

## President's Letter

### Barry Smith, President

From all accounts, the 2003 ASCUE Conference, "Collaborating, Communicating, and Connecting Using Technology in Education," in Myrtle Beach last June 8-12, was a huge success! Attendee presentations, pre-conference workshops, roundtable discussions, and the keynote speaker provided stimulation for continued discussion, sharing, and learning on a wide variety of topics among all the conferees. The Ocean Creek Resort and Myrtle Beach provided a beautiful setting that enhanced everyone's stay. If you were unable to join us last June, we trust that you will make every effort to be there for ASCUE's 37<sup>th</sup> annual conference, June 6-10, 2004 at the Ocean Creek Resort and Conference Center. Mark your calendars now!

The ASCUE Board met in late September in a work session to begin planning next year's conference. Your ASCUE Board is a

dedicated, hard working group. I have fully enjoyed working with them over the past four years. The Board is making every effort to integrate a number of valuable ideas and suggestions from this year's attendees into the next conference. The Board is delighted to announce that the Keynote speaker for the 2004 conference will be Mike Zastrocky, Managing Vice President/Academic Strategies for Gartner. Many will recognize Mike as being the presenter of one of the most well attended sessions at EDUCAUSE each year. He brings a wealth of information concerning computers in education and will, no doubt, be sharing lots of good ideas at ASCUE 2004. His address will be one you will not want to miss!

ASCUE has maintained the same, reasonable conference fees for next year. The registration fee (which includes annual membership) will still be \$200, all-day pre-conference workshops will be \$100, and half-day pre-conference

workshops will be \$50. We are working on the details of the workshop topics, as we consider the feedback obtained from the evaluations. Also, we are planning a new feature for 2004, a continental breakfast on one of the conference days in conjunction with the popular roundtable discussions. Also, the Ocean Creek Resort pricing is holding steady, with minimal changes in the cost of lodging. Ocean Creek representatives assure us that our conference rates will be 10% less than regular prices.

Be sure to visit the ASCUE organization web site. There is much information there to help you learn more about ASCUE and its conference. Email addresses on the site ([www.ascue.org](http://www.ascue.org)) that will be of help to you are:

[conference@ascue.org](mailto:conference@ascue.org) Program  
Chair George Pyo  
[newsletter@ascue.org](mailto:newsletter@ascue.org) Newsletter  
Editor Peter Smith

**Letter – continued on page 2**

### ASCUE '04

June 6 - 10, 2004

Ocean Creek Resort

Myrtle Beach, South Carolina

Dress is Resort Casual

### Highlights

President's Letter	1
Technology Roundtable	2
Wireless Roundtable	5
ASCUE '04 Call For Papers	7

## Letter - Continued from

### Page 1

[memberatlarge@ascue.org](mailto:memberatlarge@ascue.org)

Board Members at Large David Frace and Jim Workman

[president@ascue.org](mailto:president@ascue.org) President Barry Smith

[websitecoordinator@ascue.org](mailto:websitecoordinator@ascue.org) Web Site Coordinator Carol Smith

[nthibeau@sinclair.edu](mailto:nthibeau@sinclair.edu) Past President Nancy Thibeault

The ASCUE Board would like to encourage the membership to make greater use of our listserv, ASCUE-L. It provides a great vehicle for asking questions, sharing solutions, and staying in touch with conference attendees.

To subscribe, send a message to [listserv@gettysburg.edu](mailto:listserv@gettysburg.edu) with *SUBSCRIBE ASCUE-L your-name* in the body of the message.

Again, I hope you are planning to join us at the 37<sup>th</sup> Annual ASCUE Conference, June 6-10, 2004. The 2004 conference program chair is George Pyo from Saint Francis College. The call for papers is included in this newsletter. I encourage you to consider presenting a paper or participating in a panel discussion. As you think of ideas for topics please feel free to contact George at [conference@ascue.org](mailto:conference@ascue.org) or [gpyo@sfcpa.edu](mailto:gpyo@sfcpa.edu). The Conference Announcement with registration information will be mailed early in March 2004.

Have a great year! I'm looking forward to seeing all of you in Myrtle Beach in June!!

...Barry

## Roundtable: Campus Information Technologies

**Roundtable facilitated by David Frace from Community College of Baltimore County. Notes taken by Kim Breighner, Gettysburg College.**

### Project Management

At Macon State College, asynchronous capability is a good thing and a bad thing. How do other people deal with this?

At USC, Blackboard has helped them build their projects for courses and proved to be a good organizational tool.

### Technology – Continued on Page 3

### ASCUE Board Members

**President Barry Smith**  
Baptist Bible College  
538 Venard Rd  
Clarks Summit, PA 18411  
937-512-2926  
[bcsmith@bbc.edu](mailto:bcsmith@bbc.edu)

**Past President Nancy Thibeault**  
Sinclair Community College  
444 West Third St.  
Dayton, OH 45402  
570-586-2400  
[nthibeau@sinclair.edu](mailto:nthibeau@sinclair.edu)

**Program Chair George Pyo**  
Saint Francis College  
Loretto, PA 15940  
814-472-3241  
[gpyo@sfcpa.edu](mailto:gpyo@sfcpa.edu)

**Treasurer Thomas Pollack**  
Duquesne University  
706 Rockwell Hall  
Pittsburgh, PA 15282  
412-396-1639  
[pollack@duq.edu](mailto:pollack@duq.edu)

**Secretary Kim Breighner**  
Gettysburg College  
Gettysburg, PA 17325  
717-337-6932  
[kbreighn@gettysburg.edu](mailto:kbreighn@gettysburg.edu)

**Newsletter Editor Peter Smith**  
Saint Mary's College  
Notre Dame, IN 46556  
574-289-2126  
[psmith@saintmarys.edu](mailto:psmith@saintmarys.edu)

**Historian/Local Arrangements Jack Cundiff**  
Horry-Georgetown Technical College  
Box 1966, Conway, SC 29526  
803-347-3186  
[cundiffj@sccoast.net](mailto:cundiffj@sccoast.net)

**Equipment Coordinator Hollis Townsend**  
Young Harris College  
P.O. Box 160,  
Young Harris, GA 30582  
706-379-3111 x 5210  
[hollist@yhc.edu](mailto:hollist@yhc.edu)

### Board Members At Large

**David E. Frace**  
Community College of Baltimore County  
7201 Rossville Blvd D-11  
Baltimore, MD 21237  
[dfrace@cCBCMD.edu](mailto:dfrace@cCBCMD.edu)

**Jim Workman**  
Pikeville College  
147 Sycamore St.  
Pikeville, KY 41501  
606-218-5308  
[workman@pc.edu](mailto:workman@pc.edu)

**Web Site Coordinator Carol L. Smith**  
DePauw University  
Greencastle, IN 46135  
768-658-4287  
[clsmith@depauw.edu](mailto:clsmith@depauw.edu)

## Technology – Continued from Page 2

At Saint Mary's College, setting milestones at points throughout the semester and then making sure they meet these has helped the students manage their projects. They also use different tools, but give the students the responsibility to manage their own projects because they need that type of structure.

### IT Funding

What types of creative sources of funding can anyone share with the group?

At Edison Community College, they charge a general technology fee to help offset costs, but all of their sources of funding only cover about half of the money needed for IT.

At Arcadia University, they apply for as many grants as they can to help in this regard.

A Macon State ASCUE member spoke of writing grants to computer companies to see if they would support IT funding at his institution.

A Florida Community College ASCUE member visited local county offices to encourage them to take classes available to them and also allowed them to use some of the college equipment at no cost.

At West Shore Community College, there is a technology prep program on campus that is shared with local high schools, and they also work to involve their alumni in their technology programs.

### Student Technology Fees

A poll was taken of the participants of how many institutions charge technology fees. It was found that many do have them. Some also charge a lab fee depending upon the course, with \$10 - \$25 per course being the average.

A poll was also taken of the number of institutions that get all or part of the technology fee to help balance the IT budget. This poll was split. In some areas, state money is no longer coming in to help offset this funding need, but everyone is used to depending on the state

for technology fee money.

At the University of West Alabama, there is a campus-wide technology fee. Students want to see their lab fees put to good use, so the institution is more obligated to use the money for technology.

At Saint Francis University, a private school, they supply a computer for everyone and the students have to pay a fee, but not all schools can do this. The fee at Saint Francis is \$525 per semester and everything is taken out of that, including the payment for the laptop. They are also trying to phase out some of the public labs because of the widespread availability of laptops.

Financial aid packages can sometimes factor all or part of a technology fee in with student need but this fee is generally retained by the college and not directly paid to the students.

Technology bonds were mentioned, but we were told to be careful of these. Someone said there can be problems with this type of approach if you buy hardware with them. The bonds are not typically used for the purpose of replacing equipment.

Some technology fees are by semester, \$25 - \$50 per student with a lab fee also, and some institutions charge fees that are higher than that. Some charge a course fee and then a flat fee also.

At the University of Northwestern Ohio, they increased tuition and also charged lab fees of \$60-\$100 to cover the cost of technology.

One suggestion was to put stickers on all equipment saying "Paid for by technology fees <year>-<year>" and that seemed to satisfy people's concerns that their money was going toward the purpose intended.

### Disaster Recovery

No one at the session said that they had any type of vendor relationship for any type of backup/recovery process. Therefore, no one was really prepared for a major disaster.

One method was to copy files to a keychain or thumb-drive (miniature external USB hard drive).

Another method mentioned was to copy files to a server for a period of time from a computer that has been replaced in an office and gets re-imaged in order to make it available to someone else. In that way the users have that period of time to make sure they have recovered all necessary files.

At the University of Northwestern Ohio, all tape backups are kept right there on site which can be a real disaster if anything were to happen to the building housing them.

At the Community College of Baltimore, they have a server at another institution that holds their information in case anything happens on their site. It's a good idea to at least set up servers at other locations on the same campus for recovery if not at completely different sites.

### **Security/Privacy**

It was mentioned that sometimes vendor relationships have an open door policy and information can get corrupted going back and forth between the college and the vendor.

To have a plan and show the cost of true disaster recovery would show the heads of an institution just how important a situation this really is.

There is an act in place, The Gramm-Leach Bliley Act (the GLB Act), that deals with privacy/security of information. A member from Pikeville College in Kentucky asked if anyone else was doing anything about this. No one seemed to know anything about it. There are many websites on this topic. One is [http://www.sdbar.org/members/information/GLB\\_Notice.htm](http://www.sdbar.org/members/information/GLB_Notice.htm).

The subject of sending a paper copy of grades to students was mentioned. A poll of the participants was taken that showed about half do this. It was then asked how this information is kept secure. Also mentioned was the whole issue of keeping passwords secure. Everyone is becoming so security conscious that nothing electronic should display a Social Security Number anymore. Should anyone's SSN be used for a password? Is this illegal at this point? Law suits have been filed and won prohibiting posting grades by Social Security Numbers, so this is definitely no longer a good practice.

It was asked how many institutions are thinking of changing the curriculum because of different security issues? Only a few members said they were thinking about it at this point.

Wireless network capability has increased security risks, so as more and more institutions go wireless, this issue will have to be given a lot more thought.

Another issue of privacy is the printing of an institution's directory. Can this be a problem? Has this been a privacy issue at institutions? Some people are beginning to think about these types of issues. If email addresses are too identifiable, can this be a problem of privacy?

### **Music Sharing/Downloading**

At Trinity University in San Antonio, TX, they don't limit downloading music but they do filter it with a software package from Packateer.

At Saint Francis University, they also control music sharing with software from Packateer. They have developed an acceptable use policy that users sign electronically and the college can refer to this signed document if sued by music companies.

It was mentioned that all IT directors in Alabama received letters from a recording company telling them to get their act together in following legal guidelines on this matter. A lot of institutions have problems with both students and faculty in this regard. Faculty can be fired if caught illegally downloading music. One question raised was whether the policy applies if the faculty member takes a College-owned computer home and downloads copyrighted music on it. When can the institution be sued for this kind of behavior? Some places are working on including the downloading issue as part of their honor code. The entire network, not just a student's computer, is involved in a download violation.

How proactive are institutions at finding violations like this? How about the issue of porn sites, etc.? Does anyone run any software that actively looks for any of these types of things? Some places look

**Technology – continued on page 6**

## Roundtable on Wireless Options

**Roundtable facilitated by David Metcalf. Notes taken by Peter Smith, Saint Mary's College**

This roundtable was moderated by the keynote speaker, David Metcalf of RWD Technologies. He opened by asking which of the topics of his presentation engaged our current thinking about the use of wireless technology in education. He first polled the audience to find out how many fell in each category: instructor/facilitator, administrator, and technology person. He was pleased to see that many attendees wore two and even all three of these hats.

### Security

The first question from a person at a medical college was "how secure is wireless technology in light of HIPPA." David Metcalf answered that at first there were wide holes in security, but with the 802.11b protocol, wireless networks are invisible to anyone not at an authorized computer with a valid password. There is a problem with 802.11b in hospitals since its frequency conflicts with telemedicine devices. It is better to use 802.11a in these settings. Some participants warned against trying to use MAC addresses for authentication with mobile units. More than three will drive you crazy.

Use of MAC addresses with stationary units is OK. Several schools are using a system called WEAP and feel that it satisfies HIPPA because it is encrypted, although students have been able to break into it.

### Synchronous Class Sessions

The second question involved the use of synchronous class sessions over different time zones. This applies to both wireless and wired installations. One solution used at Nova is to have two sessions for each class in order to involve audiences in both the U.S. and Europe.

This school uses recorded sessions to reach the Asian audience. This multi-session approach can work for on-line tutoring as well. Recorded sessions are made available to students so they don't have to take notes during the synchronous sessions or for those who miss a class session.

There are a number of software systems to handle on-

line synchronous sessions: LearnLink, WebEx, Centra, Placeware, Interwise, Astound, RainDancer, and even chat sessions in a course management system. There was no clear leader among these in the opinion of the participants. Interwise predownloads all the content before the session. It requires Java embedded in http in order to get through many firewalls. Placeware has been bought by Microsoft and can be mounted on the College server or used directly from Microsoft's servers. The chat room function of Placeware can be turned off. This function is only designed to work with small groups of students in the same row.

### Facilitation Problems with Online Teaching

The moderator had some suggestions for teaching over the web using one of these synchronous systems. The big problem is there is no non-verbal feedback with students. You have to build in verbal feedback every 2-3 minutes. David Metcalf often uses a poll question – Do you understand ...? The software allows students to ask questions. To save time it is good to collect frequently asked questions and have them available to cut and paste into the online session as needed. These FAQ's can be made available to the class as well.

How long does it take to prepare a class for synchronous delivery? The average preparation for the first time teaching a class on a topic is 5 hours. Preparation for the next time teaching that class averages 2 hours. This is actually faster than average time to prepare an in-person lecture after the first time. Use of whiteboard during a session takes time especially for those with poor handwriting or drawing skills. One can attach audio to slides, but there are two varieties of audio and there is a second delay between the two, so don't mix them. It is not recommended to try to use streaming video during synchronous sessions because it is too slow for dial-up users.

### What should the instructor/student ratio be?

The size may be as large as 200 students per professor, but one can allow no questions other than periodic polling with this many students. An ideal ratio with full interaction is 20-1. When it gets up to 30-1, you will be very tired. Large lectures and smaller discussion sessions can also be handled synchronously.

## **Hand-held Devices**

Discussion turned to the use of hand-held devices in education. One serious problem is that faculty members are getting grants for different types of PDA's and supporting these is very difficult. Also, it is hard to provide interdevice communication, such as email. There is a device, called a transcoder which allows the same content to go out to different types of receivers (i.e., handhelds, cell phones, desktops, and laptops). Transcoders are helpful in transferring data between different tools. Also, there are national services (GoAmerica, Sprint, Keymobile in Atlanta, etc.) that provide email and internet service to PDA's.

In answer to a question about the feasibility of using PDAs instead of laptops or desktops in grades K-12, the consensus was that full sized keyboards are necessary for teaching typing and also a student can't be as creative with the small PDA screen as she can with a laptop or desktop. The tablet discussed below costs as much as or more than a laptop.

The conclusion was that a PDA is helpful at the low end (data retrieval) or high end (problem solving) of Bloom's taxonomy but not in the middle range of synthesis or application. The session closed with a discussion of whether teaching using electronic aids could be ADA Section 508 compliant. When creating courseware on the web, one can use the alternate text feature so deaf students can pick up the audio portion. There are some audio-tactile tablets on which a blind student can feel the image and hear a verbal description of it.

## **Electronic Tablets**

The newest devices for students are electronic tablets, such as the Apple tablet, which are similar in function to a clipboard for medical applications. The student takes notes on the tablet using a special pen that can send the information to a laptop in his or her backpack (Blue-tooth by Sony Erickson). Some of these pens (e.g., IO) store the notes in a microchip and they have to be transferred to a computer later. There are some problems with these tablets. It is hard to see the screen

when they lie flat. Some come with a hand strap to prop them up. The handwriting recognition of the pens is not great (about 80% accuracy). Some systems keep the handwriting and show it on the bottom of the screen with the translated text on the top.

## **How does one convince the administration to install wireless?**

One approach is to give or loan a wireless device to key administrators. Point out that wireless devices save money (e.g., the only costs are \$50 for a laptop card and \$250 for a wireless node). Another advantage is that one doesn't have to tear into a historical building to run wires. One school sent a survey to students after putting wireless in laundry rooms and common study areas. The technology approval rating went from 48 to 78 percent. David Metcalf likes wireless since he can answer email when he is stopped for a stoplight or waiting in a line at the bank.

## **Technology – Continued from page 4**

at porn site access as an act of harassment and handle it in that way. Cyber Patrol is a piece of software that can monitor sites being viewed in real time and display certain sites in red so they can be checked out to see if they are in violation of college policy. VNC (Virtual Network Computing) software allows the monitors in a lab to be viewed on another computer to check for music sharing misuse.

Then there are also the problems involved in keeping data mobile. There are many options for this: floppy disks, zip disks, CDs, and servers to mention a few. iFolder from Novell allows access to files from anywhere. Angel software has an option that can make folders available to the user from home via a login. It can also make a certain amount of space available to the user on a server. CD burners are frowned on at some institutions because they think that will encourage downloading of music, etc.

The discussions at this session were so stimulating and informative that we reminded everyone of the possibility of continuing them via the ASCUE listserv.

## **ASCUE 2004 is seeking fresh ideas regarding technology in education ...**

Share your ideas and experiences with colleagues from around the country at the 37<sup>th</sup> Annual ASCUE Summer Conference.

### **Important Deadlines**

Proposal Submission: January 19, 2004

Notification: February 16, 2004

Papers: April 21, 2004

All submissions, notifications, and other correspondence will be sent via the Internet.

**Since all papers are reproduced in the Conference Proceedings and given to conference attendees, it is particularly important that the papers' deadline be adhered to. The Proceedings are submitted for inclusion in ERIC. The proceedings will be distributed on CD-Rom and paper form.**

**The ASCUE logo is available on the web site for use in presentations.**

**For more information, please check the fall newsletter on the ASCUE web site at [www.ascue.org](http://www.ascue.org)**

### **Questions:**

Please contact: George Pyo

[gpyo@francis.edu](mailto:gpyo@francis.edu)

814-472-3090



## **Call for Proposals for the 37<sup>th</sup> Annual Summer Conference**

### **ASCUE 2004: Leading Strategic and Cultural Change Through Technology**

To be held  
June 6 – 10, 2004  
at

Ocean Creek Resort and  
Conference Center

Myrtle Beach, South Carolina  
[www.ascue.org](http://www.ascue.org)

## Call for Proposals

The Association of Small Computer Users in Education, ASCUE, is seeking proposals from faculty and staff for presentations at its 37<sup>th</sup> Annual Summer Conference. Proposals should focus on issues in information technology that are of interest to small educational institutions. Proposals on any relevant topic are acceptable, but those that support the conference theme, “**Leading Strategic and Cultural Change Through Technology**” are particularly welcome.

### Session Format

Session presentations are limited to 45 minutes, including time set aside for audience questions and engagement. They can be in **traditional paper, panel, demonstration, or tutorial format**. Presentations will be printed in the Conference Proceedings that are distributed at the conference and submitted to the Educational Resource Information Center for inclusion in the ERIC database.

### Pre-Conference Workshops and Seminars

In addition to presenters for the main conference program, we are seeking individuals to lead 6 hour full-day or 3 hour half-day workshops or seminars for the **pre-conference program** on Sunday, June 6. The workshops, held in computer labs at Horry-Georgetown Technical College, provide hands-on learning with specific technologies. **Seminars** are classroom-style presentations, held at Ocean Creek, that explore important topics in the application of education technologies. These workshops and seminars have been very successful at past conferences and help set the tone for the conference.

**All presenters MUST register EARLY for the conference. Please use the web site to register for the conference.**

### Suggested Topics include ...

**Teaching & Learning:** Tools including collaborative software and Web course hosting, distance learning, impact of technology on faculty and students, increasing student engagement via technology, building and sustaining learning communities, assessing student learning in technology-enhanced and distance learning classes, designing courses that are standards compliant, technology-integration models, open source courses, information technology and the library, ownership of materials, technology classrooms & labs, department labs, copyrights, lessons learned, and faculty recruitment.

### Institutional Infrastructure & Services:

Web portals, strategies for information integration, corporate competition, 24-7 Information Technology support, residential technology support, network security issues, anti-virus and spamming software issues, web page impact, faculty/student access, wireless networking, laptop initiatives, Information Technology organization, Information Technology and strategic planning, administrative information systems, upgrade strategies and timing, Instructional Technology issues.

**Support & Training:** Faculty-staff-student training, Information Technology staff professional development, help desk issues, outsourcing, student assistants/employees/interns, public labs, tools.

**Campus Communication:** Intranets, email, homepages, web portals, changes to traditional processes (alumni, admissions, student information systems), policy issues, standards, application of new technologies, on-line applications, tools (e.g., push technologies, calendars).

**Operating Systems:** Windows XP, Linux and Open systems Architecture, etc....

## Submitting a Proposal

We invite you to become a part of this dynamic conference. Submit a proposal for a session presentation, demonstration, or workshop by completing the online form at **www.ascue.org**

**Before January 19, 2004.**

You will be asked to provide:

- Names and title of all presenters
- Mailing and e-mail addresses
- Phone number
- Title of Presentation
- A **100-150 word** abstract of your proposed session, describing the objectives, content, and ways participants can utilize the information shared.
- The format of your proposed session
- The technology needs for your proposed session.
- Brief biographies of all presenters (**75 words or less**)

**Notification of Acceptance will be made by February 16, 2004**

**Registration:** All presenters must register for ASCUE 2004 and pay standard registration fees for the conference. Conference registration will be available in April 2004. Check the conference web site for the most up to date information.

**Submit your proposal now at:  
www.ascue.org**