

# MacNet News



## In this issue...

Welcome ~Pg1

Latest News ~Pg1

Faculty Focus ~Pg2

Academic Tech ~Pg2

Admin Computing ~Pg3

Meet OTS ~Pg3

New Technologies ~Pg3

Help Desk Tips ~Pg4

Workshops ~Pg4

Service Statistics ~Pg4

Contact Us ~Pg4

## Welcome to the OTS February Newsletter...

In this issue OTS would like to share with you the wonderful advancements that are happening here at Immaculata University and inform you of the latest technology on the market today. Forgot your MYIU password? Administrative computing has now made it easy for you to recover. Are you receiving a lot of spam or unwanted email? The help desk has created instructions on setting up a safelist or blocklist to prevent this from occurring in the future. You will find these articles and other helpful tips throughout the newsletter. Enjoy!

## Latest News

### AppleTV: Streaming and Sharing for the Masses

AppleTV has landed at Immaculata University. Over the past few weeks ATS has been testing Apple's \$99 set-top device in two meeting spaces. The main attraction of the device is that it allows you to stream anything from the iTunes Store, Netflix, Hulu+ and more to your HD TV. This is very appealing for use at home, but ATS would like to hone in on a lesser known feature called "AirPlay".

"AirPlay" lets you wirelessly stream or mirror whatever is on your iOS device, Mac, Android\*, and PC\* to the big screen. If this pilot is successful it could someday allow students and instructors to easily share whatever is on their device with the rest of the class. "We think that this could enable never before seen levels of collaboration in the classroom", said Sharon Ainsley Director of Academic Technology for the University.



Check back in with the OTS Newsletter in the coming months for more information on this exciting initiative.

\*with additional software

## Faculty Focus



### Dr. Sean Flannery

Assistant Professor of English  
Immaculata University

Congratulations to Sean Flannery who is our Faculty Focus this month. Sean continually looks for resources to integrate technology to enhance his students' learning. This semester Sean and a teaching colleague have been spearheading an iPad Methodology course to education majors here at Immaculata University.

By utilizing technology in his classroom Sean continues to inspire students to engage in various e-learning experiences.

Thank you Sean for all of your strong efforts in demonstrating and applying campus technologies.

# Academic Technology News

Insights and Inspiration from the ATS Team...

## A New Course Evaluation Process

Immaculata's ATS department has been working collaboratively with faculty and students towards evaluating courses digitally.

Four brick-and-mortar CUS classes submitted Fall course evaluations through Moodle utilizing the mobile technology of iPads. All students were handed an iPad where they accessed Moodle and then easily submitted the online survey! This process has the potential to automate course evaluations across campus to reduce printing and distribution costs. Let's "Go Green" with online course evaluations!



## The Newest Tech Trends

### 23Mbps down, 44 up: A tech insider's view from the Super Bowl

Even during the power outage, Wi-Fi stayed strong—but a landline saved the day

[Read More...](#)

### Review: BlackBerry 10 is better, much better, late than never

From Gestures to the Hub, BlackBerry 10 has won us over. But is it too late?

[Read More...](#)

### LibreOffice 4.0 Adds Better Collaboration and Text Comments, Plus a Ton of Other New Features:

[Read More...](#)



### Review: Microsoft Surface Pro, the Surface That's More PC than Tablet

How do you reinvent the PC for the tablet era?

[Read More...](#)

# Administrative Computing

## New Password Recovery Settings in MyIU

We've made it easier for you to recover your MyIU password if you've forgotten it. A new series of secret questions are easier to remember and will get you into your account where you can set a new password. To set up the new questions and answers, log into MyIU and click on "My Account" at the top of the page, then click "Setup Secret Questions and Answers" at the bottom of the "My Account Preferences" page. Follow the instructions to set up your secret questions and answers, and that's it! If you forget your MyIU password, just follow the "Forgot Password" link immediately below the MyIU login prompt.




## Tech Tips

### Having trouble logging in?

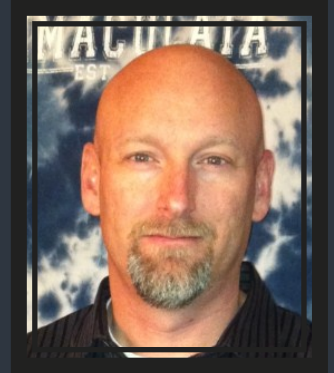
Remember that there are two passwords on-campus. The Network password is for Immaculata computers, Outlook email (faculty/staff), and library resources. The MyIU password works for MyIU & Moodle. Immaculata Gmail (Adjunct Faculty and Students only) and SSIU is accessed through MyIU as well. If you are having trouble keeping them straight, next time you're on-campus you can change your Network password to what you want by pressing CTRL + ALT + DEL and selecting Change Password.

### Get More Room in Moodle:

You can tuck away your extra blocks (like Calendar or Settings) to increase your screen size. This is helpful if you're reading online, or updating grades. Click the dock icon on the block: 

The block will now appear sideways in the gray bar along the left side of the screen. To un-dock your blocks, click the undock icon on the individual block, or in the lower left, to undock ALL blocks.

## Meet OTS..



**Robert "Bob" Iannelli,**  
Director of Technical Services

We welcomed Bob to the Immaculata OTS team in October of 2012. He comes to us with many years of experience as a network and communications manager as well as an infrastructure and operations manager.

In his free time Bob enjoys flying airplanes. He currently has his private pilot license and is pursuing his instrument rating. Bob also spent 21 years in the Air Force and retired as a SMSgt (Senior Master Sergeant) with deployments for Desert Storm, Iraqi Freedom, Provide Comfort and Iraqi Enduring Freedom to name a few. Welcome Bob to the OTS team!



## Using Email Safelists and Blocklists

Unfortunately there is no email security appliance in the world is capable of catching 100% of spam or unwanted email. However, Immaculata's Cisco Ironport email security appliance gives employees two powerful tools to help control their mail flow - safelists and blocklists.

### What are Safelists and Blocklists?

Any email address or domain you add to your safelist will be whitelisted and will always be delivered to you. Conversely, any emails from an email address or domain you add to your blocklist will not be delivered to you. A user's safelist/blocklist is customized for his/her own account and will not affect others.

Click on the link below to view examples and directions:

[Safelist/Blocklist examples and directions](#)

## WORKSHOPS

### MOODLE Training Topics

#### Advanced Forums

Wednesday, February 6th

#### Importing Outside Resources

Thursday, February 14th

#### Mahara e-Portfolios

Wednesday, February 20th

### Topical Lecture Series

**Learning by Teaching** - Using Technology to Enhance Student Interaction and Peer Based Learning

Thursday, February 21st

### MOODLE Open Support Sessions

Tuesdays  
12pm - 4pm

Fridays  
9am - 1pm

## TECHNOLOGY SUPPORT SERVICES

### Hours of Operation:

Monday-Thursday  
8am - 6pm

Friday  
8am - 5pm

### Phone:

610-647-4400 x1234

### Email:

helpdesk@immaculata.edu

### Self Service Help:

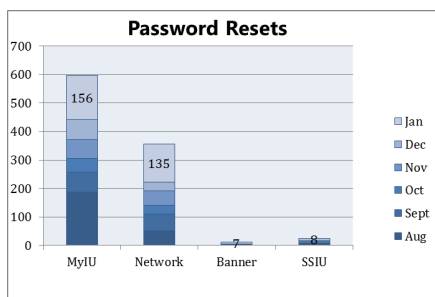
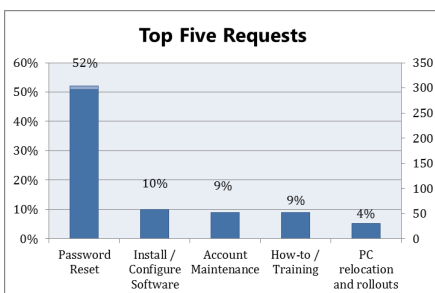
[ats.immaculata.edu/faq/faq/](https://ats.immaculata.edu/faq/faq/)

## Service Statistics



### Tech Support Services:

Support Tickets: 702



## Academic Technology

### ~Quick View~

- Training Sessions: 2
- Walk-in Clinics: 7
- ATS Support Tickets: 566
- FAQ: 335 articles; 51469 visits; 98% positive feedback
- MOODLE: 8006 User Accounts
- GOOGLE: 21255 Users, 3254 Active Mail Users (30 day), 165855 MB of data, 101 Google Docs, 891 Spreadsheets, 135 Presentations, 57 forms, 473 files