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## Green Computer Hardware Disposal

It is important that specific methods are followed in the retiring of old computer hardware here at Gannon University.

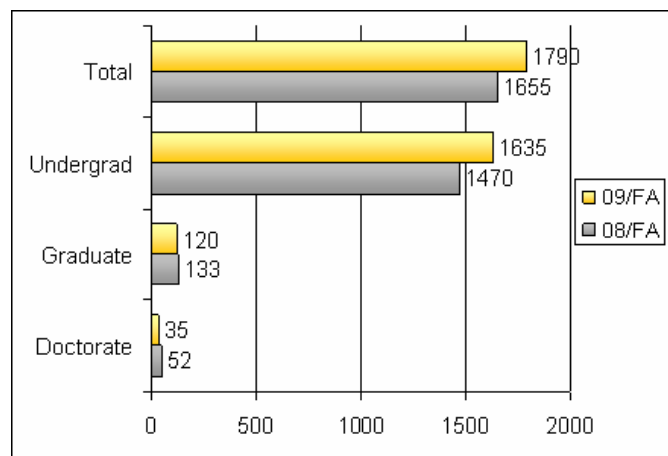
This is done for a few reasons. One is to ensure that data contained on the hard disk is not compromised. The ITS department will clean all drives before they are disposed of or handed down to a third-party. Environmentally, it is important that all equipment is disposed of in the proper manner. The older CRT (cathode ray tube) monitors contain, on average, four to five pounds of lead. This is considered hazardous waste when disposed of, according to EPA standards. Computers also contain hazardous materials, including mercury, cadmium (a known carcinogen), and hexavalent chromium (shown to cause high blood pressure, iron-poor blood, liver disease and nerve and brain damage in animals). Lastly, we will need to remove the property from Gannon's current owned assets.

You can find a Disposal Form on the [ITS Faculty or Staff pages](#). Complete this form and the ITS department will make arrangements to have your hardware picked up.



## 09/FA Registration

During the first 10 days of 09/FA registration, 1790 students registered using GUXpress. This represents an 8% increase over 08/FA web registrations.



## Student Corner: GuGold Off-Campus

GuGold is now accepted in nearly 40 off campus locations. Maintaining these relationships can be challenging as staffing changes are common at restaurants and shops. Thus we ask for your patience with our merchant partners.

If account related problems such as double or over-payments do occur, please contact the Gannon University Cashier's office to have the problem corrected. If while making a purchase you're told that the GuGold machine is down or unavailable, please call the ITS Help Desk at 871-7501 or enter a work order on line using the MyGannon Portal. This will allow us to contact the merchant and resolve their problem.

Lastly, visit the MyGannon Portal to check your account balance, transition history and to view new merchant listings. We're hopeful that you'll take part in and enjoy the GuGold experience here at Gannon University.

## Tip of the Month: Blu-ray

You may be familiar with Blu-ray movies, but there's much more to Blu-ray than you may realize. Blu-ray drives are now an optional component for your computer as well. In addition to your favorite movies, these devices can be used to store data, music, photos, video and more on high capacity discs.

Blu-ray technology was named for the blue laser (actually violet-colored) that reads and writes to the disc. Blu-ray disc is abbreviated BD. See the following table of suffixes that apply to CD, DVD, and BD discs and drives:

ROM	Read Only Memory	Cannot save to it
R	Recordable	Can save/write/record just once
RE	Re-recordable (BD)	Can erase/re-record multiple times
RW	Re-writeable (CD, DVD)	Same as above

Blu-ray storage offers two main advantages:

1. Increased capacity
  - CD Up to 700MB
  - DVD Up to 8.5GB
  - BD Up to 25GB currently available with plans for up to 400 GB
2. Increased read/write speed. Speed is indicated with the number times the base speed for that generation. For example, in the chart below the max speed of 65.62 Megabits per second for a CD is 56 x 1.17.

Generation	Base (Mbit/s)	Max (Mbit/s)	Multiplier
1st (CD)	1.17	65.62	56×
2nd (DVD)	10.55	210.94	20×
3rd (BD)	36	432	12×

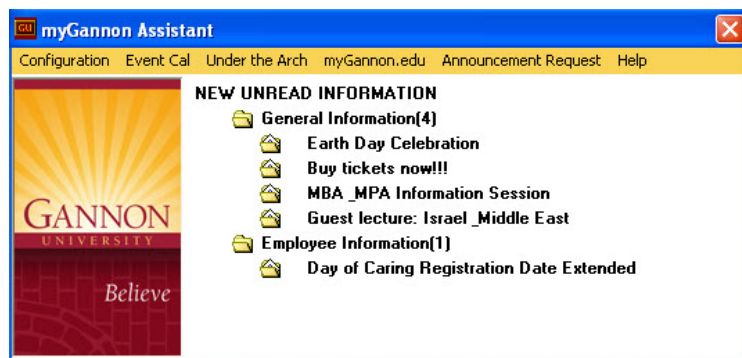
## MyGannon Assistant

The MyGannon Assistant is an application that automates the display of announcements to help you stay current with Gannon information. This application places a GU icon in the system tray.

Clicking on Configuration or right clicking on the icon will display a menu. Go to Setup and to Manage Subscriptions. Choose Information Channel. To subscribe to a topic, place a check mark in the appropriate box.

The MyGannon Assistant window will pop up hourly or randomly, depending on the choice that you have made in Setup, Set Notification Frequency.

From the MyGannon Assistant window you also have quick links to Configuration, Event Cal, Under the Arch, myGannon.edu and Announcement Request.



# Emails are Forever

By Gary A. Olson, article excerpted from The Chronicle of Higher Education

Are you troubled by the "lack of respect" or "outright hostility" that some colleagues routinely convey in their email messages? Do your email messages unintentionally sound imperious or bossy? Do you employ the "cc" function as a weapon? Do you commit sensitive information to an email, forgetting that, once composed, it becomes a permanent record that can be shared with anyone and everyone? If someone requests that you resend a document, do you unthinkingly remind him that you had already sent it – a reminder that serves no other purpose than to embarrass the recipient?

Here are some best practices to help avoid such unhappy situations:

### Be judicious in deciding who should receive your message.

Are you sending the message only to those who need to read it? As a general rule, refrain from sending messages to a long list of recipients.

### Consider the tone of your messages.

Are you inadvertently sounding condescending, angry, bullying, or inappropriate in any way? It is best to avoid sarcasm, irony, and satire in your email messages. Using all uppercase may come across as shouting. Long-winded, rambling messages may sound argumentative, whiny or even bad tempered, while brief ones may seem cold and unfriendly. Avoid either extreme.

### Resist the urge to fight fire with fire.

The best response to a heated or insulting message is not to reply immediately. Good practice dictates that you take some time to cool off and reflect about how to answer. Some experts suggest that you compose a reply but then save it and re-read it later. Above all, never send important email messages when you are tired, angry or upset – or late at night when you might be all three.

### Compose every email message as if the entire world will read it.

Email by definition is a public forum. Be cautious and thoughtful about what you commit to writing and how you phrase your messages. If an issue is especially delicate or controversial, pick up the phone.

*“Email has been around long enough that you'd think we would have learned how to handle it by now!”*

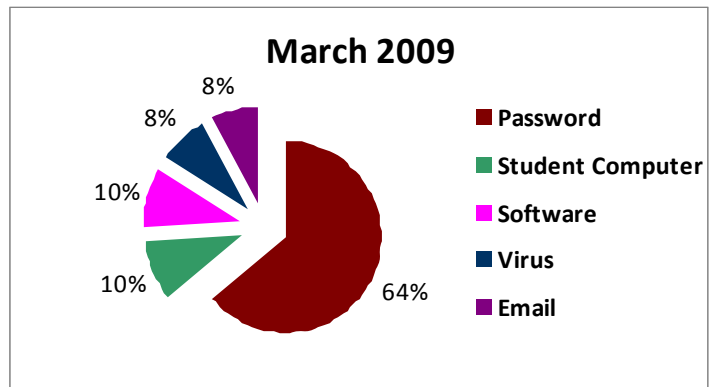
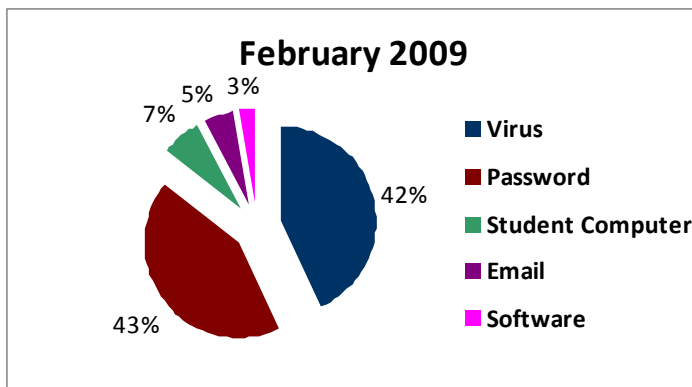
- Gary Olson.

### Above all, be professional.

Developing a professional ethos demands constant self-scrutiny.

Olson, Gary A. *E-mails Are Forever*. The Chronicle of Higher Education, 19 Dec. 2008.

## Top 5 Help Desk Calls



\* Includes calls and work orders received within the month of February.

\* Includes calls and work orders received within the month of March.

## Staff Focus



First Digital Dais, 1999

Mary Carol Gensheimer, Pat Benekos, Dan Giannelli

### Dan Giannelli

Manager, Academic & End User Technology

Dan has a BA in Political Science from Gannon ('91). He has been with Gannon for 12 years and is responsible for managing Desktop Support, Instructional Technology and the Help Desk.

In 1999, Dan worked on a pretty cool project with faculty and staff to introduce the first Digital Dais (photo). Dan's current challenge is making it through this year (and we are not done yet!) with the Zurn and Morosky renovations. Having a great staff (Tom, Dan, Pete, Carol, Joe, Kia and Adam) is what really makes things happen.

Dan's favorite technical gadget: the MP3 player jack in his Honda Civic!

## From the Director's Desk

As everyone is painfully aware, many university PCs were infected with a virus in early February. In the 10 days following the outbreak, ITS staff worked nearly 2,000 hours (the equivalent of a normal work year), assessing 1,037 PCs and rebuilding 417 or 40% of them. We couldn't have done it without the patience and support of the Gannon community and significant help from many individuals across campus. Within a month, we had reinstalled software and recovered data on 375 PCs and returned every PC back to normal operation.

Following the incident, we evaluated our systems and procedures and although our protection is adequate, there are areas for improvement:

- Prevention – Better protecting campus PCs from viruses and other malware
- Response – Enabling ITS to react more efficiently and effectively
- Recovery – Returning PCs quickly back to operation after a catastrophic event

Finally, I would like to personally thank my staff. The recovery was a monumental effort and was accomplished due to your dedication, professionalism and expertise. Thank you. Thank you. Thank you.



- Mark Jordano

Special thanks to our contributors:

Kurt Spence  
John Crandall  
Dan Giannelli

**ITS Help Desk**

**Palumbo 3000**

**(814) 871-7501**

**[www.gannon.edu/its](http://www.gannon.edu/its)**

### OFFICE HOURS

M – F 8:00 am - 4:30 pm

### PHONE SUPPORT

M – Th 8:00 am – 9:00 pm

F 8:00 am – 4:30 pm

Sa – Su 12:00 pm – 6:00 pm

### Info bITS Committee:

Carol Kugler, Help Desk Supervisor

Ed Saloum, Web Programmer

Laurie Fullerton, Applications Manager

Stephen Landis, Junior Systems Administrator