

Tech Talk

Brunswick School
Department

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News from the Main Office

Welcome Back!

Hope you all had a great break!

E-Mail

What an incredible tool. We have all seen those elegantly composed messages that are clear, concise, and leave everyone feeling good. And I know that I am not the only one that has stumbled over the pitfalls too. Who besides me hasn't experienced that sinking feeling when you've sent a message with the wrong attachment, addressed to the wrong person or with SPELLING ERRORS? Used effectively, email can transcend distance and time zones, and can get the right communication dispersed to the right group of people at the right time. Used badly, it can cause the district version of a nuclear holocaust.

E-Mail Do's and Don'ts

- **Addressing with care** - When sending an e-mail to a long list of recipients, don't put all the addresses in the To and cc lines. Most people don't want their e-mail addresses displayed for all to see. It's better to send messages individually or use the blind-copy (BCC) feature, which allows you to show only one address.
- **What's your subject?** - Fill in the subject line, even in personal e-mail. The subject line should succinctly identify what you are writing about.
- **No yelling, please** - Avoid typing your message in capital letters because CAPS ARE THE EQUIVALENT OF SHOUTING. Also beware of anger and frustration in the choice of words; the recipient will hear the anger and frustration in your writing.

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Technology Department Staff

District

Sue Woodhams –Director of Technology Integration
Matt Engstrom System Administrator
Jeff Hathaway Network Administrator
Mike Hedger Technology Support Specialist (the floater)

Brunswick High School

Jeff Hathaway
Mike Hedger

Brunswick Junior High School

Jill Bernier - Windows
Jerry Cross - Macs
Dan Dearing – Integration

Elementary School

Mike Hedger
Gwen Christman – Integrator

E-Mail Do's and Don'ts Continued:

- **Check it over** - Be sure messages are clearly organized and grammatically correct
- **Don't attach unnecessary files**-Unnecessary files increases peoples mailboxes and impacts the district storage space.
- **Do not overuse Reply to All**- not everyone needs to be included in every message you send.
- **Include the message thread when you respond**- some people receive many receive many e-mails a day and leaving out the message thread requires the reader to go back and research what you are responding to.
- **Do not use e-mail to discuss confidential information**- district e-mails are public records and are required by law to be stored for years....be careful of what you say.

Sue

Using the private and common spaces.

The private and common spaces are storage points on the network. Using the private and common spaces for storing your documents allows you to access any of your documents from anywhere in the district. The private and common storage spaces are backed up continually, and by keeping your important documents in these spaces, you have protection from accidental file deletion or corruption. Recovering these files is very easy; all you need to do is contact your building tech support person.

It is important to understand what documents you should, and should not, store in the private and common spaces. As a general rule, video and "raw" photo image files, including Photoshop project files, should not be stored on the private or common storage spaces. There are two reasons for this. One, these files are usually *very* large and can quickly consume the total storage space available to all staff. Two, accessing these large files across the network consumes valuable bandwidth, and slows down the loading and editing process in the application or program that you are using. Programs such as Photoshop and iMovie work best when the working files are stored on the local machine. Additionally, database files and media-heavy presentation files (Powerpoint, Keynote) should not be stored and accessed from the private or common spaces. There will be situations where these guidelines will not allow effective use of the resources available to you; those exceptions can be brought to the attention of your building tech support staff.

We encourage you to store your documents on the private and common spaces. This will ensure that you have both increased accessibility to these documents, and the re-assurance of continual backup. If you ever need information on how best to use these network storage spaces, please contact the tech support staff.

`Matt



Hi all,

I figured it's been a while and you all may be interested in how effective School dude (or as we like to call it – the digital Lebowski) has become over the last year.

We started last school year with over 1250 service requests and with the exception of a rough start getting the new school setup (average completion time just under twenty-eight days) we ended up bringing the average completion time down to less than fourteen days. When the few outliers were removed we were able to get that down to less than nine days. Of course many of the solutions were solved by putting an SEP field around the problem. One of these days we're going to Google that and see what an SEP field is.

This year we are already up to 475 plus service requests and with the exception to a few outliers keeping the completion times well under five days. So what does this mean? From our perspective it's down to two possibilities. The first is that either the new technician approved in last year's budget has finally put us in position to better serve our clients – you! Second is that you are not challenging us enough. I personally think it's the second.

So in order to continue to justify our positions we need you to put in even more service issues, things like dirty screens, computers that start when you push their power button, monitors that don't turn themselves on. Er – No Wait – maybe that's not a good thing. On second thought we want to thank you for taking advantage of school dude and making it as successful as it has been. As always we will help out wherever we can but when you know you need something taken care of please let the digital Lebowski know!

Mike Hedger

News from the High School

Introducing the Brunswick School Department Phone Directory

In an effort to facilitate contacting an individual we recently updated the e-mail address book to include – phone numbers! Now if you're looking for someone's phone number and you can't read it because of the coffee stain, you can open up your e-mail, open the address book, search for the individual by name, and find their phone number!

If you investigate this at the moment you'll find many people without phone numbers. The reason is because we exported the phone numbers from our phone system, matched the numbers that we could to the people associated with the numbers, and imported them into our Active Directory so that they would appear in the Address Book. The problem is that some of our phones are shared and could not be matched up to an individual, so we have many phone numbers that are still blank. To complete our on-line phone directory we need your help.

Please take a moment to look your record up in the e-mail Global Address Book and verify that your work phone number appears and that it is correct. If it does not show a phone extension that corresponds to your name, or if the phone number showing is incorrect, (either) go to your "Common Space" on the server and locate the "Telephone Book" folder. In that folder there should be a single file that can be edited using Microsoft Excel. Open the file and enter your Log on ID in the first available space in the first column, and your work phone extension in the adjacent space in the second column. Close Microsoft Excel and save the file as it is (don't change any of the file save options). You may be prompted to confirm keeping the file in the CSV format; respond affirmatively. The file can only be edited by one person at a time, so if you receive a message upon opening the file that it's already opened please try again later. If you proceed to open the file while someone else is editing it, the file will open in a read-only mode and you will be unable to save your changes.

(or) please send your corrections via e-mail to mnelson@brunswick.k12.me.us

The Future of the Laptop Program

This is the last school year for the current Maine Learning Technology Initiative (MLTI III) cycle, more commonly known as "the laptop program".

The Maine State DOE and National Association of State Procurement Officials (NASPO) have outlined requirements for the hardware, software, and services needed for businesses to participate in the fourth cycle of the program. Businesses have until January 11th to respond with bids, quotes, and descriptions of goods or services they intend to provide.

The new cycle, beginning in fall 2013, will be known as "MSLTI", or "Multi-State Learning Technology Initiative", giving other states, including Hawaii, Montana, and Vermont options to join the program. The MSLTI Request for Proposals 201210412 (124 pages), was recently posted on the State of Maine government website. You can download it and other related documents here:

<http://www.mlti.org/rfp>

Companies that have responded or participated in past years have included Adobe, Apple, AquaMinds (NoteShare), Bell Industries (warranty repair services), Cisco (wireless), Filemaker, Google, Lenovo, Microsoft, Omni and others.

The first cycle of the program (MLTI I) started with seventh-grade students state-wide in the fall of 2002. Hardware then consisted of Apple iBook G3's with an 802.11b wireless network. MLTI II, beginning in fall 2006, upgraded junior high users to iBook G4s and a faster 802.11b/g wireless. Partway through this cycle, high school staff were introduced to model year 2007 MacBooks. In 2009, MLTI III supplied junior high staff and students along with senior high staff 2009 MacBooks along with a more reliable and powerful Cisco b/g/n wifi network.

Jerry

Wireless network was is now and what is coming.

Network, what works and what doesn't, how and why

At the current time, we have a variety of wireless networks up and running throughout the district. The largest is the Cisco wireless network given us by the MLTI and installed at BHS and BJHS. This was installed and is maintained by the MLTI or Apple. This network consists of 50 access points at BHS and about 30 at BJHS.

The second network is the Meru network which is installed at HBS and consists of about 30 access points and a controller. This network was originally installed at BHS, but was removed and then moved to HBS when the MLTI folks put in the Cisco network. This network is controlled and maintained in house. We are looking at the possibility of expanding the Meru wireless network to Coffin, Hawthorne and BJHS, which would be an upgrade from the HP wireless and Apple airports. The third network consists of Hewlett-Packard equipment and was again, originally installed at BHS. The radios or access points for this network are installed at Coffin, Hawthorne and a few at BJHS where the coverage from the Cisco access points do not cover.

All of this wireless coverage integrates with our Microsoft server infrastructure, Lightspeed Filtering and the Cisco 5500 firewall and finally to the MSLN network to give us internet access. Most wireless networks run on the 2.4 GHz frequency and the next generation will run on the 5Ghz frequency or band. Now only A runs on this band. The next piece of the puzzle will be call 802.11ac and this is a much faster connection and will be able to carry more traffic at higher rates of speed. This has not been ratified by the IEEE (Institute of Electrical and Electronic Engineers) to become a standard but is expected to be done in early 2013.

To this end, we are getting an upgrade on our Meru Wireless controller that will be capable of this new standard.

On the wired side of things, all of the wiring in the renovated schools should be upgraded to category 5E or category 6 which is capable of 1GHz as opposed to the current 100MB.

Jeff

BJH News Continued

Microsoft Outlook is an e-mail client and personal information manager (PIM) that's available as part of Microsoft's Office suite. On Windows machines you will find a short cut to Outlook on your desktop and in your Start Menu.

Outlook Web Access (OWA) a feature of Exchange Server.

It is located at this link: <https://email.brunswick.k12.me.us/owa>

It's a way to work with your Exchange mailbox via the web. It has always been more limited in features than Microsoft Outlook, although with each new version of Exchange Server Microsoft

has greatly improved functionality to be more like Outlook the desktop application.

In an Exchange Server environment, it is where the data is stored: your mailbox, ie. inbox, contacts, calendar, etc. You have two products that have the ability to gain access to your Exchange mailbox,

Outlook the desktop application found in Microsoft Office, and Outlook Web Access.

There are two versions of the Outlook WebAccess (OWA). The one most commonly used on Macs is Outlook WebAccess Light.

- Three commonly used features are not available in the Light Version:
- Creating Distribution Lists
- Using BCC with Distribution Lists and accessing public folders for sharing calendars and signing up for labs.



Outlook/Exchange vs Outlook WebAccess (OWA) Comparison		
	Supported in Outlook	Supported in Outlook WebAccess
Access from almost any Web browser	No	Yes
View mailbox quota	No	Yes
Send and receive Internet faxes	Send and receive	Receive Internet faxes only
Search folders	Full functionality	You can't create Search folders. You can view default Search folders. You can also view custom Search folders that you previously created using Outlook.
Message editing tools	Full functionality	Limited
Shared folders	Through UI	Through Web Parts
Customization	Full functionality	Limited to custom forms
Notes	Full functionality	View only
Journal	Full functionality	View only
Monthly calendar view	Full functionality	View and edit. You can't print.
Searching	Full functionality	Not available in Calendar
Public folder permissions management	Yes	Public folder access may be available through Outlook Web App, but not public folder permissions management.
Cached Exchange Mode	Yes	No
Offline access	Yes	No
Offline Address Book	Yes	No
Custom dictionaries	Yes	No
Customizable views	Yes	No

Outlook WebAccess (OWA) Vs Outlook WebAccess Light		
Feature	OWA	Light
Spelling Checker	Available	Not available
Reading Pane	Available	Not available
Accessibility for Blind and Low Vision Users	Not available	Available
Notifications and Reminders	Available	Not available
Weekly Calendar Views	Available	Not available
Compose Messages by Using HTML	Available	Only plain text is available in Outlook Web Access Light
Calendar Options	Available	Limited to the following features:
		* Show week numbers
		* Set the first day of the week
		* Select days of the week
		* Set day start and end times
Arrange By	Available	Limited to a subset of choices, depending on the folder type
Right-Click Menu	Available	Not available
Drag-and-Drop	Available	Not available
Resource Mailbox Management	Available	Not available
Voice Mail Options	Available	Not available
Favorites	Available	Not available
OCS Integration	Available	Not available
Public Folders	Available	Not available
Share a calendar	Available	Not available
Open a shared calendar	Available	Not available
Monthly calendar views	Available	Not available
Conversation view	Available	Not available
Scroll between pages	Not available	Available
Retention Policies	Available	Not available
Users can create and edit personal distribution lists	Available	Not available



Printer Care

We all appreciate having a printer in an area convenient to us – be it on a cart, shelf or the corner of a desk. There are a few things that we can do help our printers last longer:

- ✚ **Give your printer some breathing room.** Keep a ‘clean zone’ of 5-6” on the right, left and back sides of the printer. There needs to be adequate ventilation around the printer to prevent it from overheating.
- ✚ **Leave plenty of room in front of the printer.** There should be enough room to totally remove the paper tray and for service to be performed if it is needed.

Printers that have ‘stuff’ piled on, around or in front of them are more likely to get damaged and are difficult to service.

Let’s all be kind to our printers and help them last longer by keeping those areas clean.

Jill

SubIt Replaced:

SubFinder is our new absence reporting software that replaces the now defunct SubIt. The system is easy to use and offers expanded record keeping features for potential use in the future. Brunswick staff and our substitutes can access the program by phone or the Internet. **SubFinder** goes live as **January, 2nd** so please follow the instructions below to set up your account.

How to Register with SubFinder:

1. Have your Employee ID number ready then call **SubFinder** toll free at 1-855-782-8520. You will be asked to enter your ID# and when prompted record your name.
2. Watch the 12 minute Tutorial at www.crsadvancedtechnology.com/employee
3. Now go to **SubFinder** online at <https://bsd.subfinderonline.com>
4. Check the information listed under the Personal Info Tab including School, Position, Address and Phone Number. Please add your email address. Some sections will be empty, such as leave control, since we are not currently using the feature.
5. Under the Personal Info Section, click on the Request Tab and select your Top Five Substitutes, **SubFinder** will contact your requested subs first.

If you have any further questions about **SubFinder**, please contact your School’s Administrative Secretary. Or consult the program guides and support documents under the **SubFinder** link on the School Department’s Website: <http://www.brunswick.k12.me.us/subfinder/>

Gwen