

Operator Committee Meeting Minutes

January 7, 2009



The **2009 Operator Committee Meeting Schedule** is posted at <http://www.ecs.psu.edu/training/opcom/opcom.htm#schedule>.

The next Operator Committee Meeting will be held on **Wednesday, March 11, 2009** in the **Stavely Conference Room - 202 Hammond Building from 2:00 – 4:00 p.m.**, unless operator reps are notified.

Please MARK your calendars - there should be a representative from each department attending this meeting.

Operator representatives will be notified of any date/time or location changes.

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College Network Update

1. Latest phishing scams - reminder

We are currently seeing scam emails that seem to take the following forms:

- Ecards from someone you don't recognize ("Name sent you an ecard!")
- Current events related ("Obama acceptance speech!")
- Password confirmation/change ("Your computer has been corrupted. You MUST enter your userid and password to...")

Please remember that no legitimate support group will EVER ask you for your userid AND password in an email OR over the phone. **If you receive such a request it IS A SCAM!**

While most of these types of messages are identified as spam by the College email system, occasionally some get through without being tagged.

Safe computing practices mandate that you always be suspicious of emails:

- asking for personal information
- from someone you don't know, especially if they reference a current event, holiday, or the like
- ecards

If you have responded to this or other similar emails you **MUST** change your password immediately! Please contact your departmental network technical contact or a member of the ECS support team if you have additional questions. "

College - Software, Training and Support Information

1. Schedule of Upcoming Training Sessions

Because we are in the midst of creating new documentation for so many different software programs, some of our training sessions will be offered only on an as-needed basis. If the training you need is not listed on our [Training Schedule \(http://www.ecs.psu.edu/training/schedule.htm\)](http://www.ecs.psu.edu/training/schedule.htm), contact Lisa Stevenson (las@enr.psu.edu) for scheduling options.

We have several scheduled dates for upcoming training sessions:

- **Network Orientation for New COE Faculty and Staff**
 - This session relays important information about the COE Network and email capabilities for new College of Engineering Faculty and Staff. Please contact us when you have new faculty and staff in your departments so we can offer this session to them.

- **Office 2007 & Office 2003**
 - **Office 2007 Overview** - this session is a brief, semi-hands-on look at all of the programs in the Office 2007 suite (includes Word, PowerPoint, Outlook, Excel, Access, and Publisher)
 - **Migrating to... Word, PowerPoint, Outlook, Excel, Access, Publisher 2007**- these are hands-on, in-depth sessions scheduled for each individual program in the Office 2007 suite
 - We are still supporting and scheduling formal Basic training sessions for each Office 2003 program
 - **We are beginning to offer Basic Training Sessions for some of the Office 2007 programs.** We are still developing documentation for some of the programs, so if you don't see a scheduled basic training session, you can request to be added to the pending list or contact us directly if immediate Office 2007 Basic training is needed
 - Outlook 2007 - We are now conducting Outlook 2007 Basic Training sessions, and will no longer be formally training Eudora mail. The University and the College are now encouraging all users to migrate to Outlook as Eudora is no longer supported by the Qualcomm or the University.

- **Dreamweaver CS3**
 - Migrating to... Dreamweaver CS3 - designed for those who have been using a previous version of Dreamweaver
 - Dreamweaver CS3 Basics - designed for new Dreamweaver users or those who were previously using FrontPage.
 - At this time, we are highly encouraging all web editors and designers to migrate to Dreamweaver CS3 from FrontPage, as FrontPage is not supported by Microsoft any longer. We are also encouraging all Dreamweaver users to migrate to the CS3 version as there are many valuable new features.

- **Adobe Connect (aka Breeze)**
 - Adobe Connect Overview - regularly scheduled sessions are available for those who want to learn the basics of using this University-supported web conferencing software. There are some new features that are now available with the update to Adobe Connect version 7, so if you have already attended a Connect Overview session, you may wish to sign up again to learn about the new features and get a refresher.

- **Adobe Acrobat**
 - Adobe Acrobat - more basic training sessions will be scheduled periodically. These sessions will be conducted by a representative from the Adobe company. To be placed on a pending list for future sessions, please contact Lisa Stevenson (las@enr.psu.edu).

- **Sharepoint Services**
 - Sharepoint Services Demonstrations - available for programs or departments interested in using Sharepoint Services. Demonstrations are held at the convenience of the program or department, in their area

- **Adobe Photoshop CS3 professional Basics** - designed for brand new Photoshop users, people who want to make the switch to using Photoshop as their primary image editor, and those who want to learn the new features available in Photoshop CS3.
 - We will continue to support, but will not be formally training the Elements versions of Photoshop
- **Migrating to... Microsoft Vista** - as more people are migrating from the Microsoft XP platform to the Vista platform, are now beginning to conduct this session.

Check our [Training Schedule \(http://www.ecs.psu.edu/training/schedule.htm\)](http://www.ecs.psu.edu/training/schedule.htm) to learn more, and contact Lisa Stevenson (las@engr.psu.edu) to sign up for one or more session(s).

Some current Office 2007 and Adobe documentation is available on our **ECS Training Sharepoint site:** (<https://coespoint.ecs.psu.edu/training>) - Log in with your Penn State Access Account ID and Password. We will be adding additional documentation to our Sharepoint site for users to download.

2. Adobe CS3 Tutorial CDs available for Sign Out

The ECS Training staff now has a series of Adobe CS3 tutorial CDs available for sign out. You must be an Engineering faculty or staff member to sign out materials and return them in a timely manner. If you are interested, please call the Training Lab at 863-4666, or email us at training@engr.psu.edu.

3. Please help with paper when you attend Training sessions, if possible

If you can help us defray our printing costs by donating a ream of paper when you attend a formal training event, it will be greatly appreciated! We are attempting to provide hard-copy documentation as well as online documentation, and users continue to relay that they value the handouts provided to them. This can help us continue to provide detailed handouts that users can take back with them after training.

4. Reminder - VoIP Phone Change Checklist

Remember, as you get new faculty and staff, we have a VoIP Phone Change Checklist that will help you through the process of changing a VoIP phone to a new user. You can access the VoIP Phone Change Checklist via this link: <http://www.ecs.psu.edu/training/VOIP/VOIP-Phone-Change-Checklist.pdf>.

College of Engineering User Group Updates

1. General Data Warehouse Updates

- Please email [Sue](#) or [Maria](#) with a list of Warehouse users in your department so we can update our listservs for the IBIS and ISIS User groups.

2. IBIS User Group

- By consensus, the IBIS User Group will meet only on an as-needed basis. Members will be informed by email in advance of any upcoming meetings.
- Getting Started with Using the IBISFin Data Warehouse training sessions will continue to be scheduled regularly. The 2009 IBIS schedule is as follows. **Please contact Sue (spyshe@engr.psu.edu) if you or someone in your area needs help using the IBIS reports before the April IBISFin Intro.**

April 15, 2009 (Wednesday)	1:30-4:00 p.m.	IBISFIN Intro to Warehouse (session conducted by Nancy Sabol)	ECS Training Lab (153J Hammond)
September 16, 2009 (Wednesday)	1:30 - 3:00 p.m.	2009 Kickoff Meeting	Stavely Conference Room (202 Hammond)

3. ISIS User Group

- **Next Meeting: Wednesday, January 21, 2009** to be held in ECS Training Lab (153J Hammond),
 - Undergraduate Data Users - 1:30-2:30 pm.
 - Graduate Data Users – 3:00-4:30 p.m.

Data Warehouse Mandatory Training Requirements & FERPA Training Requirements in 2009

From: Data Warehouse [mailto:L-WAREHOUSE@LISTS.PSU.EDU] ,Tuesday, December 09, 2008

“Beginning in January 2009, new Data Warehouse users will be required to complete two online tutorials to ensure their understanding of the Data Warehouse prior to their access being granted:

- New users must complete an online tutorial designed to explain basic concepts about the Data Warehouse.
- New users requesting access to student data on the Data Warehouse must complete an online tutorial on FERPA, the Family Educational Rights and Privacy Act, to ensure their understanding of their responsibilities to protect student data.

Access to the Data Warehouse will not be granted until the tutorial(s) have been completed and the quiz(zes) have been passed with a grade of 70% or higher.

In addition, beginning in February 2009, existing Data Warehouse users with access to student data will be required to satisfactorily complete the FERPA tutorial. Users will be individually notified by email of this requirement with instructions for how to access and complete the tutorial. Users will have 30 days from the time they are notified to successfully complete the tutorial and quiz. Failure to do so will result in the removal of the users’ access to student data on the Warehouse. For more details on these requirements, please visit the web at http://ais.its.psu.edu/data_warehouse/Mandatory_Training.html

Reminder: RELINK your tables whenever changes are made on Data Warehouse

- To **relink your tables** in Access 2003, open an Access file, go to **Tools > Database Utilities > Link Table Manager**. Click the **Select All** button, and click **OK**.
- To **relink your tables** in **Access 2007**, open an Access file, go to the **Database Tools** tab, click the **Link Table Manager** button, click the **Select All** button, and click **OK**.

4. Web Design User Group

- **Next Meeting: Wednesday, January 28, 2009** to be held in The ECS Training Lab, 153J Hammond Building, 1:30-3:00 pm.
 - Agenda will be emailed to user group members closer to the meeting date.

FREE EASI Public Webinars in January 2009

(relayed from WEBTALK listserv, WEBTALK@LISTS.PSU.EDU)

“EASI's 2 public Webinars this month are both down-to-earth, useful Webinars. If you create any Web content or if you need to be able to evaluate the accessibility of Web pages made by your colleagues, these are for you! One is on making accessible forms on the Web, and providing forms to help you collect information is becoming more common and important. The other is how to use cascading style sheets so your Web pages will be better and will be easier to manage and modify. If you register for these, you get 2 benefits. First it saves a seat for you in the Webinar room. Second, it puts you on a list to get the archive for the Webinar after it is over.

Read more and register at:

<http://easi.cc/clinic.htm>

Creating Accessible Forms for the Web

Tuesday January 13th at 2 PM Eastern

Presenter: Hadi Rangin from the University of Illinois Using the correct HTML code in designing forms for the Web is useful for everyone, but it is essential to enable users with screen reader software to be able to read and fill in the form. What these users frequently encounter are forms where the edit field does not tell the user what information is being requested. Check boxes and radio buttons also need to convey the information what items they are associated with and signal to the user whether they are checked or not. Select boxes need also to deliver unique information about the selected item and buttons should clearly indicate what form they belong to and what function they are associated with.

In this public Webinar, we will be covering the most essential knowledge and accessibility technique that every HTML developer should know in order to make web-based forms accessible.

Cascading Style Sheets: What they are and How they Affect Accessibility

Tuesday Jan. 27th at 2 PM Eastern

Presenter: Terrill Thompson from DO-IT at the University of Washington

Cascading Style Sheets (CSS) is a markup language used for controlling the presentation of a web page. Using CSS to control presentation allows web authors to completely separate content from presentation. In this webinar we will explore why this is important. We will provide a general overview of CSS, including basic techniques. From there, we will explore how CSS can be used in designing accessible Web pages. This session will focus on web designers with beginner or intermediate skill levels.”

Free, self-paced Web Design tutorials available for COE faculty and staff

ECS Training has purchased licensing for a set of excellent, step-by-step web design tutorials from Western Civilisation, Inc. As part of the licensing agreement, we are granted permission to post these tutorials on our shared drive for all COE User group members to access.

There are four courses, plus one guide:

- HTML and XHTML for CSS
- Cascading Style Sheets (CSS) Level 1
- Cascading Style Sheets (CSS) Level 2
- Color and Graphics for the World Wide Web
- The Complete CSS Guide

The tutorials are available as self-paced courses via the gen_info shared drive:

- gen_info\Web Design User Group\WestCiv_Courses
 - Open the WestCiv_Courses folder
 - select the course you would like to try
 - choose the start_here.html file to launch each course

Instructions for mapping a network drive to gen_info are included on the ECS Training Sharepoint site within the Web Design User Group folder.

University-wide Information

1. New Adobe Connect 7

A new version of Adobe Connect has been implemented at Penn State.

There's a new 'break-out' room meeting feature, but it has an issue with the recording feature (breakout rooms at this point stop the recording - and when you come back to the main meeting room, you need to start the recording again - which means that there could be multiple recordings to deal with for one meeting).

- We do address the new features and issues of Adobe Connect 7 in our **Adobe Connect Overview sessions**. Please see the [Training Schedule](#) for upcoming sessions.
- **Adobe Connect Demo sessions are also available from ITS**
(Email from ITS Adobe Connect team)

“Below are the dates and times for our January Adobe Connect Demonstration sessions. We will demonstrate the primary features of the meeting room and answer questions that you might have. No registration or RSVP necessary.

- *Friday January 9, 2009, from 9:00 a.m. to 10:00 a.m.
- *Monday, January 12, 2009, from 9:00 a.m. to 10:00 a.m.
- *Thursday January 22, 2009, from 2:00 p.m. to 3:00 p.m.
- *Monday January 26, 2009, from 9:00 a.m. to 10:00 a.m.

Here is the link to the meeting room: <https://breeze.psu.edu/r54559680/> .

Please come when you like, learn about the new features, different ways to use Adobe Connect, ask questions, stay for a few minutes or for the time; feel free to pass this on to friends and colleagues. Members of the Penn State community can arrange for an on-site demonstration by contacting your ITS Consultant (<https://myit.vmhost.psu.edu/node/72>).

If you plan to join our demonstration session through Adobe Connect, please read through the Getting Started information at <http://meeting.psu.edu/quickstart> and test your connection in advance with our generic test meeting room at <https://breeze.psu.edu/testmeetingroom/> .

If you have any questions or problems entering the test meeting room, help is available by emailing breeze@psu.edu.”

2. Adobe Presenter 7

From the [Adobe website](#):

“Rapidly create high-impact Adobe Flash presentations and eLearning courses from PowerPoint

With just a few clicks in PowerPoint, you can transform drab presentations into engaging Adobe® Flash® multimedia experiences. Easily add narration, animations, interactivity, quizzes, and software simulations to eLearning courses.

- Easily create professional Flash presentations and self-paced courses complete with narration and interactivity.
- Import and edit video in any format and export as SWF.
- Record and edit high-quality audio.
- Help ensure consistency with branding and customization.
- Deliver advanced quizzes and surveys with question pooling and randomization.
- Publish content as a PDF file, preserving all of your animations.
- Create AICC- and SCORM-compliant content.
- Integrate with Adobe Acrobat® Connect™ Pro software to deploy, manage, deliver, and track content.”

Adobe Presenter 7 is available from the PSU Computer Store:

- Adobe License [Adobe Presenter 7 for Windows](#) \$75.00 SBWNSK009
- Adobe License [Adobe Presenter 7 for Windows MEDIA ONLY](#) \$5.00 SMWNSK001

Next Operator Committee Meeting will be held:

Wednesday, March 11th, 2009

2:00 – 4:00 p.m.

Stavely Conference Room - 202 Hammond Bldg.

If you have any questions or concerns, feel free to email: spysher@engr.psu.edu

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