Welcome to the 2009 - 2010 academic year! The Information Technology Security Office (ITSO) reminds you of the following safety tips that can help you protect your data and computers and, keep you safe online:

❖ **DO** use a strong password. Simple passwords jeopardize both data on your workstation and on the network should they ever be exploited. For tips on creating a strong password see [http://www.microsoft.com/protect/yourself/password/create.mspx](http://www.microsoft.com/protect/yourself/password/create.mspx).

❖ **DO** exercise caution when opening attachments via e-mail, chat rooms, and on social networking sites. Attachments can easily contain viruses or other forms of malware. Be cautious even with messages from people whom you may know. When in doubt, don’t open an attachment, but do contact the person who sent the message.

❖ Should you ever feel your user account or computer workstation has been compromised, contact the IT Services Help Desk (481-6030) immediately to report the issue. The sooner we know, the sooner we can look into

(Continued on page 3, See ITSO)
This past summer, IT Services offered over 150 workshops on varied topics and levels of difficulty from MS Office 2007 to Blackboard. This month, we focus on two faculty members who attended many of those classes.

Marlene Byers is a Limited Term Lecturer at the Warsaw Center. She teaches ETCS 106, Introduction to Computers. Marlene also attended nine ITS workshops in July in preparation for her certification in MS Word 2007.

“I have wanted to certify in Microsoft Word for several years. I signed up for the short courses offered to faculty and staff this summer to get ready for the test. The classes were practical and held my interest. Happily, I did reach my goal of becoming certified. Moreover, I can use what I have learned on a daily basis. I’m not sure why I waited so long.” Marlene Byers has taught the Introduction to Computers class at the Warsaw Center since 2005. She lives in Pierceton, Indiana with her husband, Craig, and also teaches first grade for Warsaw Community Schools. She earned her bachelor’s in Education from Grace College, her Kindergarten endorsement from IPFW, and her Master’s Degree in Reading Education from Indiana Wesleyan University.

Congrats, Marlene!

Mervin Koehlinger is a Limited Term Lecturer in the Division of Continuing Studies. He teaches Physics 220-General Physics at Concordia Lutheran High School in the School-Based Concurrent Enrollment Program, a partnership between IPFW and the high school, through which students can earn college credit while still in high school.

“I’ve taken advantage of the ITS training for faculty and staff to improve my skills with the MS Office Suite, particularly Word, Excel and PowerPoint, all of which I use frequently in my professional and personal life. Professionally, I daily use Word to create handouts for students and to prepare informational documents for faculty and staff; I teach students to use Excel to analyze data acquired in laboratory experiments, and I use it to track the Science Department budget; I use PowerPoint for classroom lectures and for other presentations that I am called to give within the educational community, both at school and at professional conferences.”

“I’ve found the ITS trainings to be top-notch, I’ve significantly improved my comfort level with all of this software, and I am continuing to use what I have learned on a regular basis.”

To subscribe to TRAINING-L, address an e-mail message to: listserv@listserv.ipfw.edu. In the body of the message type: subscribe training-L yourfirstname yourlastname

Purdue University recently signed a multi-year agreement with Qualtrics, the vendor of a robust, intuitive, user-friendly, online survey tool which is being used by Fortune 500 companies, small businesses, government institutions and over 90 of the nation’s top business schools.

According to one reviewer, “Qualtrics is an excellent web-based survey software package that offers a fantastic array of question types, a well-designed survey development interface, survey promotion capabilities and a powerful reporting engine.” Qualtrics offers dozens of features, including:

- easy setup of surveys (a wizard guides users through each step)
- nearly one hundred different question types
- enhanced security options
- image-laden, well-designed, interface
- reporting and analysis function (i.e. survey statistics and customizable reports)
- capable of exporting data into CSV, SPSS, Word, PowerPoint, Excel, XML, and HTML formats.
- proxy access for multiple editors.

At IPFW, Qualtrics has been so successful it is the recommended survey and form tool. Get more details on the web at: http://www.its.ipfw.edu/resources/qualtrics/ or check out a Qualtrics workshop at: www.its.ipfw.edu/training/
In the November 2008 issue of INFOshare, we published news concerning the successful testing of IPFW's emergency notification system. As this semester begins, we have a new community of faculty, staff and students to educate about ENS.

The backbone of our mass notification system is a resource of the Blackboard system called Connect-ED. Working in conjunction with the Banner system, Connect-ED can send time-sensitive notifications to all campus e-mail addresses in minutes while all campus telephones will receive recorded messages. Better yet, students, faculty, staff and others who are regularly on campus, may register a personal phone number where they can receive notifications.

If you have a network login, the process is simple. Go to http://my.ipfw.edu and log in. You will see a channel for Alert Phone Number (APN). Input a number for your home or cell phone and click ‘Save.’ If you work on campus but do not have a network login, contact the Help Desk at 16030 to have your information manually entered into the system. Once registered, your APN will not be used for any purpose other than the Emergency Notification System (ENS). Messages delivered to you will always be brief, informative, and provide you with directions to ensure your safety and security.

Don’t provide your password or other confidential information in an e-mail or in response to an e-mail. A request to do so is likely a phishing attempt. IT Services may request permission to change your password should we be troubleshooting problems you have reported.

Though we hope to avoid doing so, if there is a critical malware infection or security concern on an instructor workstation (e.g. teaching lab, teaching station in general use classroom etc.) IT Services may prohibit that workstation from accessing the network until the problem is resolved. We do this to protect both the employee and other University systems. Note that we will attempt to notify you in advance should this situation occur. In the case of an active class, a technician will be dispatched to your location to inform you of the problem.

As always, feel free to contact us at itpolicy@ipfw.edu with any questions or comments. Have a great year!

Joseph McCormick
Manager – User Technology Support & IT Security, Policy and Planning
IT Security Officer

Kathie joined User Technology Support during the spring semester and fills the position vacated by Mandi Witkovsky. Kathie has a very strong background in technical support and customer service including the ITS Help Desk since 2004. Working in User Technology Support allows Kathie to expand her role in providing assistance and guidance to the IPFW user community.

When she is not at work, she spends time with family, spoils her grandson, or indulges in her hobbies. Year round hobbies include photography, crafting, woodworking, and reading. As soon as weather permits she will take her camera with her outdoors as she paddles Indiana waterways in her kayak. For more fun she likes swimming, fishing, and geocaching. Welcome, Kathie!
Jerry McMillan joined the ITS Tech Support group in August. He came to IPFW from GE where he worked in IT for 11 years. Jerry and his wife, Julie have been married 24 years and have 2 daughters and 1 grandchild. Welcome, Jerry!

Griffith Pope also joined the ITS Tech Support group after finishing his degree in Network and PC Security at Cleay in Ann Arbor, Michigan. He has worked in various IT jobs since attending high-school at Bloomington South and is glad to be back in Indiana. Welcome home, Griff!

(Gmail, Continued from page 1)

converts their account, the e-mail address is automatically updated in Banner. This means that course rosters in OASIS will always have the most current e-mail address. Additionally, anyone using COGNOS or Banner will also always retrieve the student's current e-mail address. If you maintain your own personal address lists, make sure to update them since after October 31, the old student addresses will no longer work.

Listserv owners also need to update their list memberships if they have students subscribed to their lists. More information will be sent to list owners in September with recommendations on how to easily handle the transition.

If you or your department maintains internal or third party databases or software packages containing student e-mail addresses, you will need to make plans for updating the information. Contact the Help Desk ASAP to set up a consultation with an analyst.

If you have the GroupWise 8 icon on your desktop? If not, ensure that you install GroupWise 8 by Sept. 30! After the deadline, GroupWise 7 will no longer work.

If you used the IPFW Large File Transfer Utility it is being retired. We recommend: http://www.sizablesend.com/

All IT Services Workshops are FREE to IPFW faculty and staff. They are taught by the experienced instructors of the User Technology Support group. All classes are held in the ITS (hands-on) training facility in Kettler Hall 205B. Register online for classes. http://www.its.ipfw.edu/training/