the
Computing Connection

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D. W. Mattson Computer Center
Tennessee Technological University

In This Issue

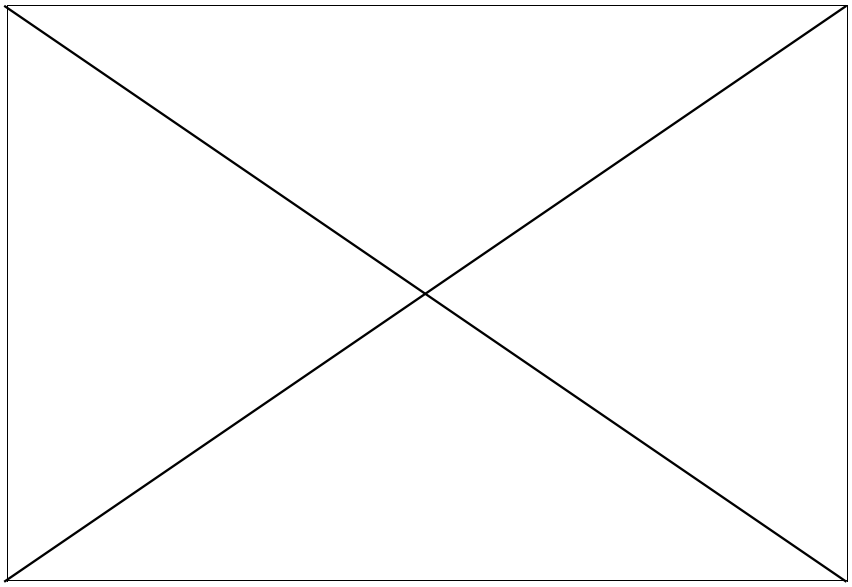
Technology Access Fee At Work

Technology-related skills are essential for our graduates to compete in the market place. Therefore, our students need the ability to access current technologies in all areas of study at TTU. The cost to keep up with demands is high.

This year the Tennessee Board of Regents approved an increase in the Technology Access Fee (TAF). This fee is paid by all students enrolled in a TBR institution and is one source of revenue used to improve technology here. For the 1997-98 fiscal year, approximately 16% of the monies used to improve technology will be funded through this fee.

The Information Technology Committee recommends how and where the TAF funds will be spent. Their charge is to ensure that the money is used for increasing technology access for students. For the 1997-98 year the Committee has made some exciting

–continued on page 4



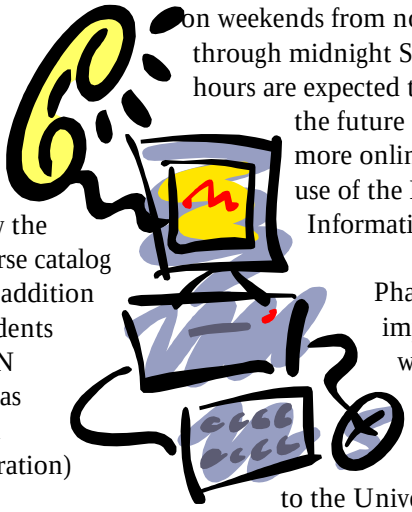
The New Jere L. Mitchum English Classroom

Eagle Line Goes Online

Use of the Web has just become a little more powerful for students on campus since the Eagle Line has gone online. The Eagle Online Information System, part of the SCT Web for students package, is now available at **www.tntech.edu** under Offices, Services and Organizations.

Eagle Online provides real time information from the University's Student Information System database. Currently the schedule of classes and course catalog are available to anyone. In addition students or prospective students who have a self-assigned PIN number (the same number as the personal access code on Eagle Line telephone registration) can:

- view their address
- view holds information
- view grades for a specified term
- view institutional credit
- view transfer credit
- view account balance
- view financial aid awards
- view financial aid documents required



Students who do not have a personal access code will need to call Eagle Line at (931) 372-6400 to set one.

The Eagle Online Information System is currently available during the hours of 8:00 a.m. to 4:30 p.m. Central time, Monday - Friday, and on weekends from noon Saturday through midnight Sunday. These hours are expected to increase in the future providing more online hours for use of the Eagle Online Information System.

Phase 2 of the implementation will bring online applications for admission to the University and requests for University information to be mailed to prospective students. Phase 3 will provide Web registration in addition to the regular Eagle Line telephone registration. All students except those required to enroll in UNIV105 may use either service; the latter can only use Eagle Line telephone registration.

In addition to these services, Web access to student information for faculty and advisors is being developed. This will provide access to view and update real time data from the University's SIS database within the following areas: Faculty Schedule, Class List, Wait List, Course Registration, Last Attend Date on a student in a class, Student Schedule, Student Transcript, Degree Audit, and other miscellaneous student information.

Watch for updates as more of the Eagle Online Information System is developed! ■

—Kay Hume

TheComputingConnection

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Faculty and Staff Username Change

During the week of December 15th, faculty and staff usernames will be changed to a new format. The Computer Center has undertaken this project to increase privacy by removing the social security number fragment from the usernames and to allow usernames that more closely resemble personal names.

Faculty and Staff Username Change slated for completion during the week of December 15th.

Faculty and staff users have already selected new usernames based on a significant initial taken from their first or middle name, joined with their last name, within a 12 character limit. In some cases both the first and middle initial has been used.

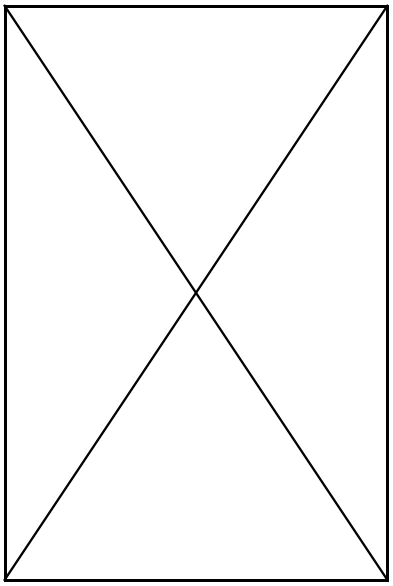
The new usernames can be used now for e-mail, either local or Internet. After the week of December 15th, when all accounts are converted to the new username scheme, the old username will still work as an e-mail address.

Want to check what someone's new username will be? Visit the Tennessee Tech web site, **www.tntech.edu**, and select "Faculty & Staff Directory" then select "Finding Pages, People and Places." You will be able to see both the old and new username. ■

—Frank Bush

Technology and Instruction

A Faculty Member's Perspective



Kriste Lindenmeyer

I often feel like I am testifying before a self-help group when serving on panels like this. "My name is Kriste Lindenmeyer and I am a technaholic." But, in reality, I am not a techie. I am a teacher and historian who utilizes new technologies in my job. Perhaps because I am firmly rooted in the humanities, I can offer a special perspective on the relationship between technology and instruction.

My introduction to the newest versions of instructional technology came through my association with H-Net (www.h-net.msu.edu), the largest on-line network for Humanities and Social Science scholars in the world. Begun in 1992 with one electronic-listserv-discussion group, H-Net now consists of over 78 electronic networks, edited by 275+ "volunteers," and 47,000 subscribers. I am an elected member of the H-Net executive committee, but in 1993, when I became an H-Net editor, I had never even used e-mail. Nevertheless, I sit before you four years later, as a instructional technology "expert" who will sit this January on NEH Educational Technology Grant Review Committee. I hope that my experience illustrates that even a neophyte faculty member like me can willingly become technologically literate.

Despite my title, I am the one, not my students, who benefits most from the teaching process. I have learned much more about American history as a teacher, than I ever did as a student in graduate school. For me, articulating information to others is the best way to really possess it myself.

So, as I decide what and how to teach, I am actually creating a learning program for myself. Incorporating technology offers me

–continued on page 5

TAF

—continued from page 1

recommendations for use of the TAF funds. The implementation of these plans is underway and will continue until completed.

The New Jere L. Mitchum English Classroom

One of the first major projects for this year was to establish a new English Writing Lab. Jere L. Mitchum, who retired in June, committed $100,000 in a private gift to the University. The gift was targeted for the creation of an endowment to help maintain a state-of-the–art facility. The lab was named in his honor, "The Jere L. Mitchum English Classroom," and is located in Henderson Hall 306B. Money used to set up the laboratory facility came from the Technology Access Fee.

Mitchum says "The writing program at Tennessee Tech is one of the most vital tools for training students in any field because effective writing is a prerequisite for any kind of success." In order to provide the proper technological support for our writing program, twenty-five high-speed computers with multimedia-capable components operate in this facility. Special software designed to enhance the teaching and learning of writing is in use in this laboratory and other University labs across campus. The laboratory is already in great demand. It serves a large portion of our student body.

More, Faster, and Better Technology Coming

In addition to the new writing lab, there are several other exciting projects underway to enhance our students' educational experience. Three University computer labs are being upgraded. Henderson Hall 111, Clement Hall 313D and Clement Hall 215 will all be renovated with state-of-the-art computing equipment. These upgrades are slated for completion in time for the Spring 1998 semester.

We have found that as we open more computing facilities across campus, usage for each of them increases, too! The Computer Center's goal has always been to provide service to a larger portion of our campus community. The Clement Hall 313 complex is heavily used for both teaching classes and open access. In order to accommodate a wider range of classes, the CH313D Lab will be rebuilt, including all new tables and chairs and very fast multimedia-capable computers. The number of computers is being increased to 30 in order to accommodate larger size classes. The lab will also have a newer, brighter projection system to facilitate instructor led activities.

Clement Hall 215 is one of the most used facilities, with more open hours than any other lab. The tables and chairs from the CH313D lab will be placed here, and new, fast multimedia capable machines will be available to provide convenient access for students.

The TAF will also make it possible to establish two new facilities across campus. One lab will be in Daniel Hall 203. This will be used for teaching Psychology and Sociology

—continued on page 6

Computer Center Ambassadors

Within the past year, both Jim Johnson, Microcomputer Specialist, and Nancy Dixon, Computer Operations Specialist have been named Tech Ambassador of the Month.

"Friendly, efficient service is considered normal when dealing with Nancy Dixon," say Marjorie Crabtree, Cindy Gray and Gwendolyn Ray of the Business Office. Nancy "does more than merely process computer programs and generate reports. She strives to understand what we as users are trying to accomplish and what we anticipate from the reports we request."

Jim Johnson recently saved the day for Scott Northrup, interim chairperson of Chemistry. "One of the worst things that can happen in any office is for the computer to go down," says Northrup. "Jim came quickly to our rescue and stayed far beyond working hours to correct the problem. He did so with such a helpful and courteous attitude that he deserves to be recognized for representing Tennessee Tech so well."

Nomination forms for the Tech Ambassador of the Month are available from Personnel/ Payroll. ■

—Laura Clemons and Andy Wills

Eagle Line Changes

If a new P.O. box has been assigned, students must call Eagle Line to find the number and combination. It is option 7 on the Main Menu. Boxes will be assigned to new students on the first day of the new term.

Students must have a Personal Access Code. If one has not been created, the student will be prompted to enter his or her birthday in order to verify that this is indeed the first person accessing this ID. Then the student will be prompted to enter a new Personal Access Code.

Students who are recommended to take University 105 will hear the following message when registering for classes: "You should register for University 105." Students who are required to take University 105 will hear the following message when registering for classes: "You must register for University 105, now." Students who are required to take University 105 will be forced to register for University 105 first before they register for any other classes. ■

—Lisa Maas

Technology and Instruction

–continued from page 3

new ways to implement this process. Showing faculty this "selfish" motive for accessing the "bridge to the twenty-first century" is key. In a world where there are many unemployed Ph.Ds, I am very happy to have a tenured job. Nevertheless, the prospect of teaching the same American History survey course to over 150 students each year (who by the way are required to take my class by state law) is a very depressing prospect. Instructional technology is as much a way to make the course more interesting for me as it is a means to spark student interest.

In addition, the World-Wide Web helps to keep me, and my students, from feeling isolated. Even for faculty teaching at large research institutions, the World- Wide Web connects them to a community of scholars outside their departments.

Although I am a technology advocate, I do not use machines for things I can just as effectively and easily do with traditional methods. For example, although Bill Gates may strike me dead for saying this, I have not transferred my blackboard scribbles to PowerPoint presentations. For me, the conversion takes too much time, the format is not flexible enough to fit my teaching style, and the payoff (student learning) is not worth the effort. Technology will not replace good teachers, nor the advantages of classroom culture. But, it can be used to do things that were not possible, or as easy, with the old tools.

"Three years ago, I, like most faculty, had no idea why a web-based syllabi was superior to the paper version."

For example, I now put my course syllabi on the World Wide Web (`gemini.tntech.edu/~kal6444`). Three years ago, I, like most faculty, had no idea why a web-based syllabi was superior to the paper version. I thank my University for sending me to a week-long seminar held at the University of Virginia where I saw first-hand why web-based syllabi could enhance student learning, and make my job easier. The web version is flexible (I can make minor changes as the semester progresses), it enables me to offer the students more bang for their buck (such as primary resources that would not otherwise be available at my University), it introduces non-linear thinking, and creates dialog (through e-mail) with students that I could not (or would not) otherwise have. On-line quizzes, study guides, and discussions also seem to help my students better learn the course material.

My week in Virginia also helped me to make connections with other scholars interested in exploring new technology for instruction. I have used these contacts to broaden my students' college experiences. For example, the students enrolled in my History Methods class are subscribed

–continued on page 6

Computer Center Classes

The D. W. Mattson Computer Center will be offering PC and VAX classes this spring free to faculty, staff, and students. Watch your campus mailbox for the times and dates!

Getting Started with Windows 95
Covers using the Start menu, exploring your computer, and finding files.

Beginning Word for Windows
Covers creating, modifying, printing, and saving a document

Intermediate Word for Windows
Covers graphics and tables with Microsoft Word

Beginning Excel for Windows
Covers creating, formatting, printing, and saving a spreadsheet as well as using formulas and copy commands.

Intermediate Excel for Windows
Covers formatting a spreadsheet, graphing, functions, and other intermediate-level topics

Introduction to PowerPoint
Covers creating and modifying presentations, adding graphics, printing, and saving

Beginning FileMaker Pro
Covers database terminology, creating and using a database, and generating reports.

Surfing the Web with Netscape
Covers using the Netscape graphical browser to locate and retrieve resources on the World-Wide Web.

VMS for Beginners
Covers system commands and an introduction to the EVE editor as well as MAIL on node Gemini.

Publishing on the World-Wide Web
Covers creating and publishing Web Pages with the HTML markup language.

TAF

–continued from page 4

classes and will provide open access when not otherwise reserved. Another new facility will be opened in Prescott Hall. Both of these are targeted for Spring 1998.

Part of the TAF will be used for support staff in each of the facilities. The Computer Center hires and trains qualified students to provide support in each of the Computer Center lab facilities. The Computer Center is constantly striving to provide and maintain the best possible technological support for educational programs. ■

—Jeff M. Gold

Technology and Instruction

–continued from page 5

to an electronic-discussion list connecting them with similarly situated students at Florida Gulf Coast University and East Tennessee State. They also have the opportunity on this list to converse with Harvard Professor, Richard Marius, the author of the course textbook. Last spring, students enrolled in my Women's History classes at Tennessee Tech and Vanderbilt University held an "electronic discussion" in which they wrote and debated (with my guidance) the final examination question for the course. Such activities would be impossible without the new technology.

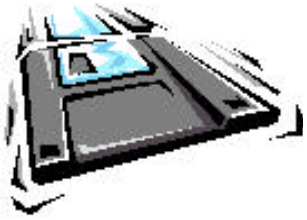
In addition, since I have a captive audience of administrators, let me point out that technology is not a panacea for the myriad challenges facing academic institutions today: shrinking budgets, a more diverse student body, a changing job market, and increasing competition for students who demand that their degrees provide a secure economic future. In the 1970s, futurists predicted the day of the paperless office. Recently, I heard a history Professor predict "the day of the entrepreneurial professor" who will "market" his/her services to various universities. I think , and hope, that both visions are more fantasy than reality. But certainly, technology will change learning to a more interactive environment that extends faculty-directed instruction beyond the classroom's four walls and designated class meeting time. ■

Software Site Licenses

Many software packages are available at discounted prices through site licenses purchased by the Computer Center. For example, Microsoft Office carries a retail price of approximately $500, but is available through the Computer Center for $45 from the site license. For a more comprehensive listing of the common software site licenses, point your web browser to `www.tntech.edu/www/comp/site.html`.

Remember that a software license must be purchased for each software package and can only be purchased for University-owned computers. University equipment is subject to review by Internal and State audit staffs. For additional information on current site licenses or contracts, contact Andy Wills at 6315. ■

—Andy Wills



Microsoft Products	
Excel	$29.00
Office	$45.00
Office Professional	$55.00
PowerPoint	$29.00
Publisher	$29.00
Visual Basic Professional	$32.00
Visual C++ Professional	$32.00
Windows 95 Upgrade	$50.00
Word	$29.00
Virus Protection Products	
Disinfectant for the Macintosh	*Free*
F-Prot for DOS and Windows 3.*x*	*Free*
F-Prot Professional for Windows 95 F-Prot Professional for Windows NT	$7.00 initially and $3.00 annually
Other Products	
Maple V Release 4 for PC and Macintosh	$50.00
SAS 6.12	$45.00 annually
SPSS 7.5	$35.00

Immunize Your Computer

While everyone is rushing to Health Services for their yearly flu shot, some might forget that their computer may become sick with a computer virus. Computer viruses can be deadly to important files stored on your machine.

The Computer Center has virus protection software available through site licenses for University-owned machines. F-Prot Professional is available for Windows 95 and NT. Since these operating systems are more complicated and the virus protection software is more expensive, a small initial charge of $7.00 per machine with an annual maintenance fee of $3.00 must be charged.

Disinfectant is available free of charge for Macintosh computers. A contracted shareware version of F-Prot is available for machines running either DOS or Windows 3.*x*.

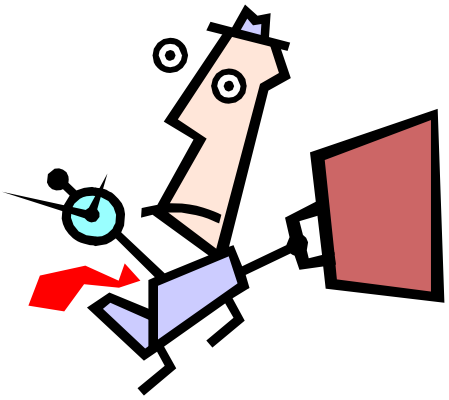
For more information, contact Microcomputer Support at 6315. ■

—Andy Wills

WordPerfect Leaving the Labs

WordPerfect 6.1 for Windows in the Computer Center labs will be traveling to the Software Retirement Home after Spring Semester 1998. According to Systems Manager Frank Bush, WordPerfect 6.1 is no longer a supported product. Removing it will decrease the overhead required to maintain the PC Lab Network.

Currently both Microsoft Word 95 and WordPerfect 6.1 are available in the labs. Even though WordPerfect 6.1 will be leaving at the end of Spring 1998, users should not worry about documents already created with WordPerfect 6.1. Microsoft Word 95 will read WordPerfect 6.1 documents automatically and has available options to save text as WordPerfect 6.1 files. Word and WordPerfect have a similar interface, so if you are familiar with WordPerfect, you should have no problems using Word.



To assist you through this transition, remember that the Computer Center offers free classes during the beginning of the semester, including Beginning Word and Advanced Word. As always, should you encounter any problem during this transition in the lab, contact one of the HelpDesk Consultants to answer your questions. ■

—Andy Wills

Whom to Call

Call these people when you have questions about...

College of Education Microcomputer Support Purchase Consultations Upgrades	Annette Littrell (ABL)	372-6487 FB106C
College of Business Microcomputer Support Purchase Consultations Upgrades	Rob Finegan (RLF)	372-3684 JH307
Microcomputer Support Site Licenses and Contracts	Andy Wills (AWW)	372-6315 CH227
Microcomputer Support Purchase Consultations	Jim Johnson (JBJ)	372-6315 CH227
Statistics, Graphics, and Scientific Computing Applications Helpdesk Administration Lab Reservations Special Class Requests	Paul Tsai (PJT)	372-3983 CH310
VMS, Internet World-Wide Web Publishing VAX Accounts	Barbara Goodson (BEG)	372-3984 CH219
Short Course Registration	Carol Farris (CNF)	372-3387 CH220
Support Problems Computers in the Curriculum Educational Technology Planning	Jeff Gold (JMG)	372-3979 CH217
Hardware Problems	Operations (OPS)	372-3388 CH226
Administrative Computing (TTUMIS)	Richard Cashion (WRC)	372-3973 CH116
Policies and Procedures	Jim Westmoreland (JHW)	372-3387 CH220

Software Support

Why does the Computer Center support some software packages and not others?

The Computer Center supports certain software packages based on the Academic Computing Support (ACS) staff's recommendations. It would be impossible for the ACS staff to purchase and learn every software application on the market; therefore, they specialize in specific packages. Concentrating on particular packages enables ACS to answer complex questions and offer free documentation for the supported packages.

If you have questions about supported packages, contact Microcomputer Support at 6315. ■

—Andy Wills

Level I

Product Training, Consultation, and Documentation may be available

PC

FileMaker Pro 2.1
Microsoft Excel 95
Microsoft PowerPoint 95
Microsoft Windows 95
Microsoft Word 95
Netscape Navigator 3.*x*

VAX

DCL
EVE
Mail
Internet
SAS
Web Publishing

Level II

Product Consultation and Documentation may be available

PC

FileMaker Pro 2.1, 3.0
F-Prot (all versions)
Kermit 3.14
Microsoft DOS 5.*x* - 6.*x*
Microsoft Excel 5.*x*, 97
Microsoft PowerPoint 4.*x*, 97
Microsoft Publisher 2.*x*, 95, 97
Microsoft Schedule+
Microsoft Windows 3.1*x*
Microsoft Word 6.*x*, 97
PageMaker 5.0, 6.*x*
QVT Term 3.*x* - 4.*x*

MAC

FileMaker Pro 2.1 - 3.0
Mac OS 7.*x*
Microsoft Excel 5.*x*
Microsoft PowerPoint 4.*x*
Microsoft Word 6.*x*
Microsoft Works 4.0
PageMaker 5.0, 6.*x*

VAX

ACSL
BASIC
C
COBOL
DISSPLA
Fortran-77
GNUPLOT
GPSSH
IMSL
LaTeX
Lindo
Pascal
Simscript
SpeakEasy
SPSS
TeX

Level III

Product Documentation may be available

PC

Corel Draw
Microsoft Access 2.0, 95, 97
Microsoft Internet Explorer
Microsoft Visual Basic
Microsoft Visual C++
Microsoft Windows NT
Norton Connect.Net
Quattro Pro 5.0, 6.0
SAS 6.*x*
SPSS
WordPerfect 5.2, 6.*x*
WordPerfect Presentations 3.0

MAC

OmniPage Pro
Soft Windows
WordPerfect 3.*x*

Level IV

Departmental Support Only

Computer Labs

Lab	Equipment	For information
Terminal and PC Lab CH215	4 GraphOn terminals for VAX access; 19 Dell 486 PC's connected to the campus laboratory network; Internet access; 7 Epson FX-870 printers; laser printing	Paul Tsai (PJT) 372-3983
PC Lab and Teaching Labs CH313	29 486-33 PC's, 23 Dell 486-66 PC's, and 30 Dell Pentiums connected to the campus laboratory network; Internet access; 17 GraphOn terminals for VAX access; Epson FX-850 printers; laser printing	Paul Tsai (PJT) 372-3983
PC Lab HH111	23 Dell 486-33 PC's connected to the campus laboratory network; Internet access; 23 Epson FX-870 printers; laser printing	Paul Tsai (PJT) 372-3983
PC Lab BN207	32 Dell Pentium 166 PC's connected to the campus laboratory network; Internet access; 4 Epson FX-870 printers; laser printing	Paul Tsai (PJT) 372-3983
English Writing Lab HH306B	24 Dell Pentium 200 PC's for writing connected to the campus laboratory network; Internet access; laser printing	Paul Tsai (PJT) 372-3983
Computer Science Lab BR207	24 Dell Pentiums for word processing, databases, spreadsheets, and programming; Internet access	Eric Brown (ELBrown) 372-3691
College of Business Computer Lab JH214	57 Dell Pentiums for word processing, databases, programming, and spreadsheets; Internet access; laser printing	Rob Finegan (RLF) 372-3744
College of Education Macintosh Lab BH106A	21 Power Macintoshes for word processing, databases, spreadsheets, and graphics; Internet access; laser printing	Annette Littrell (ABL) 372-6487
Mathematics Macintosh Lab BR313	30 Macintosh IIci's for word processing, spreadsheets, graphics, and specialized software; Internet access; dot matrix printing	Jeff Norden (JNorden) 372-3441
Media Center Lab LM113	4 Apple II's, 4 Power Macintoshes, 20 Dell Pentiums connected to the campus laboratory network; Internet access; Epson FX-870 printers; laser printing	Julie Manis (JulManis) 372-3544

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