

Minutes of the first meeting of the Computer Services Committee held  
Thursday, September 16, 2004, 11:00am

Present: Susan Simmons, Kristin Steele, Donna Gibson, Jeff Wells, Keith Plemmons, Debbie Fisher, Mark DelMastro, Kyle Sinisi, Les Cohn, Peter Greim, Nancy Bell-Hundemer, Frances Frame

Current membership is comprised of one non-voting member (Rod Welch-ITS; proxy: Debbie Fisher) and eleven voting members: Nancy Bell-Hundemer (PSYC), Stacy Brown (CHEM), Frances Frame (ENGL), Peter Greim (MACS), Keith Plemmons (CIVL), Susan Simmons (BADM), Kirstin Steele (LIBR), Kyle Sinisi (HIST), Les Cohn (MACS), Mark DelMastro (MLNG), and Donna Gibson (EDUC). Six voting members constitute a quorum.

1. Election of chair:

Susan Simmons called the meeting to order. Keith Plemmons was nominated and elected to chair the committee.

2. Report from ITS (Overview by Debbie Fisher and Jeff Wells)

Summary of Lab Improvements

- Increased PC memory, upgraded operating system to XP, upgraded to MS Office 2003
- New PCs in Bond 251, Bond 256, and Murray barracks (2.8 GHz/512 RAM)
- Newer PCs relocated to replace older models. Ex: 350MHz replaced with 650MHz
- Flat-panel display monitors installed in teaching-style labs
- Security cables installed
- Security software (Deep Freeze) installed in ITS labs. Allows flexibility for user to configure/change/delete settings. Eliminates conflicts when saving PowerPoint files. Allows use of 'run' command. Students can install or run programs from CDs.
- New electrical wiring/outlets, ntwk cable, raceway-LeTellier 203. Installed 1 additional PC.
- Installed new ceiling-mounted projector in Thompson 220.
- Upgraded projectors in Bond 251, Bond 256, and Capers 210 – improved resolution.
- New mouse pads
- All ITS labs have CD-burners and floppy drives. Some also have zip drives.
- Upgraded printer in Deas 216.
- New lab created for Honors Program, Bond 368 – 4 wkstns and network printer.
- Bond 413 –Dreamweaver & Photoshop installed for training. New whiteboard.
- Lab faculty PCs upgraded to Office 2003.
- New software for PSCJ installed in Bond 251.
- SPSS software purchased and installed in Bond 251.

General ITS information

- Barracuda-HW/SW integrated system/appliance which uses Bayesian statistics to provide spam and virus filtering. Configuration underway.
- Patchlink-security measure system designed to 'push' critical updates (files) to the PC from a Citadel server eliminating the need for users to constantly update their Windows files. Maintaining updated Windows files helps protect the Citadel network, PCs used on the network, and security of the files on our PCs.

- Pop-Up Windows – software designed to block unwanted pop-up windows might cause problems for users trying to access login screens for Paws or Pancho. Users must learn to disable the block for a specific address or add the address to an ‘allowed’ list. Message from ITS about this issue will be sent next week.
- Training update-During Sept/Oct cadets in Citadel 101 are attending hands-on sessions in computer labs in preparation for the Computer Competency Exam. Help Desk staff is teaching and proctoring approx. 72 sessions. Late October Help Desk will resume teaching MS Word and Excel. Additional classes related to graphics, Web design and use of multimedia equipment are offered periodically. Review training course schedule in calendar format on the ‘Computing’ Website.
- Additional space available for DawgMail email accounts. Users may double their current 10MB account limit to 20MB if needed.

### 3. Saving files to CD/Incompatibility issues

CD-burners in ITS labs use Roxio CD Creator software. This was the software Gateway included with its PCs and the most popular software at the time the images were created for the labs. No industry standard yet – so, users may encounter compatibility issues when they use the CD. Users might encounter compatibility issues when interchanging from Win98 and WinXP. Most users can copy the file(s) they need, and then write the files onto the CD. Save or send-to might not always work (read-only error message).

### 4. Proposals for faculty PC upgrades

Keith distributed a copy of last year’s proposal letter and form for discussion. The committee voted as follows: eliminate item #4 (when would you like your new PC installed?) and direct user to make arrangements with ITS when PC is available. Item #3 will be rephrased for clarity to indicate that faculty must relinquish current PC to ITS unless it belongs to their dept. or was acquired from grant funding or other outside resources. Library faculty may also apply.

The sub-committee of Les Cohn, Donna Gibson, and Kyle Sinisi was formed to evaluate proposals and report to the full committee.

Minutes recorded by Debbie Fisher  
(end of minutes)