



LITS Best Practices Showcase Success!

It sounds like the beginning of a stand-up routine. “What do you get when you combine some librarians, a network engineer, a telecommunications technician, a digital media specialist, several help-desk technicians, an instructional technology specialist and a couple of instructional designers?” At OLLU, it has been the reality that those of us in the Library, Instructional, and Technology Services (LITS) Division have been living in since November 2003. On August 12th of this year, we were able to demonstrate in a day-long **LITS Best Practices Showcase** that although our collaborative event may not have been quite as funny as a night at a comedy club, it certainly was as exciting and rewarding.

The Showcase marked the end of the Title V Grant that funded the TLTC and other major technology programs on campus and it was an opportunity for the members of LITS to get to “show off” some of the many exciting things that are happening with instruction and instructional technologies at OLLU. Associate Provost Dr. Paul Frisch commented that, “the contributions made by the LITS’ five operational units to the Best Practices Showcase demonstrate to OLLU the merit of integrating library, instructional and technology services.” As a result, one of the great benefits of the undertaking was the opportunity that it provided those of us within LITS and the rest of the OLLU community to see how the work that we all do comes together to create such stimulating classes and cutting edge facilities. The event was well attended by the OLLU faculty and staff and many requested a repeat performance later in the academic year.

The day began with a look at some of the extraordinary technology-enhanced teaching already taking place on campus. In an inspirational panel presentation, six of the OLLU faculty members who received Title V course redesign grants over the past five years—Dr. Anita de Luna, M.C.D.P. (Religious Studies), Dr. Julia Eyer (Communication Disorders), Dr. Ann Petrus, C.D.P. (Mathematics), Dr. Tara Alexander (Social Work), Dr. Hamid Khan (Management) and Professor John Nira (Religious Studies)—provided a peek into one or more of their classes and shared some of their insights about effectively teaching and learning with technology.

Participants chose from a variety of simultaneously offered demonstrations, discussions, and workshops including: “You’ve Got Mailing Lists”, “Enabling Truly Interactive Courses with Wimba”, “Achieving Assessment Validity with SecurExam”, “How May I Direct Your Call?”, “Plagiarism 101”, and “Keeping Your Students Actively Engaged with a Classroom Response System.” Other highlights of the day were virtual tours of some exemplary OLLU classes on WebCT, physical tours of some of the new or newly enhanced computer labs and classrooms

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around campus—including the new Macintosh Digital Art Studio and the Jersig Digital Transcription Lab— an emerging technologies display, opportunities to work on course assignments with reference librarians, and valuable state-of-the-art vendor-supplied door-prizes. In other words, there truly was something of interest for all faculty and staff on campus. **Continued pg. 2**



Jackie Alexander tries her hand at the latest in classroom technologies with the help of Luis Forestier.

Fall 2005

Library Hours

Mon.—Thurs. 8am to 11pm

Friday: 8 am to 8pm

Saturday: 10 am to 8pm

Sunday: 10 am to 11pm

Thanksgiving Holiday:

Wednesday 8 am to 6 pm

Thursday: closed

Friday: closed

Saturday: 10 am to 8 pm

Sunday: 10 am to Midnight

Finals November 28th through
December 8th

Mon.—Thurs.: 8 am to Midnight

Friday: 8 am to 8 pm

Saturday: 10 am to 8 pm

Sunday: 10 am to Midnight

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Library Night Study Room

Located on 1st floor

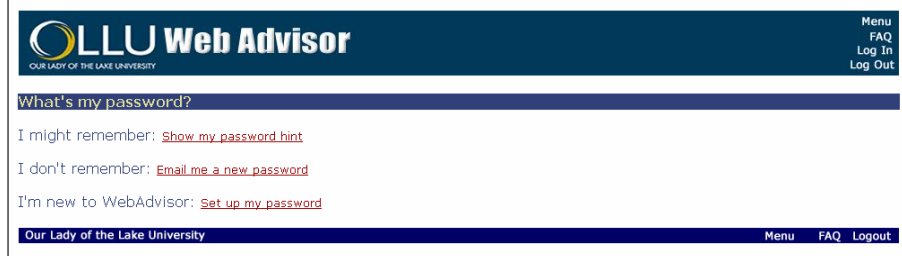
Open 24 hours during

Finals week

November 28—December 8th

Securing Personal Information

The Administrative Technology staff (AdTS) has made procedural changes to ensure protection of sensitive information on WebAdvisor/Colleague accounts. Until recently, passwords to WebAdvisor/Colleague accounts were reset via a phone call. This was convenient, but not a prudent security procedure. Passwords will no longer be reset with a phone call. It is impossible to authenticate identity with a phone call. It is impossible to provide an audit trail with a phone call. Password resets will now originate with a request to the OLLU Colleague Support (colleague.support@lake.ollusa.edu) mailbox. This provides a means of documenting the request and provides a method to resolve further issues. The mailbox is moderated and issues are addressed within a matter of hours. Faculty and students who have a WebAdvisor account and need assistance can use the “What’s my userID” and “What’s my Password” links in WebAdvisor to interactively retrieve their login information. This information is sent to the email address on record in the Colleague system. A great majority of these requests occur during the final grading periods and during online registration. Plan accordingly.



Official e-business correspondence to students will now only be sent to official “Lake” email addresses. Administrative offices are not always made aware of changes to email accounts, and cannot verify the integrity of third-party email systems. Family Education Rights & Privacy Act (FERPA) regulations stipulate that sensitive and private information cannot be divulged. To control this, the University has decided all mail notification of information changes will only be made to OLLU provided email addresses. The notifications will then refer students to WebAdvisor to review these changes.

While we realize that introducing these procedures may cause a delay in administrative work that needs to be done, it provides enhancements to secure information and processes. *Roger Castro, Director of Administrative Technology*

LITS Best Practices Showcase—Success! (continued)

So what do you get when you combine a in a day-long LITS Best Practices Showcase group of professionals as diverse and as dedicated to serving the OLLU community as those of us who work in LITS? **SYNERGY!** And that, on a tuition-driven campus whose mission statement begins with a commitment to providing excellent teaching, is a **very good thing!** - *Kimberly Gibson, Instructional Designer*

Raquel introduces Annette Prosterman to the latest technologies while Richard & Genevieve take

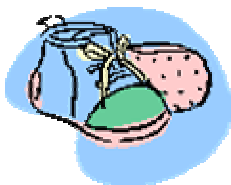


several groups of faculty & staff on guided tours of the campus labs & smart rooms.



Look Who's New

Wendy McAda joined LITS this fall. She works as a programmer analyst and has over four years of Colleague experience. Originally, she is from Corpus Christi, where she earned her Bachelors of Science degree in Mathematics at Texas A & M University. She also holds an MBA from Wayland Baptist University. She currently resides in Pleasanton with her husband Brett and 1 year old daughter Amanda. We're happy to have her on board!



Congratulations to the Latest Editions: Michael Garrett, Systems Librarian and his wife, welcomed into the world a beautiful healthy baby girl, Lillian, on June 24, 2005.

Rhonda Spearman, TLTC Director and her husband, welcomed into the world a beautiful healthy baby boy, Jack, on September 22, 2005.

STRONG PASSWORDS !!

Passwords on user accounts are a means of controlling access to information resources. Unauthorized access can compromise the confidentiality, integrity and availability of your own information or that of the university if you are an employee. Not just any password will do! Password cracking software is readily available, and no software is even needed if passwords are easily guessable, or if they are left under the keyboard or stuck to the monitor!

Strong passwords are those that hold up to both cracking attempts and simple guessing. All users of OLLU computing and other information resources that are protected by logon accounts and passwords are urged to use "strong passwords" on their accounts. In fact, draft information security policy under consideration by the university will REQUIRE the use of strong passwords for any account that has access to personally identifiable or other restricted information.

Get started now! On all systems to which you have account access, there should be a way to change your password as needed. The Colleague system rules already require the use of relatively strong passwords. Here are some basic guidelines to make sure your passwords measure up:

Passwords should:

- Be changed at least annually (frequency may vary by system)
- Be changed immediately if the security of the password is in doubt
- Be treated as confidential information (don't share nor leave accessible in written form)
- Have a minimum length of 8 characters (fewer characters make cracking easier)
- Include a combination of alpha, numeric or special characters

Get creative with something easy to remember but HARD to guess! How to come up with a strong password:

Try acronyms for favorite songs, books, quotes, etc. Use first letters and/or a short word, with character substitutions, numbers, etc.

Samples: "I wanna hold your hand" could be "1wh0ldyH" (1 for 'I' and 'L' and zero for 'o')

"A penny saved is a penny earned" could be "ap51ZapE" (5 for 's' and 1Z for 'is')

Combine short, unrelated words with numbers, special characters, and mixed upper/lower case.

Samples: eAt42peN (eat and pen)

POem/wat3R (poem and water, with zero for 'o' and 3 for 'e')

Finally, if you have to have a reminder, particularly if you work in a university office, try writing a clue or partial clue instead of the actual password, and keep it in a locked drawer or other secure location. And when all else fails, don't be ashamed to request a password reset from the HelpDesk. - Dave Lytle, Director of

Network/Telecommunications

Get Smart @ your library® Contest Winners



Senior Vanessa Garcia and freshman Donata Valadez each won a Borders gift card for correctly identifying Maxwell Smart (Don Adams) and finding his shoe phone number (306) in the Sueltenfuss Library's *Get smart @ your library®* contest. The "@ your library®" trademark is part of the American Library Association's public awareness and advocacy campaign designed to showcase the value of public, school, academic and special libraries and librarians in the 21st century. The contest was designed by Sueltenfuss Library staff to add a little fun to new student library orientations and Camp Dillo. Participants included students, faculty and staff, so be on the look out for the Library's next contest....coming soon!

(Pictured l to r: Vanessa Garcia, Judy Larson, Library Director, and Donata Valadez.)

Banned Books Week

Sueltenfuss Library in collaboration with the student English Honor Society celebrated *Banned Books Week*, the last week of September. American Library Association has celebrated *Freedom to Read* in the United States, officially, since 1982. The annual event is a way for all of us to remember and appreciate the freedoms that we share in this country. OLLU students participated by donating funds to the English Honor Society for a chance to win a beautiful basket full of banned books and other goodies, and by entering the *What's Your Favorite Banned Book Contest* for a chance to win a T-shirt.

The winner of the basket was Erika Miranda and the winner of the T-shirt was Tanya Segundo (pictured right), undergrad sociology major. The most read banned book among OLLU students was actually a tie between *The Adventures of Huckleberry Finn* by Mark Twain and *Of Mice and Men* by John Steinbeck. The banned books list amazed most of the students and sparked conversations about why some titles were challenged. The library staff was pleased that students learned more about their rights and how to protect them.—Dede Rios, Librarian



New Services Facilitated by AdTS

The AdTS has committed to and implemented several new projects to provide greater service. The TouchNet e-commerce solution was introduced in July 2005 to offer students the capability of reviewing their billing information, provide validation capabilities for full financial aid recipients and facilitate online payments, including payment plans. Access to TouchNet is provided through WebAdvisor. The greatest advantage of the TouchNet package is that it provides real-time access to Colleague information. Account information reported on TouchNet is current and payments made on TouchNet are reflected immediately on Colleague.

The AdTS has also been instrumental in the implementation of the Stromberg Time and Attendance system. The Stromberg system provides biometric clock in/out features and an in-house written interface feeds this information to the Colleague payroll system. This system replaces the need for handwritten time cards and provides the direct-deposit option for permanent bi-weekly employees.

The AdTS has also deployed Informer, the web-reporting software that has full Colleague integration. Training has been provided to various departments and reports have been distributed through Informer. The AdTS has partnered with the Finance Division to deliver Auto-packaging features in Colleague's Financial Aid suite. Auto-packaging provides rule-based evaluation of financial aid characteristics and allows for financial aid packages to be automatically drawn. The end-result will be consistent financial aid awards delivered much sooner in the administrative process. -Roger Castro, Director of Administrative Technology

Kudos Korner

Congratulations to **Darrell Hoberer**, Network Administrator, for being chosen Employee of the month (June) by the Staff Association! (Darrell Hoberer pictured right..)



Congratulations to **Dr. Paul Frisch**, Associate Provost for LITS! He has been appointed from District 3 to the San Antonio Public Library's Board of Trustees and has been elected as its secretary.