

Welcome to University Park • Fall 2005

Information Technology Services (ITS) welcomes you to Penn State. ITS provides a wide range of computer services and resources to Penn State faculty. This guide gives you an idea of what is available. In addition to reviewing this publication, please consult your departmental computer support professional to determine if any specialized departmental resources are available to you.

Your Computer

Your computer should have a high-speed Internet connection. Your departmental computer support specialist can advise you regarding your connection and configuration. For information on how to access the Internet in your office or at your home, see *Your Guide to Information Technology Services @ Penn State* (<http://css.its.psu.edu/internet/>). Copies of the guide are mailed to all faculty. Additional copies are available at ITS help desks in 12 Willard Building and in 215 Computer Building.

Penn State Access Account

Your Penn State Access Account consists of a userid and password combination that allows you to use the full range of available Internet services. For details, see the ITS accounts site (<http://aset.its.psu.edu/accounts/>). You can apply for a Penn State Access Account by completing, printing, and signing the application form (<http://aset.its.psu.edu/accounts/access.html>). Take or send the completed application form to the ITS Accounts Services Office in 101 Computer Building. After applying for your account, you must wait three business days for your account to be created. Then, take your Penn State id+ card to an ITS signature station to activate your account (<http://aset.its.psu.edu/accounts/sigstations.html>).

Userid and Password

Your userid, like your name, identifies you as an individual and allows others to know where to send your e-mail. Your userid is usually composed of your initials followed by a number. Your password is private. Like your University id+ card, your password allows authentication of your identity. You

need to guard your password just as you guard your bank card PIN. Sharing your password with *anyone* including ITS staff, members of your department, and family members violates University policy AD20 (<http://guru.psu.edu/policies/AD20.html>).



Change your password (<https://www.work.psu.edu/>) as soon as your account is active. *Please note that your password is case sensitive.* If you have difficulty with using your account, ITS help desk consultants can assist you (<http://helpdesk.psu.edu/>).

Faculty and Staff Accounts

By accepting your Penn State Access Account, you agree to abide by Penn State policies and guidelines. You are expected to exercise responsible, ethical behavior when using the University's computers, information, networks, and resources. Violation of policies or laws may result in suspension of access privileges, disciplinary action, and legal proceedings (<http://its.psu.edu/policies/>). Your account will be closed upon termination of employment unless you retire and continue with Penn State benefits. For further information, refer to the access account qualifications policy (<http://its.psu.edu/policies/aaq.html>).

PASS

With your Penn State Access Account, you can receive up to 1000 MB of Penn State Access Account Storage Space (PASS). Services such as the Penn State Portal and Penn State WebMail use your PASS to store preferences and mailboxes respectively. You must monitor your available space by checking your quota information (<https://www.work.psu.edu/>). You can choose to purchase additional space (<http://aset.its.psu.edu/ait/storagespace.html>) and the PDF document http://aset.its.psu.edu/print_pubs/pass_info.pdf.

Penn State WebMail

Penn State WebMail (<https://webmail.psu.edu/>), a Web-based e-mail client, provides you with Penn State e-mail via a Web browser from anywhere you have an Internet connection. The easy-to-use interface lets you create and organize mailboxes, access directory services, create and add personalized signatures, and change settings.

Penn State Portal

The Penn State Portal (<https://portal.psu.edu/>) is your customized view of Penn State. It provides a framework that allows you to create a unique and personal environment by choosing channels and content you want to see. The Portal Project Web site (<http://www.psu.edu/portalproject/>) is a good introduction to the Portal for first time users. Detailed information about using the Portal is available in PDF format (http://aset.its.psu.edu/print_pubs/portal_howto_aug_04.pdf).

Web Space

Web space on the Personal server is available to all Penn State students, faculty, staff, colleges, and departments that have a valid Penn State Access Account. To receive Web space, complete the Web application form (<https://www.work.psu.edu/webpace/>). Seminars are offered to help you use the Web for personal, teaching, and research applications. You do not have to be an expert in HTML to create a Web page. You can select one of nine attractive, easy-to-read templates available (<http://css.its.psu.edu/webtemplates/>). A guide for beginners (<http://css.its.psu.edu/publish/>) contains essential information about publishing requirements, University policies, and design resources. Valuable resources for Penn State visual and editorial standards (<http://publications.psu.edu/>) and answers to frequently asked questions about using Personal Web space (<http://www.personal.psu.edu/faq/cacweb.html>) are available.

Although you can use your Web space on the Personal server for your course needs, a course online account

(COLA) provides you with Web space for use in courses (<http://aset.its.psu.edu/accounts/>).

Accounts Services Office

If you need help with your Penn State Access Account, contact the ITS Accounts Services Office (<http://aset.its.psu.edu/accounts/>) in person in 101 Computer Building, 814-865-4772, Monday to Friday 8:00 a.m. to 5:00 p.m. or by e-mail at accounts@psu.edu.

Free Internet Software

A collection of free software called PAC-ITS is available on CD from the ITS help desks. The software is also available online for download (<https://downloads.its.psu.edu/>). Installing the included Symantec AntiVirus on your machine is highly recommended. Eudora is provided for e-mail.

Penn State provides a virtual private network (VPN) to ensure a secure encrypted network connection. When you connect to Penn State using a third party Internet service provider (ISP), you can use VPN to secure and encrypt all traffic exchanged between your computer and Penn State (<http://aset.its.psu.edu/vpn/>). For wireless access, VPN software is required.

Wireless Access

You can take advantage of a growing number of wireless Internet connections in public spaces on campus (<http://its.psu.edu/wireless/>). To go wireless, you need a laptop computer with a built-in wireless card or external adapter card that is WPA certified 802.11b/g compatible, and you need the Penn State VPN software. For help with purchasing a wireless card, call a Computer Store consultant at 814-865-2100 or 800-251-9281.

Internet Security

Computers are vulnerable to malicious programs and intrusions such as viruses, worms, Trojan horses, spam and spyware. These invasions can be simply a minor annoyance, but they can also wipe out your hard disk or take control of your computer. While

ITS and Penn State work to ensure a safe computing environment, you are responsible for securing your own computer against attack by updating your operating system and by using multiple protections that include firewalls, anti-virus software, and spyware detection and removal tools. You need to download and install updates to your operating system and to your protective software regularly. You also need to run your protective software, at least, once a week to rid your computer of malicious invaders. If your computer becomes infected and your system becomes a spam or virus generator on its own, you can lose your computing privileges at Penn State. The security and the integrity of your computer system are your responsibility. ITS can help you take control (<http://its.psu.edu/takecontrol/> and <http://css.its.psu.edu/internet/UseTech.html>). Free anti-virus software can be downloaded from the Web (<https://downloads.its.psu.edu/>) or from the PAC-ITS CD available at the help desks in Computer Building and Willard Building). Windows updates are available from Microsoft (<http://windowsupdate.microsoft.com/>).

Privacy Protection

Privacy protection has become essential today because of a wide spectrum of dangers including identity theft, e-mail hoaxes, phishing scams (fake e-mail messages that request sensitive data), malicious attacks, and spyware technologies that increasingly target Internet users. Penn State urges you to protect your privacy and identity especially while you are online. Never share sensitive data such as passwords, social security information, or credit card numbers. No matter how tempting, never respond to a message that asks you to send money or personal information. "Many people think that computer security concerns only relate to viruses, but personal security is equally important," says Kathy Kimball, director of Security Operations and Services (SOS). "There are numerous types of fraud that can endanger computer users on a personal

level, and e-mail is an extremely effective way to distribute fraudulent messages to potential victims.” SOS provides information on reporting computer fraud (<http://sos.its.psu.edu/>).

eLion

Penn State’s eLion (<https://elion.oas.psu.edu/>) provides you with a secure interactive tool to manage academic services to your students. You can view class lists, post a syllabus, and list textbooks for your courses. After obtaining a SecurID token (https://elion.oas.psu.edu/registrar/faculty_access.html), you can enter final student grades directly into eLion from anywhere in the world, and students are able to access them in real-time.

Course Management

ANGEL (A New Global Environment for Learning), Penn State’s course management system, allows you to use the Web to enhance your courses without any knowledge of HTML. You can log on to ANGEL (<http://cms.psu.edu/>) using your Penn State Access Account. Within ANGEL, you can develop lessons; create teams, message boards, and quizzes; monitor student progress; collect assignments; manage grading; and link to library reserves and Web-Based Training. You can use as few or as many of the features as you like. Free ANGEL seminars are offered by ITS Training Services (<http://its.psu.edu/training/>). For short-term tutoring on basic ANGEL skills, you can request an ANGEL tutor (<http://tlt.its.psu.edu/support/angeltutors/>).

Technology Training

ITS Training Services (<http://its.psu.edu/training/>) offers hundreds of free seminars to help you incorporate technology into your teaching environments. Seminars are conveniently offered during the fall, spring, and summer semesters. Between semesters, Winter-Fest and Summer-Fest sessions feature seminars designed specifically to help you learn technology skills to improve your

teaching activities. Through these seminars, you can learn to create dynamic presentations with PowerPoint, FrontPage, or Dreamweaver, or you can learn to use ANGEL.

If you have a class or a group of students that would benefit from technology training, consider Blended Training Solutions (<http://its.psu.edu/training/blendedtraining/>). Through this service, a professional technology trainer from ITS Training Services will discuss technology training options available through ITS Training Services that can help you facilitate learning for your students. ITS Training Services then provides just-in-time training sessions to students right in the classroom. Popular topics include e-Portfolio training using FrontPage or Dreamweaver, Adobe Photoshop, and Microsoft Access. Blended Training Solutions services are offered based on availability.

Web-Based Training (WBT) offers over 1,700 free technology, business and professional development courses for use at any time (<http://wbt.psu.edu/>). You can group and assign WBT courses for your students using the Program Management Tool within WBT or through ANGEL. WBT courses are self-paced and flexible and are often used to enhance career skills, to enrich personal and professional knowledge, and to supplement other training sources.

Teaching with Technology

Teaching and Learning with Technology (TLT) provides you with numerous practical suggestions (<http://tlt.its.psu.edu/suggestions/>) for effective online communication and teamwork, organizing electronic files and course materials, grading electronically, handling copyright and plagiarism issues, and getting content on the Web.

TLT offers several Web-based instructional tools (<http://tlt.its.psu.edu/tools/>) that require no technical

expertise. These tools can help enhance the courses you teach.

The Faculty Teaching Showcase (<http://tlt.its.psu.edu/showcase/>) is a searchable repository of ideas for a successful technology use in Penn State courses contributed by Penn State faculty. You can find ideas to improve the effectiveness of your courses, such as how to use technology to improve teamwork, creative ways to use message boards and quiz tools, and easier ways to grade student work in large classes. You may also contribute your own ideas for using technology successfully in a course.

If you have a learning-based technology idea that would enhance one of your courses but are not sure how to create it, TLT invites you to submit a proposal to the Multimedia Teaching Objects grant program (<http://tlt.its.psu.edu/mto/>) to help you bring your idea to fruition. Proposals are solicited for small-scale curricular technology projects that can include images, animation, and/or interactive demonstrations. If you provide the idea, TLT staff will do the rest. The completed object is added to an online repository so that any instructor can use it in a course. The copyright is held by Penn State.

The iStudy for Success! modules (<http://istudy.psu.edu/>) focus on areas in which first-year students often need to build skills, such as study methods, time management, and communication. Originally developed at the Jack P. Royer Center for Learning and Academic Technologies, the twenty-one modules have been adapted for use in ANGEL. The modules incorporate multimedia resources, student-centered activities, virtual student dialogues, and quizzes.

The Multicultural Enhanced Learning for Diversity (MELD) online database (<http://tlt.its.psu.edu/meld/>) allows you to contribute and retrieve resources that provide a rich mix of cultural, international, gender, and lifestyle perspectives that can be integrated into any course. Using these resources, you can offer diverse perspectives that create a welcoming atmosphere for your students and help them prepare for the world marketplace.



LionShare (<http://lionshare.its.psu.edu/>) is an innovative technology that merges file exchange, file organization, and collaborative tools into a single application for secure file-sharing among educational institutions worldwide. Using LionShare, academic users around the world are able to access files from a multitude of sources including small private collections, international repositories, video and image archives, and other hidden Internet resources, with a stable, reliable, and secure exchange of information.

SAP is software used to teach fundamental concepts related to the engineering and management of supply chains and the use and management of enterprise information systems. SAP version 4.7 is available to Penn State students through the Penn State-SAP University Alliance Program. While the hardware and software are located and installed at University Park, the system has been configured to support over 250 concurrent users and can be accessed from all Penn State locations. For more information, contact Mike Errigo at mje7@psu.edu.

Publishing Support

ITS provides tools, resources, consulting services, and software to help you and your students with publishing needs (<http://its.psu.edu/publish.html>).

News and Publications

To keep you up to date and informed about the latest Internet threats and the newest computing topics, ITS has two Web pages full of information (<http://css.its.psu.edu/news/> and <http://css.its.psu.edu/>). Publications are available online (<http://css.its.psu.edu/publications/>) or by calling 814-865-4757.

The *ITS Academic Computing Newsletter* (<http://css.its.psu.edu/news/>) is distributed by campus mail in fall, spring and summer to keep you up-to-date on computing topics.

Ethical and Legal Use of Digital Media at Penn State (<http://its.psu.edu/policies/digitalmedia/index.html>) is an online publication with information pertaining to copyright and intellectual

property. It contains guidelines for the use of digital media, a list of frequently asked questions and answers, and contact information.

Your Guide to Information Technology Services @ Penn State (<http://css.its.psu.edu/internet/>) explains the Internet services available and how you can access them using your personal computer. Copies are mailed annually to faculty at all locations and to staff at University Park. Additional copies are available at ITS help desks in 2 Willard Building and 215 Computer Building at University Park.

ITS TechNews (<http://www.its.psu.edu/technews/>) is a frequently updated electronic newsletter that provides news about the state of information technology at Penn State. Current and past issues, as well as subscription information, are available on the Web.

ITS on the Web (<http://its.psu.edu/>) provides you a comprehensive collection of links to technology services and resources at Penn State including networking, phone and paging services, videoconferencing, ITS help desks, news sources, and computing alerts.

Computer Store

To purchase computer hardware, software, and related products at low academic prices, visit the Computer Store in 12 Willard Building or the Computer Store Tech Stop in the IST Building walkway. The Computer Store is open Monday to Friday 8:30 a.m.-5:00 p.m., 814-865-2100 or 800-251-9281 (toll-free in Pennsylvania). Send e-mail to computerstore@psu.edu or order online (<http://computerstore.psu.edu/>).

Information Technology Services encourages persons with disabilities to participate in its programs and activities. If you need special accommodations or have questions about physical access, please contact ITS in advance of your participation or visit.

Consulting Services

ITS Help Desks

ITS offers walk-in, phone, and electronic consulting at two help desk locations at University Park. You can visit the help desk Web site at <http://helpdesk.psu.edu/> for information on common computing problems.

2 Willard Building

814-863-1035,
888-778-4010 toll-free in PA
Mon.-Thur.: 9am to 10:30pm
Friday: 9am to 4:30pm
Sunday: 6:30pm to 10:30pm

215 Computer Building

814-863-2494, helpdesk@psu.edu
Mon.-Fri.: 9am to 5pm

ITS Lab Consulting

In some ITS student computing labs, student consultants help with general questions about Penn State Access Accounts, lab equipment, software, and printing. However, they are not permitted to help students with course assignments. During the fall and spring semesters, lab consulting locations and hours are as follows:

Pollock Library, 2nd Floor 24 hours

2 Willard

Sun. noon-12am, Mon.-Thu. 8am-12am
Fri.-Sat. 8am-10pm

W113 Pattee Library

Sun. noon-10pm
Mon.-Thu. 8am-12am, Fri. 10am-4pm

1 Beaver, 317 Hammond, 215 Health & Human Development

Sun.-Fri. noon-4pm
Sun.-Thu. 7pm-11pm

24 Redifer & 108 Warnock

Sun.-Thu. noon-12am, Fri. noon-4pm

107 Waring & 6 Findlay

Sun. noon-12am
Mon.-Thu. 10am-12am, Fri. 10am-4pm

103 Boucke

Sun. noon-12am,
Mon.-Thu. 8am-12am, Fri. 8am-4pm

15 Sparks

Sun. noon-12am,
Mon.-Thu. 10am-12am, Fri. 10am-4pm

• July 2005 •