

ITS

FALL 2006

NEWS

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CONTACT INFORMATION

Computing Assistance for
Academic Faculty and Staff: **x5999**

Computing Assistance for
Administrative Staff: **x4547**

Computing Assistance
for Students: **x4040**

www.carleton.edu/campus/ITS

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EMERGING TECHNOLOGY

SUBTLE DETAILS

The ITS home page now sports some new accessories. The upper-right corner displays a calendar of upcoming ITS training seminars and scheduled maintenance. A click on the calendar link offers a Web page with detailed descriptions of the seminars. In addition, all planned maintenance will be posted on the calendar as far in advance as possible.

A network services status link sits in the lower-right corner of the home page and offers an at-a-glance view of network services that ITS staff members are monitoring. All numbers under the "OK" box are operational services. Those under "Critical" aren't working properly. "Don't panic if you see items reported in the critical column. Due to limitations in our system, some items that report as critical are not actually critical to the function of the network," says Les LaCroix, associate director of network services.

INTRODUCTION

Summer brought about a flurry of activity for ITS staff members. Jim Pierret, presentation technologies coordinator, installed several new projectors and touch-screen control systems in the Language and Dining Center and other locations. Meanwhile, the new OneCard system and Moodle, Carleton's course management system, are well underway.

In this issue we also bring you important information on the dangers of phishing (pg. 5) and a closer look into the pros and cons of social computing (pg. 4). Looking for a local Internet provider? Check out Tips and Tricks on page 5. We also encourage you to learn more about network manager Chris Dlugosz and applications support programmer Neal Weeg, our featured staff members (pgs. 2-3).

We welcome you to read about these topics and more in this fall issue of ITS News.

MOODLE UPDATE

This fall Carleton students faculty and staff members began using the course management system Moodle. Close to 80 faculty and staff members here participated in Moodle training sessions. These sessions were designed to help people assess whether or not Moodle was well suited to a given course or project and whether it provided an opportunity to assemble course materials.

As of mid-term break our institutional uses of Moodle are greater than anticipated. Course sites are automatically created for all courses taught at Carleton. To date, 21 percent of the courses offered fall term are using Moodle or professors have experimented with their courses' Moodle sites. Moodle sites are in use in 33 subject areas. It is being used to:

- Distribute 2,815 documents (83 percent Word documents, 9 percent images, 7 percent PowerPoint presentations, and 1 percent html files)
- Host 2,347 posts to discussion forums

Additionally, 423 assignment deadlines have already come and gone!

Stay tuned for future updates.

Andrea Nixon is associate director of academic computing at Carleton.

PEPS INSTALLATIONS

Presentation Technology Coordinator Jim Pierret had a busy summer outfitting the LDC and several other campus buildings with new projectors and touch-screen control systems. The new system controls everything—volume, projectors, and DVD players. "We don't have to worry about batteries going down or people walking off with handheld remotes," says Pierret. "And this simplifies things for presenters."

The team plans to outfit rooms in Music Hall, Leighton, and the Athenæum with touch-screen control systems. They also transferred last year's convocations onto Web streaming and an additional, fully-equipped edit station has been added to the PEPS lab in Laird 14.

Established only a year ago, the PEPS group is off to a great start. "The program has been better than anybody anticipated," says Pierret.

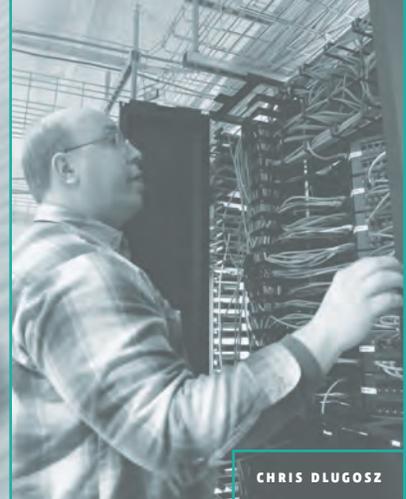
Pg. 1



TOUCH-SCREEN CONTROL SYSTEM



ONE|CARD



CHRIS DLUGOSZ



ONE|CARD

OneCard is the result of a successful collaboration among employees of ITS, auxiliary services, dining services, and the dean of students division. Currently all Carleton employees and students have been issued a new OneCard. The front of the card includes the cardholder's photo, legal name, and classification (student or staff member). The back of the card includes a bar code for use in the Carleton and St. Olaf libraries, birth date (on student cards only), and a magnetic stripe for processing transactions at various campus readers.

OneCard replaces Carleton's former ID cards and grants students access to residence and dining halls; grants employees access to buildings when authorized; authorizes the use of meal plans and dining dollars; and authorizes the use of the recreation center and the library.

The newest OneCard features rolled out over the summer include:

- Twenty-four hour accessibility to account history and Colleague ID numbers on the OneCard Web site, www.go.carleton.edu/dashboard.
- Schillers can be pre-purchased at the business office and the Carleton bookstore during business hours.
- Schillers can be used to make purchases at the bookstore, snack bar, dining halls, and in many residence hall laundry machines.

Features to be added to the OneCard Web site by October 2006 include:

- Cardholders and guests will be able to authorize the transfer of bank funds to specific Schiller accounts 24-hours-a-day, seven days a week.
- Cardholders will have 24-hour access to flag their card as "lost" to prevent unauthorized use in the event that a card is misplaced, lost, or stolen.

Julia Burmesch is director of campus services at Carleton.

STAFF PROFILE:

CHRIS DLUGOSZ

Network manager Chris Dlugosz '92 is a longtime fan of technology. "I've had computers since I was in the fourth grade," he says. "I've always been fascinated by them." A love of computers and an aptitude for figuring out how things work led him to his current position with ITS, which he describes as "a perfect match."

What are your job responsibilities?

The physical transport of data around and off campus. I make sure all the little bits of data that come or go from any computer on campus get to where they need to go.

What drew you to the position?

I've always been interested in infrastructure—the systems that nobody sees, but that make everything work.

What do you find most exciting about the future of technology?

As a kid I would get frustrated when the library didn't have the book I wanted. That may never be a problem again—we will have access to everything ever published or recorded.

What do you like to do outside the office?

I like to cook and grill. My wife and I enjoy wine and traveling to wine country, and we hope to adopt an ex-racing greyhound later this year. I also shoot skeet and trap (clay birds).



NEAL WEEG



MYSPACE.COM BEAT YAHOO



LOOK FOR THE ENERGY STAR LABEL

STAFF PROFILE:

NEAL WEEG

Neal Weeg, applications support programmer, left the warmth of Texas to make Northfield his home. He still isn't quite sure what to expect in a Minnesota winter. "People said last winter was a mild winter, but there was a week where it was so cold that it hurt," he recalls. "That was new to me." Now gearing up for his second winter season, Weeg sheds some light on what it's like to be an applications support programmer.

What brought you into the field of IT?

In high school I planned on becoming an engineer, but my college didn't have an engineering program. I started taking computer courses instead and eventually learned how to program. The classes were always frustrating to me at first because I didn't understand it, but that just motivated me to keep working and figure out how to program.

What does your position entail?

I work on the Colleague database. As a programmer people send me work orders to create software programs for their needs. For example, currently I am working on a GPA program, which will create a yearly report broken down by class GPA and the overall average GPA at Carleton for a particular year.

What do you enjoy most about your job?

I like that I'm constantly learning new things. This job keeps me on my toes. I also enjoy the people I work with and living in the area.

What do you enjoy in your spare time?

I've been working on my house in Faribault a lot lately, trying to prepare for a new baby—my wife and I are expecting our first child in November. I also like biking. I'm not competitive, but I enjoy both mountain biking and road biking.

FACTOIDS

MOVIN' ON UP

According to Hitwise, an Internet marketing and consulting company, www.myspace.com has surpassed Yahoo! Mail as the most visited domain for U.S. Internet users. The company states that myspace.com has achieved a 4,300 percent increase in visits over two years, representing only 0.1 percent of all Internet visits in July 2004; 1.9 percent in July 2005; and 4.5 percent in July 2006.

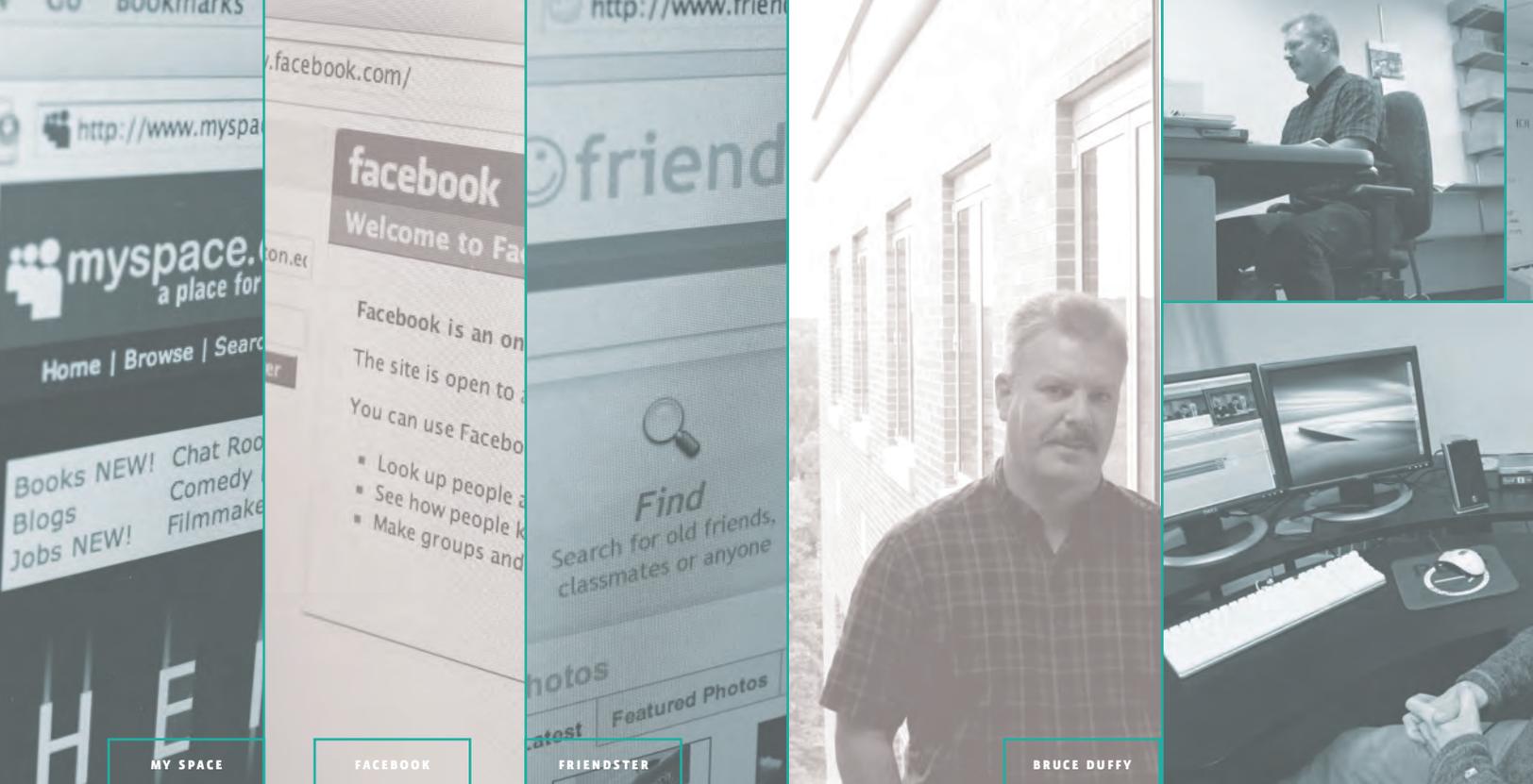
DID YOU KNOW?

Energy Star is a joint program of the U.S. Environmental Protection Agency and the U.S. Department of Energy that helps businesses and individuals protect the environment when they purchase products that are energy efficient as determined by these organizations.

An Energy Star qualified computer uses 70 percent less electricity than computers without enabled power management features such as: monitor power management (MPM), which places inactive monitors into a low-power sleep mode, and computer power management (CPM) which places inactive computers (CPU, hard drive, etc.) into a low-power sleep mode. These features can make an annual savings of \$10 to \$30 and \$15 to \$45 dollars respectively per desktop computer.

- General Electric is saving nearly \$2.5 million annually by activating MPM and CPM.
- If left inactive, Energy Star qualified computers enter a low-power mode and use 15 watts of energy or less.
- Spending a large portion of time in low-power mode not only saves energy, but helps equipment run cooler and last longer.
- Over its lifetime Energy Star qualified equipment (computer, monitor, printer, fax, etc.) in a single home office can save enough electricity to light an entire home for more than four years.
- Saving energy prevents pollution.

Source: www.energystar.gov



MY SPACE

FACEBOOK

FRIENDSTER

BRUCE DUFFY

SOCIAL BUTTERFLY

These days it's not unusual for the latest social hot spot to be the chair behind your home computer. Social networking through Web sites such as My Space, Facebook, and Friendster is on the rise. "Just as blogs have changed the way people think about where they get their news, [social networks] have changed the way people meet other people," says Troy Barkemeier, student computing coordinator. "In the regular world you might go to 100 parties and never find someone who shares your same specialized interest, but these sites offer an easy way to connect with other people."

Making such easy connections with strangers, however, unleashes a slew of security concerns, ranging from identity theft to someone posting defamatory information about another individual. There is no authority over the sites. "What makes sites like My Space and Facebook so effective is that you put a lot of personal information into them," says

Barkemeier. "And the more information each member puts in, the more valuable the research tool is. The problem is that it's possible to put too much information in there, which can lead to safety issues."

Barkemeier warns against posting any information that might leave potential future employers with negative impressions. "Employers often research prospective employees by googling them, which can lead to information found on My Space or Facebook," he says. "People don't always consider how long information lingers on the Internet and who is looking at it. [What you post] may not be harmful now, but what will it mean five years down the line?"

Despite concerns, social networking is here to stay. "Because it's out of Carleton's control, students should be aware that these sites are not completely safe. When it comes down to it, you don't know who you are talking to on the other side," says Barkemeier. "But if you're careful it's amazing the kinds of people you can meet and the things you can do through social software."

WHO'S NEW?

Spotlight on New Employees

BRUCE DUFFY

Title: Technical Associate in Network Services

What I do: I work part time for ITS assisting Associate Director of Network Services Les LaCroix in account provisioning.

IT background: I've been in the business for about 20 years. I received a computer science degree from the University of Michigan and then worked for 12 years at a company called Arbor Text. They made the first commercial xml tool. I also worked at West Publishing for four-and-a-half years and most recently was an independent consultant.

Why I like IT: I like how it evolves. I'm a fan of science fiction and with technology science fiction often becomes fact. GPS systems are an example of that.

The joys of Carleton: My wife, Nancy Cho, is an English professor at Carleton so we're able to have lunch together now. I'm also taking biology classes here.

What I do outside of work: I do a lot of reading—I like science fiction and history—and I play with my son, who is four-and-a-half years old.

WHO'S NEW?

Spotlight on New Employees

TUCKER MACNEIL

Title: Technical Associate in PEPS

What I do: I'm sort of a mini Lew Weinberg, media technologies coordinator. I do the work that makes things easier for Lew and Jim Pierret, presentation technologies coordinator.

IT background: I've worked with Macintosh computers for various reasons. I started doing work with a graphic design company and in my undergraduate work I helped faculty members with integrating digital programs into their curriculum. I recently finished a master's program at the Kent Institute of Art and Design in Canterbury, England with a focus on digital photography. I also spent a lot of time doing video and sound work. My current position is about the most perfect job for my skills that I could think of.

What keeps me in the field: I love academics, and I like being a supporting member of academia and working with faculty members and students. It's nice to share my background with people.

When not at the PEPS desk: I'm a fine artist—mainly a digital photographer—so I spend lots of time in my studio and lots of time trying to get into exhibitions and grant writing. My wife and I have an art cooperative.



TUCKER MACNEIL



PHISHING SCAMS



CABLE MODEM? DSL? OR DIAL-UP?

THE FIGHT AGAINST PHISHING

Log on to your e-mail account on any given day and chances are you may receive an e-mail from eBay or a bank asking you to provide updated account information. But just because the e-mail displays the company's logo doesn't mean it's legitimate. Behind such e-mails lurks a phisherman, someone phishing for credit card and bank account information to swindle unsuspecting e-mail users.

Such scams are commonplace these days. "The FBI will tell you that organized crime is behind it," says Richard Graves, senior unix administrator/network security administrator. "Criminals use other people's accounts as laundering points. Once you transfer money across several jurisdictions it's lost—especially if the perpetrator chooses countries that don't have good relations with one another. In that case it's unlikely that law enforcement officials in those countries will cooperate with one another."

How to avoid being phished? "Always be skeptical of mail sent to you about banking or financial accounts," says Les LaCroix, associate director of network services. "They are formatted to look as if they are coming from legitimate sources like Wells Fargo or eBay, but if you mouse over the link, your bottom browser will show the actual url."

When it comes to the Internet, it pays to be wary of trusting anyone. "In a small town, if someone walks up to your door and says, 'Hello, I'm here to help you,' people generally let him in," says Graves. "The Internet is not a small town."

TIPS & TRICKS

LOCAL INTERNET PROVIDERS

Looking for a home Internet service provider (ISP)? Here are some questions to ask ISPs before you commit to their services:

- **Type of service**—What type of Internet access does the ISP provide? At this point there are two types of service that most people would consider for home use: dial-up connections (traditional modem access) and broadband connections (including DSL service and cable modem service).
- **Cost**—Does the ISP offer a variety of service plans at varying prices?
- **Restrictions**—Are your sessions restricted in length? Are there limits on e-mail volume? Are there limits on references to your Web page?
- **Accessibility**—Is the phone number that you call to log in a local number? Does the ISP provide 1-800 service? Can you connect from another city? Is there a surcharge?
- **Technical support**—Is support offered 24-hours a day? Is there extra cost for tech support? If you are considering modem or dial-up access, how many phone lines does the ISP have? How long are the hold times?

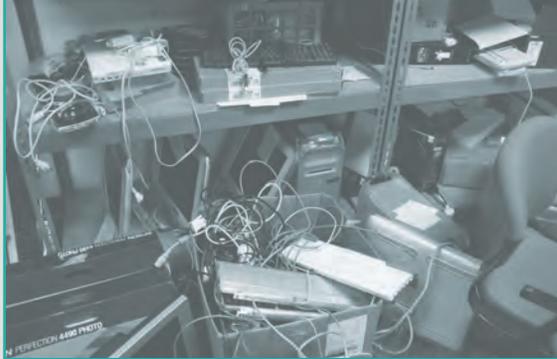
WHAT'S IN A SERVICE?

Cable and DSL Connections

- Always connected to the network. Perfect for someone who wants instantaneous and/or continuous network access.
- Faster speeds (up to 50x faster than modems).
- Costs more. Cable ISP service can be more than twice as much as dial-up ISP service.
- Requires specialized equipment to connect (are typically available from the ISP).

Dial-up Connection

- Less expensive. Some basic services available for under \$10 per month.
- Slower speeds than cable service.
- Uses a modem to dial up to ISP only when you want to connect. Dialing up is required every time the user wants network access.
- Ties up a phone line.



RECYCLING E-WASTE 101

Minnesotans have to think twice before tossing old computer equipment. As of July 1, state law prohibits throwing computers and televisions in the trash, a resolution already in effect in a number of states. Hazardous materials found in computer monitors and television screens, which each contain up to eight pounds of lead, can cause health and environmental problems if discarded with regular garbage.

ITS takes great care in recycling outdated equipment. In a February 25, 2005 editorial in the *Carletonian*, Andrea Nixon, associate director for academic computing, writes, "Given the prevalent trade in hazardous wastes, Environmental Protection Agency regulations, and Carleton's commitment to larger conservation efforts, Information Technology Services requires recycling vendors [to] certify that the equipment they [recycle] on Carleton's behalf is processed appropriately. Working with reputable recyclers is the best way for Carleton to ensure that we are being responsible consumers."

When assessing whether or not your personally owned computers are sufficient, consider repairing or increasing the memory in an existing computer if possible, before replacing it. Desktop computers usually last for four to five years. Laptop computers typically last a

year less than desktops. If your computer has been reliable but is slow, a memory (RAM) upgrade might be an inexpensive way of using your existing equipment for another year or so. Unless you are doing computationally intensive work (e.g. making videos or working with large data sets) this might do the trick.

Often people automatically replace their monitors and speakers when they update their computers. If you already have a flat panel (LCD) monitor—rather than a big CRT monitor—consider holding onto it even if you do decide it is time to replace your computer. This type of equipment typically lasts much longer than the original computer they are shipped with.

If it is time to replace your computer consider these points:

- Before disposing of your computer, make sure that you clear or purge personal data from the hard drive.
- Check with your computer vendor to see if they have a buy back program.
- Work with a reputable recycling firm to ensure that your old equipment is disposed of properly.

For more information on e-waste and recycling firms in your area visit:

- The Environmental Protection Agency, www.epa.gov/epr
- The Minnesota Pollution Control Agency, www.pca.state.mn.us
- The Electronic Industries Alliance Consumer Education Initiative, www.eiae.org
- International Association of Electronics Recyclers (IAER), www.iaer.org/search

For more information on open source or freeware tools that will remove data from your hard drive:

- Darik's Boot and Nuke, <http://dban.sourceforge.net/>
- Active@ Kill Disk, www.killdisk.com
- Eraser, www.heidi.ie/eraser/
- DP Wiper, www.softpedia.com/get/Security/Security-Related/DP-WIPER.shtml
- Secure Erase utility from the University of California at San Diego, <http://cmrr.ucsd.edu/Hughes/SecureErase.html>

Dial-up

NetZero, www.netzero.com
Deskmedia, <http://deskmedia.com>
Earthlink, www.earthlink.net
AOL, www.aol.com

DSL

Deskmedia, <http://deskmedia.com>
Earthlink, www.earthlink.com

Cable Modem

Charter, www.charter.net

Disclaimer: This listing is for reference and convenience only. It does not constitute any kind of endorsement from Carleton College.