



## SUMMER at CIS

Contrary to what you might think, summer is one of the busiest times in the CIS department. During the academic school year we are busy primarily with providing user support: making sure that the campus network and all of our system resources are stable and available at all times, answering user questions, and providing audiovisual support for classes and events. There's little time left for working on projects.

Once classes are over and the summer begins, the demand for user support tapers off somewhat and CIS can concentrate more on other projects. This summer, in addition to our usual projects of conducting user workshops, upgrading software on our servers, and performing inventory, CIS will be working on several significant new projects:

### NEW INTERNET PROVIDER

For a number of years our connection to the Internet has been provided by CERFnet. CERFnet, now owned by AT&T, is no longer able to meet our needs and we will be switching to a new Internet provider this summer. Our new Internet provider will be Qwest Communications. The cutover to the new provider will probably occur around May 22nd. Details about the process will be sent via email as we get closer to the cutover date.

### WIRELESS NETWORKING

CIS will be testing wireless networking equipment from Lucent Technologies this spring and summer. Wireless technology can be used in combination with our existing wired network in a variety of ways. Wireless networking can provide network connectivity for difficult-to-wire locations. Laptop computers outfitted with wireless network interface cards can be used to set up electronic classrooms anywhere on campus, including outside. Network access for off-campus locations can also be set up using outdoor antennae. More information on the Lucent WaveLAN system can be found on their Web site at <http://www.wavelan.com/> and <http://www.lucent.com>.

### SUMMER EVENT FOR FACULTY

This summer CIS will be participating in a series of cross-campus demos and workshops on Transforming Teaching with Technology. The goal of this event is to encourage faculty to use technology to facilitate teaching and learning. A Technology Fair featuring demos by faculty members from all of the colleges will be held on May 10th on CMC's campus. It will focus on the pedagogical benefits of the technology that faculty have used in the classroom. Faculty will be on hand to discuss how and why they chose to use a particular type of technology and how they felt the technology affected their teaching and their students' learning of the material. The use of Web pages, Powerpoint, digital images, video conferencing, and streaming media are among the demos planned.

*(continued on page 6)*

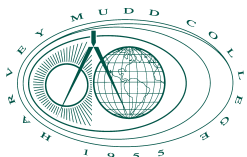


# Time for ASIP!

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*Occasional Downtime* is composed on a Macintosh G3 computer using Adobe PageMaker 6.5 and Microsoft Excel 98. The primary typefaces used are Times and Optima. We wish to thank Sally Rich Arroyo of the HMC Office of College Relations for all her help.



Negotiations with CARS Information Solutions have not yet been completed, but we expect to begin implementing the new Student Information System in the very near future, probably early this summer. The process of implementing the CARS system at all five undergraduate colleges is expected to take 18-24 months to complete.

As we move closer to the time to implement the new Student Information System, the complexity of a Claremont-wide cooperative effort begins to become clearer. Each of the Colleges—Claremont McKenna, Harvey Mudd, Pitzer, Pomona and Scripps—will have their own campus implementation team. Typically these teams will include people from each of the offices that will use the new system, the functional groups (e.g., Registrar's Office, Dean of Student's Office, Admissions, Financial Aid, Business Affairs, Dean of Faculty), as well as IT people from Computing and Information Services. These team members will work closely with each other to ensure a prompt and smooth implementation on their campus.

The efforts of these college-based teams will be coordinated with each other in two ways. First, existing Claremont-wide committees will coordinate the efforts of the functional and IT groups. For example, the Registrars in Claremont already meet to discuss issues and common concerns. Now they will discuss issues, help specify directions, and resolve problems for the new student system. The other functional and IT groups also have Claremont-wide committees that will work in a similar fashion.

In addition, the Claremont Colleges will be hiring a central Project Manager for the

Implementation effort. This person will coordinate the efforts between the groups and with our vendor. For example, the Registrar's Office and the Financial Aid Office are distinct offices with different duties and responsibilities. However, what happens in one office has impacts on the other (e.g., if a student withdraws and is no longer enrolled, they should not receive any financial aid). Therefore they must be able to share data. The Implementation Project Manager will coordinate these interoffice activities. Another important role of the Implementation Project Manager will be to make sure the project stays on schedule from one campus to the next and that solutions that work for one campus are made available to the other campuses.

Our vendor also will have a Project Manager that will be working with all of our team members as well as coordinating the efforts of their staff and keeping the process on track.

## THE IMPLEMENTATION PROCESS

The CARS system comprises a number of different modules. Most offices, such as the Dean of Student's Office, the Office of Career Services, the Admission Office, and the Financial Aid Office, will be implementing one module, while the Registrar's Office will be implementing multiple modules.

Each module will be implemented in a series of stages. In the first stage, Preparation, the administrative office will critically examine and document all of the processes relevant to the module, how they are handled and who is responsible for each. Differences in how information is

processed in the current system and how it will be processed in the CARS system should be determined in this phase. Staffing levels and how the office's processes affect other offices are other factors that have to be considered. Some offices have already begun this process.

In preparation for the next stage, Setup, the office will conduct a needs assessment based on information gathered during the previous Preparation phases including the reports and letters that will be required and how the office's processes will interface with other systems. A data conversion plan will also be created.

In the second stage, Setup, the CARS system module will be customized to meet the needs of the department. This includes defining the values for macros and modifying tables. The third stage is Training in which hands-on training is provided for the users of the system.

The final stage, Go Live, begins with a review of the implementation so far to determine if any more assistance from CARS is needed, if any changes to the system are needed and to confirm that the CARS system is functioning correctly. The office's policies and procedures documents should also be reviewed to accurately reflect how they are implemented within the CARS system. The last step is the final data conversion in preparation for the live implementation of the system.

The implementation of a new Student Information System is a major undertaking. It will touch the daily activities of almost every staff member. It also will provide a wide variety of new services and capabilities to every faculty member and student. It will take an extraordinary effort from everyone involved, and at times there may be serious difficulties, but the ability to provide additional services efficiently in a timely fashion will be of tremendous value for all.



## ditor's Notes

It's getting close to the end of the spring semester and this will be the last issue of *Occasional Downtime* for the academic year.

Not to worry, though. We've got plenty of interesting projects to keep us busy at CIS this summer. In addition to our summer workshops we'll be testing some wireless equipment, looking for a new Internet provider, and upgrading Orion. You can find out more details on these projects by reading our cover article.

Other articles in this issue include an update on progress with the Administrative Systems Improvement Project (ASIP) and an update on other news from CIS.

We've also included a list of all of our CIS staff members and their phone numbers, as well as a list of important email addresses and other information. You can cut this out and keep it handy.

Have a great summer!

—Elizabeth Hodas

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*Occasional Downtime* is published bimonthly by the Computing and Information Services Department at Harvey Mudd College. It is also available in PDF format on the HMC Web Server. Comments and questions can be directed to [downtime@hmc.edu](mailto:downtime@hmc.edu).

# News from Computing and Information Services

## NEW HMC HOME PAGE

The Web redesign team debuted the new Harvey Mudd College home page on March 10th. The new Web page is a first step in an incremental improvement process and is based in part on input the team received from a survey of HMC faculty, staff, and students.

The survey concentrated on which links and images users would like to see on the home page. The team consisted of Deren Finks, Sally Rich Arroyo, Leslie Baer, Craig Adkins, and Richard Parker. Future versions of the home page will include pop-up menus on the home page (to reduce the “click distance” to other pages), and the creation of additional home pages that will better meet some of the needs expressed in the survey (e.g., “lotsa links” pages as some users requested).

One link that may be of particular interest to users is the “Find It”

link. In addition to links to HMC contact information, the campus directory, and visitor information, we have added a new search engine and a site index.

Users who prefer the old HMC home page can still access it at <http://www.hmc.edu/former030900.html>. As we create additional home pages, old home pages will continue to be available under the “Former Home Page” link. The life of the current home page is expected to be about two months.

## NEW MICROSOFT LICENSING

The Claremont Colleges have entered into a new licensing agreement with Microsoft Corporation. The new Microsoft Campus Agreement will cover Microsoft Windows upgrades, Microsoft Office Standard/Professional Editions, Microsoft Office Macintosh Edition, Microsoft Frontpage, Microsoft BackOffice Server Client Access License, Microsoft Visual Studio Professional Edition, and Microsoft Office Starts Here/Step by Step Interactive by Microsoft Press.

Under the Microsoft Campus Agreement, faculty and staff will be able to run the most current version or any previous version of the software in any available language in either the Macintosh or Windows version. The Agreement will cover all college-owned computers including faculty and staff office computers, departmental lab computers, and the CIS lab computers. The Agreement also permits faculty and staff to install one copy of the software on either a laptop or desktop computer that they own or lease.

The Agreement does not cover student-owned computers, so at this point students will not be able to run Microsoft Office or the other software packages covered under the Agreement from the dorms unless they purchase their own license.

#### CIS INVENTORY

Did you know that the CIS department owns over 1000 individual pieces of hardware? This includes CPUs, monitors, printers, and network equipment, not to mention all of the smaller items such as hard drives, backup devices, keyboards, and mice.

CIS will be conducting its annual inventory of all the equipment the department owns this spring. As part of the inventory process we will be affixing new ID labels to equipment owned by the department, including CPUs, monitors, and printers. The labels are bright blue and say "Property of Harvey Mudd College C.I.S. Department." The labels will make it much easier for our department to keep track of the large amount of equipment that we own. ✂

# CIS DEPARTMENT

Help Desk	77777
Richard Parker <i>Chief Information Officer/Director</i>	18613
Cynthia Souza <i>Administrative Coordinator</i>	79000
<b>DATA SERVICES GROUP</b>	
Susan Selhorst <i>Group Leader</i>	18087
David Williams <i>Database Programmer</i>	74000
<b>SYSTEMS AND NETWORKS GROUP</b>	
Andy Davenport <i>Group Leader/Network Manager</i>	74296
Anh Le <i>NetWare and NT Systems manager</i>	73364
Christopher Marble <i>UNIX Systems Manager</i>	74007
Roger Wiechman <i>VMS System Manager</i>	74449
<b>USER SUPPORT GROUP</b>	
Elizabeth Hodas <i>Group Leader/User Support Coordinator</i>	74583
Craig Adkins <i>Web Support Specialist</i>	78361
Patience Brooks <i>Microsystems Manager</i>	74450
Beverly Kelley <i>PC Support Specialist</i>	77800
Michael Meyka <i>Audiovisual Manager</i>	73498
Peter Sanchez <i>PC/Mac Support Specialist</i>	18640



# CIS DEPARTMENT

## EMAIL ADDRESSES & MAILING LISTS\*

General questions help-desk@hmc.edu  
Macintosh-specific questions mac-system-1@hmc.edu  
PC-specific questions pc-system-1@hmc.edu  
Orion questions system@orion.ac.hmc.edu  
VMS cluster questions system@thuban.ac.hmc.edu  
CIS lab consultants ac-consultants-1@hmc.edu

Email questions postmaster@hmc.edu  
World Wide Web server questions webmaster@hmc.edu  
Mailing list questions listmaster@hmc.edu  
FTP server questions ftpmaster@hmc.edu  
News server questions news@claremont.edu

Audiovisual setup requests av-request@hmc.edu  
Password change requests pwchange@hmc.edu  
New account requests† account-request@hmc.edu  
IP address requests† ip-request@hmc.edu  
Dorm resource registration† dorm-resource@hmc.edu

Faculty mailing list faculty-1@hmc.edu  
Staff mailing list (moderated) staff-1@hmc.edu  
Students mailing list students-1@hmc.edu  
Course mailing lists‡ dept-course#-section#-1@hmc.edu

## WORLD WIDE WEB URL'S

CIS Home Page http://www.hmc.edu/comp/  
CIS Documentation Library http://www.hmc.edu/comp/doc/  
Occasional Downtime http://www.hmc.edu/comp/occ-down/  
CIS Policies http://www.hmc.edu/comp/policy/  
A/V Services http://www.hmc.edu/comp/av/

## HMC SERVERS

Main HMC Web server www.hmc.edu  
Web server on Thuban www2.hmc.edu  
Web server on Orion www3.hmc.edu  
Faculty course development Web server www4.hmc.edu  
HMC FTP server ftp.hmc.edu  
News server (NNTP server) news.claremont.edu

## Important notes:

- \* Mailing lists end with the lowercase letter l, not the number 1.
- † This is an auto-reply email address. Send a blank message to this address to receive a form that you can fill out and return.
- ‡ Course mailing list dept. abbreviations are: *bio*, *chem*, *cs*, *eng*, *math*, and *phys*. Abbreviations for HumSoc courses depend on the course, i.e. *lit*, *phil*, *mus*, etc.

*Summer continued from page 1*

This event will be followed by a series of workshops to be held on May 22-24. The workshops will focus on specific technologies and show how they can be used effectively in teaching. More detailed information will be emailed in April and May so check your mailboxes!

## ORION AND ODIN

Early this semester we deployed a RedHat Linux box, Odin, to supplement Orion. This summer we intend to install additional software packages, add at least another 500MB of RAM and make it the main Unix server in CIS. Orion will share accounts with Odin and will still be available for those who want to use it. One of the advantages of Linux is that we can have a spare machine ready to replace Odin for less money than we spend every year for a hardware maintenance contract for Orion.

We also plan to set up NDS to share passwords between Kato and Orion/Odin. This will be true for at least newly created accounts. Changing the password on one box would change it for both. We think students will appreciate having one fewer password to remember.

In addition we will probably add another 18GB of home directory space on Orion/Odin. Student quotas will be increased appropriately.

## LDAP

The web interface to the LDAP database of all students, faculty and staff at HMC has been well received. We will be working on putting the Claremont Colleges Staff & Faculty Directory online and making it searchable. 🐾



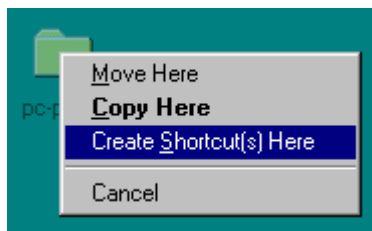
## SHORTCUTS AND ALIASES

Shortcuts in Windows and aliases on the Macintosh are like pointers that point to an actual application, folder, or document. Double-clicking on a shortcut or alias opens the original application, folder or document, wherever it might be located.

You can use them for items located on your local hard drive but they are also ideal for opening items located on the file servers Kato, Lurch and Igor. You can place the alias or shortcut on your computer's Desktop or in the Start menu in Windows or in the Apple menu on the Macintosh. Instead of navigating through your hard drive or a volume on Kato or Lurch you can access your shortcut/alias to quickly open the item you want.

Shortcuts and aliases are easy to identify because their icons look quite different. On the Macintosh the icon for an alias has a little arrow on it and the name of the file is in italics. On Windows computers the icon has a little arrow on it as well.

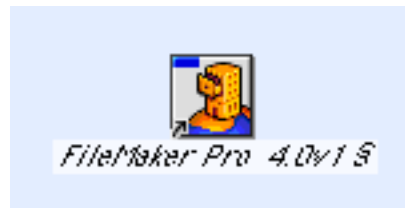
As a first example let's create a Windows Desktop shortcut to a file in your home directory on Kato or Lurch. First you'll need to locate the file using Windows Explorer or by opening My Computer to explore the H: drive. The H: drive is mapped to your home directory on Kato or Lurch. Once you've located the file use the right mouse button to click and drag the file icon to the Desktop. Release the mouse button and select "Create Shortcut Here" from the pop-up menu. The original file will not move but a shortcut to it will be created on the Desktop.



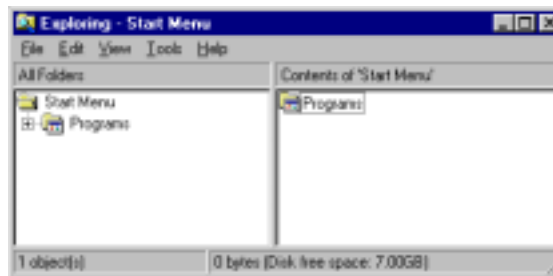
For another example let's create a Macintosh alias to an application on Kato.

# Tricks & Tips

First login to Kato and open the volume Kato.Mac. Open the folder Applications:Database:FileMaker Pro 4.0. Hold down the Command and Option keys and click and drag the icon labeled FileMaker Pro 4.0v1 \$ to the Desktop. A shortcut to the application will be created and placed on your Desktop.



If you'd like your shortcut to appear in your Start menu on the PC that's relatively easy to do, too. After you've created the shortcut click on the Start button and select Settings/Taskbar to display the Taskbar Properties dialog box. Click the Start Menu Programs tab and then click the Advanced button. To add your shortcut to the Start menu simply drag the shortcut to the right-hand window in the dialog box. Close the Start Menu window and click OK to close the Taskbar Properties dialog box.



To add your alias to the Apple menu on the Macintosh first double-click your hard drive to open it. Open the System Folder and then open the Apple Menu items folder. Drag the alias you created into this folder. 🐉

# Tricks & Tips

# QUESTIONS *and* ANSWERS

- Q:** Can I create a desktop shortcut to the applications in my NAL window?
- A:** No, you can't create desktop shortcuts to the applications that you run from NAL. You can create a personal folder in NAL that contains only the applications that you run frequently, however. Just right-click on the Personal icon in the NAL window and select "Create new folder" from the pop-up menu. Type in your name for the folder. Then open the HMC tree and find an application you would like to have in your personal folder. Right-click on the application icon and select "Make a copy." Right-click on your new personal folder and select "Paste." You can use this feature to replace the shortcut icons on your desktop.

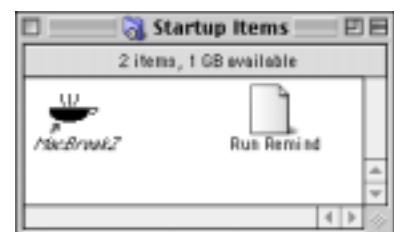
- Q:** How do I make my computer automatically start a program or open a file when I turn it on?
- A:** In Windows you can do this by putting shortcuts to the program or file in the Startup Menu. On the Macintosh putting aliases to the program or file in the Startup Items folder will accomplish this. To learn about creating shortcuts and aliases please read this issue's Tricks & Tips column.

Once you've created a shortcut in Windows, adding it to the Startup Menu is very similar to adding it to your Start Menu. Be careful because while they have similar names and the procedures are similar they have very different results! Click on the Start button and select Settings/Taskbar to display the Taskbar Properties dialog box. Click the Start Menu Programs

tab and then click the Advanced button. In the left-hand column double-click the icon labeled Programs and then double-click the icon labeled Startup. To add your shortcut to the Startup Menu simply drag the shortcut to the right-hand window in the dialog box. Close the Start Menu window and click OK to close the Taskbar Properties dialog box.



On the Macintosh first create the alias to the application or document you'd like to open when you start up your Macintosh. Double-click your hard drive to open it. Open the System Folder and then open the Startup items folder. Drag the alias you created into this folder.



If you decide you don't want the application or document to open on start up anymore simply remove the shortcut or alias from the Startup Menu or the Startup items folder. 🐾