

# NEIUZ *for Clients*

University Computing Services  
Working to better serve the NEIU community



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## Technology changes bring challenges

by Kim Tracy  
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Every change in an institution is accompanied by growing pains. And where technology is concerned, the growing pains seem endless.

Northeastern is no different. Although it's human nature to resist change, change is imminent. The more it's resisted, the more delay and difficulty in adapting.

There's been much buzz talk about NEIUport, or the "portal." While the portal is in its early phases, it's still a good source for information. To smooth the transition of the portal changes, it's essential users initialize their NetID. If users hit speed bumps with this process, they should contact the Help Desk personnel at ext. 4357 for assistance.

The portal itself, offers links that might be helpful once users initialize their NetID and log on to NEIUport. While other communication tools will continue to be used, the portal is becoming used more, with each phase of increased functionality.

One great feature about NEIUport is, unlike past systems, client's need only one log-in and password to perform daily tasks and communicate with their community counterparts. In addition to having the advantage of remembering one log-in and password, NEIUport has other benefits as well.

Once logged into NEIUport, the user's home page displays several tabs.

Each tab directs clients to information pertaining to that tab. The icons give client's access to email, calendars and groups. Client's view information by clicking on the appropriate tab. For instance, the "Employee" tab, provides information pertaining to client employment issues. Here, Human Resources lists employee benefits, forms, open positions, updates, etc.

While many clients might still resist using the portal as a communication tool, it really is the wave of the future for Northeastern. But it's important to remember that although the portal is a powerful tool, not every client will use it the same way.

Some clients may use NEIUport to access email. Others might use it to get the local weather. Regardless, NEIUport can be accessed from any computer with Internet connection. In order to move ahead clients need to develop the habit of logging on to NEIUport, and get comfortable with the new system.

NEIUport is designed to be a secure gateway to our other systems and other functionality is coming that will allow interactions with our other new systems including: Banner administrative systems, the Cognos reporting system, Resource 25 Room scheduling system. So, the ability for students to register, pay, and do most of their administrative functions through the portal will be a major change. Additionally, the ability for employees to see their paychecks, W2s, vacation, and to check their

budgets will be major changes.

Besides the portal, we are integrating the systems so that more can be automatic. The latest system integration is our integration of Blackboard with CARS, which will allow the automatic creation of course shells and the population of registered students and assigned faculty within that Blackboard course. These sorts of system integrations build on one another so that more can be done automatically. For example, the Blackboard integration built on the integration of our login and passwords using the Identity Management systems (using NetID).

As we deploy these new systems, the aim will be to integrate them with the other systems so that we get the maximum benefit from it. Over the course of the NEIUworks project we are replacing almost every administrative system. We have already "Gone Live" on the finance module of Banner and NEIUport and are rapidly moving forward to deploy other new applications.

The intent of deploying these systems is to make everyone's work easier, but it will take some time for us to get used to these changes and to smooth out rough edges along the way.



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# Training essential to clarity, success

by RJ Bruno

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Computer application training can be interpreted as training using application software. Word and Excel are commonly used computer application. But computer application training can also be interpreted as training that teaches users how to apply the technology to a task.

We've all been to training, where information is disseminated for day-long sessions, and users return to work, never applying the training learned. With consistent application training, shorter sessions, trainees retain information, and have the opportunity to incorporate their technology training into their daily functions.

Training plays an important role in the success of any institution. And computer application training, beyond button-pushing, can help employees perform job tasks quicker and easier.

An example of this is addressing an envelope. The old system required typing the address directly onto the envelope. (I know some of you are smiling because you remember using this method). Computer application training would include instruction on how to apply the technology to perform the same task.

With quality training, task performance time can decrease and productivity increase. Employees, who are properly trained and informed, develop confidence to perform job functions, and perhaps, take on additional duties that no longer intimidate them.

Without the "application" portion of computer training, the training is just incomplete.

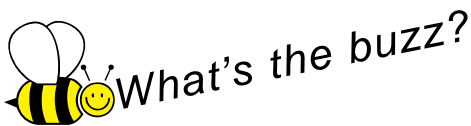
Computer application training isn't about theory or concepts. It's about applying the technology and integrating those skills into job tasks. It's about assessing each task, and looking for ways to use technology to make the task more efficient, and higher quality.

With such a variance in generations at NEIU, it can be difficult for those in IT or those of younger generations to fathom that there is a large population of people who remember the days of one television per household. (The type-writer people are smiling again).

For administrators, it's often easy to forget that not all employees are computer-comfortable, so any technology expectations need to be accompanied by effective training.

For employees, it's important to keep in mind that technology can take long, tedious tasks, and shorten turn-around time. And for all, technology is here to stay. Yes, it moves quickly, so the quicker employees hop on the technology train, the higher the success rate. And the role trainers play bridges the gap between administration and employees.

Effective training, while not always a high priority, is the crucial difference between using a computer, as a toy, and using a computer, as a tool.



## Bits & Bytes

### Do-it-yourself clean-up for XP

It might surprise users to know that your computer needs a little housekeeping now and then. It would be best to perform this function daily, as time allows.

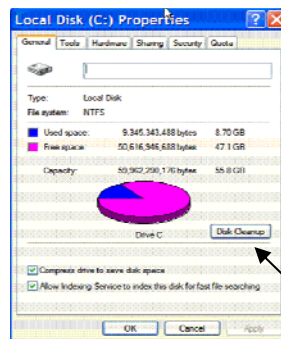
Just as tidying up your house increases your living functionality, so does tidying your computer. But before you pull out your feather duster, let's start with your hard drive first.

Performing a disk clean-up is always good practice. It takes minimum time, and keeps your hard drive free of unwanted, and unused files. The process is not only quick, but requires only basic computer skills to perform.

Follow these steps to get yourself on your way to a clean computer.

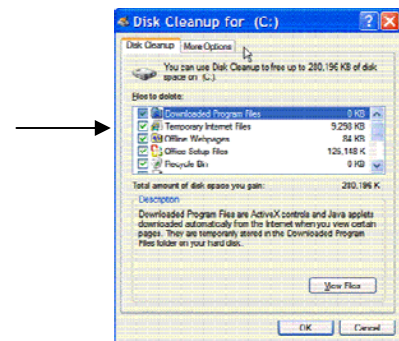
1. Double-click My Computer on the desktop. If My Computer is not on the desktop, click the Start menu button.

2. Click My Computer.
3. In My Computer window, right-click the hard drive icon. This is often designated as the "C" drive.
4. Click "Properties" on the shortcut menu. The Properties dialog box appears.
5. Verify that the General tab at the top is clicked.
6. Click the Disk Clean-up button located near the capacity pie.
7. A window appears that gauges



8. When it's complete, the Disk Clean-up dialog box appears.
9. Check all areas to clean by clicking in the box to insert a check-

mark.



10. Click the OK button. A dialog box will ask you if you're sure. Click OK to finish the clean-up process.
11. If this is your first clean-up, the process might take longer. It will be quicker thereafter.

For more information regarding taking care of your computer and other information, go to [www.neiu.edu](http://www.neiu.edu). Type Trainme in the Google search box, and press enter. Click on the Client Service Center link. At the CSC Web page, click the Tip Sheets link in the navigational bar on the left-hand side. Happy housekeeping!