



CASE.edu



RECASTING VIDEO CONFERENCING IN ACADEMIA

- **Reach out** with enhanced office hours
- Learn the **body language** (and the spoken one) in language lab by conversing with native speakers from around the world
- Invite a special guest to **lecture virtually** (and inexpensively) in your class
- Think globally about **distance learning**
- Provide a face-to-face professional or academic **reference** for a deserving student or colleague
- Don't miss teaching class when away from Case

For more information, go to <http://mediavision.case.edu/bigvideo/index.htm>

ITS Statistics* @ Case.edu

E-mails received**:	76,230,646
Viruses intercepted:	1,199,959
Spam identified**:	26,300,841
Software downloads:	22,961
Wireless user peak:	1,317
Unique Blog visitors:	32,563
...from the Help Desk	
Total calls/emails:	13,006
Average response time (seconds):	34
Cases created:	9,154
Cases resolved:	8,603
Same day resolution rate:	69.81%

*January 1 to March 31, 2005

**Post virus

ARTS AND SCIENCES GOES GLOBAL WITH VIDEOCONFERENCING



Case faculty and students recently engaged via videoconferencing with counterparts at the Institute for Women's Studies in the Arab World at the Lebanese American University in Beirut, Lebanon.

When faculty, students, and staff in the College of Arts and Sciences at Case want to communicate globally, they turn on cameras, microphones, television sets, or laptops for videoconferencing.

Mark Turner, dean of Case's College of Arts and Sciences, with assistance from the college's chief information officer, Thomas Knab, saw videoconferencing's potential when a faculty committee consulted experts in Canada, Denmark, Belgium, and the United States last year about designing a new Department of Cognitive Science.

The success of that collaboration led Dean Turner to encourage 16 departments undergoing faculty searches to "cast the widest net possible" by using videoconferencing technology to expand their candidate pool. For example, in January 2005, Knab and ITS' MediaVision set up connections for the Department of Music that allowed the search committee to interview seven applicants in five different time zones from Rome to London to California.

Not only does this approach expand the potential pool of first round candidates, it saves the college money and effort in the initial search phase. Naturally, in the subsequent stages of the search, pre-selected candidates come to campus for extended interactions with faculty and the dean.

Face-to-face interaction is still the ideal form of communication when meeting someone new, said Todd Oakley, associate professor of English and cognitive science. But he noted that "once you get used to the technology, it is almost like having the candidate or expert in the room."

"We are looking at different networked communication tools that allow us to work faster and function globally," said Knab. "We feel the college is leading the charge in this area and initiating a cultural change in how the university thinks about global communications."

Dean Turner added, "This is our way of reaching out to the world and letting the world reach back to us."

PASSWORD IS TO IDENTITY...

With the exponential increase in the use of electronic record keeping and online transactions, passwords hold the key to an individual's identity and information security. Once deciphered, passwords can easily permit unrestricted access to proprietary business and personal identifying information stored on personal computers and online web accounts.

To help protect your identity and personal information, keep in mind the following: a robust password (i.e., one that is hard to hack and decode) is alphanumeric, includes symbols, uses a combination of upper- and lower-case letters, has at least eight characters, and does not use common dictionary words. Changing passwords on a regular basis - at least every 90 to 180 days - is also integral to an effective password management plan.

¹ This illustration is a play on the analogy questions previously featured on the SAT. In our mock question, flawed as it may be, the operative relationship is "protect," and (E) would be the best answer.

Password : Identity ::

- (A) Vaccine : Health
- (B) Burglar Alarm : Home
- (C) Seat Belt : Life
- (D) Safety Deposit Box : Valuables
- (E) All of the Above ¹

ONE LOGIN, MANY CASE WEB SERVICES



Many web resources intended exclusively for Case members prompt users to log in multiple times over the course of a workday. To alleviate this repetitive requirement, ITS has introduced the **Case Single Sign-on** page.

This page allows users to log in once (using their network ID and password) and access many Case web resources such as Blog, WebMail, phone directories, etc. If your browser is left open, this feature will allow you to remain logged on to many Case web services for as long as eight hours.

When this service is fully operational, users logging into any secured website will automatically be redirected to the Case Single Sign-on page. For security reasons, some web services such as HCM and ERP will continue to require users to log in even if they have already logged into the Single Sign-on page.



STAY ALERT!

Whether you are counted among Case faculty, staff, or students, no doubt you need technology, including e-mail and the Internet, to get your work done. Needless to say, you need the technology to be functional, safe, and secure. As such, it's paramount to be alerted quickly about any developments such as large scale virus attacks, security vulnerabilities, Internet problems, or service interruptions that might affect your ability to safely access technology assets at Case.

In the event of any such problems, Information Technology Services has made it easy for you to be alerted automatically.

"THE NEW ALERT SYSTEM, ONLY TO BE ACTIVATED IN THE EVENT THAT A CAMPUS WIDE TECHNOLOGY RELATED SERVICE IS SIGNIFICANTLY COMPROMISED OR DISABLED, OFFERS A RELIABLE ALTERNATIVE FOR QUICK AND EASY NOTIFICATION."

JEREMY SMITH
MIDDLEWARE ENGINEER
INFORMATION TECHNOLOGY SERVICES

You can choose to be alerted by e-mail or through an RSS feed. When you sign up for this convenient service, you will receive an e-mail notification any time a new alert is posted. The e-mail will direct you to a web page with details and remediation steps, if necessary. If you prefer, you also can arrange to set up an RSS feed. We recommend both in the event that either e-mail or Internet access is down.

To sign up for e-mail notification, go to <http://blog.case.edu/its-alerts>.

To subscribe to the ITS Alerts RSS feed; add <http://blog.case.edu/its-alerts/rss20xml> to the news aggregator of your choice. Or simply add it to your MyCase home page.

HISTORY BYTES FROM THE CASE ARCHIVES

April 18, 1955 – The dedication of the William E. Wickenden Electrical Engineering Building was televised using closed-circuit television system innovatively engineered into this new cutting edge building.

TV camera and receiver outlets were installed in all Wickenden laboratories, research rooms, classrooms, and computation and conference rooms.

Demonstrations using laboratory equipment too delicate, too heavy, or too dangerous to move could now readily be televised to one or more remote locations for large group viewing.

As little as five years ago, information security was hardly a raging concern on college campuses. However, now from Boston College to Northwestern to U.C. Berkeley, reports of hacking and other security breaches echo through information security news.

While a number of the reported intrusions require a degree of technical sophistication and premeditation on the part of the perpetrator (not to mention malicious and criminal intent), some are simply the unintended consequence of poor judgment and oversight on the part of an unwitting user. For example, in March, U.C. Berkeley police reported the theft of a university-owned laptop computer that was casually left unsecured in an administrative office. It just so happened that the laptop contained information, including names and matching social security numbers, on over 98,000 individuals affiliated with the university.

While the hardcore engineering of network security is best left to professionals, there are a number of easy and proactive measures that can help individual users increase the security of their personal computing systems and information assets. Many of these new measures are captured in a new Information Security Guide created and distributed by Case Information Technology Services.



The first edition of ITS' Information Security Guide outlines numerous best practices that can help individuals proactively manage computer and network security and help prevent many common and often avoidable mishaps. From the basics like anti-hacker check lists to e-mail security and internet safety tips to the specifics of FERPA and HIPAA guidelines,

the Information Security Guide outlines easy-to-follow steps for computing safety and security at work and at home.

Be sure to download your free copy of the Guide at <http://.case.edu/its/pubs/securityguide.pdf>. Printed copies will be distributed to faculty, staff, and students in August 2005.

TECHNOLOGY INNOVATORS @ CASE

HUNTER PECKMAN

According to the engineering industry's premier trade journal, Design News, Hunter Peckham, professor of biomedical engineering and orthopedics, is the world's leading developer of functional electrical stimulation (FES) technology to restore function in people with paralysis.



Being able to hold a cup of coffee, thanks to Dr. Peckman's work in FES, is an immeasurable success for a participant with spinal cord injury. Dr. Peckman is featured on the left.

In 1999, the magazine honored Dr. Peckham as "engineer of the year" for the development of Freehand, a Food and Drug Administration-approved technology that enables people with quadriplegia to pet their dog, brush their daughter's hair, and sign their name, among other skills – abilities that patients with spinal cord injuries value more than bladder control and sexual function.

He didn't stop there. Under Dr. Peckham's direction, the Cleveland FES Center – a collaboration between Case, the Louis Stokes Cleveland VA Medical Center and the MetroHealth Medical Center – is developing technologies to improve life for millions of people affected by stroke, multiple sclerosis, cerebral palsy, and other nerve and muscle disorders as well as paralysis. Thanks to FES technology, these patients may someday resume the everyday functions that healthy individuals take for granted, like standing, walking, reaching, using the restroom, and even breathing without a respirator.

Patients who undergo a FES transplant wear a small device, similar to a remote control, which sends low levels of electrical current from a pacemaker-like implant to electrodes placed on the muscles and nerves that correspond to the function doctors are trying to restore. With Freehand, an implant in the chest activates electrodes in the forearm and hand, stimulating muscles that enable the hand to function.

According to Dr. Peckham, whose 30-year career at Case has focused on providing independence for individuals with spinal cord injuries, this is what's possible when engineering, medicine, and information technology come together.

"During more than two decades of research, there was a continual, progressive series of engineering, physiological and clinical breakthroughs. Pieces of the puzzle were solved individually, brought together, and integrated, and that involved a true, multi-disciplinary team, working together at fundamental levels," he explains.

"But the satisfaction we have gained as developers pales in comparison to the experience of someone who is paralyzed and finally able to use his hands again. That's the real eureka moment."

TECHNOLOGY QUESTION



MEET WENDY SHAPIRO...

Q: What is "phishing?"

A: There is little doubt that phishing contributes greatly to the multi-billion-dollar identity theft industry. At its essence, phishing is a form of internet fraud that scams people into unwittingly providing confidential personal information under false pretenses.

Typically a "phisher" will broadcast e-mails that appear to be sent from legitimate enterprises such as banks, brokerage houses, online retailers, etc. Usually the recipient is redirected to a website that also looks authentic and is branded appropriately (note that it is incredibly easy to create fraudulent sites that look real), where users are asked to update their credit card information, account information, passwords, etc. They might also be prompted to enter their social security number, date of birth, and other important identifying information.

Don't become a phishing victim. Keep in mind that legitimate organizations NEVER request personal information in the ways described above. If you are truly unsure about the merits of a phishing-like e-mail, call the organization in question to verify that the e-mail is authentic. But do not use the phone number provided in the phishing e-mail. Look up an alternative number in your records or in the phone book.

HELP DESK BASICS

•**FREE telephone support**
24 x 7 x 365

•**Walk in center locations and hours*:**

Peter B. Lewis Building
M-F, 8:30 a.m. – 8 p.m.

Wade Commons**
M-F, 8:30 a.m. – 7 p.m.

Sears Building
M, 9 a.m. – 5 p.m.
T-F, 9 a.m. – 7 p.m.

•**Technical dispatch**
M-F, 9 a.m. to 5 p.m.

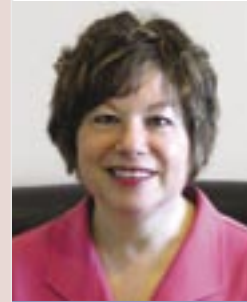
Phone: 216-368-HELP

Web: <http://help.case.edu>

E-mail: help@case.edu

* Effective during academic year;
check the Help Desk website for
summer hours.

** Closed during the summer.



Wendy Shapiro
Director, ITAC

As director of the 18-person Instructional Technology and Academic Computing (ITAC) team, Wendy's primary mission is to help creatively and seamlessly integrate technology into teaching and learning.

An instructional design specialist with over 15 years of experience in higher education, Wendy believes that instructional

technology, when utilized effectively and strategically, can substantially enhance teaching and learning outcomes.

At Case since 2003, Wendy's innovative approach to the creation and maintenance of a web-based repository for select large lecture courses (MediaVision Courseware), where the lectures are videotaped, digitized, and searchable by students and faculty, has generated considerable interest and enthusiasm locally and nationally.

In summer 2004, Wendy was one of two candidates from Case honored to attend the Bryn Mawr Summer Institute for Women in Higher Education Administration.

Wendy earned her Ph.D. in instructional technology from Kent State University. She and her husband, Edward, have two grown children. Her daughter is a teacher of visually impaired children, and her son is a graduate student at MIT in biological oceanography. In her spare time, Wendy enjoys long walks through the park and aerobic dancing.

END-OF-SCHOOL AND SUMMER COMPUTING TIPS

- Label your computer and network cables to ensure easy identification and reinstall in the fall.
- Configure mail forwarding if you plan not to use your Case e-mail over the summer.
- Use an auto-reply "vacation" message as needed.
- Be sure to keep your virus protection and security patches updated.

Editor: Priya Junnar

Contributor: University Relations

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INFORMATION TECHNOLOGY SERVICES

Case Western Reserve University
109 Adelbert Hall
10900 Euclid Avenue
Cleveland, Ohio 44106