Exciting new services for summer and fall

Personal web directories

At the beginning of fall semester, the Office of Information Technology will make personal web directories available for all members of the College community. A new web server computer will be arriving shortly, which will provide the necessary power and file storage for this long-awaited project. Faculty and staff who sign up for our web design classes (see below) will be given web directories earlier, at the time of training.

Microsoft FrontPage 98

Microsoft FrontPage 98 has been selected as the supported web design tool for the College community. FrontPage is a software program that provides a quick, effective way to create and manage professional-quality Internet or Intranet sites without programming. New and experienced web designers can use this tool to create great-looking web pages in no time!

FrontPage 98 is available in all the academic computing labs in Search hall and is also available for installation on faculty and staff machines on campus. Faculty and staff with Macintosh computers can request FrontPage 1.0 for the Mac. Call our front desk at x2645 for more information.

Software training

Training for FrontPage 98 will be available to interested faculty and staff beginning this month. Training for Office 97 applications, including Word, Excel, and PowerPoint will begin in July. Further details on training dates and sign-up will be released shortly.

Web pages from OIT

OIT is in the process of constructing a list of “frequently asked questions” for both the Windows and Macintosh worlds. We will make documentation available to all, designed to answer simple support issues so that you may do the fixes yourself. Keep your eyes open for “THE FAQs” – coming soon to www.philacol.edu/it.
Network Servers Upgraded

OIT, must continually evaluate the performance of the College servers and the applications we support. As we monitor use, we see what our current needs are and anticipate needs for the future. It has been clear for a while that our web server is overburdened with too many tasks. Happily, we will replace it with a dedicated new web server by the end of June. This server will run the latest version of Microsoft’s Internet Information Server as well as offering support for Microsoft FrontPage web authoring, including FrontPage Extensions.

OIT will also address needs brought on by an increasing use of e-mail, particularly messages with attachments. While the e-mail servers are functional, they do need to grow to keep pace with the demand. This summer, we will upgrade the server handling faculty and staff Email, Park, with an additional 18 gigabytes of storage space. In addition, we will double the amount of memory on the student e-mail server, Athena to 256 megabytes of memory. This will help it continue to perform well despite carrying an ever-greater load.

Adding this memory to Athena will free 64 megabytes of memory, which will be moved to the academic computing applications server, Lightning, to improve its performance. In the same vein, we will improve the performance of the faculty and staff’s fileserver, Ivy, by adding an additional 64 megabytes of memory to it. We will continue working to upgrade the capacity and performance of all of our servers in the coming months.

Once the hardware upgrades are in place, we’ll also upgrade our Exchange e-mail software to the latest version, 5.5. This will offer a number of improvements; the most notable will be access to Exchange via Outlook Web Access (OWA). This will allow users to access many of the features of Outlook through a world wide web interface. Once the upgrade is complete, there will be more information in future newsletters about this product.

Focus on OIT staff

Please join us in welcoming our newest staff members!

Susan Hauck

Susan Hauck is our new coordinator of academic computing, responsible for running the computer labs in Search Hall, including scheduling the labs for classes, and installing software and hardware. Susan has a Master of Science degree in information studies from Drexel. She comes to Textiles after five years of running the computer labs for Allegheny University of the Health Sciences. She enjoys walking to work, as well as more extensive vacation travel, and food. If you have any questions or suggestions for the labs, don’t hesitate to contact Susan via e-mail or at x2834.

Kerry Fretz

Kerry joins us as our network administrator. He has a degree in Business Management, as well as, certification in network engineering.

Kerry worked for Clemens Markets for 19 years in the Information Systems department where he was involved with the installation of Windows NT systems.

Kerry’s hobbies include bicycling, and music. If you have any questions, please contact him via e-mail or at x2838.

We are happy to have both Sue and Kerry at OIT. They are a welcome asset to our group!

Telecommunications tips for resident students

Voice Mail

- When your mailbox number matches your extension number and you call from your extension, you do not need to enter your mailbox number when prompted, just press #. Then enter your password.
- When you reach a recorded greeting, you may press # to skip the greeting and go straight to the tone to leave your message.
- With vacation time coming up, please remember to change your greeting when you are going to be out of the office for extended periods of time. It is wise to include your date of return. Stating “vacation alert” prior to your greeting will alert the caller not to press # to skip your greeting.

Area Code Changes to effect all in the Philadelphia region

Beginning Dec. 5th, The Public Utility Commission has approved a new area code dialing system to deal with the problem of usable phone number in the region. The new program will require that users to dial the area code before the phone number – however the use of the “1” will not be necessary for local calls. People inn the 215 area will have to dial 267 before all new numbers. Those in the 610 range will have to dial 484 for new numbers and 717 users will have to dial 570 first. You may have the same area code, but your neighbor with the new number will have a different area code. The 10 digit system will begin slowly over a period of six months after the 215 and the 610 prefixes are exhausted.