requests that instructors use the forms on the WebCT support site to request new sites, add or drop user access and ask for help.

■ To request a new site or a departmental course site template, visit http://webct.umn.edu/forms /request-site.shtml.

■ To add or drop a student's ability to access your site, visit http://webct.umn.edu/forms/add-drop-access.shtml.

■ To request help (instructors & course site designers only), visit http://webct.umn.edu/forms/get-help.shtml.

Free faculty & student orientation seminars
DMC/ADCS is offering free, drop-in seminars for faculty members and students on how to use WebCT.

WebCT 3 — Faculty Orientation
• Thur, 9/26, 2 p.m.–3:30 p.m., Nicholson Hall 2
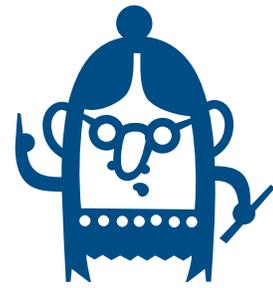• Tues, 10/01, 10 a.m–11:30 a.m., Anderson Hall 170

WebCT 3 — Student Orientation
• Tue, 9/17, 1:25 p.m.–2:55 p.m., Nicholson Hall 2
• Thur, 9/26, 10:10 a.m.–11:40 a.m., Anderson Hall 170
• Wed, 10/02, 1:15 p.m.–2:45 p.m., Bio Sci Center 64
• Fri, 10/18, 10:10 a.m.–11:40 a.m., Nicholson Hall 2

For more information, search for WebCT at http://training.micro.umn.edu/ShortCourses/

Boot Camp: Presented by the University Libraries

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

Fall is a busy time for us all here on campus. But all the more busy – and sometimes confusing or overwhelming – for the new faculty and grad students. In the Libraries we have a solution for this: Boot Camp!

Ever felt lost in the crowd? Had problems trying to find a needed book? Not sure how to order an interlibrary loan of a key article? Hope to put core class materials on reserve?

With Boot Camp we present an innovative, quick and easy solution to your research problems. We don't want you spinning your wheels or wasting your time! Register: *http://www.lib.umn.edu/registration/*

What can I expect?

Traditionally, a boot camp involves a lot of pain.

Run a fast three miles, do a hundred push-ups and a free climb up a 60 foot rope. Take away a good night's sleep, a decent meal, and all your hair and replace them with mud under your finger nails, sweat on your brow and tears of exhaustion. If you can roll all that into a 24 hour period and repeat the process for a number of grueling weeks, then you're ready.

Not here! We offer friendly, free, informative short courses and hands-on sessions to help you learn what you want to know in the pleasant surroundings of the campus libraries: *http://www.lib.umn.edu /registration/*

Logistics

Did you know that the University Libraries include five major facilities and eleven branch sites. Sound complicated? Sign up for a free tour to any of our campus library facilities; tours will be held at various times during fall semester.

Pick one that will be convenient to you! *http://www.lib.umn.edu/registration/*

"Hello Muddah, hello Fadduh, Here I am at Camp Grenada Camp is very entertaining and they say we'll have some fun if it stops raining."

● *Allan Sherman* ●

Teaching support

The University Libraries provide a wide variety of research support for instructors here on campus and through the Web for e-learning opportunities. We have developed Assignment Calculators to help students gauge their timelines for assignments that involve secondary research as well as electronic course reserves to help you and your students get their readings 24–7. We have a team of instructors who can provide course segments on Web research, searching databases and other essential skills.

We can save you time and improve the performance of your students! Check it out! *http://www.lib.umn.edu/registration/*

Collections and resources

The University Libraries is comprised of nearly 6 million print volumes, 45,000 serial subscriptions, 5.7 million microforms, 2.6 million government documents and 400,000 maps, making it the 17th largest research library in North America. Increasingly, the Libraries are transitioning to Web-based resources and collections. Even if you've been on campus before, it's a whole new research world. Libraries' staff are here to be your guides. Hands-on presentations will cover key resources you need to know. Informal meetings with subject specialists will allow you to network with your key contacts here in the Libraries. Let us help you get a leg up on your career here! *http://www.lib.umn.edu/registration/*

"Shazam!"
● *Gomer Pyle, USMC* ●

Service, service, service

The Libraries employ 309 staff, 99 of whom are librarians; and it circulates more than 1 million items annually to students, faculty and staff. We are big, yet personal. To get to know us and the incredible, innovative, time-saving services we can provide, you need to get to know us better. In special workshops and presentations, you will learn about services that are guaranteed to make you a more effective researcher and teacher here at the University! We are here to serve! *http://www.lib.umn.edu/registration/*

A pain-free experience

We know how to make learning-the-library more than just a good investment — we are making it fun! Please give it a try! We want to get to know you and help you, now and throughout your time here on campus! *http://www.lib.umn.edu/registration/*

Sign me up!

You can attend any or all of the sessions by simply looking over the listings of offerings at our special "Boot Camp" Web page. You will be given information on the content, times, locations and other details. We look forward to getting to know you better!

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

● *The Village People — In the Navy* ●
➲ Where can you find pleasure, search the world for treasure, learn science, technology?
➲ Where can you begin to make your dreams all come true on the land or on the sea?
➲ Where can you learn to fly, play in sports or skin dive, study oceanography?
➲ Sign up for the big band or sit in the grand stand when your team and others meet.
➲ In the Navy, yes, you can sail the seven seas.
➲ In the Navy, yes, you can put your mind at ease.
➲ In the Navy, come on now people, make a stand.
➲ In the Navy, can't you see we need a hand.
➲ In the Navy, come on, protect the motherland.
➲ In the Navy, come on and join your fellow, man.
➲ In the Navy, come on, people, and make a stand.
➲ In the Navy, in the Navy.
➲ They want you! They want you!
➲ They want you as a new recruit!

Library News Briefs

▼ New Online Database—Oxford Reference Online: the Core Collection

Oxford Reference Online: the Core Collection brings together 100 language and subject dictionaries and reference works published by Oxford — containing well over 60,000 pages — into a single cross-searchable database. The Core Collection means you can explore words and ideas from a variety of different perspectives in a single search. For example, search for "postmodernism" across the database, and you will get results from, among others, dictionaries of art, literary terms, geography and politics — enabling researchers to get a good, quick overview in a single search. Give it a try! To access the database, go to the Libraries' Web page and select the *ArticlesAndMore* option: http://www.lib.umn.edu

▼ IMB: Another Key Online Index in the Libraries

IMB: International Medieval Bibliography, which covers 1967 to the present, indexes articles on medieval subjects in journals, Festschriften, conference proceedings and collected essays. The index covers all aspects of medieval studies within the period 450 to 1500 for Europe, the Middle East and North Africa. Citations are classified by date, subject and location. In addition to English, the IMB indexes articles published in foreign languages with characters not found in English. The index is available from the

ArticlesAndMore option from the Libraries' Web page: http://www.lib.umn.edu

▼ "A Summons to Comradeship"
World War I and II posters in the Libraries' Collection

http://digital.lib.umn.edu/warposters/warpost.html

Two of the world's most significant collections of posters from World War I and World War II are located here in Minneapolis. The University of Minnesota Libraries owns six thousand items and the Minneapolis Public Library's collection consists of nearly two thousand posters. Both collections contain posters from government, commercial and charitable organizations. These collections are multi-national in scope and cover veterans' benefits, war bonds and loans, military recruitment and morale, civil defense, industrial production, freedom and loyalty campaigns, international welfare organizations, prices and rationing, transportation, health and safety, labor organizations, films and theatre, food production, sports and leisure, recruiting of women in military and non-combatant organizations, special events, anti-war movements as well as other topics.

Eventually six thousand of these posters will be digitized and made available at this Website. Project completion is scheduled for October 2003.

■ Nancy Herther, University Libraries

Answers to "Name that Decade: 1900–1999" on page 7.

No.	Event	Year
1.	Irish Free State	1921
2.	Boxer Rebellion in China	1900
3.	Tet Offensive	1968
4.	South African Boer War ends	1902
5.	6-day War, Mid. East	1967
6.	Russo-Japanese War begins	1904
7.	United Nations founded	1945
8.	Mussolini marches on Rome	1922
9.	D-Day	1944
10.	Turks revolt, Ottoman Empire	1908
11.	Prague Spring	1968
12.	Chinese Revolution	1911
13.	Rwandan genocide begins	1994
14.	World War I begins	1914
15.	Berlin Airlift	1948
16.	Students at Kent State shot	1970
17.	Unabomber arrested	1996
18.	Archduke Ferdinand assassinated	1914
19.	Oklahoma City bombing	1995
20.	China becomes Communist	1949
21.	Treaty of Versailles ends WWI	1919
22.	Korean War begins	1950
23.	US pulls out of Vietnam	1973
24.	Russian Revolution	1917
25.	Spanish Civil War begins	1936
26.	World War II begins	1939
27.	Olympic Games, Munich attack	1972
28.	NATO attacks Serbia	1999
29.	Treaty with Japan, ending WWI	1951
30.	India,Pakistan test nuclear weapons	1998
31.	Pol Pot, Communist Dictator	1975
32.	Iran takes American hostages	1979
33.	Operation Desert Storm	1991
34.	Castro becomes Cuban dictator	1959
35.	Bay of Pigs invasion	1961
36.	Japanese attack Pearl Harbor	1941
37.	US sends troops to Vietnam	1965
38.	Suez Crisis	1956
39.	Mao Zedong, Cultural Revolution	1966
40.	US bombs Libya	1986
41.	Hungarian Revolution	1956
42.	Official end of Cold War	1992

The Libraries Unveil a New Integrated Library System

Jerilyn Veldof, User Education Coordinator,
University Libraries, Twin Cities, http://www.lib.umn.edu

> It's a major technological transition.

With 4.3 million dollars of state and University of Minnesota funding and an implementation team of more than 100 people, the University Libraries (Twin Cities) and the Office of Information Technology (OIT) have pulled off a major technological transition; and pulled it off on time and within budget. As a result, the Libraries are up and running an entirely new library computer system that changes the way the Libraries order, process and retrieve materials and the way you will find materials in the online catalog.

This transition makes the University a leader in Minnesota for implementing a Legislative mandate for all state funded libraries to use the same system. State and library leaders chose this system through a state-wide RFP process. The result is the purchase of a product called Aleph500 from the company called Ex Libris (headquartered in Israel with offices in the United States).

MNCAT: same name, new look

If Aleph is the backbone of the new system, then MNCAT is the face. MNCAT, the Libraries' catalog, provides access to the nearly 6 million print volumes, 41,000 serial subscriptions, 5.7 million microforms, 2.6 million government documents and 400,000 maps in the University of Minnesota's collection.

Aleph gives MNCAT a new look and some new features that will impact you and your research.

Your Account

Are you one of those people who has 50 or even 100 books checked out and has a difficult time keeping track of them all? Which are library books? When are they due? How do I renew them?

The "Your Account" feature will allow you to see a list of the books you've checked out and even renew them right from the list. Find "Your Account" either

- under **Books and More** from the Libraries' homepage: http://www.lib.umn.edu/

- or from within **MNCAT**, the Libraries' catalog; look in the maroon bar at the top of the page: http://mncat.lib.umn.edu/

Journals Catalog

Now you can access sub-sets of the entire catalog. The Journals Catalog is a quick way to find out what journals, newspapers and magazines the Libraries subscribe to.

Conference Proceedings Catalog

Finding a particular conference proceeding in the midst of over 6 million records in MNCAT was often a challenge. But now you can just search the correct sub-set of the catalog for the proceedings you need.

Command line searching

If you have been a telnet/tn3270 user — or a power searcher — give Command searching a try. This type of search allows you to string together very specific search parameters, as shown in Figure 1.

This search would find materials that have World Health or WHO as a corporate author, the general keyword africa (truncated so it would find African as well as Africa), in the last 10 years.

> Note: Telnet/tn3270 searching is no longer supported by the University.

Ongoing development of MNCAT

Implementation staff will continue to use the results of usability testing with students, faculty and staff that were begun last spring, the experience of staff working with catalog users and your feedback to improve MNCAT. Implementation of the next version of Aleph in the coming year will also facilitate MNCAT enhancement.

We encourage you to send an e-mail message sharing your opinions and questions by clicking on the "Comments and Suggestions" link at the bottom left of each MNCAT page.

Learning more

Learning a new system well takes time and energy. The Libraries staff are happy to help you. Call us, e-mail us, make appointments with us — we will talk you through a search on e-mail, on the phone, on chat or at the reference desk. Check out **Infopoint** for contact information: http://infopoint.lib.umn.edu/

Here are some other options.

■ Workshops

Does an hour-long workshop for power searchers interest you? Many workshops will be offered by the Libraries in the fall. Check for workshop registration at http://www.lib.umn.edu/registration/
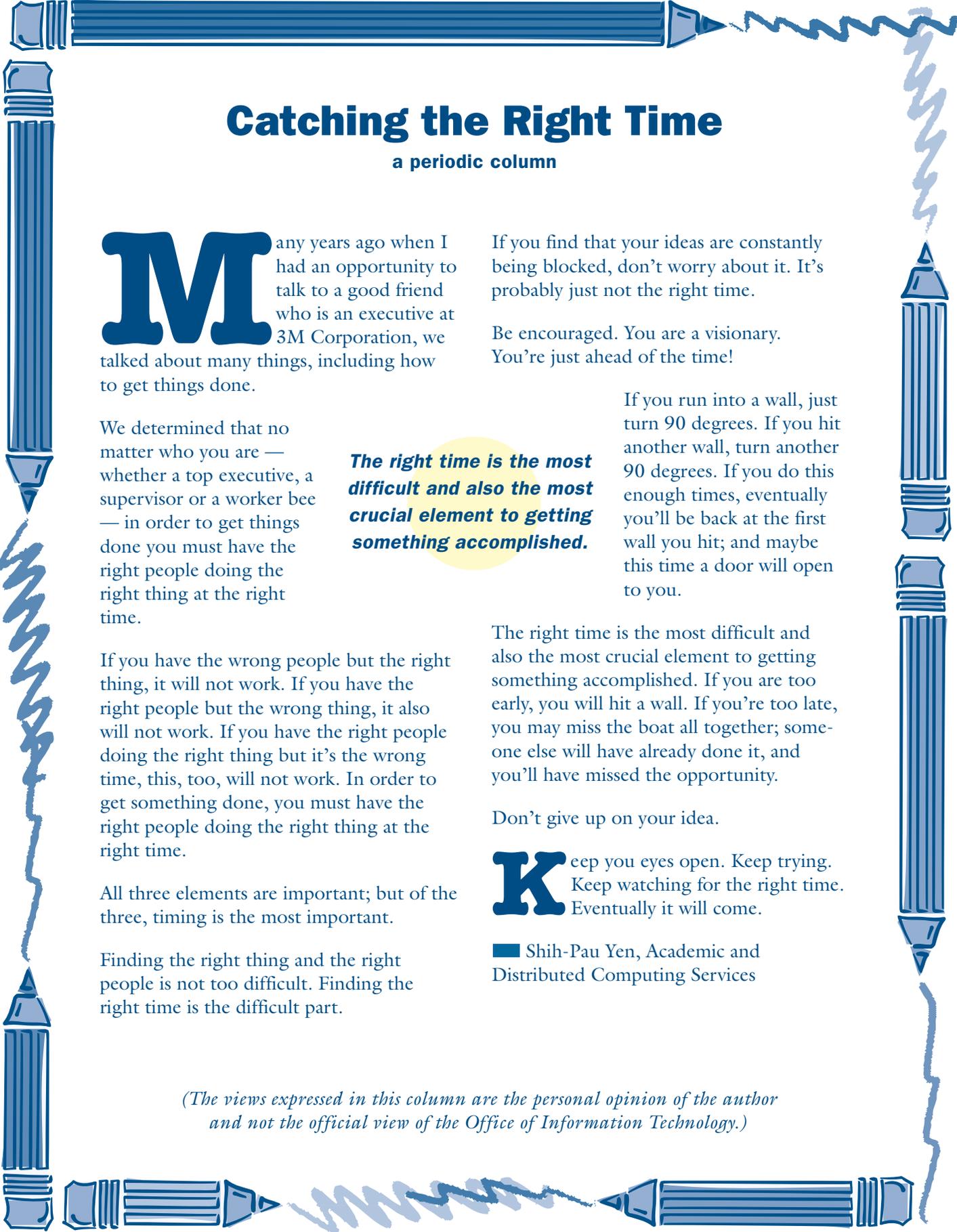
■ Guides/Help

- Updated MNCAT guides: http://www.lib.umn.edu/help /orientation/handouts.phtml

- Help pages on MNCAT: click on **Help** in the upper right of the MNCAT screen.

■ Jerilyn Veldof, User Education Coordinator, University Libraries, 180 Wilson Library, West Bank.

Figure 1: Command Line Searching Example

Ex. (WCORP=world health or WCORP=who) and WANY=africa? and WDATE=1992->2002

Catching the Right Time

a periodic column

Many years ago when I had an opportunity to talk to a good friend who is an executive at 3M Corporation, we talked about many things, including how to get things done.

We determined that no matter who you are — whether a top executive, a supervisor or a worker bee — in order to get things done you must have the right people doing the right thing at the right time.

If you have the wrong people but the right thing, it will not work. If you have the right people but the wrong thing, it also will not work. If you have the right people doing the right thing but it's the wrong time, this, too, will not work. In order to get something done, you must have the right people doing the right thing at the right time.

All three elements are important; but of the three, timing is the most important.

Finding the right thing and the right people is not too difficult. Finding the right time is the difficult part.

The right time is the most difficult and also the most crucial element to getting something accomplished.

If you find that your ideas are constantly being blocked, don't worry about it. It's probably just not the right time.

Be encouraged. You are a visionary. You're just ahead of the time!

If you run into a wall, just turn 90 degrees. If you hit another wall, turn another 90 degrees. If you do this enough times, eventually you'll be back at the first wall you hit; and maybe this time a door will open to you.

The right time is the most difficult and also the most crucial element to getting something accomplished. If you are too early, you will hit a wall. If you're too late, you may miss the boat all together; someone else will have already done it, and you'll have missed the opportunity.

Don't give up on your idea.

Keep you eyes open. Keep trying. Keep watching for the right time. Eventually it will come.

■ Shih-Pau Yen, Academic and Distributed Computing Services

(The views expressed in this column are the personal opinion of the author and not the official view of the Office of Information Technology.)

▼ 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@umn.edu

1–HELP •24/7 unless otherwise noted 612-301-4357

Dial 1-HELP. Listen to the voice menu list of options.
Press the number of your desired option.
- Technology Help: http://www.umn.edu/adcs/help

■ Passwords: new and forgotten ones
■ CCO Central systems, PeopleSoft
- by e-mail: x-help@umn.edu

■ Internet, Email, Microcomputers
- call-in Monday–Thursday • 8 am–11 pm
- call-in Friday • 8 am–5 pm
- call-in Saturday • noon–5 pm
- call-in Sunday • 5 pm–11 pm
- walk-in 8 am–5 pm, M–F:
  152 Shepherd Labs; 93 Blegen Hall; 50 Coffey Hall
- by e-mail: help@umn.edu

■ Networking and Telecommunications Services: NTS
- by e-mail: help@umn.edu

▼ Dial-in Computer Access

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

▼ Quick Guide

Modem Usage (current activity on your account)
http://www.nts.umn.edu/services/modemusage.html
Internet/Email account management
http://www.umn.edu/validate
MNCAT/LUMINA (Library) – http://www.lib.umn.edu
Office of Information Technology
http://www.umn.edu/oit
One Stop Services – http://onestop.umn.edu
Techmart – http://www.techmart.umn.edu
Technology Training Center
http://www.umn.edu/adcs/info/training.html
UM News Servers – news.tc.umn.edu, news.umn.edu

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Threats, UM Police Department .... 911 on campus
- off campus... 624-3550
Computer Accommodation Program – voice/tty... 626-0365
U Computer Services/Computer Repair Serv 624-4800
Statistical Software Support:
including SAS and SPSS 624-3330

Associate Vice President and
Chief Information Officer, Steve Cawley 612-625-8855

Newsletter subsciption information and archives at http://www.umn.edu/oit/newsletter

Rec# label trivia for Twin Cities campus addresses: 1st # is Rec#; 2nd # is the Campus Mail delivery code, http://umn.edu/lookup

Sep.0902 [pantone295,1205]

☐ Add
☐ *Delete/Cancel* *
☐ *Change Name* *
☐ *Change Address* *
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* If you cancel or change a
campus address, please tell us
the Rec#. Tear off the end page
and send the entire mailing label
to us. Or send email to:
oitnsltr@umn.edu