

Kaleidoscope

Information Technologies and Services

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In This Issue

Welcome

Wheaton Web

Welcome to New Technology Staff

'Tis the Season to Be Giving

Learning: Finance Leads the Way!

Technology Education at Work

January Workshop Announcement

Learning Quotation: Genius

Contacting IT&S

Campus Technology News

Customer Service Stress Busters

Wheaton Web

Inside Wheaton is packed with so many nutritious links, it's a smart start to your day. Make it your home page when you visit www.wheatonma.edu/inside/.

TECWeb (Technology Education) includes information about how you can take advantage of our Learning Paths program (see page 2) and its many learning resources (i.e. web-based training and on-/off-campus class schedules). Visit www.wheatonma.edu/it&s/education/.

The *IT&S website* offers lots of useful documentation including Quick Start Guides on Wheaton's Network Services and much more. Visit www.wheatonma.edu/it&s/.

Welcome

Welcome to Kaleidoscope, a non-technical look at the information technologies in use around campus -- and around the world. Kaleidoscope includes local technology news and useful tips. Your comments and suggestions are welcome. Please let us know what you'd like to see in future issues by contacting Colleen Wheeler (cwheeler).

Welcome & Congratulations to Wheaton's Technology Staff

Diane DeMelo

Academic Computing is pleased to announce that Diane DeMelo joined Wheaton in November. Diane earned her Masters Degree in Sociology from the University of Massachusetts. Her research paper dealt with the impact of correctional education and its affect on recidivism.

Diane has taught computer skills and provided technical support to students and staff at the Healey Library at the University of Massachusetts at Boston. She also taught classes at Old Colony Correctional Institution. Diane will manage logistics and student employees for Academic Computing. You can reach Diane at *ddemelo*.

David Tice

David has replaced Phil Bertuglia as Wheaton's Systems Administrator. His work will focus on general electronic services. We congratulate him on his ability to digest enormous amounts of new information on the fly. You can reach David at *dtice*.

Colleen Wheeler

Colleen moderated a panel at the New England Regional Computing Conference, held at Wellesley College earlier this month. Panelists, members of the Boston Consortium's IT Training group, addressed a full house regarding bring enhanced technology education resources to member schools, including web-based training. You can reach Colleen at *cwheeler*.

'Tis The Season For Giving...

Why not consider donating that old computer in your basement? If Santa brings you a new machine, the timing may be just right.

IBM announced a product recycling program for consumers last month. "Through the new IBM PC Recycling Service, consumers and small businesses can recycle any manufacturer's PCs, including system units, monitors, printers and optional attachments for \$29.99 which includes shipping. Customers box the system and ship it via UPS to Envirocycle -- a designated recycling center. Certain refurbished hardware will find a new life benefiting charities typically lacking funding for computer equipment." Visit IBM's Environmental website at <http://www.ibm.com/ibm/environment/>.

This is good news, especially given that Massachusetts has banned computer monitors at dump sites around the Commonwealth.

Jesse Berst offers several suggestions in his AnchorDesk web column from December 11th. See <http://www.zdnet.com/anchordesk/>

Customized Career Development: Finance Leads the Way!

“Learning Paths is an excellent way to encourage managers and staff to think about how to shape jobs to include a continued element of learning. It allows for a flexible implementation that takes into account both the professional and personal goals of [the] individual. I am really excited about starting this program with my staff and feel that Wheaton will benefit tremendously from this initiative.”

Jeanne Finlayson, Assistant V.P. for Budgets and Accounting Services.

The members of the Finance Department have aligned their personal and professional goals with their supervisors; and have adopted Learning Paths as their personalized learning program. Why not join them? Here’s how.

Get to Know Your Learning Resources

Learning Paths is your road map. This program can help you put your career options in perspective. It can be difficult to choose from the many available technology education resources and options. Learning Paths provides a framework to help you understand:

- what there is to know
- where to start
- different ways you can learn
- how to use your valuable time most effectively
- how to expand your career options

Sessions

TECweb has descriptions, schedules and registration for our Demonstrations, Workshops, Primers and Refreshers. As always, customized group sessions, refreshers and new staff orientations are available upon request.

Hands-on, Problem-Solving Approach. Case-based study sessions are offered throughout the year on Word, Excel and FileMaker.

IT HELP

Wheaton’s staff can join colleagues at ten other Greater Boston colleges and universities for a enormous selection of off-campus courses throughout Massachusetts. TECweb’s IT HELP link has information on this valuable training partnership, including schedules, locations, course outlines and contacts.

Learning Just For You, 24x7

Our web-based technology education resource offers a huge catalog, self-paced and instructor-led classes, skill assessments, a reference library and always-on support. Please bookmark and visit TECweb regularly for news, information, schedules, registration and services. If your desk is too distracting for online learning, you can always use our Technology Education Room (205A, Science Center) during a Learning Block time.

Expanding Your Career with Certification

Your professional development efforts can be rewarded with a variety of certifications. Microsoft Office User Specialist certification is available, at Proficient and Expert levels, for standard office applications like Word, Excel and PowerPoint. In addition, more technical certifications are available on operating systems and networking concepts. Our web-based instructor-led courses offer certificates, too.

Departmental Planning

Did you know that IT&S works with you to plan for your department’s future? We will visit you as your machines come due for replacement to discuss a holistic approach to hardware, software, training, support, networking, emerging technologies and future plans.

Workshop on Technology and the Curriculum

Please save Friday, January 26, 2001, for the January Technology Workshop on Technology and the Curriculum, to be held in Hindle Auditorium.

This workshop will be open to faculty, librarians, and Academic Computing and IT&S staff. The morning session will be devoted to learning about the Blackboard course management software system, which has already been previewed by Librarians and the Library, Technology and Learning Committee and which will be available for general use by the fall semester, 2001. This user-friendly product enables faculty to use individualized web sites for each course to:

- post an electronic syllabus (some 40+ courses had electronic syllabi this fall),
- activate a class listserv or other online discussion (as nearly 30 courses did this fall),
- provide audio and visual clips and access to other electronic resources such as those available through the Library's home page directly to students in the course,
- access many other teaching tools currently in use and several which will be new to most faculty.

Guest presenters will include Phillip Knutel, the Director of Academic Technology at Bentley College, where Blackboard has been in use for one year to rave reviews from faculty there, and Dianne McCorry, also now Bentley (formally at Wellesley).

The afternoon session will provide an opportunity for participants to discuss a draft of the Library, Technology and Learning Committee's draft of "Technology Goals for Liberal Arts Students," part of continuing to develop the 1995 faculty-endorsed Technology Plan for our students. This will be circulated in advance of the workshop and the Committee hopes discussion will focus both on the goals themselves and how they might be implemented as part of anticipated changes in the curriculum.

Contacting IT&S

<i>Banner Team</i>	x3410
<i>Computer Connection</i>	x3808
<i>Education Programs</i>	x3900
<i>Help Desk</i>	x3900
<i>Institutional Research</i>	x3419
<i>Kaleidoscope contributions</i>	x3923
<i>Office Services</i>	x3825
<i>Post Office</i>	x3824
<i>Repairs, Computer</i>	x3907
<i>ResNet</i>	x3900
<i>Telecommunications</i>	x4444
<i>Tom McAuley, Dir., IT&S</i>	x3402

"Genius is the ability to reduce the complicated to the **simple.**"

Can you explain to friends and family what you're trying to accomplish in your work each day? And, if it involves a using technology as a tool, can you talk about it clearly and succinctly -- in lay person's language? Many experts say that the ability to do so is rare but increasingly important in today's workplace.

Knowing more about "the tools and the talk" can help. Some of the class titles offered during this spring follow. We can help you choose what's right for you.

Learning Paths Overviews (WC)

Presentation Skills (BC)

Strategic Planning (BC)

Applying/Mastering Word (WC, EK, OT)

FileMaker: Intro/Inter (EK, NH)

Applying Powerpoint (EK, OT)

Web Site Design: Introduction (EK)

Element K Tours and Demos (WC)

Communicating Upward (BC)

Finance for Non-Financial Managers (BC)

Understanding the Virtual Marketplace (EK)

Applying/Mastering Excel (EK, OT)

PowerPoint: Capture Your Audience (EK)

InDesign: Electronic/Print Publishing (EK, NH)

Learning Blocks (WC)

Windows2000/NT (WC, NH)

Linux: Fundamentals (WC, PN)

HTML 4.01 Web Authoring (EK)

Excel: Track/Analyze Business Data (EK, NH)

PowerPoint: Deliver Presentations to the Web (EK)

Palm OS 3.x Fundamentals (EK)

WC = Wheaton College | OT = Optimum Technologies | NH = New Horizons | PN = Pinnacle | BC = Boston Con Management Ed | EK = Element K

As always, bookmark and visit TECweb (<http://www.wheatoncollege.edu/it&s/education/>) for a more complete list, class registration, news, updates and links to learning resources.

live and learn

Campus Technology News

Staples Vendor Show

The world-famous Staples Vendor Show is coming to town! Margaret Evans, Chief Arranger of Magical Things, says that January 9th is the day, from 10 am till 2 p.m. in Balfour-Hood's Dance Studio. Don't miss this wonderful "fix" for office supplyoholics.

Institutional Research

Vital Signs will be available on the web beginning in January. Contact Erin Gerlach (x3419, *egerlach*) for a more information.

January Immersion Program

Wheaton's Academic Computing staff are preparing an impressive curriculum for their up-coming January Technology Immersion Program, which runs from January 11 through 24. Each student will work on individual projects and develop an IT portfolio. Contact Jenni Lund (*jlund*) for more information.

Stoughton High School Visit

Wheaton College hosted twenty-five Stoughton High School students, faculty and staff on Thursday, December 14th. After presentations about our user support and services, they had a tour of our facilities and were treated to lunch with time for informal discussion with IT&S staff. Stoughton High School is developing a Help Desk to support their 600-member community and hope to benefit from Wheaton's experience. Contact Sue Morgado (*smorgado*) for more information.

January Machine Replacements

IT&S will be replacing 40 machines in three offices, including Student Financial Services, Admission and the Filene Center. We will begin on January 19th and work through the following week. Support documentation, which will be forwarded before Christmas Break, includes pre-drop instructions to prepare you. Please review it carefully and contact Tom McAuley (*tmcauley*) if you have questions or concerns.

Madeleine Clark Wallace Library

Improvements in facilities and services are part of the Library staff's commitment to teaching students how to access, evaluate, and apply information in the pursuit of knowledge. Here are a few highlights.

- *The Library Atrium now contains four clusters of 21 public access computers, primarily dedicated to research functions and a new, more accessible Reference Desk with Student Technology Assistants to help you every hour the Library is open.*
- *The Woolley Electronic Classroom contains 12 Mac G3s and a 21-drive CD-ROM tower.*
- *There are numerous network connections for laptop computer use throughout the library, particularly in the reading/study area and the Woolley Electronic Classroom on the Main Level.*

Post Office

The Post Office will be open during the holiday break for mail. Stop by on Tuesday, December 26th from 9 a.m. - 12 p.m. or Friday, December 29th from 9 a.m. - 12 p.m..

Windows 2000/NT

IT&S is studying Windows2000/NT and Office2000 and considering when and how to introduce them to Wheaton's networked environment. During January, several IT&S staff members will attend a three-day, on-campus course called "Microsoft Windows 2000 Network and Operating System Essentials." Contact Colleen Wheeler (*cwheeler*) for more information.

Linux, et al

It's true (what they say): IT&S never rests. Even as they prepare for the next generation on Windows operating systems, networks and productivity applications, IT&S staff is digging into Linux as well. During February, several IT&S staff members will attend a four-day, on-campus course called, "Linux: Introduction and Fundamentals." Many of them are working toward certifications in information technology using Element K's enormous catalog of classes and assessments. Contact Colleen Wheeler (*cwheeler*) for information.

Customer Service Stress Busters

Typical stress management techniques, such as taking a bath or meditating, may not be appropriate when you're at the office. So, in the spirit of resolutions for a relaxing new year, here is a miniature sleigh full of eight not-so-tiny ways to reduce office stress.

1. Know your options. Stress comes from feeling that you don't have control. Understand your options for dealing with situations that may occur.
2. Don't take it personally. When someone has a problem with a product or service, remember it's not about you.
3. Network. Good rapport with co-workers creates a back-up team.
4. Empathize with the customer. You can choose your attitude and see things with the customer's eyes. A change of perspective can make a big difference.
5. Ask customers what they want you to do. It may help them calm down and lead to compromise.
6. Make small talk. A little friendly banter can ease tension and open people to possible solutions.
7. Praise the customer. Genuine, positive comments about the customer can promote good will and trust.
8. Use the "Columbo" technique; ask non-threatening questions to get to the root of the issue. Asking for help actually gives you some control over the conversation.

'speaking of customer service...

Customer Service Excellence in Academic Administration

February 13, 2001

Contact Colleen Wheeler
(*cwheeler*) for information about
The Boston Consortium's
Management Education classes.

Thanks to Jane Gordon (*jgordon*) for these helpful tips from her CCRA newsletter.