In this issue...

Google Partnership for Students ................. Error! Bookmark not defined.
Wireless Without VPN: Upgrade to the Northwestern Network ......................... 4
The NUPortal to Improve Navigating at Northwestern ................................... 5
Faculty and Students Find Success When Clicking ..................................... 7
Windows Vista: Upgrade Now? ............................................................... 7
Laptop ER Serving, Educating More Students ........................................... 10
Security Awareness: Keeping Your Personal Financial Information Secure .. 12
What's New & Changing @ Northwestern..... Error! Bookmark not defined.
Upcoming NUIT Events ................................. Error! Bookmark not defined.
Northwestern Partners with Google for Student E-mail and Other Services

Winter 2007

In response to student feedback, Northwestern University is partnering with Google to provide e-mail and other services to students beginning this spring.

The idea for the service began when students from the Associated Student Government and the Graduate Student Association requested such a partnership during collaborative meetings with NUIT. NUIT announced Feb. 27 that Google Apps for Education will soon be available to students through "@u.northwestern.edu".

@u.northwestern.edu, powered by Google Apps for Education, will provide advanced and easy-to-use tools such as searchable, two gigabyte e-mail services, a large integrated address book space, robust security features, integrated calendaring, instant messaging, online document collaboration, and online support.

"Northwestern University is one of the first research universities to forge this type of innovative relationship with a premier technology partner such as Google," says Mort Rahimi, Northwestern's vice president for information technology and chief technology officer. "We now lead our peer institutions in offering students integrated communication and collaboration technology services while efficiently managing University resources."

Working closely with student groups, Student Affairs, Alumni Relations and Development, and many others, NUIT sought to ensure that the partnership met the needs of students and the University.

"We are giving students more services than they had before, such as mailboxes that are 50 times larger, and functionality that we don't provide today," says Director of Technology Support Services Wendy Woodward. "A leading-edge company like Google is a great partner because they listen to customers and develop products that are innovative and relevant to today's user."

Student groups requested outsourced e-mail services because many students have an e-mail account outside of the University and a large percentage forward their Northwestern mail to an outside account. Of that group, a majority already forwards their mail to Gmail.

The new @u.northwestern.edu service allows the University to add value to an important student service.
Students who participate will experience user-friendly functionalities and interfaces similar to those found in public Google services. Advertisements will not be displayed on the e-mail interface for students.

By the end of spring quarter 2007, NUIT's goal is to facilitate the opting-in of current Northwestern students to the new @u.northwestern.edu service. Graduating students could then choose to continue to use their new @u.northwestern.edu service as an alumnus of Northwestern University.

NUIT will provide additional details about these services and opt-in procedures in the coming weeks. Student communications will include information on the NUIT Web site.
Wireless Without VPN: Upgrade to the Northwestern Network

March 2007

If you are a campus wireless user, did you know that you can get more convenient and secure access every time you connect?

Wireless access without a VPN login is available from the upgraded "Northwestern" wireless network for a quick, automatic connection. It is easy to move your connection from "nuwlan" to "Northwestern" — just follow the instructions on the NUIT Web site: set up wireless for Windows, or set up wireless for Mac.

It is essential that all users upgrade to "Northwestern," as soon as possible. This July, the "nuwlan" connection you may be using will no longer appear as an available network. If your computer is unable to connect to "Northwestern" due to hardware limitations, you will still be able to configure a connection to "nuwlan".

To connect to "Northwestern," your laptop must comply with the network's updated technical standards, 802.1X and WPA2. These standards provide more efficient security for network connections, data, and access control. If you cannot connect with the instructions provided, contact your laptop vendor to check compatibility with 802.1X/WPA2.

If you have questions about configuring your laptop, contact the NUIT Support Center at 847-491-HELP (4357) or consultant@northwestern.edu.
The NUPortal to Improve Navigating at Northwestern

Winter 2007

All of your favorite University services will soon be available with just one click of your mouse when you use the new Web business portal, called The NUPortal, from NUIT.

Available this summer, this secure, user-friendly site will supplement the University home page by providing personalized, easy access to role-based NetID services.

“The NUPortal is the result of more than two years of strategic planning. The purpose is to integrate University Web-based systems essential to academic, research, and administrative work at Northwestern, into a personalized, single point of access,” said Betty Brugger, Director of NUIT Management Systems. “It is designed to help faculty, staff, and students use University services more effectively and work more efficiently.”

Everything you need — all in one place

If you already use a public Web portal, such as Google or MyYahoo, you will find The NUPortal familiar and easy to use. Similar to these services, The NUPortal will be customizable, tailored to your own interests and roles at the University.

The NUPortal provides areas with available applications specific to your role, such as “faculty”, “staff”, “student”, or “researcher”. Users will also have a personal area for the applications used most often.

These areas will be pre-populated with relevant portlets of information and applications. Services planned for the launch include Plan-it-Purple, Depot, Library Search and News, as well as an Emergency News Feed for breaking campus news. Initially, portlets and services will be limited, but will continue to expand to include more and more services.

How it all began

NUIT’s ServicePoint project team began collaborative planning, project management, and early development on The NUPortal in 2006. To assess the needs of the community and gather feedback, the team made numerous presentations to University groups around campus. The Office of Web Communications was engaged to design the user interface and and help conduct usability studies with faculty, staff, and students. Combined with additional research and community feedback, specific requirements for The NUPortal were identified and a launch date is set for July 2007.
The ServicePoint team continues to work with online service providers from across the University. Plans are being developed to include services from Caesar (Student Enterprise System), the Human Resources Information Systems (HRIS), WebMail, and the Course Management System in the next year.

“Deploying the business portal and integrating it with our existing enterprise systems is a challenging, but exciting task,” said Harry Samuels, project manager for the portal. “The NUPortal will provide a framework that helps the University manage and deliver their most highly-accessed online services.”

Look for more information on the launch of The NUPortal in the coming weeks.
Faculty and Students Find Success When Clicking

March 2007

Have you had the opportunity to participate in a “clicker-class” yet?

Clickers, or the Student Response System (SRS), is an integrated hardware and software system that allows instructors to pose questions and gather students' responses during a lecture. Gaining popularity at Northwestern since testing began two years ago, the system often takes the "clicker" name because of the remote control device used to answer posed questions.

“The students learn more, even recognize their difficulties, when engaged with this system,” said Martina Bode, Mathematics senior lecturer. Bode is also an SRS pilot team member and evaluator.

Use of the system by faculty such as Bode has steadily increased since the initial launch last fall quarter.

“Students overwhelmingly enjoy using this system,” said Mary Schuller, managing coordinator of the SRS.

The system allows students to have fun with learning in a lecture setting and improve learning as well. Bode recently polled participating students about use of the clickers, and ninety percent said the system increases instructor awareness of difficulties. In addition, seventy-six percent of students said the SRS helps them understand what is expected in class, and eighty percent said that discussing SRS questions helps them better understand subject matter.

Clickers can also be used for fun in the classroom — Bode suggests using the devices as icebreakers in large groups, creating teams to debate questions and eventually agree on an answer to select.
Windows Vista: Upgrade Now?

Winter 2007

Today’s student cannot survive without a computer, and software companies want you to have the latest and greatest products. But when it comes to Windows Vista™, NUIT recommends you delay upgrading. Students should wait until at least early fall due to several known incompatibilities with peripheral devices and University systems.

If you are considering an upgrade, it is essential to research the following questions and remember to contact the NUIT Support Center with any questions before you upgrade:

Are you compatible?

In testing Vista, NUIT and campus technology leaders have found incompatibilities with key software and peripherals, so early adoption of Windows Vista is not recommended. NUIT recommends purchase only after Service Pack 1 is released.

In addition to printers and handheld devices that may not work, software with currently known Vista incompatibilities include some earlier versions of Adobe Acrobat and the latest version of Mozilla Firefox. Testing of Vista continues, and NUIT will provide a detailed list of incompatibilities as soon as possible. NUIT anticipates that as time passes, these issues will be rectified and fully compatible in the future.

Before purchasing a new operating system, it is important to research your system and its compatibility with Vista, as most systems are not compatible. A detailed list of system requirements is available on the Microsoft Vista Web site.

If you’re in the market for a new system, it’s in your best interest to hold out on Vista for now. You should look into purchasing Windows XP Service Pack 2 with the option to upgrade to Vista Service Pack 1 in the future.

What edition is right for you?

Knowing whether or not a new Vista system is compatible with your current machine is only half the battle of upgrading to Vista. Before moving on, you’ll need to understand which edition best suits your needs. Take a closer look at Vista’s varying editions: Windows Vista Ultimate, Windows Vista Home Premium, Windows Vista Home Basic, Windows Vista Business, and Windows Vista Enterprise.
**What about security?**

Microsoft claims Windows Vista is one of the safest operating systems available. They’ve invented a new technology, the User Account Control, which provides a method of separating standard user privileges and tasks from those that require administrator access.

Some users complain about the restrictions created by the new security settings. Some of these features can be turned-off or on, depending on the user. As with any new user or system, it will take time to personalize settings to your comfort.

The bottom line? Windows Vista is more than an upgrade, and the drawbacks of the system currently outweigh the benefits for most users. NUIT will provide more information about Vista in the coming weeks and Microsoft’s Vista Web site is a good resource for further details.
Laptop ER Serving, Educating More Students

Winter 2007

“I can’t open my documents.”

“My computer’s making this ‘click-click’ noise when I get online.”

“How do I re-boot?”

If any of these computer problems sound familiar, you might be in need of a visit to Laptop ER, the convenient, laptop technical support service for students.

Since its official launch in mid-October, Laptop ER has assisted about 160 students with laptop issues ranging everywhere from virus problems to networking trouble. The easily-accessible support centers, Crowe Café, Lisa’s Café and Plaza Café, are convenient for visitors, and most students are served within minutes of their arrival.

One satisfied customer boasts, “This is the sweetest service NU provides! It’s so convenient, and I didn’t have to leave my computer overnight.” Several others agree, touting its efficiency and convenience as the reason they continue to return and even refer friends to Laptop ER.

A unique bonus to this service, as opposed to the previous in-dorm service, is that it also caters to off-campus students. As it turns out, more than one-third of students served live off-campus.

Due to customer feedback, some of Laptop ER’s hours have been altered to maximize efficiency and service. There is an additional Crowe Café session and one of Lisa’s Café’s sessions has moved.

To assist as many students as possible, a one-hour time limit exists for all assistance available at Laptop ER. If a problem cannot be solved within one hour, a follow-up appointment will be scheduled.

Remember to bring your power cable and operating system CD, if possible, when visiting Laptop ER.
Get Software: Easier Ordering, Better Customer Service

Winter 2007

Northwestern's academic software discounts are now even easier to obtain — get Microsoft, Adobe, Autodesk, EndNote, and other titles, all directly from NUIT's student software provider, e-academy. This site now offers a single location to order or download the most popular Northwestern software discounts.

Just check out the software section of the NUIT Web site, select the software title you want, and proceed to e-academy for purchase.

A service delivery change was recently made in response to your feedback, as well as unavoidable changes to the former vendor's service model. NUIT has been actively working to improve the University's purchasing process for Microsoft and Adobe software and welcomes your feedback to questions@software.northwestern.edu.

If you have questions relating to software support, contact the NUIT Support Center at 847-491-HELP (4357).
Security Awareness: Keeping Your Personal Financial Information Secure

March 2007

Springtime will soon be upon us, potentially marred only by the Chicago Cubs losing their opener and the looming April 15 filing deadline for income taxes. There’s not much you can do about the Cubs — or the filing deadline for that matter — but keeping your personal financial data private and secure is under your direct control.

Preparing your own return

Your personal financial records can be the target of identity thieves who will go to great lengths to obtain your information. Dumpster diving, that is retrieving paperwork from the trash, continues to be a fairly effective and lucrative practice. Your tax forms, work papers, billing statements, and receipts contain your social security number, personal financial information, and credit card numbers.

For the data you retain electronically, do you use encryption to protect it? Are you disposing of previous years’ tax returns with a shredder? How about that old PC you used to prepare earlier tax returns, the one with the personal financial software that holds your personal data from years past? Did you donate it to a local charity and take the deduction? Did you wipe out the disk so that your personal financial can’t be retrieved? If not, you could be the person whose name appears in the news as having their personal data exposed.

You can also avoid possible malware by getting your personal financial software from a reputable source, and consider electronic filing for faster processing and refunds. The Internal Revenue Service offers advice on electronic filing on their Web site. You should also take caution to not automatically reply to e-mail invitations to prepare or file your tax return. Instead, always verify that the Web site is legitimate and manually key the URL into the address bar of your browser.

Using a tax preparer

If you’ve decided that income tax preparation is too troublesome and you’re looking to delegate the task, be sure to find someone reputable and trustworthy. Dispensers of financial advice such as a local bank can be a good source of referral but it is always a good practice to “trust but verify”.

During the preparation process, you will make available much of your personal financial information, including social security numbers and date of birth, so asking for references is appropriate. Also, ask your tax preparer to
return all copies of documents to you. Be sure that you keep them in a safe place, and shred old tax returns when they’re no longer needed.

*As always, You’re the Key to keeping your financial data secure!*
What's New & Changing at Northwestern

March 2007

**NU Blog Now Available**

NU Blog, a new service from NUIT Academic Technologies, was designed with collaboration and extension in mind. Exclusively available through Northwestern's Course Management System, NU Blog offers faculty and students a more convenient way to share their reflections within a class environment.

Since its Winter Quarter launch, at least 15 courses have expressed interest in the service. Academic Technologies is currently working on adding a course blog feature where users can collaboratively converse in a central blog, rather than through their individual blogs.

Though not every course offers NU Blog, students will know if the service is activated for specific classes as it will automatically be visible within the course site. Talk to your instructor to explore whether or not NU Blog would be right for your class.

**New Webmail: Coming Soon**

A more stabilized WebMail will be available for the Northwestern community on Thursday, March 29. Though most of the look and feel of WebMail will be familiar, users will experience slight aesthetic changes including an added top navigation bar and collapsible menus.

NUIT has made efforts to minimize the impact of the new WebMail on the Northwestern community. Key system and functionality improvements will be addressed in the future with a major e-mail system overhaul, timing yet to be determined.

To make the transition more convenient and ensure enough time to get familiar with the slightly different interface, we invite you to attend an upcoming NUIT Tech Talk. These workshops feature previews and demonstrations of the new WebMail. If you are unable to attend a Tech Talk, video of a previous session will be available on the Tech Talk archives page on the NUIT Web site. Register now for the Evanston Tech Talk or the Chicago Tech Talk.

For more information, visit New WebMail: Coming Soon in the news section of the NUIT Web site.
Upcoming NUIT Events

March 2007

NUIT Tech Talk Series

The NUIT Tech Talk series is a chance for you to improve your knowledge about new technology and technology-related issues that impact the academic and work environment of the University. Upcoming Tech Talks include:

- **March 7 – Protecting Privacy: Safe Disposal of Computers and Information**

  Computers become obsolete. Private and confidential information often does not. Don't let your information fall into the wrong hands! Learn:

  - How to properly prepare old computers, PDAs, other devices for disposal so the information on them cannot be retrieved
  - How to properly dispose of confidential information in other formats (paper, CD, disk, etc.)
  - How to protect your personal information online

  Register now for this Tech Talk.

- **April 11 – Spring Cleaning: Keep Your Computer in Great Shape**

  All tools need regular maintenance to keep them working their best, and computers are no exception. Your machine can continue to run quickly and safely with an easy-to-complete spring cleaning, no matter what the season. Learn:

  - What aspects of your computer need regular upkeep
  - Recommended steps and scheduling of user maintenance
  - Suggested programs to run and updates to install

  Register now for this Tech Talk.

- **May 23 – Stay Connected & Secure All Summer Long**

  Is your computer set for the summer? Make sure to keep your computer safe and yourself connected to Northwestern when you are off-campus. In this Tech Talk, learn about:
Best practices for safe computing while traveling
Connecting to Northwestern from off-campus

Register now for this Tech Talk.

• **May 9 and 10 – NUIT Spring Event**

  Stop by the NUIT Spring Event table in Norris to see if you're technologically prepared for your summer break or graduation. Learn:

  • How to forward and redirect your NU e-mail
  • What to do if you’re moving off-campus
  • How to stay connected after graduation