

# iterations

9•2005

INFORMATION TECHNOLOGY SERVICES • UNIVERSITY OF MISSOURI - ST. LOUIS

## How May We Help You Be Successful?

Welcome to the University of Missouri - St. Louis, and to our Fall issue of Iterations!

Here we highlight just a few of our services, and some of the changes we've made to serve the campus better. Whether you're student, faculty or staff, Information Technology Services is here to help you be successful in your studies, your teaching and your work.

We've also planned a number of exciting events that highlight the role of technology in learning, teaching and administration. Watch for announcements of these events as their dates approach. These include:

- **High Performance Computing Day:** a day-long program for anyone who is

interested in hearing about the uses of high-performance computing in research

- **The Provost's Forums on Teaching, Learning and Technology:** morning programs for anyone who wants to engage in a discussion with colleagues about challenges to the use of technology in teaching and learning and the potential solutions that would work for the University of Missouri - St. Louis
- **The Technology Briefing Series:** short lunch-time seminars from representatives of major companies who will come to talk about the hot technology issue of the day, and also about the opportunities for careers in their companies. Targeted at students,

but everyone is welcome.

- **Focus on Teaching, Learning and Technology Conference:** a day-long program for faculty and graduate students where participants can learn how technology can enhance and facilitate learning.
- **Conversations about Teaching and Technology:** regular seminars that highlight the use of technology in teaching.

### How may we help you be successful?

Jim S.C. Tom  
*Associate Vice Chancellor for Information Technology*  
[tomj@umsl.edu](mailto:tomj@umsl.edu)  
314-516-7170

## Changes for Studentmail and MyGateway

As part of an ongoing effort to improve computing services to the campus, Information Technology Services staff have implemented several changes for the Fall 2005 semester. We have migrated students from the Studentmail e-mail system to a Microsoft Exchange web-based e-mail system. We have also made some changes to the MyGateway system to improve both user experience and system performance.

The Studentmail conversion was completed August 15<sup>th</sup>. The new system now looks exactly like what UM - St. Louis faculty and staff see when they go to <http://outlook.umsl.edu>, except that students do not have access to the public folders on the Exchange system. Student e-mail addresses, usernames and passwords all remain the same.

The new Studentmail system will provide several improvements for students such as the calendar, contacts and junk e-mail filtering. The size of student mailboxes has been increased to 50 MB and the web interface has been more seamlessly integrated into MyGateway. We have also created a convenient way for users to forward their campus e-mail account to an off-campus e-mail address: this can be accomplished by clicking on the e-mail forwarding link

located on both the Students and Faculty/Staff tabs in MyGateway.

MyGateway also received a server upgrade and some changes were made to enhance the look and feel of the system. These changes do not affect the way course content is loaded, displayed or accessed for faculty or students; rather, it provides personalized tabs for faculty, staff and students to access information important to their role within the university. New tabs include one for students, one for faculty/staff and one for e-mail. We have also extended the campus Single Sign On (SSO) system to automatically log our users into most campus web applications without having to retype their ID and password. There are still a few links from UM System that will require an additional login.

If you have any questions about or need assistance with either Exchange e-mail or MyGateway, please contact the Technology Support Center at: 314-516-6034.

Kyle Collins  
System Administrator Principal  
[collinsk@umsl.edu](mailto:collinsk@umsl.edu)  
314-516-6753

## PRINTER PROBLEMS?

Is your printer acting up? Here a few basic things to try before asking for help.

### **YOUR PRINTER IS NOT PRINTING AT ALL? THE GREEN LIGHT IS BLINKING BUT NOTHING IS PRINTING.**

Normally this is from a print job that your printer can not handle, i.e. print job is too big for the amount of memory that is in your printer; turning your printer off and back on will clear the queue and then you can resend your print job.

### **IF YOUR PRINTER IS PRINTING BLACK LINES OR PRINTING IS FADED.**

This generally means you need a new toner. Replace with a new or refurbished toner. If you have repetitive lines on your paper, this could be a bad fuser. The fuser is an important part to your printer. It 'fuses' the toner to the paper before it comes out. It can reach temperatures of 300+ degrees. Treat with caution.

### **ROLLERS FOR PRINTERS ARE THE MOST COMMON ISSUES WITH PRINTERS.**

Bad rollers cause paper jams consistently. When you put paper in the paper tray, the rollers are what pull the paper through the printer. They do wear out. If you need assistance replacing a fuser or rollers, please contact the Technology Support Center.

Laura Patterson  
System Support Analyst-Principal  
[laurap@umsl.edu](mailto:laurap@umsl.edu)  
314-516-6786

# An Invitation from the Faculty Resource Center

The Faculty Resource Center (FRC) at the University of Missouri-St. Louis welcomes you to another exciting semester. We would also like to take this opportunity to offer our services to you. For those of you not familiar with the FRC, our mission is to provide support for faculty wishing to integrate technology into their instruction or curriculum. To accomplish this mission we provide technology that enhances course development and fosters an exciting learning environment.

A great example of this is the MyGateway course management system. This system allows instructors to facilitate learning both in and out of the classroom. Students have access to course materials and a collaborative mechanism for engaging and interacting with their peers as well as their instructors.

We realize that technology can sometimes seem overwhelming. We will support you as you use technology to enhance your teaching/learning goals. Whether you are teaching face to face, online, or some combination of the two, we are your technology resource.

We can assist you with any or all of the following:

- document and image scanning
- orientation to and support of the MyGateway course management system
- assistance in the development of web-based materials
- integration of video and graphics into course materials
- individualized consultations
- orientation in the use of numerous instructional technologies

For more information about our services please visit the FRC website: <http://www.umsl.edu/technology/frc>, or, stop by our office for a friendly welcome. We look forward to supporting your vision for the use of instructional technology now and in the future.

<u>Locations:</u>	<u>Phone:</u>
CCB 105 North Campus	516-6704
SCCB 116 South Campus	516-4887
email: <a href="mailto:frc@umsl.edu">frc@umsl.edu</a>	

Jennifer Spearman-Simms  
*User Support Analyst-Principal*  
[jsimms@umsl.edu](mailto:jsimms@umsl.edu)  
 314-516-7191




# Recording Your Class for Asynchronous Access

If you are teaching in an enhanced technology classroom, you can use Centra software to record the audio and computer screen interface of your class session. If you are going to be away from campus and can not deliver your class session at its scheduled day/time, you can use Centra to pre-record that session. Centra recordings would be available for your students to playback and review at their convenience. To find out more about Centra, contact Mary Brown, X6016 or [brownma@umsl.edu](mailto:brownma@umsl.edu).

Mary Brown  
*Technical Trainer - Principal*  
[brownma@umsl.edu](mailto:brownma@umsl.edu)  
 314-516-6016

## Outlook 2003 - Did You Know...

That you can:

- **Use the View menu to group/ungroup mail messages**  
 Select View > Arrange by > Show in Groups
- **View the first three lines of unread messages**  
 Select View > AutoPreview
- **Preview messages without opening them**  
 Select View > Reading Pane > Right (or Bottom)
- **Use flags to color code messages for follow-up**  
 In an open message window, click on the flag icon 
- **Create shortcuts to items such as public calendars**  
 Click on shortcut button  (bottom left-hand side of window) then Click on Add New Shortcut link and navigate to the item you want to add to the shortcut menu.
- **View all folders, including public folders**  
 Click on Folder List button  (bottom left-hand side of window)

Mary Brown  
*Technical Trainer-Principal*  
[brownma@umsl.edu](mailto:brownma@umsl.edu)  
 314-516-6016

# Technology Accessibility Quiz

## QUESTIONS

### 1. Who benefits in an accessible classroom?

- A. No one, really.
- B. Maybe a few low functioning students.
- C. The student that is blind, deaf, in a wheelchair, etc.
- D. Potentially every student in that course or classroom.

### 2. When does my course and classroom need to be made accessible?

- A. After I receive a letter from Disability Access.
- B. When a student requests something
- C. When I plan and design my course
- D. When a student complains about something.

If you answered "D" for the first question, and "C" for the second question your score is 100%.

Technology has literally made earth-shattering changes in our lives, and has made the world a much smaller place. In many ways technology

has changed the way we learn and brought major conveniences to our lives; we need to make sure that individuals with disabilities also benefit from these conveniences.

It is imperative that all courses offered at UM-St. Louis be fully accessible to every student. Showing only captioned videos or DVDs and making sure that the text material that you require your students to read has adequate font size are just two things you can do to ensure this access—there are many more.

More information about resources for students with disabilities is available on our web site:

<http://www.umsl.edu/services/disabled>

You can also stop by our office: 144 Millennium Student Center. And, if you have any questions or concerns about technology, academic or physical access issues, please contact me.

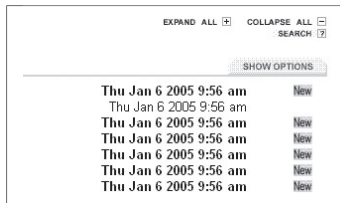
Marilyn Ditto-Pernell  
*Director, Disability Access Services*  
[mditto@umsl.edu](mailto:mditto@umsl.edu)  
 314.516.6238

# 6 Tips for Using the MyGateway Discussion Board

## Tip #1

Click on the “show options” tab on the upper R-hand corner of the discussion Board Forum screen. If you have a lot of posts to read, or, if you want to review posts that you’ve already read, you can open all posts to an individual Forum by doing the following:

- Navigate to the desired Discussion Board Forum
- In the upper R-hand corner you will notice a tab that says “show options”



- Click the “show options” tab
- Now you will notice the following icon list



- Click on the “SELECT ALL” option
- Click on the “COLLECT” option
- This will open all the messages in the forum so that you can scroll and read consecutive postings (Of course, you can also individually “select” messages to “collect”).

## Tip #2

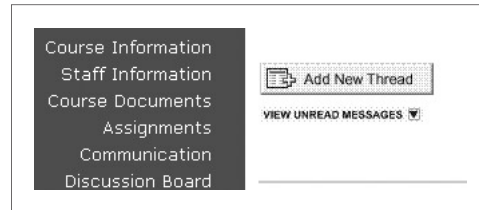
If you read a post and would like to respond to it but can’t do it right away, you can “SELECT” that post and then click “UNREAD”. This will highlight it as an unread post again so that you can reread it at a later time.

## Tip #3

You can set your Forum view so that it will only show you new Threads (it won’t show any “replies”). To set this view click on “COLLAPSE ALL” (see above image). By clicking on “EXPAND ALL” all replies and threads are visible again.

## Tip #4

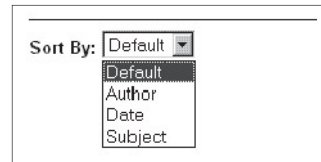
You can set your discussion board view so that it only shows you posts that you have not read yet. To do this click on “VIEW UNREAD MESSAGES”. Note that when the small triangle is aiming down (see image below) all posts are visible. When the triangle is aiming up, only unread posts are visible.



## Tip #5

When you click “SEARCH ?,” located just above the Options tab, a window opens up that provides you with a variety of ways to search all posts within a particular Forum. You can search for specific words, authors, key words; you can also SORT (see below) posts by author, date or subject.

\*This “SORT” option is also available at the bottom of each Forum page



## Tip #6

When starting a new thread, AND, when posting a reply to an existing thread, create a Subject line that reflects the content of your post. This will make it easier for everyone involved in the Discussion Board. Subject lines show up in the initial Forum page and can give readers important clues and/or memory “tags” regarding the actual content of a message as they scroll through multiple posts.

Paul Wilmarth  
 Faculty Resource Center  
[Wilmarth@umsl.edu](mailto:Wilmarth@umsl.edu)  
 314-516-4901

# instructional computing upgrades for fall 2005

The new semester brings with it more upgrades for Instructional Computing. There have been a few software packages that have been upgraded including Intercooled Stata 9 and Dreamweaver MX 2004. A complete list of all software removals and upgrades is located here: <http://www.umsl.edu/technology/instructionalcomputing/docs/CSsoftwareFall2005.pdf>

In addition to the new software, many Instructional Computing labs will have updated hardware installed. CCB 003, CCB 005, SSB 134, Benton 225 and SCC 103 have all had new student work stations installed.

As new hardware is installed in all Instructional Computing locations over the next few years,

the availability of floppy drives will continue to decrease. Instead of floppy drives, more stable and reliable CD Rewritable drives are installed. For those that prefer not to use CD’s for saving work, USB ports are also readily available for the use of USB Flash Memory devices. Users will also continue to see their personal network drive space mapped automatically on login to the workstation. Those that need assistance in migrating away from floppy drives to other media can visit any Instructional Computing lab for assistance. Instructional Computing now has eInstructions CPSrf receivers for Higher Education installed in the Technology Enhanced Lecture Halls on campus.

Visit <http://www.einstruction.com> to learn more about this new technology.

Mimio Xi boards are now also available in CCB 104 and SSB 134. Mimio Xi enables you to digitally capture notes and drawings that can be saved, shared, and integrated into MyGateway.

For more information about Instructional Computing visit us on the web: <http://www.umsl.edu/technology/instructionalcomputing>

Chris Scheetz  
 Supervisor, Instructional Computing  
[ScheetzC@msx.umsl.edu](mailto:ScheetzC@msx.umsl.edu)  
 314-516-6742

# 2005 CONVERSATIONS ABOUT TEACHING AND TECHNOLOGY

ITS and the Center for Teaching and Learning announce the series of campus discussions (2 hours in length) devoted to student learning, teaching strategies and technology tools. Presenters include faculty from UM-St. Louis colleges and invited speakers who will share practical, effective strategies. Faculty, staff and Teaching Assistants are welcome to attend.

**WEDNESDAY, OCTOBER 5, 2005** **2:00-4:00 P.M.**

JC Penney Hawthorne Room

## Using Groups Wisely and Well, On-ground or Online

Barbara Millis, University of Nevada-Reno, Aaron Franzel, Optometry, Lloyd Richardson Jr. and Laurie Milburn, Education and Cheryl Bielema, Center for Teaching and Learning

Cooperative learning environments can foster academic achievement and student retention in virtually all disciplines. How to create a cooperative classroom in combination with direct instruction, interactive group work, and whole-class discussions, is demonstrated. Faculty panelists describe parallel uses in the MyGateway environment.

**FRIDAY, NOVEMBER 4, 2005** **8:30-4:30 P.M.**

Millennium Student Center Century Rooms

## Focus on Teaching and Technology Conference

Supporting Learning Outcomes with Technology is the theme of the fourth annual campus-wide conference highlighting instructional innovations.

Keynote speaker is Dennis Jacobs, Professor of Chemistry and Associate Provost for Undergraduate Studies, University of Notre Dame. Attend the plenary, Learning In and Through Community, and afternoon workshop, Engaging in a Scholarship of Teaching and Learning. Lunch is provided to those who pre-register online.

**TUESDAY, DECEMBER 6, 2005** **11:30 A.M.-1:30 P.M.**

Millennium Student Center 316

## Do Unto Others: Addressing Civility in University Classrooms

Peggy Cohen, Center for Teaching and Learning

Consumer attitudes about academic success may overpower respectful attitudes towards learning, professors, and peers. Effective alternatives are demonstrated in this workshop to help colleagues across the disciplines learn to promote, assess, and maintain professional and civil behaviors in their courses.

**THURSDAY, FEBRUARY 2, 2006** **2:00-4:00 P.M.**

Millennium Student Center 316

## Getting the Message Across: Making the Most of Oral and PowerPoint Presentations

Maggie O'Toole, Business Administration, Jennifer Spearman-Simms and Paul Wilmarth, Faculty Resource Center

Sharpen your oral delivery skills and increase the effectiveness of your PowerPoint presentations with pointers for successful classroom interactions. Technical tips are offered to support students as you integrate technology and multi-media into a course.

**WEDNESDAY, APRIL 12, 2006** **11:00 A.M.-1:00 P.M.**

Millennium Student Center Century C

## MyGateway Teaching Tips and Faculty Recognition

Technology innovators and a faculty panel showcase successful learning activities in MyGateway during this annual event. Send a message to Cheryl Bielema by March 24 to highlight an innovative or effective online instructional activity. Exemplary MyGateway users will be recognized by Dr. Jim Tom, Associate Vice Chancellor for Information Technology.

**Please pre-register at [www.umsl.edu/cti](http://www.umsl.edu/cti)**

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# Focus on Teaching and Technology Conference November 4, 2005

**2005 Campus Conference Theme:**  
Supporting Learning Outcomes with Technology

## Keynote Speaker:

Dr. Dennis Jacobs,  
Professor of Chemistry and Associate Vice-Provost for Undergraduate Studies,  
University of Notre Dame.

**9:00 Plenary Address:** Learning In and Through Community

**2:00 Workshop:** Engaging in a Scholarship of Teaching and Learning

## We are looking for presenters, panelists and discussion leaders

How are you using technology to:

- Address UM-St. Louis agenda for improving retention?
- Prepare for accreditation reviews?
- Integrate transfer students?
- Increase students' time-on-task with subject matter?
- Communicate with your students?

Offers to join a panel, nominations and proposals for 50-minute presentations may be submitted electronically. watch for details.

**Deadline: September 16, 2005**

## Questions? Contact a planning committee member:

John Crane, Optometry  
[cranejb@umsl.edu](mailto:cranejb@umsl.edu)

Mary Fowler, ITS  
[fowlerm@umsl.edu](mailto:fowlerm@umsl.edu)

Joe Naumann, Economics  
[naumanni@umsl.edu](mailto:naumanni@umsl.edu)

Joe Polman, Education  
[polmanj@umsl.edu](mailto:polmanj@umsl.edu)

Jennifer Siciliani, Psychology  
[siciliani@umsl.edu](mailto:siciliani@umsl.edu)

Jeff Sippel, Art & Art History  
[sippelj@umsl.edu](mailto:sippelj@umsl.edu)

Keith Stine, Chemistry & Biochemistry  
[stinek@umsl.edu](mailto:stinek@umsl.edu)

Rhonda Tenkku, Business Administration  
[tenkkur@umsl.edu](mailto:tenkkur@umsl.edu)

Cheryl Bielema, CTL  
[bielema@umsl.edu](mailto:bielema@umsl.edu)

Peggy Cohen, CTL  
[cohenm@umsl.edu](mailto:cohenm@umsl.edu)

Jim Tom, ITS  
[tomi@umsl.edu](mailto:tomi@umsl.edu)

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