NetOp School in Labs

NetOp School, "the classroom management software that facilitates true collaboration with your class while ensuring that you are in full control of classroom technology at all times," is now available for use in the Neff teaching labs (B27, B39, B41, B73, B88) and six Kettler Classrooms (G13, 116, 216, 218, 220, 227). Plans are in place to install NetOp in other classrooms as well.

Several training sessions on this software have been scheduled (see list) and others will be announced on the technology news group. If you are not able to make a scheduled training session, feel welcome to call or email me (481-6198; vitzs@ipfw.edu) to set up a time that works for you. I would be happy to meet with you one-on-one or to conduct a special session for you and your colleagues within your department.

NetOp Sessions Held in Neff Hall B27

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<td>Wednesday</td>
<td>02/05/03</td>
<td>2:00 - 3:30 P.M.</td>
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<td>Thursday</td>
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<td>Thursday</td>
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For latest info see the Technology Newsgroup

Seamless Presentations at IPFW

If you are involved in making preparations for guest speakers, there are a number of planning steps each sponsoring office/department should consider.

- The earlier you can begin this process, the better. At least provide a week's notice of their needs.
- Ask the presenter what audio/visual/computer support they will need. In most cases this will involve projection equipment (projectors for overheads, slides, videos, movies, computers, etc.)
  - They may also assume specific versions of software will be available or compat user interfaces for devices like micro/flash drives or operating systems (Macintosh vs. Windows vs. Unix).
  - Do they expect wireless connectivity to the Internet for their laptop?
  - Does their laptop have an Ethernet card?
  - The Learning Resource Center (LRC) can supply most standard resources, but the availability should not be assumed.

- If the speaker expects to run a PowerPoint presentation on an IPFW workstation, be sure he or she saves it using PowerPoint's "Pack and Go" feature. This will create a copy of the slides as they looked on the author's computer -- otherwise they will display our fonts which may not correspond correctly. (Presenters bringing their own laptop should not have this problem).
- Discuss the presenter's needs with LRC to determine if further elaboration is needed. If so, put LRC staff in direct contact with the presenter to minimize ambiguity.
- Let LRC know which room you plan to use. Be certain the resources required can be made available in this room.
- Schedule the room with the appropriate managing authority (e.g., Walb Operations, Registrar, etc.).
- Confirm with the presenter what resources will be at their disposal. LRC will work with ITS if further support is needed. If there are any doubts or concerns, have the presenter speak directly with LRC or ITS staff. Communication is the key to a successful presentation.
ITS - People on the Move

Mandi Witkovsky has been promoted to IT Services Help Desk Supervisor. She came to IT Services in May 1997. She hopes to carry on in the same tradition as the previous supervisor, Jenny Gunkel. Mandi has a strong background in customer and computer support, having been at the Help Desk for 5 1/2 years; first as a student and then as a full time employee. She hopes to promote excellent customer service within a relaxed, enjoyable working environment. In her spare time, Mandi is finishing her Bachelor's in General Studies. She doesn't find much extra time between work and school but she has been known to play her Gameboy Advance for relaxation.

Robert Williams recently accepted a Technician position with IT Services' Help Desk. Prior to joining our team, Robert worked for Lincoln Life, IBM and AON gaining over ten years of experience in IT services. Outside IPFW, when he is not working on “Max” (his home computer), he enjoys fishing, golfing, and softball. He has also played semi-pro football for the (now folded) Fort Wayne Rhinos and U.S. Marine Corps Fox Company team. Welcome, Robert.

Roger Barrett joined IT Services' Help Desk in November of 2002 as a Help Desk Technician. He brings with him over eight years experience in Information Systems, a strong hardware background and two years of experience in a Novell environment. When not working, Roger is very active in his church and enjoys playing guitar, mask making and camping with his wife Lynn, and dogs, Sampson and Tiberious. He is also seeking a Bachelor's Degree at IPFW in Electrical Engineering Technology.

Jenny Gunkel Help Desk Supervisor with IT Services since November 1997, left IPFW on Friday, January 24, 2003 to accept a new, challenging position with Parkview Health Systems. Good luck, Jenny.