

IRM NEWS

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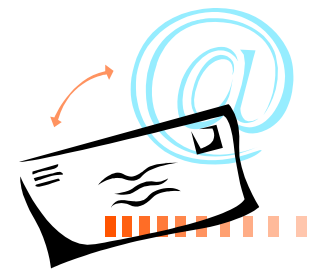
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GETTING LESS SPAM?

You should be seeing less spam in your FAU e-mail box. IRM has recently licensed and installed a new anti-spam solution called IronPort. By protecting e-mail at the "gateway," or point where it arrives at the FAU servers, messages are checked before they reach your inbox which means that you no longer need to worry about setting up junk mail rules or filters in Outlook or MyFAU.

Rather than relying on a "blacklist" of known

spammers or spam keywords, IronPort uses advanced filtering on known spam sites to block unwanted messages. This process stops up to 80% of incoming spam by measuring the behavior and traffic patterns of mail servers to assess its trustworthiness. It can determine the reputation of any URL within a message body so that a more accurate analysis of the messages can be performed. IronPort also uses context-based scoring to examine the complete context of a



message, making it more accurate than traditional spam filtering techniques. For more information on spam and how to avoid it, visit <http://www.fau.edu/irm/email/spam.php>.

Helpdesk Move

The IRM Helpdesk has moved from CM-111 to CM-163 (Bldg 22, Boca Campus). Please feel free to stop by if you need assistance setting up your laptop for on campus wireless access. We're open from 8am - 5pm Monday through Friday.

PRIVACY AND E-MAIL

When you communicate through e-mail you are obviously aware that you are sending information to the person that the message is addressed to, but did you know that all e-mail sent and received as part of University business is considered public record? Under Florida's Public Records Law if your e-mail falls under the definition of a public record,

you may not delete it (except under the circumstances provided for in the University's retention schedules).

Users should be aware that e-mail is not private and may be accessed at any time in accordance with the University's technology policies (<http://www.fau.edu/irm/about/files/techpolicies.pdf>).

For more information on the University's Internet Privacy Policy, visit http://www.fau.edu/notices/privacy_policy.html.

NEW VIDEOCONFERENCE CLASSROOMS

At the opening of spring term 2007, there will be 8 new videoconference classrooms at FAU. The classrooms are a result of an initiative to increase distance learning and reduce the need for students and faculty to travel long distances for classes. The costs of the rooms, which average \$70,000 each, were met by Treasure Coast VP, Gerri McPherson, Davie Campus VP, Joyanne Stephens, College of Business Dean, Dennis Coates, Provost Pritchett, and IRM.

The rooms will be installed and tested during the upcoming winter break by Audiovisual Innovations, Inc. and IRM staff. These videoconference classrooms are fully equipped origination and receive/respond rooms that will be

outfitted with

- Teaching console with a computer and monitor connected to the network and Crestron panel for controlling equipment
- Document camera (allows instructors to project printed or other non-digital media)
- Wireless, clippable microphone for instructor and ceiling or desk microphones for students
- Monitors for display (placed so that the instructor can see how the session looks to the remote class)
- Large front-mounted projection screens
- Two ceiling mounted projectors
- Speakers for remote location audio
- SMARTBoard™ (electronic “whiteboard” – uses touch-sensitive display so what the

instructor writes is transmitted via computer to the projector; display can be saved)

Three new AMP positions have been created to support these new rooms and will be Videoconference Support Staff for the Treasure Coast, Davie, and Boca Raton campuses.

Room locations are:

- Treasure Coast Campus JU-334, JU-112
- MacArthur Campus SR-268
- Davie Campus LA-148
- Boca Raton FL-401, FL-404, FL-424, FL 427

The rooms will be ready for the opening of classes in January. As with other videoconference classrooms, these rooms will be scheduled through the Registrar’s Office.

MYFAU TIP: WHEN IS “DELETED” MAIL NOT DELETED?

Do you delete your e-mail from MyFAU but still end up over quota? It’s possible that your e-mail is set to go to a **Deleted** folder instead of being deleted from the server. Sending messages to a **Deleted** folder is a good way to make sure you don’t delete something accidentally, but the messages will stay on the mail server, and go against your total mail quota, until you empty the folder by deleting items from it.

To check if you are sending messages to a **Deleted** folder

instead of deleting them,

- Log into MyFAU and click the **E-mail** icon.
- Select the **Options** tab.
- Select **Display Settings**.

The first option is labeled **Deleted Messages**. Select **Delete from system** if you want your messages removed from the system whenever you delete a message. Note that setting this option will not affect messages that are already in a **Deleted** folder; you will need to remove them from the system manually.

If you have a great many

messages to delete, your best option is to set the mail client to display 100 messages per “page.” Then you can delete 100 messages at a time.

- Go to the **Display Settings** screen (see steps above).
- In the middle of the window is the option **Messages per page**; select 100.
- Click the **OK** button and then select the **E-mail** tab.
- Assuming you want to delete all the messages displayed, check the box labeled **Select All Displayed Messages** (above the mailbox list).
- Then click **Delete**.

COMING SOON: OFFICE 2007 AND VISTA

Microsoft has announced the rollout of Office 2007 and Vista, the latest version of the Windows operating system; both are scheduled to be available in stores later this month. As Office 2007 is included in FAU's Microsoft Campus Agreement, it will most likely be shipped mid-January.

The new version of Office has a different look and feel from the current versions. The menu and toolbars of the current version are replaced with a ribbon bar and icons. Some of the most commonly used features, such as the Outlook Send/receive button and the File, Edit, and View menus have been moved to different locations.

These changes are cosmetic and will require minimal effort from users to adapt

to them. However, issues may arise with backward compatibility with older versions of Office and the possibility of incompatibility with other applications.

For example, a document created in Office 2007 (Word, Excel, etc.) will not be readable by older versions unless it is saved in the older format. Therefore, anyone wanting to share documents (such as faculty with students and colleagues) will need to be aware not only of what version of office they are using but what their correspondents are using.

Likewise, at this point the new Internet Explorer (version 7) is not compatible with Banner, MyFAU and Blackboard.

IRM is evaluating MS Office 2007 and a group of staff and college IT person-

nel will develop a deployment plan. This ad-hoc committee will also evaluate MS Vista (the new version of Windows). It will extensively test the compatibility of these products with Banner, MyFAU, Blackboard, OASIS and other FAU supported applications. IRM is in the process of developing documentation and simple charts to compare the features of Office 2007 with Office 2003. Training on these new applications will also be offered in the near future.



IRM strongly recommends that you not upgrade your Microsoft products until testing and evaluation is complete, so we can better support you.

BLACKBOARD TIP: GROUP TOOLS

The "Groups" feature in Blackboard can facilitate discussions and projects by giving groups of students their own communication features. Within a group, students have access to a private discussion board, chat tool and file exchange area. Students often find online collaboration more convenient than meeting in person.

Use groups to:

- Allow students to review or critique each other's papers.
- Facilitate student collaboration on a paper or project.

- Conduct manageable discussions in larger courses.
- Provide a private discussion forum for a team preparing for an online debate or case study.

Step 1: Create the Groups

- In the Control Panel, click on the "Manage Groups" link in the User Management section.
- Click the "Add Group" icon.
- Give the group a name and a description.
- Check the boxes to the left of the particular tools you wish to give the group access to.
- Click the "Submit" button.

- Repeat until all your groups have been created.

Step 2: Enroll Students into the Groups

- On the "Manage Groups" page, click the "Modify" button next to the first group.
- Click on "Add Users".
- If you "List All", you will get a checklist of everyone in the course. Check the boxes to the left of the students you wish to add to the first group.
- Click "Submit".
- Repeat until the students are enrolled in all the groups.

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