



Saint Peter's College Information Technology Services Newsletter

COMMITTED TO PROVIDING THE HIGHEST QUALITY TECHNOLOGY BASED SERVICES AND PRODUCTS TO THE SCHOOL
COMMUNITY

Website: <http://www.spc.edu/TechHelp> Telephone: 201-761-7800

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**Helpdesk
Frequently Asked
Questions**

My computer is frozen,
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Reboot your computer
and it should work fine

What do I do when I
create an email and it
does not leave mu

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What's New in ITS!

PacketShaper Installed to Monitor Bandwidth

ITS now has the ability to optimize bandwidth to business applications during business hours. The PacketShaper does this by identifying all the applications on the network and monitoring response time and utilization. This gives us the information we need to optimize application performance by using quality of service controls to regulate traffic and increase WAN capacity on the 100 meg pipe. This means faster network speed!

Solarwinds has taken over NetAlert

A new monitoring software has been installed on the network called Solarwinds. This software will monitor all devices and applications on the network, which will enable ITS to detect, diagnose and resolve network outages and performance issues. This will help to keep the College up and running 24/7.

MOODLE being evaluated by Faculty

outbox?

Click on send and receive on the top of the page and it will release your email.

I need new software installed on my computer and it won't let me install it. What should I do?

Contact the Helpdesk and someone with administrative rights will come up and install the software for you.

Quick Links

[ITS Website](#)

[Helpdesk](#)

[Blackboard](#)

[ITS System Service](#)

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ITS Contact List

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MOODLE is an acronym for "Modular Object Oriented Dynamic Learning Environment". It is an open source learning management system (LMS) similar to Blackboard. MOODLE offers a vast array of features and functionality such as blogs, wikis and podcasts. Twenty faculty members agreed to pilot this new LMS for one month along with their students to determine if this product would be a welcome addition to the College.

Student Email

Google Mail for Students on the Horizon

A committee has been established to begin the process of moving student email from Exchange to Google Mail. This move will give students 7 GB of email and file storage as well as save money for the College.

More information about this exciting endeavor will be sent out as progress unfolds.

Instructional Technology News

Blogging and Podcasting their way into the Teaching of the Language Arts

Dr. Nicole Luongo, Assistant Professor of Education, currently uses blogging and podcasting to engage students in her teaching of the Language Arts course. Each student is required to create and maintain their own blog and podcast. Professor Luongo's goal was not only to engage her students but also to teach her students how these tools could be used in their own teaching.

What was ITS' role in this? Well, the Instructional Technology Department worked along with Dr. Luongo with the design and development of the course curriculum, including the objectives, and we assisted with getting the technology prepared for use by the students. So, what did her students have to say about the course.....they loved it! Professor Luongo's course is featured in a free online book entitled 'Amazing Web 2.0 Projects'. If you want to learn more about this class and

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other web 2.0 classes click here [Amazing Web 2.0 Projects](#).

If you would like to learn more about these and other web 2.0 tools and how to incorporate them into your course please contact Renee Evans at revans@spc.edu or 201-761-7806.

HelpDesk Advisory

Helpful Tips to Protect Your Computer

Here are some helpful tips when using a computer at work or school:

Always lock your computer

Get into the habit of locking your computer especially if you are stepping away from the computer. Do not wait for the auto-lock to kick in after 30 minutes. Remember, this is where you have all your work files that you work so hard for.

To lock the screen, do either of the following:

- Press Control+Alt+Delete and select lock computer
- OR press WindowsKey+L

To unlock, follow the directions on the screen.

Download programs from reputable sites only

Just like any product, always get your applications from a reputable source. To save a quick buck or two, others download programs from mischievous sites and often times will compensate your computer's health and performance. So be careful. Shop and download from reputable sites only.

Datatel News

Helpful Tip in keeping your Datatel Account Active

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Some Datatel users may not have a need to use their account for months which is OK but when they do the account is either deactivated or locked or both because by then the password has expired. To avoid having to call the Helpdesk and get the account activated and unlocked, just log in once a month. This way the account remains active, you will more than likely remember the password and the datatel scripts on the PC also get updated.

The password is set to expire once in 6 months or 26 weeks irrespective of being used or not. And when prompted to change the password, the new password should be between 6-8 characters long and alphanumeric. The system accepts more than 8 characters but the Application does not like it.