



# CASE.edu

## A NOTE FROM LEV GONICK



Welcome to the first issue of "Case.edu," a bi-monthly publication of ITS. I hope that Case.edu will provide up-to-date useful information about our services, and also serve as a resource for technology at large.

While ITS has the great privilege and responsibility to steward and protect the University's extensive and rich technology resources, our mission ultimately is to support innovative technology applications, tools and services to enrich Case's learning, teaching, working and research environment.

With this in mind, this issue of Case.edu provides relevant back to school information. Regular features will spotlight dedicated ITS team members and Case technology innovators, provide answers to technical questions, and offer general computing and productivity tips.

I would welcome your comments and suggestions. Please take a moment to fill out the attached survey so that we may serve your needs better.

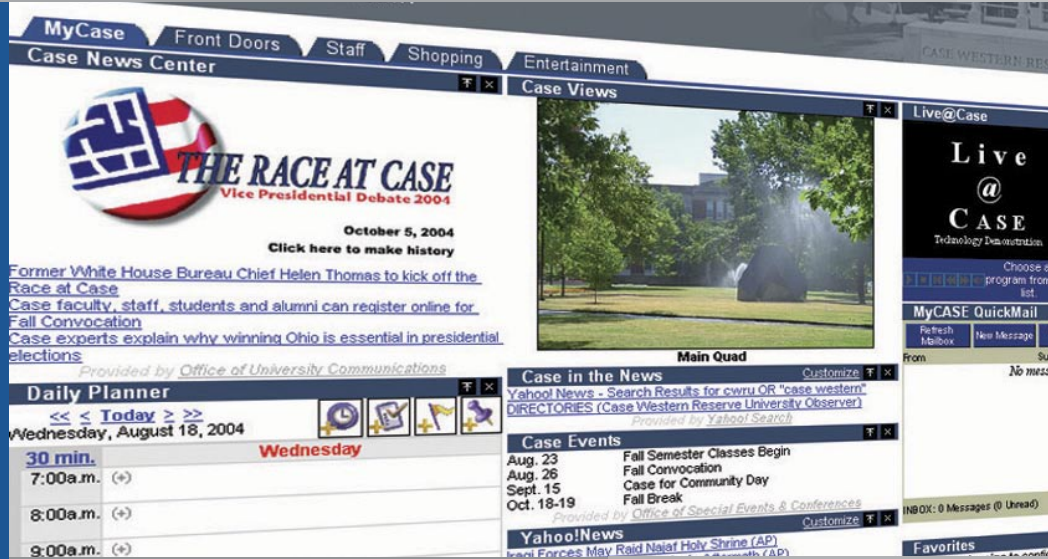
Best wishes for a successful fall semester.

V.P. for Information Technology Services  
and Chief Information Officer

### IT INDEX\* @ Case.Edu

|                     |            |
|---------------------|------------|
| Emails Received**   | 33,796,912 |
| Viruses Intercepted | 2,266,446  |
| Spam Identified**   | 12,223,291 |
| Software Downloads  | 13,024     |

\* July 1 to August 26, 2004  
\*\* Post virus screen



## MyCASE PORTAL

**STUDENTS:** WANT TO WIN A REWARDING SUMMER INTERNSHIP AT ORACLE OR CAMPUS EAI? ENTER THE PORTLET DESIGN COMPETITION SPONSORED BY INFORMATION TECHNOLOGY SERVICES. LOOK FOR DETAILS IN THE NEXT ISSUE OF CASE.EDU.

### OPTIMIZED FOR BACK TO SCHOOL

This Fall MyCase offers one-stop convenience for easing the transition to the back to school frenzy.

MyCase is a gateway through which to access many campus and off-campus services and applications. Users can access campus email and calendar, as well as events and other applications and services, including the University Library check out record.

Additionally, MyCase provides an easy link into the campus Blackboard learning management system showing current announcements and links to Blackboard course sites.

Customization makes the portal versatile. Users can add or rearrange 'portlets' of information to track a range of relevant personal, professional or academic information, including Yahoo! News, the campus Film Society, and local and national weather. Additional news feeds can be added by the user to further personalize MyCase.

New features coming soon to MyCase include enhanced online student services – such as transcript requests – and access to the newly implemented PeopleSoft system.

To start using MyCase, visit the portal at <http://my.case.edu>. Login with your network ID and password, then customize the portal to best meet your needs.

A leader in campus wireless deployment, Case recently completed an upgrade of its wireless network. Users now enjoy a 54 MB network broadcast through each of 1,315 access points. The upgrade offers almost 5X more connectivity and also has substantial implications for speed, bandwidth and application usage.

Beginning in May 2004, each wireless access point around campus was converted from the older generation 802.11b radio receivers to more powerful 802.11g radio receivers. Until the upgrade, multiple users on any one access point shared a maximum of 11 MB of bandwidth. As each 11 MB access point picked up (or dropped) computer signals, network speed and performance would vary accordingly.

With the new receivers, especially in heavy traffic areas such as classrooms and dorms, where there are typically multiple wireless users at one time, the impact on speed and performance is significant. Not only do the new receivers accommodate more users, but each user will have access to a larger pipe to the network, enhancing performance.

# IT'S FREE\* IT'S VARIED IT'S CONVENIENT IT'S THE CASE SOFTWARE CENTER

Case students, faculty and staff are eligible to download from the SoftwareCenter, a variety of software packages that the University has purchased and made available through site licenses.

The Software Center offers packages and programs such as Microsoft Office, Symantec Antivirus, Adobe Acrobat Professional, Photoshop, Adobe InDesign, SPSS Student Grad Pack (for a nominal fee), and Macromedia Contribute. Customers can also order, at a significant savings, the Case identity branding fonts required for all Case branded publications.

New user-friendly features make the Software Center interface easy to navigate. Through Case user IDs, the system recognizes user affiliation (students, faculty, or staff) and displays relevant product offerings. A university connection or off-site VPN (virtual private network) are necessary.

Says David Dominish, manager of Integrated Support for Information Technology Services, "The Software Center strives to offer the most updated and high value software packages to our customers. Much of this software technology can be very expensive in the open market and we are pleased to have saved students and other Case members money and time over the last two and half years."

<http://software.case.edu>

#### **Software Center Stats**

2003 Downloads: 79,763  
Year to date Downloads: 56,215

## TECHNOLOGY INNOVATORS @ CASE

IRENE MEDVEDEV, PH.D.

Evaluating medical students rotating through their third-year clerkships was a tedious, time-consuming process before Irene Medvedev, director of application development for the School of Medicine's Office of Biomedical Information Technologies (BIT), launched an online student evaluation system. At least one clinical faculty advisor credits it with "changing his life completely."

Faculty advisors used to collect, review, and summarize multiple forms from dozens of supervising physicians in the healthcare facilities where students had trained – an overwhelming amount of administration for the physicians and advisors alike. Now, everyone accesses and contributes to an online database, freeing faculty to focus on teaching.

"The web-based system dramatically decreased the time it takes faculty to submit their student evaluations," says Dr. Thomas Nosek, BIT's associate dean. "It solved a long-standing problem."

The evaluation system is one of several "eResources" spearheaded by Dr. Medvedev as part of an integrated, web-based eCurriculum initiative designed to improve efficiency in the medical school. Among her organization's first tasks was streamlining the application process. Today, prospective students complete an application, pay the admission fee, interact with Admission staff and track the status of their application, all online.

Once students are accepted, the information is transferred to a student information system and shared with the Registrar, eliminating redundancies. The new system also serves as a data repository of each student's four years of medical school, including their papers, grades and evaluations. Plans are underway to offer an ePortfolio of this data to students on a CD-ROM upon graduation.

The e-Exam system, also new, supports learning. A compilation of previous exams, the e-Exam system allows faculty to search for, edit and add questions, and create new, secure tests, which students take on the laptop computers the school has provided since 1993. The system is also used for quizzes, practice exams and assignments. When professors pose questions, e-Exam's multimedia feature allows students to look and listen for possible disease, such as an irregular heartbeat, and then click or type the answer. The results are immediately available, allowing faculty to adjust lectures based on students' understanding.

Says Dr. Medvedev, "The eCurriculum has enhanced the faculty-student interaction that occurs in the classroom, the laboratory and small group discussions."

# TECHNOLOGY QUESTION

**Q:** Are deleted files truly deleted?

**A:** No. Files moved to the Recycle Bin or Trash can remain there (and easily accessible) until manually deleted.

Once deleted from the recycle bin or trash can, the pathway (driving directions) to the file disappears and the operating system does not know how/where to locate the file.

However, the file still lurks on the shadows of the hard drive where it can be retrieved by someone with know-how or with file retrieval software.

To make files truly unrecoverable, first **overwrite** the data and then **delete** the file. Alternatively, you can use software that permanently erases selected files. Go to your favorite search engine and enter "file erasing software" for options.

Please submit your technology questions to [tech-question@case.edu](mailto:tech-question@case.edu).

## BACK TO SCHOOL COMPUTING TIPS

- Update your computer's virus definitions ([help.case.edu](http://help.case.edu))
- Enable automatic software upgrades ([help.case.edu](http://help.case.edu))
- Customize your spam filters (see page 2)
- Take advantage of Case's wireless network to work or study anywhere on campus
- Educate yourself about music and video downloading laws (find out more in next issue)
- Personalize MyCase to consolidate for your on-line needs
- Download premier software programs from the Software Center at no charge
- Safeguard your personal identifying information on-line



## POWERS CASE'S COMPUTING SUPPORT

Case has partnered with PerceptIS, a Cleveland company with IT expertise, to bring world class help-desk service to students, faculty and staff at Case.

PerceptIS offers superior baseline services at no charge, including:

- Unlimited 24/7 call center assistance at 368-HELP where, beginning in September, each call will be answered within 60 seconds
- Enhanced self-service and knowledge tools at [help.case.edu](http://help.case.edu)
- New "walk-in" centers at Sears, Kelvin Smith Library, Wade Commons, and the Peter B. Lewis Building
- 1 free drop off at a walk-in center for diagnosis and repair of software and network related issues
- Remote desktop management capabilities

For baseline service customers, PerceptIS will dispatch a technician, typically within one business day, for a standard fee of \$45/hour for software related repair issues.

PerceptIS also offers several fee based annual service packages that include, all baseline services, plus:

- Unlimited Quick-Response technical dispatches where dispatch is typically within one hour to one business day

For more information, visit [case.edu/its/estore/epartners/perceptis/](http://case.edu/its/estore/epartners/perceptis/)

### Help Desk Stats

Cases Created/Resolved: 5,999/5,343  
Same Day Resolution: 65%

\*July 1 – August 27, 2004



Team leader Mark Distelhorst (shown leaning) provided front line technical support for students moving into the dorms in August.

## MEET MIKE KUBIT...

### BEAT: CASE'S TECHNOLOGY ENHANCED CLASSROOMS

With a B.S. in electrical engineering, Mike oversees the technical architecture of media technologies including technology enhanced classrooms, streaming media, videoconferencing and the IP-based television distribution system. A member of the Instructional Technology and Academic Computing team, Mike has played a critical role in the development of MediaVision, a teaching tool deployed in select classes that has had a dramatic impact on student learning and performance.



Manager of MediaVision and Classroom Technology

In his spare time, Mike enjoys spending time with his family (wife Jody, children Ben, 15, and Ellen, 12) and playing golf.

Honored as the ITS Employee of the Year for 2003-2004, Mike has worked at Case since 1983.

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