

ForUM Statistics



*During
May 2010,
ForUM
received
a total of
59,837 visits.
For the 3rd
consecutive
month,
over 99%
of the monthly
total came
from the
United States!*

*There were
also 163 ForUM
visitors from
Canada,
58 from France,
46 from Brazil
and 35 from the
United Kingdom.*

CIO Corner *(by Frank Whidden, Ph.D., Interim CIO)*

Ubiquitous Teaching and Learning

I'm sure that readers are aware that IT folks have our hands in a lot of pies, some of them more interesting than others. One of the more interesting pies we are baking is an upgrade to our Learning Management System (LMS) – BlackBoard. Previously the University had the basic version of the system in place. This spring the University acquired the license to the enterprise version. There were a lot of reasons to make this investment but chief among them was to provide better functionality to both students and faculty. I won't attempt to list all the new functionality but I would like to point out a couple of things.

First of all, the student and faculty interface won't be changing a great deal so there shouldn't be a large learning curve. Secondly, we will now have the ability to make LMS functionality available on many different mobile platforms. This would include iPhones, iPods, iPads (these are awesome), BlackBerry's (in case your Dad

wants to take a course) and the many Android platforms to name a few. While I don't foresee someone writing a term paper on an iPhone, it might be a lifesaver to be able to submit an assignment when it strikes you on the way to the beach (oops, I mean the Library) that you forgot to turn in before you left class.

The main point I wanted to make is that within IT we realize that there are ever more end point platforms and we need to enable access from all of them. A couple of principles guide us along these lines. We are working to unify the core (servers, network, and security) but differentiating at the edge (where normal people live). The end result is to make it as easy as possible for everyone, especially students and faculty, to be able to teach and learn from anywhere, all the time. We are using these principles to help us deliver systems that make sense for you so that you are free to engage in teaching and learning on *your* terms. We would love to hear from you all both about how we're doing and how you think we can do it better.

Service-Now Go Live Date Fast Approaching

As mentioned in previous editions of this newsletter, Technology Services will be implementing a new trouble ticket management system, Service-Now, on July 1, 2010. Service-Now ("SNOW") is a fully online IT management tool that features a robust Self-Service

module. UM students, faculty and staff will be able to use SNOW to enter, update and monitor their own technology-related trouble tickets.

Keep an eye on your inbox for further details about Service-Now, including login instructions.

Are Student Emails Going to Your Junk Folder?

The email clients we use on campus (Microsoft Outlook and Microsoft Entourage) have built-in utilities that help filter out spam from your incoming email. There are times, however, when Outlook and Entourage can appear to be a little overzealous in their filtering. In particular, many people on campus worry when emails sent to them from students get shunted to their Junk Email folders. They don't see the emails as quickly as they would otherwise, and often emails from students require a rapid response.

Fortunately, Outlook and Entourage provide tools to allow you to customize how their Junk filters work. In particular, you can tell Outlook and Entourage to never send an email coming from a student's ForUM Email account to your Junk Email folder. Here's how:

Microsoft Office 2007

1. In Outlook 2007, **right click** any email in your **Inbox**. When the menu appears, choose **Junk Email**, then **Junk Email Options**.
2. In the window that appears, choose the **Safe Senders** tab.
3. On the Safe Senders tab, click the **Add...** button.

4. In the text box that appears, type **@forum.montevallo.edu** then click **OK**.
5. Click **Apply**, then **OK**.

Microsoft Entourage 2008

1. In Entourage 2008, click the **Tools** menu, then choose **Junk Email Protection**.
2. In the window that appears, choose the **Safe Domains** tab.
3. In the Safe Domains box, type **forum.montevallo.edu**.
4. Use commas to separate multiple domains, if necessary.
5. Click **OK**.

Note that these instructions will only direct your email client to white-list emails coming from a student's ForUM Email account. If students email you from other accounts, such as Hotmail or Yahoo, those emails could still end up in your Junk Email folder.

Also, please note that these instructions will have no effect on how our Barracuda spam filter handles your incoming email. Messages sent to Montevallo.edu email accounts are processed (and, potentially, blocked) by the Barracuda server first, before they get to your mailbox to be filtered by Outlook or Exchange.

For More Information:

Technology Services
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(205) 665-6512
8 am – 5 pm
Monday - Friday

We are observing UM's summer hours. The office is open 7:30 am – 6:00 pm Monday – Thursday through August 6th.

Help Desk:
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24 hours a day
7 days a week

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montevallo.edu/cs](http://www.montevallo.edu/cs)