Welcome to FRED@pps!

A partnership between SUNY Fredonia and Google Apps for Education is now providing a suite of collaboration tools, including email, calendar, docs, chat ...and more called FRED@pps! Click here or click on the FRED@pps link available in the eServices menu on the SUNY Fredonia Home Page www.fredonia.edu and configure FRED@pps for your use!

A number of help resources are available from the FRED@pps start page (or from our Help Desk web page) to assist your use of Google features:

- **Google Resources** provides a link to the Google Learning Center as well as to brief “snippets” of information, such as how to create a desktop shortcut, and how to forward mail.

- **Google User Group** provides an avenue for users to ask, obtain, answer questions not already addressed or available in the Resources folder or in Google’s Help. You can find this group by clicking on “more” in the top left of your email page and select Groups.

- **Google Apps Help Pages**

  Use the FredQuest trouble ticketing system to log problems with FRED@pps for our attention and support during regular business hours Monday-Friday 8:30 am to 5:00 pm

  Check the Status of Google Apps Services if you have questions about Google Apps performance.

Please review the following computer, copyright, and data security policies!


Digital Millennium Copyright Act Policy and Procedure [http://www.fredonia.edu/its/dmca.asp](http://www.fredonia.edu/its/dmca.asp)

Information Technology Services Personnel Changes and Staff Profiles

With a number of staff departures last semester due to retirements and relocation, the Information Technology Services (ITS) unit has restructured in an attempt to provide a high level of support services and ongoing research and development to meet student, faculty, and staff academic and administrative needs. The unit will continue assessing support practices during the spring semester, with results potentially leading to additional changes. The current organizational chart is available at http://www.fredonia.edu/its/organization.asp and includes the ITS team structure and primary responsibilities of those teams. The following changes were effective January 2011:

Kevin Lane has assumed the role of Production Team Leader working with Operations, Programming, and Systems personnel to support the daily administrative systems and database production needs. Kevin joined the SUNY Fredonia programming staff as a Programmer Analyst in 2000, and since then has assisted with the execution of Operations jobs in addition to providing support to administrative offices utilizing the Banner Student Information System. He has also served as an Assistant Database Administrator. Kevin holds a Bachelor’s Degree in Computer Science with an emphasis in Business Administration.

Denise Maze has assumed the role of Media Center Coordinator supporting student and faculty computer lab, classroom audio visual equipment, and the student graphics lab. Denise joined the Academic Information Technology staff in 1985 as a part-time Instructional Support Assistant assisting student use of technology in the Media Center.

T. John McCune has assumed the role of Multimedia Team Leader working with Audio/Visual engineers, Graphics, Multimedia specialists, and Media Center personnel to support student and faculty use of smart classrooms and multimedia needs for regular classrooms and events. John holds a Bachelor’s Degree in television/digital film production, a Masters Degree in Management with the specialization in Information Technology, and is working on a Ph.D. in Computing Technology in Education.
Christopher Taverna has assumed the role of Windows Lab Systems Administrator responsible for prepping and supporting the campus Windows labs. Prior to joining the Help Desk team at SUNY Fredonia, Christopher was employed by Performance PC as a computer technician, salesperson, and technical trainer. Chris holds a Bachelor of Science Degree in Mathematics with a minor in Computer Science. He additionally holds certifications as a Microsoft Certified IT Professional: Enterprise Support Technician and a Microsoft Certified Systems Engineer.

Andrea Wasiura has assumed the role of Multimedia Specialist supporting faculty use of smart classrooms and multimedia needs for regular classrooms and events. Andrea has worked for Academic Information Technology for 11 years. She has 21 years of experience with multimedia systems, and holds a B.S. in Sound Recording Technology from SUNY Fredonia.

Amy Muscato, the successful hire in a recent search, has assumed the role of Help Desk Consultant/Technician to assist in supporting faculty, staff, and student use of technology. Amy served SUNY Fredonia as the ResNet Coordinator since January 2008, and prior to that she was employed as a Web Programmer/Database Manager with Digitell Inc. Amy holds an Associate’s Degree in Computer Information Technology and a Bachelor’s Degree in Computer Systems Information Technology-Systems Management.

Catherine Zakrzewski continues as the Help Desk Team Leader working with Help Desk Consultants/Technicians and the Windows Lab System Administrator. Prior to joining the SUNY Fredonia IT Team in May 1999 as the Help-Desk Coordinator, Cathie worked at Bryant & Stratton’s three WNY campuses and Corporate Headquarters for 28 years in various IT staff positions and as a member of the faculty. She holds an Associate’s Degree in Business from Bryant & Stratton and a Bachelor of Arts Degree from the University of Phoenix Online.
LMS Changes

Hopefully you’ve heard by now that ANGEL was purchased by Blackboard, Inc. and that support for the ANGEL Learning Management System will not continue past the Fall 2013 semester. Janet Mayer and Lisa Melohusky have completed a preliminary investigation of possible replacement software. They are ready to work with a group of faculty and students to examine these products and make a recommendation for ANGEL’s replacement. If you are a member of the faculty or student body and you are interested in being included in this task force, please contact Janet or Lisa. Participating in this group will involve online collaboration, attending some face-to-face meetings and product demonstrations. We hope to accomplish the following:

- Become familiar with task force charge
- Create a software selection timeline
- Generate complete list of software criteria
- Rank importance of software criteria
- Attend software demonstrations for Blackboard NG, Desire2Learn, Moodle and Sakai
- Create and implement plan to gather input from faculty and students campus wide
- Analyze software and hosting costs
- Make formal recommendation for new LMS software to ITAB in Fall 2011 semester

We are looking forward to working with you to find a learning management system that best suits the needs of SUNY Fredonia faculty and students.

Janet Mayer  Janet.Mayer@fredonia.edu  673-4828
Lisa Melohusky  Lisa.Melohusky@fredonia.edu  673-3649

Google Apps PDC Associate

Information Technology Services congratulates Mr. Christopher Taverna, the Windows Lab Systems Administrator and member of the Help Desk team, for his recent selection as a Professional Development Center (PDC) Associate for 2011. As a PDC Associate, Mr. Taverna plans to offer two Google Apps workshops as outlined on the PDC website and included below:

“Making Gmail Work for You” presented by Christopher Taverna
This workshop will cover some features of Gmail that will help you take control of your email and use the features of Gmail to your advantage.

Learning Objectives:
- Using Labels and Filters
- Using Tasks
- Using Stars
- Sample useful Labs add-ons

“Tips and Tricks for Making the Most Out of Google Apps beyond Gmail” presented by Christopher Taverna
This workshop will give an overview of some of the additional features of Google Apps and how they can be used.

Learning Objectives:
- Become familiar with basic features of Google Docs
- Become familiar with basic features of Google Reader
- Become familiar with basic features of the Google Calendar
FRED@pps Deployment—What was involved, REALLY?

Well...we’ll tell you! At a high level of course!

Planning for the FRED@pps deployment began July 14th, with many team members assisting early and often with the technical and communication elements, and then others joining in later to assist in designing self-help resources and facilitating Google Apps “Tours.”

Initial challenges included becoming familiar with the interface and the administrative aspects of Google apps while also determining how to provide similar (and even enhanced) email and calendaring functionality for users accustomed to the Microsoft Exchange platform. Providing the ability to log into Google apps using the same eServices credentials used for Exchange and ANGEL was an additional challenge. Idalia Torres-Medina and Scott Grien rose to the administrative and technical challenges, with advisory assistance from Frederick Ullman.

Seeing this deployment of a new collaboration suite, including email functionality, as an opportunity to revise the SUNY Fredonia student email address format, Mike Gerholdt, Christopher Lewis, Darin Yohe, Jonathan Woolson, Idalia Torres, and Mike Barone strategized on providing an alias format that would look more professional (as requested by students during the spring 2010 survey), as well as suit the needs of the alumni population. Mike Gerholdt and Darin Yohe then devised the programming schema and set the wheels in motion to provision new email aliases for new and current students and alumni.

Mike Barone, Jonathan Woolson, Andrea Wasiura, Joanne Bohn, and Patti Herkey (graphics designer for all logos and postings) took the lead on developing a communication and marketing plan, and began communicating with the May 2010 graduation class, the first group to be migrated to Google Apps, in September 2010. Communicating and marketing the change with the current student, employee, and emeritus populations began in September, with discussions at University Senate, Academic Leadership, and the Student Association. Broader communication began with a Leader article and email updates in October and a “teaser” telephone call campaign in November. The Google Apps website began taking shape early, and was communicated initially to the Google Pilot Group in October as members of that group began using Google Apps and providing feedback and questions/answers for the deployment team. The assistance and feedback from pilot group members was greatly appreciated as that feedback helped strengthen the communication plan and the development of online self-help resources. MUCH thanks to all Google Pilot Members!

Google Pilot Team

Michael Barone, Director of Public Relations, UA
Joanne Bohn, Administrative Assistant/Secretary for Alumni Affairs, UA
Diana Carpus, Project Manager, ITS
Arsenio Colon, Student
Michael Gerholdt, Senior Programmer & DBA, ITS
Scott Grien, Systems Administrator, ITS
Karen Klose, Associate VP for ITS
Christopher Lewis, Director of Programming, ITS
Janet Mayer, Project Manager, ITS
Lisa Melohusky, Instructional Design Specialist, Professional Development Center
Christopher Taverna, Windows Lab Systems Administrator, ITS
Idalia Torres, Systems Administrator, ITS
Gale VerHague, Secretary, ITS
Andrea Wasiura, Multimedia Specialist, ITS
Jonathan Woolson, Assistant Director of Web Communications/Webmaster, UA
Darin Yohe, Programmer Analyst & Assistant DBA, ITS
Frederick Ullman, Director of Computer Center, ITS
Catherine Zakrzewski, HelpDesk Team Leader, ITS
FRED@pps Deployment—What was involved…
(continued from page 5)

Cathie Zakrzewski and Andrea Wasiura took the lead on developing online self-help resources. Lisa Melohusky joined this endeavor by developing the Google Apps “tour” which she first introduced to the Pilot group members in October. Refinement and delivery of the “tour” continued, with Chris Taverna and Lisa delivering the “tour” to over 500 faculty and staff during December and January. Google Resources continue to be developed and are available on the FRED@pps start page.

Idalia Torres-Medina and Scott Grien developed the Exchange account migration process and activated it on January 3rd to migrate current student accounts and again on January 10th to migrate faculty and staff accounts. The migration took a couple of days for each group, with these individuals monitoring the process, and providing technical intervention as necessary throughout the migration.

Diana Carpus, Janet Mayer, and Gale Verhague assisted Karen Klose with overall project management, identifying and meeting the project deliverables, and developing a series of email communications to students, faculty, and staff.

Are we done? Of course not! Online resources continue to be developed, administrative aspects such as loading user accounts and troubleshooting login issues are ongoing, and we have yet to plan the invitation and opt-in for alumni! However, this February-March period is the time for us to assist new users with becoming familiar with the new interface and all it has to offer. Please continue to check the online resources and post your questions about FRED@pps functionality in the Google Apps User Group! And take a moment, once you’ve become familiar with FREDm@il and calendaring functionality and have started exploring Google Docs and other features, to thank the members of the deployment team and the pilot group for their time and effort deploying this suite of collaboration tools!

Course Capture Pilot

Over the winter break, the AIT Multimedia team with the help of Lisa Melohusky installed an Echo 360 course capture appliance in E347 Thompson Hall as part of the continuing course capture pilot. Tedi Cox, Jennifer Dyck, and Dani McKinney have joined the pilot group to help with this pilot by capturing their courses in E347 Thompson. These courses are then shared with the students in their classes using iTunes U. During the spring semester, an evaluation will be done to identify the support requirements in addition to analyzing the impact upon the participating classes to potentially expand a course capture service to other classrooms on campus. If you have any questions, please contact T. John McCune or Lisa Melohusky.
Dear Geek,

Now that Outlook Web Access email has moved to Google, I’m unable to receive my FredMail email from my new Gmail account on my mobile phone. Please help!

Kate B.

Dear Kate,

Please review the mobile device instructions for Gmail which can be found here: http://www.fredonia.edu/its/helpdesk/googleapps/gmailmobile.asp

The most common reason for issues with receiving email on handheld devices such as phones and iPods is that your passwords haven’t been synced. Please make sure you’ve filled out the form below with your eServices ID (email username) and then enter your current password three times. This will sync your current eservices password with Gmail and allow you to access your FredMail on your handheld device.

https://ww2.fredonia.edu/password/

Please know that this password registration form is an official SUNY Fredonia tool hosted by our Computing Services department.

The Geek

Climbing On Board with OnBase
by Janet Mayer, Project Manager

A Cabinet decision to purchase the OnBase document imaging software occurred in December 2010, and ITS staff members quickly negotiated the software purchase in early January. Technical staff are finalizing the hardware requirements as the first step to implementing this content management and document imaging solution, and a project kick off meeting including Admissions, Registrar, Financial Aid, Human Resources, and the Registrar (the first offices to implement this new technology) will be announced soon.

ITS looks forward to implementing this software solution with the initial group of offices, and expect to support a campus-wide implementation over the next three to five years.