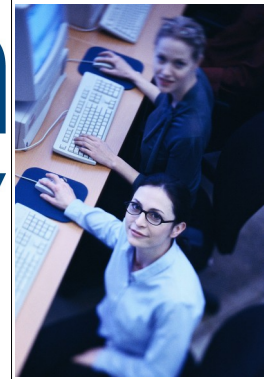


# Northeastern ILLINOIS UNIVERSITY

## University Technology Services User NEIUZ



### From the Desk of Kim Tracy

#### Technology Initiatives



Kim Tracy  
Executive Director  
University Technology  
Services

In addition to some of the projects mentioned in this newsletter, University Technology Services is also working on a number of other initiatives, many of which will directly impact our students, faculty, and staff. Some of these are as follows:

Expansion of Wi-Fi network: We have recently expanded the coverage of the NEIU Wi-Fi network to include most classroom space. Given the proliferation of Wi-Fi devices in use by our students, this will cover most of the areas on campus frequented by students.

Planning for migration of student e-mail to Gmail: We are investigating the migration of student e-mail to Gmail to occur early next calendar year. This will give students a greatly-enhanced e-mail experience and the potential to move to other Google apps.

Phone system request for proposal (RFP): We are currently evaluating responses to our RFP to replace the NEIU phone system with a new phone system. All of these responses use Voice over Internet Protocol (VoIP) technology and integrate with our existing data network.

Migration of all NEIU faculty and staff to newer version of Exchange e-mail: This allows us to better manage faculty and staff e-mail boxes as well as to provide an enhanced interface via the web. In particular, going to <https://outlookweb.neiu.edu> with the Internet Explorer (IE) browser gives a lot more features and functionality than in the past.

Thin Clients for Classrooms: We are also testing thin client technology for use in the enhanced classrooms that currently have no computers in them. These will provide the ability to connect to a PC image that is actually running in the data center (virtual PC technology). As such, they will allow faculty to present and use NEIU applications, just as they would a full PC in the classroom.

Requirement Gathering for Technology Projects: We are in the process of establishing a process that would allow departments to submit requests for new IT services that may not already be in place. This project will be completed in two phases; the first of which has already been completed which specifies the process for analyzing the new IT service requests. The second phase, which involves implementing electronic workflows based on the process outlined in the first phase, is anticipated to be completed by the end of this year.

So much of our work is done on the “back end” of technology such as keeping all the servers, PCs and applications running, we are excited to be able to push out these sorts of changes that you will be able to use directly.

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#### Special points of interest:

- Technology Initiatives
- Scantron Replacement
- Microsoft E-Learning

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## Scantron Replacement

UTS' Scantron scanning equipment, which is used to process exams and faculty evaluations, will be replaced by the end of this calendar year with a new application called Gravic Remark. Gravic Remark can be used with the multi-function printing devices that are available on campus; therefore, by taking advantage of these devices, UTS will be able to scan, image and e-mail results to faculty and academic departments. Improvements in the Gravic Remark software, compared to Scantron, include: short turn-around time to get results back to faculty; producing easier to read reports and reducing maintenance costs. Gravic Remark will require the use of new forms which will be provided in the near future. Questions about this replacement should be directed to Jean Potillo ([j-potillo@neiu.edu](mailto:j-potillo@neiu.edu), extension 4335).

## Reducing Junk E-Mail



In order to reduce the amount of incoming email spam and better protect against email-based threats like phishing and viruses, UTS has implemented a new cloud-based email security system called Symantec.cloud MessageLabs. MessageLabs builds on our previous Symantec Brightmail by providing multi-layered anti-spam protection, Skeptic™ predictive technology to combat new spam threats in real time, and is backed by a comprehensive Service Level Agreement covering over 99% spam capture rate. Should you receive any spam that still gets through, please forward them as an attachment to [missedspam@neiu.edu](mailto:missedspam@neiu.edu). If you suspect that legitimate email is being wrongly blocked, please contact the UTS Helpdesk at [helpdesk@neiu.edu](mailto:helpdesk@neiu.edu) or via phone at extension 4357.



When emailing multiple files as an attachment, consider compressing them into one zip file.

## Wireless Printing



Students can now perform wireless printing to the campus printers. To use the wireless printing service, students would upload their documents to a particular website and then visit the designated printing stations on campus, and print their documents. It is anticipated that in the near future the wireless printing service will also be offered to NEIU employees. For additional information please visit <https://print.neiu.edu/index.html>.

## Tips & Tricks

### Using Word 2003 Styles in Word 2007

If you don't like the default paragraph and font styles in Word 2007, then you can set the default to the Word 2003 style. This can be doing by the following steps:

1. Click on the **Home** tab.
2. In the **Styles** group click on **Change Styles**, then click **Style Set**, then click **Word 2003**.
3. Now in the **Styles** group click on **Change Styles**, then click **Set as Default**.

From this point onward Microsoft Word 2007 will use the Microsoft Word 2003 styles.

### Dual Out of Office Replies



With the migration to Exchange Server 2007, the **Out of Office** dialog box has the option to set two **Out of Office** messages; one message for people in the organization (NEIU) and one for people who are not part of NEIU. To set the **Out of Office** reply in the Outlook client:

Click **Tools > Out of Office Assistant...**; then follow the on screen menus to set up the out of office responses.

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# Employee Resources

## Microsoft E-Learning

University Technology Services is pleased to announce the availability of online training on Microsoft Products for NEIU employees through Microsoft IT Academy. Currently, online training is available for the following titles:

- Microsoft Access 2007 / 2010
- Microsoft Excel 2007 / 2010
- Microsoft Outlook 2007 / 2010
- Microsoft PowerPoint 2007 / 2010
- Microsoft Project 2007 / 2010
- Microsoft Word 2007 / 2010
- Microsoft Windows 7

In order to access to the Microsoft IT Academy Tutorial you have to follow a three step process listed below:

1. Create a Microsoft Live ID account using your NEIU email address.
2. Activate your Microsoft Live ID account on Microsoft's IT Academy's Website.
3. Active the tutorial using the Access codes that are provided by UTS-Training.

Steps to access the Microsoft IT Academy tutorial are available at [www.neiu.edu/trainme](http://www.neiu.edu/trainme). Click on the **Online Tutorials** link to get the detailed instructions.

You must create the Microsoft Live ID based on your NEIU email address. Any other Microsoft Live ID accounts will be deleted from the learning management system (LMS) once they are detected.

Please note that while the Microsoft Live ID account is created using your NEIU email address, it is not under the control of UTS. Therefore, if you forget your password or are having other issues with the Microsoft Live ID, then you would have to consult with Microsoft's help & support.

Questions regarding Microsoft E-Learning should be directed to [trainme@neiu.edu](mailto:trainme@neiu.edu).

## Microsoft Home Use Program

As part of a new offering from Microsoft, NEIU employees are eligible to participate in the Home Use Program (HUP). Through an arrangement between Microsoft and NEIU, employees are eligible to order a licensed copy of select Microsoft Office desktop programs you use at work to install and use on a home computer. Currently available are Office 2010 professional and Office for Mac 2011. Microsoft charges a nominal fee of \$19.95 to cover media (CDs), shipping, and handling. If you are interested in participating in the Microsoft Home Use Program (HUP), send an email request to [helpdesk@neiu.edu](mailto:helpdesk@neiu.edu). Please include the phrase "Microsoft Home Use Program" in the subject line of your e-mail.

## Technology Services



Technology Services provides technical support to NEIU employees and students on supported hardware and software issues. It is a one-stop shop for your technology needs such as computer problems, audio visual technologies, telecommunication (for employees), and password reset. We can be reached via email at [helpdesk@neiu.edu](mailto:helpdesk@neiu.edu) or via phone at 773-442-HELP (4357).

Please visit [www.neiu.edu/trainme](http://www.neiu.edu/trainme) and click on **Resources** to get additional tutorials on various software.

