Dave Bulmahn is a junior Computer Science major with a concentration in Information Systems. He received his A.S. degree last spring and is currently working towards a B.S. degree. Dave has experience with PC hardware and most software and enjoys troubleshooting. He would eventually like to pursue a career in network administration or something involving user support. In his free time Dave enjoys snow skiing, photography and just about any outdoor activity.

Mike Collins is a sophomore Chemistry major. He got his start in computers building IBM compatible PC’s for Memorex/Telex Corp. in Raleigh North Carolina. While there he worked assembling and repairing PC’s and attended daily classes on PC hardware and software. He builds his own computers for home use and has experience with PC hardware and operating systems as well as a variety of applications. What little time he has for hobbies is devoted to running, watching movies and computer gaming.

During 1996-97 the C & DP Services Help Desk received almost 25,000 user contacts.

Of the total user contacts, almost 25,000 of these were phone contacts.

Of the total user contacts, almost 18,000 of these were personal walk-in contacts.

Of the total user contacts, over 2,500 resulted in “tracks” or work orders.

The 2,624 tracks, or technician work orders, fall into one of the seven categories, shown at right.

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mainframe/VAX problems resolved</td>
<td>62</td>
</tr>
<tr>
<td>User notifications completed</td>
<td>181</td>
</tr>
<tr>
<td>Network requests/</td>
<td></td>
</tr>
<tr>
<td>Hardware installs</td>
<td></td>
</tr>
<tr>
<td>Hardware repairs</td>
<td></td>
</tr>
<tr>
<td>Software problems</td>
<td></td>
</tr>
</tbody>
</table>

Help Desk student workers offer diverse experience

Listed in alphabetical order by last name

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Melissa Hartman is a junior Computer Science and German major. She recently transferred in from Xavier University. Melissa has experience using popular software on PC’s, Macintosh, and the VAX. Her free time activities include everything from water-skiing and snow skiing to playing piano. This is her first semester at the Help Desk.

Mandi Marquardt is a senior Geology major. She has been working at the Help Desk since May 1997 and has also worked in Arts and Sciences since October 1993. She has a familiarity with many popular software applications. In her spare time, Mandi likes reading comic books and spending quality time with her computer. She enjoys surfing the Internet, reading/writing e-mail and hanging out in chat rooms talking to friends and acquaintances.

Jim Pingle is a second-year Information Systems major. Jim enjoys exploring and using the Internet, as well as solving problems involving computers. He has experience with most popular applications, especially word processors and Internet software. In the area of personal interests, Jim enjoys music, movies, and television.
IU Bloomington’s University Computing Services provides virus hoax information

Virus alert hoaxes are becoming as frequent as the real viruses. The ones that are especially well written keep getting circulated for years after they are first distributed. Should you receive a virus alert message there are several sources that you can check to determine whether the alert is genuine or a hoax. First check out the Indiana University UCS Knowledge Base web site at:

http://sckb.ucsc.indiana.edu/kb/data/aala.html

To get to the UCS Knowledge Base at Indiana University Bloomington, use either Netscape Navigator or Microsoft’s Internet Explorer.

Other useful URL's include the following:

- Data Fellows Virus Information Centre at http://www.datafellows.com/vir-info/
- The Virus Bulletin home page at http://www.virusbtn.com/

Are your students connected?

There are many students who have attended IPFW since Spring ’96, when student e-mail became available, who have not activated their PINE e-mail accounts! If these students did not receive their account information or have lost it, please send them to the Help Desk at KT 205A.

Students need to bring a photo ID (driver’s license or passport) and complete a form requesting a replacement PINE e-mail Start-up Kit.

When students return to the Help Desk they will receive a packet that includes their username and password. They can then go to an open-access computing lab to create their accounts, change their passwords, and learn how to

Computer Supplies Available On Campus

1997 C&DP Services Stores

Departments needing upgrades or replacement parts for university-owned computers may purchase them through C&DP Services Stores. Sorry, but no personal purchases are accepted.

While General Stores continues to handle diskettes, outlet strips, and printer items such as toner cartridges and ribbons, the following items are sold through C&DP Services:

- modems
- video boards
- memory
- hard drive upgrades
- monitors and glare screens
- keyboards and wrist rests
- Ethernet cards
- printer cables and power supplies
- Windows 3.11/’95 software
- manuals for WordPerfect, QuattroPro, Windows, cc:Mail for Windows and cc:Mail for the Macintosh.

These products are available to departments through the internal C&DP Services Stores process. Please contact Rebecca Williams at ext. 6194 for ordering information or questions on pricing.
Finally, an HTML editing application that addresses the needs of a wide variety of web page writers. From those talented individuals who write raw code, to the beginning page designer, HomeSite offers that easy-chair feeling that makes web page writing a breeze. Cut and paste is a thing of the past as HomeSite stores complex blocks of frequently used HTML code for retrieval in an instant. From headers and footers to Java Script and images, HomeSite can figuratively deliver your newspaper and slippers at the click of a button.

HomeSite features the convenience of simple text-based editing, with the tools of a word processing application, and combines them with a powerful collection of tool bars that save time and reduce the margin for error. Homesite also color-codes your HTML language so that it can be differentiated from text which simplifies editing. HomeSite provides support for new web technologies such as JavaScript and Style Sheets and allows you to add dynamic and interactive features with minimal coding. The powerful project management functions enable you to open and modify groups of pages quickly and easily. You can also view a full HTML 3.2 rendering of your pages (including frames), with Homesite’s viewer before you’ve saved.

HomeSite is not a WYSIWYG (What You See Is What You Get) editor. Although WYSIWYG editors are suitable for some needs in web page creation, many site creation tasks require a text-style editor like HomeSite. The advantages of HomeSite over WYSIWYG editors include:

1. Use of all HTML 3.2 features (most WYSIWYG editors do not support all HTML 3.2 tags).
2. Full control over page layouts (WYSIWYG editors use standardized coding for different page elements, limiting the ability to create custom layouts).
3. Easier maintenance and revision of your web pages (with WYSIWYG editors, page modification can be difficult, especially if you need to separate text from prior HTML coding).
4. Better organized, less cluttered HTML code (WYSIWYG editors often produce inefficiently structured code that is difficult to edit; undoing HTML formatting often results in empty tags that increase the size of files and the time they will take to load from the Web).

Learning HTML may seem daunting at first, but many authors learn to produce simple pages in an hour or two and master more complex HTML coding in a short time. Allaire HomeSite makes learning easier by providing shortcuts to inserting tags and numerous wizards and dialogs to make insertion and editing of attributes easier. There is also an HTML Help reference always at hand to explain the use and implementation of all tags. HomeSite is available to IPFW faculty and staff with LAN accounts and reference always at hand to explain the use and implementation of all tags.

Instructions to retrieve HomeSite: Be sure to exit all applications before retrieving HomeSite. From the [Start] menu, move the highlight bar up to "Programs". Using the mouse at the cascading submenu, single left-click to choose MS-DOS. From the DOS prompt type "IMENU". HomeSite can be found at the "Web Utilities" submenu "Windows 95 Specific". To exit the IMENU, use the "escape" key and follow the dialog box to "exit". At the E:\> prompt type "exit".

Before you copyright anything, you need to understand what copyright entails. Copyrighting material notifies people who view the material that it is intellectual property and that you are prepared to defend your right to exclusive use of that material in a court of law. Copyrighting an item does not guarantee your rights. It merely serves as a legal notice of your intent to retain and defend such rights. It also does not prevent the fair use of a portion of the material for use in an educational setting. Copyright protection is mainly used to keep intellectual property from being sold or licensed by anyone but the copyright holder.

When putting information or graphics on the Internet you need to decide if you need copyright protection. A good rule of thumb is if the information is freely available elsewhere, has no monetary value, or will be copied and distributed, there is no need for a copyright notice.

A word of caution to those members of the campus community who are interested in being published: some professional journals are considering policies which would make any item published on the Internet ineligible to be published in their journal. This implies that a draft put onto the Internet for feedback may make the final article unpublishable in some professional journals. The other side of this issue is that once an article is published in a journal, the copyright is often owned by the journal. The article may not be published on the Internet without the permission of the journal which holds the copyright. Even the original author of the article may not put the article on the Internet without the permission of the copyright holder.

As part of our web site, we have a page which states the IPFW policy on copyrighted information. You may link to this page if you would like a formal statement on copyright. For an example of how to link to this page, view the source code at the bottom of the IPFW home page. The copyright page universal resource locator (url) is http://www.ipfw.indiana.edu/copyright.html.

Thanks to Dr. Jonathan Tankel of the Department of Communication and Dr. William Baden of the Department of Sociology and Anthropology for their help in preparing this article.

Making the switch from WP 5.1 DOS to Windows WordPerfect

Many administrative, clerical, and support staff continue to use outdated versions of software on campus. The reason for this in large part is the “comfort zone” feeling that is experienced in using programs that they’ve “grown up with.” Another common reason for this is the time element involved in retraining.

Consequently, staff fail to benefit from many of the improved features of the upgraded applications.

To assist campus employees in making the switch to newer versions of software, a new short course series is being offered during Fall recess, specifically for WordPerfect. It is focused on making the transition from version 5.1 to the newer Windows versions. This series is designed for clerical personnel and their specific needs.

How to write web pages with Homesite

If you haven’t yet found an application that makes it somewhat easier to write HTML documents, academic computing support specialist, Pamela Zepp, is introducing Homesite in a new short course.

There is an in-depth article on page 3 that highlights this new program. Plan to attend this exciting new class if you’re writing web pages.

Short Course statistics for ’96-’97

Total # of students: 545
Total # of courses: 106