O	than 70 campus buildings. Water filled streets and basements, five inches of rain in little more than an hour. Thunderstorm rolled into Madison, dumping pea-sized hail and about a sultry Thursday in late July, a human and electronic. The place vibrates with energy, both human and electronic. Once it became clear that water was seeping into the wiring space under the floor, DoIT assembled a response team led by Klara Jelinkova. The team deserves high points for calm, creativity, esprit, flair, and élan under pressure. It was the kind of performance that would make any organization proud. They did everything right, generating a priority list of systems to be brought down—and in what order. These decisions are crucial, because they must anticipate the need to bring the systems up and running again within a few hours. The best guess of people most familiar with DoIT’s operations department supports many major computing applications of campus and provides the computing platform for University Hospital and many UW System applications. If you’ve never seen this space, it might be worth a field trip. It has a raised floor that supports computers and people over a massive network of wiring. There’s a steady breeze powered by a muscular air-conditioning system straining to deal with heat generated by stacks of servers.

New guide to campus computing

To help you learn more about these services and how to obtain them, DoIT has published “Must Know About – Resources for Faculty, Staff and Campus Departments.” To see an electronic version, go to www.doit.wisc.edu/facultystaff/

Safeguarding information

Learn more about best practices for safe and responsible computing at www.doit.wisc.edu/security To obtain free security software for your computer, see www.doit.wisc.edu/security/startersoftware.asp or pick up a free Security Starter Software CD at the DoIT Tech Store, 1210 W. Dayton St. (Be sure to check with your department computer support staff before installing software on your computer.)

Network access

Working online depends on fast, safe and reliable network connections. UW-Madison provides “traditional” wired connections and wireless access points that virtually blanket the campus. For access from off-campus, choose from dial-in and DSL/cable modem options and a virtual private network (VPN) service for access to restricted resources. See www.doit.wisc.edu/network/

Computing tools

Productivity tools include WiseMail email, WiseCal calendaring, and My WebSpace for storing and sharing files.
M ost buildings and classrooms at UW-Madison now have wireless Internet capabilities. Almost 70 campus buildings and about half of the campus’s general assignment classrooms are equipped for wireless.

While this near-universal wireless access generates many new opportunities for instruction and learning, it can also create new classroom dynamics. Most students using laptops in class are taking notes or need a laptop as adaptive technology, but some can be easily distracted by IM or email messages or by Web surfing.

To help faculty, instructional staff and students take best advantage of wireless in the classroom, DoIT has assembled three information pages at www.doit.wisc.edu/network/wireless/classroom.asp Sections discuss:

- the impact of wireless on instruction
- advice for faculty on setting expectations and reducing distractions in wireless-equipped classrooms
- tips for students on staying focused and not distracting themselves or others

Strategies and best practices for faculty (at www.doit.wisc.edu/network/wireless/advice_fac.asp) include:

- setting ground rules for wireless use in the classroom
- establishing laptop etiquette
- how to use wireless in teaching

For more information on wireless access for departments, see www.doit.wisc.edu/network/wireless/deptment.asp

WHAT’S IN STORE?

Computer Cables

Feeling a little short after buying that new computer accessory? Most manufacturers don’t include cables with their components anymore - especially printers. Visit the DoIT Tech Store to see our large selection of reasonably priced cables. We have USB cables for printers and many other peripherals, starting at $7.99; many other retailers charge upwards of $25 for the same cables. Ethernet cables start at just $4.99. We also stock many hard-to-find cables (Parallel, Serial, SCSI, VGA, and older Macintosh cables to name a few) and cable adaptors as well. Come speak with the Tech Store staff, and we’ll find you the right cable for your hardware!

Dell Latitude D620 laptop

A compact, full-featured laptop that still weighs in at under 5 lbs. Comes with all of the features that you’ll need built in!

- 14.1” Widescreen WXGA display
- Intel Core Duo processor at 1.66GHz
- 512MB DDR2 RAM
- 80 GB hard drive
- DVD/CD-RW combo drive
- Built-in wireless card, Ethernet, and modem
- Extended-life battery
- Three-year on-site warranty

$1,133

For more information and comparisons on the products listed above, see the Tech Store’s online catalog at techstore.doit.wisc.edu, stop by the Tech Store from 7:45 a.m. to 5:00 p.m. Monday—Friday, call 265-SHOW (7469) or email showroom@doit.wisc.edu

Prices and availability subject to change without notice.
**Have you changed your NetID password yet?**

In February 2006, UW-Madison implemented a new password policy that requires all students, faculty and staff to use new minimum password standards when accessing campus online resources. The standards include a minimum length of eight characters, a mix of upper- and lowercase letters, digits and special characters. (See [www.doit.wisc.edu/security/passwords/](http://www.doit.wisc.edu/security/passwords/) for details.)

“The purpose of this policy is to help individual users protect their own identity, information and the data of others,” says Jim Lowe, UW-Madison’s Chief Information Security Officer. “From a personal point of view, stronger passwords can reduce the risk of compromising such information as financial data, grades and research results.”

As a next step in implementing the campuswide password policy, all students, faculty and staff are being asked to change their NetID password to meet the new standards by October 1. Shortly after that, the Office of Campus Information Security will begin auditing NetID passwords for complexity. If your password does not meet the minimum standards, you will be asked again to revise it. If you have not done so by March 2007, your password will be changed for you, and you will not be able to use your NetID and the resources it protects until you have reset your password.

Change your NetID password at [https://www.my Netid.wisc.edu/modify/](https://www.my Netid.wisc.edu/modify/). If you have any problems with your account, contact the DoIT Help Desk at 264-HELP (4357).

Changing your NetID password is only the first step. You are also expected to change or create strong passwords for the other UW systems you access. DoIT Security recommends that you change passwords twice per year. Because each password system is different, you may encounter some anomalies along the way, [especially when you check “save your password automatically”](https://www.my Netid.wisc.edu/modify/) (which you should not do), you might have to follow more steps to change your password. The Help Desk can assist you with these problems.

For more resources on creating and managing passwords, visit [www.doit.wisc.edu/security/passwords/](http://www.doit.wisc.edu/security/passwords/).

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**Q:** What email list services does DoIT offer to faculty and staff?

**A:** Classlists and WiscList are two popular services that enable UW faculty and staff to create and use email lists:

**Classlists**
Instructors automatically receive email classlists that are updated with student enrollment data six times per day, seven days per week, throughout the semester. Any changes to a course’s enrollment are reflected automatically in the classlist, removing the hassle from managing a large course’s email list. The classlist utility, available at [http://classlists.wisc.edu](http://classlists.wisc.edu), allows instructors to add guests to lists, change list security settings, and send emails. Instructors can also email an entire course, members of cross-listed courses, and specific sections within a course. The Help Desk can help instructors and students with Classlist problems related to activation, sending and receiving messages, and more.

**WiscList**
The WiscList service is an alternative to maintaining large, unwieldy lists of names and email addresses. With WiscList, faculty or staff members can create and administer their own personalized lists. Use WiscList to send newsletters, communicate with coworkers, moderate discussion lists, and more. List administrators can decide who can send to a list, moderate list postings, and list security settings. WiscList can generate reports on list membership, archive messages, change the look and feel of messages, administer surveys, and automatically maintain a list.

Have questions about email lists or other computer issues? Visit [helpdesk.wisc.edu](http://helpdesk.wisc.edu) or contact the Help Desk by phone (264-HELP) or email (help@doit.wisc.edu).

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**New Course Packets Service ready for fall**

Faculty and instructors who want to create course packets for students enrolled in their fall courses now have a convenient, cost-effective option.

The Course Packet Service from DoIT Digital Publishing & Printing Services (DP&PS) begins with one of the most troublesome tasks for individual faculty and instructors — determining copyright clearances. DP&PS will meet with faculty and instructors to address that issue, assess packet production needs, and then produce course packets in a timely manner. (Obtaining copyright clearance for course packets might take four to six weeks. For details on copyright clearances, see [www.doit.wisc.edu/printing/copyright.asp](http://www.doit.wisc.edu/printing/copyright.asp).)

Students can also benefit from the convenience of ordering their course packets online through the DoIT Tech Store catalog, picking them up in person at DoIT, or having them delivered (for a small fee). For details on the Course Packet Service from DoIT DP&PS, see [www.doit.wisc.edu/prin9/cours epackets.asp](http://www.doit.wisc.edu/prin9/cours epackets.asp). For a free consultation, email DP&PS at [printing@doit.wisc.edu](mailto:printing@doit.wisc.edu) or call (608) 265-4615.

**Need help with digital course materials?**

Faculty, staff and graduate students who want to create and integrate multimedia technology into teaching and research have an indispensable resource. At no cost to users, the Biology New Media Center (BNMC) provides the equipment, software and consulting you need. Services include:

- Learn@UW consulting
- Audio/video editing and digitization
- Web development
- Graphic/photo editing
- CD/DVD authoring and duplication
- Scanning
- Podcasting

The BNMC is in Room 3130 of the Biotechnology Center (BNMC) provides the equipment, software and consulting you need. Services include:

- Learning@UW consulting
- Audio/video editing and digitization
- Web development
- Graphic/photo editing
- CD/DVD authoring and duplication
- Scanning
- Podcasting

For details, see [www.doit.wisc.edu/new_media_centers](http://www.doit.wisc.edu/new_media_centers).

**Training students for campus IT support**

St udent Technical Training (STT) trains students for campus IT support work within UW-Madison’s unique environment and helps connect potential employers with trained students. If you are a campus employer, take a few minutes to browse the database of STT graduates at [www.doit.wisc.edu/training/stt](http://www.doit.wisc.edu/training/stt).

**Free custom computer training for your class and students**

The Software Training for Students (STS) program offers free computer training to registered UW-Madison students. Teaching faculty and staff who are using technology in their degree-credit courses can ask STS for custom training assistance. If you expect your students to be proficient in a specific computer application to carry out class assignments, STS will work with you to develop customized training just for your class. For more information, see [www.wisc.edu/STS](http://www.wisc.edu/STS).

To request a customized class, contact [sts@doit.wisc.edu](mailto:sts@doit.wisc.edu) or [265-4615](tel:265-4615).

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**IT at UW Continued from page 1**

...and publishing Web pages. The secure gateway to these and many other services is the My UW-Madison portal ([my.wisc.edu](http://my.wisc.edu)). For details, go to [www.doit.wisc.edu](http://www.doit.wisc.edu) and click the links at the top.

**Technology resources for instruction**

DoIT Academic Technology (AT) supports faculty and staff use of instructional technology. AT can help faculty effectively use the Learn@UW course management system and develop and use e-learning materials. Grants and funding opportunities enable faculty to investigate new approaches to incorporating technology in teaching and learning. See [academitech.doit.wisc.edu](http://academitech.doit.wisc.edu).

**Support**

For help with email, network connections, or almost anything related to your computer, call the DoIT Help Desk at 264-HELP (4357), email [help@doit.wisc.edu](mailto:help@doit.wisc.edu) or see [helpdesk.doit.wisc.edu](http://helpdesk.doit.wisc.edu). To fix your computer or printer, call DoIT Repair and Desktop Support ([RaDS](http://rads.wisc.edu)) at 265-7469.

**Training for your students**

Faculty using technology in their degree-credit courses often require students to master a software package for class assignments. DoIT’s Software Training for Students program can help by customizing training for your class, at no charge (eight-student minimum). See [www.doit.wisc.edu/training/student/main/faculty_information.asp](http://www.doit.wisc.edu/training/student/main/faculty_information.asp).
Ease into an online course with Learn@UW

Learn@UW course makes it easy to start, grow, and manage many aspects of an existing course. Learn@UW is a Web-based tool that provides an array of functions to instructors, including the ability to share course resources, make announcements, facilitate discussion, assess student learning, and even submit and circulate grades.

All course material resides online, so instructors and students can access their Learn@UW course from anywhere with an Internet connection. Password protection ensures that all materials are available only to those enrolled in the class and that students’ grades are private.

Although many instructors find Learn@UW’s interface easy to learn, those just starting should plan how the course will be used. Many instructors think about current class activities that might also work in an online setting. This usually involves planning how to organize Learn@UW course materials (by topic or by week) as well as which tools to use.

There is no need to use all Learn@UW tools right away; many new users start by posting documents and presentations and then add functions later as their needs change. Among the tools to consider are a discussion board, assignment drop-box, automated quizzesing and surveys, a gradebook, and the ability to tailor some of these functions to distinct groups of students.

Investing the time to plan and start a Learn@UW course may help course efficiency and enhance student learning.

Getting started and get support

To start using Learn@UW, visit https://learnuw.wisc.edu/ and click on “Request a course.”

For technical support with Learn@UW, see the online help at kb.doit.wisc.edu/luwmad/, call 264-HELP, or make an appointment for walk-in help at the Biology New Media Center by calling 265-4817.

For help with planning the instructional design of your Learn@UW course, make an appointment with a learning technology consultant at DoIT Academic Technology. Just call 262-5667 or email academitech@doit.wisc.edu

Learn new teaching strategies from other faculty

-Pedagogy Sessions are free live monthly Internet broadcasts for disseminating, sharing, and demonstrating instructional practices and strategies. The sessions enable faculty and support staff to interact with colleagues across many disciplines to share knowledge of effective teaching strategies. Sessions are held on the third Friday of each month, from noon to 1:00.

Upcoming session topics are:

• Open Source Tools: Free Tools to Teach By – September 15
• Service Learning: Resources @ UW-Madison – October 20
• Wireless in the Classroom: How does it Impact Instruction? – November 17
• Social Networking: Building Com-munity Online – December 15

For information on logging into a session, visit academiotech.doit.wisc.edu/workshops/pedagogy/ Archived sessions are also available for viewing, and you can download the podcasts for listening.

Simulations and games as a teaching tool: An informal workshop

Interested in talking with other faculty and instructors who use simulations or games in their teaching? Join us for an informal gathering to share ideas.

• Sept. 14, 3:00–4:30 p.m.
• Sept. 15 9:00–10:30 a.m.

Both sessions are at the University Club, 803 State St. Light refreshments will be served. For more information, contact Chris Lupton at engage@doit.wisc.edu

T he Internet and online resources are a way of life for today’s technol-ogy-savvy NetGen students, whose learning preferences include rapid intake of information, multitasking, and learning by doing. The styles and expectations of the NetGen are bringing new challenges and opportunities to higher education.

“Today’s students are different in how they do research and learn as compared to four years ago, or even two years ago,” says Renee Schuh, a consultant at DoIT, who works with faculty to integrate technology in the classroom. “They don’t even think of technology as technology. Email and instant messaging: it’s how they communicate.”

Trends show that younger students, who will begin appearing in college classrooms in 2010 or so, are even more plugged in. The next wave, the Neo-Millennials, will be online automatically, almost by default. “For them, being con- nected will be like wearing a watch you never take off,” says Schuh.

What are the implications of this evo-lution for today’s instructors? First, the sky is not falling. Schuh says, citing the growing number of faculty who are using Learn@UW and other new tools to connect with their classes. She also cites the work of Diana and James Oblinger (www.educause.edu/content.asp?page_id=6058&bhcp=1), who describe how technology has changed today’s students and is affecting higher education. Faculty need not cede control of their teaching to technology, Schuh says; the key is to adopt tools that are effective for their teaching styles and subjects.

“They’re not just adding technology,” comments Schuh. “It’s using technology to enable multitasking students to channel their focus to the subject matter. At a basic level, instructors can, for example, require students to identify three classmates with whom they can exchange ideas and questions online. At a higher level, there is enormous potential in the use of online simulations that enable students to adjust and monitor several variables at once.”

“Trends show that younger stu-dents, who will begin appearing in college classrooms in 2010 or so, are even more plugged in.”

Flooded with information, images, sounds, and ads, today’s wired students continue to evolve rapidly. Their instruc-tors, meanwhile, are often challenged to understand and connect with these new learners. While not the only answer, technol-ogy can help to bridge the gaps.

“Technology is here to stay,” Schuh says. “But faculty need not run out and start pulling technology into their teach-ing just for technology’s sake. For those who want to try something new, I would suggest that they pick a tool and start experimenting with it and gradually inte-grate it into their teaching. This can go along way toward making the use of technology a success both in and out of the classroom.”

Renee Schuh is an Instructional Technology Consultant at DoIT, specializing in instructional design, Web design and course management systems such as Desire2Learn, with a focus on adapting instructional technology tools to the needs of incoming freshmen. Reach her at rmschuh@wisc.edu or 265-9849.