

# Plugged In

TEXAS WESLEYAN'S TECHNOLOGY NEWSLETTER

Spring 2007

## Inside This Issue

- 1 Message from the CIO
- 1 Spam/Virus Filter
- 2 Service Spotlight
- 2 Current Projects
- 3 Dates to Remember
- 4 Employee Profile



SW Hollingsworth, CIO

## A Message from the CIO

With every ending comes a new beginning and a chance to make a difference in the professional and educational lives of each member of the university community. As we start a new year and new semester, I would like to thank each of you for the work you have done this past year and pledge to continue to work diligently to acquire and provide the information technology resources, services, and support that facilitates your work and improves each student's educational experience.

This past year has been witness to many landmark achievements. Most notably, the university completed a three-year technology strategic plan that now serves as our blueprint for making Texas Wesleyan (TW) a technologically competitive institution. Within the Information & Communication Technology department (ICT), we have made significant progress in various areas of operation. From completing department-wide customer service training, to improving the issuing and tracking of work orders, we are continually working to improve our services and fulfill our departmental mission.

Thank you again for everything you have done. I wish you all a prosperous new year.

## New Email Filter Protects Inboxes

This past fall, spam and virus filtering technology was added to the TW email server to filter the barrage of virus-infected, spying-enabled, and unwanted bulk email messages that show up in university employees' email inboxes every day.

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*"We (TW), like everyone else in our industry, were beginning to be overwhelmed by the flood of junk email."*

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This new technology has tested 80-85% effective against spam and 90-99% effective against spying and virus-infected emails.

"We (TW), like everyone else in our industry, were beginning to be overwhelmed by the flood of junk email. Once we were able to purchase and put the proper hardware and software in place, deciding to implement the filter was a 'no brainer'," said Jose V. Ortega, Director of Information Technology.

The effects of the new filter reportedly have been quite noticeable across the university.

## Service Spotlight: My Surveys



TW employees have access to a web-based survey tool called My Surveys. My Surveys was deployed by ICT to serve as a convenient, easy-to-use tool for developing surveys and collecting and analyzing results. Since its release, My Surveys has been used hundreds of times by faculty and staff for a variety of educational and research purposes.

My Surveys can be accessed from any computer with Internet access at

<http://web1.txwes.edu/survey/login.jsp>

If you would like training in the use of My Surveys, a three-lesson course titled *Survey Connect* is available online at <http://www.txwes.edu/ict/ittraining.htm>

## Current Technology Projects

The role of information technology in accomplishing the goals of TW continues to expand at a rapid rate. Because of this increasing use of information technology to support the day-to-day operations of each academic and administrative department, technology projects continually take place across the campuses. Below is a listing of some of the current technology projects.

- ICT → Developing a two-year plan to replace obsolete network equipment and expand the physical infrastructure to meet university needs

- ATW → Developing a plan to transfer faculty instructional sites to a new Web server
- ICT → Assisting administrative departments and schools with the development of their technology plans
- ICT → Testing and modifying the network and equipment used to carry GPNA courses over Internet protocol (IP) in preparation for a full program changeover
- ICT → Migrating university email and shared drives to a new directory service (Windows Active Directory)
- ICT → Testing and adjusting Unidata and Datatel Release 18 in preparation for its university-wide release in the fall
- ICT & ATW → Developing courses designed to teach basic technology proficiency

January

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February

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## Dates to Remember: Spring '07

**January 18<sup>th</sup>** – Open Meeting on Adoption of Best Practices for E-Learning, University Club

**February 9<sup>th</sup>** – Student-Centered Instruction: How to, presented by Kim Rynearson, Ph.D., Bragan Fellowship Hall

**February 27<sup>th</sup>** – School and Departmental Technology Inventories are due to ICT and ATW

**March 1<sup>st</sup>** – Open Meeting on Student-Centered Practices, University Club

**March 30<sup>th</sup>** – Requests for Summer and Fall Online (WebCT) Course Shells are Due to ATW

**March 30<sup>th</sup>** – Lab Software Installation Requests for the Summer and Fall Semesters are Due to ICT

**April 17<sup>th</sup>** – Web-Enhanced Instruction: Practical Applications, presented by Marcel Kerr, Ph.D., NBC 102

March

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April

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## Employee Profile

While anyone can see that Wesleyan's newest User Support Specialist, Sonia Serrano, is skilled when working with network pair splitters and using crossover cables to reach switches, few people know that she is also adept at slicing Niitake pears and executing crossover stitches. When not helping people on campus, Sonia spends her time with friends and family, talking, learning new things, and honing her knitting and cooking skills. One thing is for sure: whether at home or on the job, Sonia's recipe for success always calls for 1 part teamwork and 2 parts hard work.



After graduating from Texas Christian University, Sonia joined the ICT team as a User Support Specialist in January of 2006. In this role, she helps faculty, staff, and students with all types of technical issues ranging from network hook-ups, to installing software, to troubleshooting hardware problems. Sonia's knowledge, skills, high effort level, and positive attitude also allow her to extend the limits of her job and branch out into areas such as report development and database creation.

"Sonia is an extraordinary employee," says SW Hollingsworth, CIO. "Her potential seems almost limitless. You'll ask her to do something that she has never done before, and after a couple of days she's an expert."

This year Sonia will have the opportunity to continue to demonstrate the skills and personal characteristics that have endeared her to the CIO, her supervisor, coworkers, and those whom she has assisted. With the planned expansion and upgrade of the university network and the desire to boost the collection and tracking of departmental data, Sonia will have even more chances to learn about the network and about new hardware and software programs, while continuing to feed employees and students with the quality support services they have come to expect.

Sonia Serrano

