

# I.T. TIMES

Volume 4, No. 5 • Information Technology News of the University of California, Davis • February 1996

## Faculty Envision the Future

### How will emerging technologies impact education?

*Editor's Note: More information on the conference on Distance Education and Intercampus Programs can be found on the World Wide Web at <http://education.ucdavis.edu/>*

by Nan Lorenzen,  
Division of Education

More than 80 representatives from various UC campuses envisioned the future at a conference on "Distance Education and Intercampus Programs" held at UC Davis in December. The event gave faculty

from a variety of disciplines an opportunity to share and evaluate their experiences in using emerging new technologies in teaching.

A major aim of the conference was to explore how faculty can accelerate changes in their own teaching and delivery of distance education as well as initiate and participate in campus and systemwide changes.

A panel, keynote speakers, and work groups discussed the use of

multimedia, interactive video courses, course contents on the World Wide Web, and e-mail. Faculty members from several campuses told of experiences in distance teaching. Moderator was Maureen McMahon, Division of Education, UC Davis, selected because she specializes in how multimedia and computers affect cognitive processes of learners.

"As learning on demand be-

*Continued on Page 3*

## Network 21: Let the Trenching Begin!

Weather permitting, construction will begin this month on the installation of Network 21's high-speed fiber optic cable that will interconnect over 200 buildings on campus.

Digital Equipment Corporation has been awarded the contract to perform the detailed design and installation of the fiber optic cable and electronic cabinets for Network 21.

Once in place, Network 21 will allow many campus users to connect directly to the campus network. The new fiber optic cable will support the tremendous demand being placed on the campus network by the popularity of the World Wide Web, e-mail, and other networked applications.

Digital has networked more than 13 million users for a wide variety of industrial, financial, and edu-

### Network 21 Newsline

#### Brown Bag Presentation



Tuesday, Feb 6  
Noon - 1 p.m.  
MU II  
This is your chance to have project leaders answer your questions.

#### Network 21 News Briefs

This newsletter is delivered via e-mail to keep subscribers abreast of news and events surrounding the Network 21 project. For information on how to subscribe, send e-mail to [itpubs@ucdavis.edu](mailto:itpubs@ucdavis.edu)

cational institutions, using all types of network technologies. A recent example is Digital's design and implementation of a high-speed fi-

ber optic backbone for Memorial University, St. John's Newfoundland. The implementation included the integration of over 4600 multivendor PCs into a completely redesigned communications infrastructure. Digital has provided similar network services to companies like Bank of America, Oracle, Microsoft, and Lotus as well as the State of California.

Information Technology will be coordinating a partnership meeting with representatives from each of the Deans' and Vice Chancellors' offices, Digital, and the Network 21 Implementation Team.

The contract between UC Davis and Digital calls for work to be performed in eight phases, spanning a period of 528 calendar days.

If you have questions, send e-mail to [net21info@ucdavis.edu](mailto:net21info@ucdavis.edu).

## TSP Helps Build Personal Networks

Ask someone what they like about participating in the Technology Support Program, and they'll probably start telling you about the people they meet.

First, there is the Information Technology Representative. Every participant has one representative. One phone number. One person. Call the same number and get the same person. You know them, and

they know you — and your problems, at least the technical ones.

"It's a single point of contact within I.T.," says Matt Van Zandt, the system and network administrator for the Center for Neuroscience. "Sometimes I'll run into a brick wall, but I can always call Tim (Leehane)," says Van Zandt, who works with PCs, Macs, and Unix machines.

Then there are the other program

participants — Technology Support Coordinators, TSCs for short. You can meet them at TSP classes, on the tsp-share list, or through your I.T. representative.

"There are some really sophisticated users who have some really sophisticated setups," says Rick Harris, who manages the electron and microscopy lab for Molecular and Cellular Biology. "It's tough for I.T. to meet the needs of all the people, but through the program you can learn from others on campus as well," says Harris.

Rick Harris and Matt Van Zandt are just two of more than 100 departmental representatives participating in Technology Support Program. New orientations are held quarterly. If you would like to join, send e-mail to [tsp@ucdavis.edu](mailto:tsp@ucdavis.edu). More information is on the World Wide Web at <http://tsp.ucdavis.edu/>

### Davis Community Network Is Topic of Discussion

On Wednesday, Feb. 14, you are invited to a Brown Bag presentation on the Davis Community Network (DCN). Vicki Suter and Joan Gargano, both of Information Technology, have been instrumental in making the DCN vision a reality. They will discuss how the network serves both the campus community and the Davis community at large. The presentation will begin at Noon in the Silo Cabernet Room. Please come with questions.



### TSCs Receive Gartner Group Publications

Information and advice on establishing and managing complex systems is found in documents published by the Gartner Group, a leading international advisor to professionals making information technology decisions. Gartner Group publications are available to all participants in the Technology Support Program. If you are interested in joining the program and becoming a Technology Support Coordinator (TSC), send e-mail to [tsp@ucdavis.edu](mailto:tsp@ucdavis.edu).

### Two More Solutions Published

Information Technology has published two new Recommended Solutions documents — *Purchasing a Modern and Student Computer Purchases*. The documents are available at Information Express on the first floor of Shields Library and on the World Wide Web at <http://www.ucdavis.edu/IT/Solutions/>. You also can obtain a copy by sending e-mail to [itpubs@ucdavis.edu](mailto:itpubs@ucdavis.edu)

### Faculty Guide on the Web

The Information Technology Faculty Services Guide is available on the World Wide Web. The guide includes a list of campus classrooms with network access. Go to <http://www.ucdavis.edu/IT/Publications/>

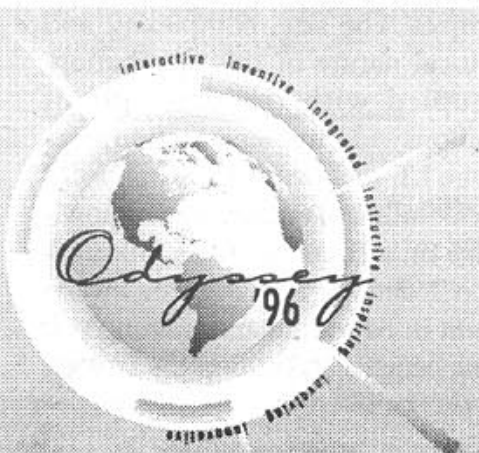
## Quotables

"Every classroom in America must be connected to the information superhighway, with computers, good software and well-trained teachers."

— President Clinton *Courtesy of Edupage*

### Odyssey Begins in May

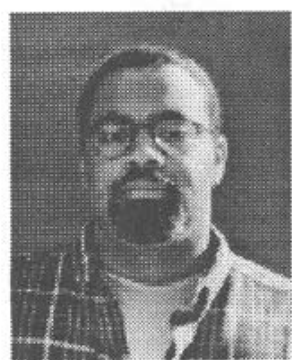
Interactive, inventive, inspiring, involving, and innovative. All these words can be used to describe the Odyssey. It's coming in May. Look for more details in the March I.T. Times or send e-mail to [odyssey@ucdavis.edu](mailto:odyssey@ucdavis.edu).



# Inside I.T.

## Developing Web Strategies

Need help figuring out how to get information on the World Wide Web? James Lee is the person to talk to. Lee, of I.T.'s Distributed



James Lee

Computing Analysis and Support (DCAS), helps departments develop strategies for making pictures and information available online. If you decide to set up a Web server, for example, Lee will help you decide on the best hardware and software to use. If you want to build a WWW home page, Lee can help you organize the information and figure out innovative ways to present it.

As part of the campus Technology Support Program, Lee also serves as the I.T. contact for the National Institute for Global Information change, providing 100 percent technical support for the NIGIC national and regional offices located at UCD, as well as all six NIGIC centers around the country. Says Lee, "I function as their Swiss army knife support person." In that capacity he is automating NIGIC's internal and financial data and coordinating network installation to bring together all of the group's e-mail, internal databases, and WWW information.

Soon he will be also working with the Center for Biosystematics to bring up a Unix system that will function as a WWW and database server.

For more information about DCAS projects and staff, see the WWW at:

<http://www.ucdavis.edu/IT/DCAS/>

## Video Program Garners Prestigious Film Award

The video program "Bred for Furrow: Draft Animals," produced by I.T. Creative Communication Services staffers Ken Casey and Chris Sarason, captured a first-place award at the Charleston International Film Festival.

Casey and Sarason produced the three-part film series for use in international agricultural development courses. Former agricultural engineering graduate student Eve Iverson, a student of professor William J. Chancellor, was the writer and associate producer for the project. Ray Lucas of CCS and graphic artist Karen English-Loeb also contributed to the production.

The program illustrates how using draft animals for agriculture in

emerging nations can transform subsistence farming into agricultural surplus. The film series has already won numerous smaller awards and is popular with 4-H clubs and other farming organizations.

The Charleston festival attracted more than 1200 entries from 27 countries. The award qualifies the producers to enter the larger WorldFest-Houston Film Festival slated for April.

## Barone Wins Leadership Award

Carole A. Barone, Associate Vice Chancellor for Information Technology was honored as recipient of the 1995 CAUSE ELITE Award for Exemplary Leadership in Information Technology.

CAUSE is the association for managing and using information resources in higher education, and the ELITE award honors the lifetime achievements and international impact of leaders in higher education information resources. Presented at the CAUSE annual conference, the award carries with it a \$5,000 contribution in the winner's name to the scholarship fund of her choosing—Students First at UC Davis.

Barone was recognized for her accomplishments in a career that has spanned two major universities (Syracuse and UC Davis) and several national organizations, including CAUSE, Educom, and the Coalition for Networked Information. Active in systemwide UC initiatives, Barone also is a member of the UC Committee on Intercampus Use of Networking and Information Technology for Academic Purposes.

## New Media Board Views Multimedia Presentations

UC Davis hosted the New Media Centers board meeting on campus in January. Devoted to bringing multimedia capabilities into the classroom, UC Davis is one of 30 institutions nationwide chosen to participate in the New Media Centers Program. Carole A. Barone, Associate Vice Chancellor for Information Technology serves on the 11-member board, which consists of corporate and academic representatives.

Board members attended a presentation in the CAIT which included an online preview of the Eastman photo collection. John Skarstad of the Library and Gabriel Unda of I.T. Creative Communication Services showed the digitized versions of the photographs.



Carole A. Barone

Bob Thornton of Plant Biology demonstrated some of the multimedia materials he has developed for classroom lectures. William Benware of Linguistics presented the courseware he has developed to help students with German pronunciation, and Larry Coleman of Physics told the board members about his efforts to publish a textbook on the World Wide Web.

Individuals interested in learning more about the work of the UC Davis New Media Center may subscribe to the nmc discussion list. To subscribe send e-mail to [listproc@ucdavis.edu](mailto:listproc@ucdavis.edu). Leave the subject line blank. In the body of the message type:

Subscribe nmc <your firstname> and <your lastname>. Information also is available on the World Wide Web at <http://lm.ucdavis.edu/NMC/>

## Project Draws on I.T.'s Technical Expertise

Information Technology is working with Accounting and Financial Services, and American Management System (AMS) to develop the new Financial Information System (UCDaFIS) for UC Davis.

The business relationship between Accounting and Financial Services and I.T., differs from past system development efforts in that Accounting and Financial Services is directing the project while Information Technology is providing technical consulting, programming, database, and system administration services. Deborah Lauriano and Karen Munoz of I.T. Information Resources are responsible for coordination and delivery of these services.

Work on the UCDaFIS project began in August 1995, and the new system is expected to go online in July 1997. A basic hardware and software infrastructure is in place to support development efforts. This hardware layer uses a client-server architecture, which includes a multiprocessor Compaq Proliant Pentium NT server, two Hewlett Packard K200 unix servers, and Pentium workstations. The primary software infrastructure consists of a database engine (Oracle), and a client-server development tool that has a graphical user interface (Uniface). When the system moves into production, additional hardware, primarily Unix servers, will be acquired to accommodate full deployment.

Literally thousands of I.T. staff hours have been devoted to this project. The size, complexity, and critical nature of this application, coupled with the demands of campuswide implementation, require I.T. staff to enhance their technical skills and increase their knowledge on a continual basis. Information Technology believes the investment in education and training will reap benefits far beyond the bounds of UCDaFIS.

## At Home on the Web

### Purchasing

<http://www-storehouse.ucdavis.edu/purchase.html>

The Material Management/Purchasing Guide, a list of UC Davis' DM3 agreements, Travel Agreement summaries (car rental, hotel, and airline), and e-mail addresses for purchasing personnel. This page also contains links to the UC Office of the President home page, Storehouse, Fisher Scientific, Life Technologies, Apple Computer information, Beckman Instruments, and Federal Express.

### Art Department

<http://idea.ucdavis.edu/art/>

Need to find your way around the Art Department? This page includes faculty listings, program and major requirements, descriptions of graduate-level art programs, admission, registration, and financial aid information, and class schedules, organized by quarter.

### UC Library System

<http://www.lib.ucdavis.edu/>

Listings of library classes, library services available via e-mail, and a calendar of special events — these are just a few of the offerings available on the UC Library home page. This page also allows you to access MELVYL, the old and new CD-ROM networks, and a number of electronic reference materials. Other useful information: a guide to using library resources, library newsletters, directory of library e-mail accounts, library hours, telephone listings, and information about Library Associates book sales.

### Animal Science

<http://pubweb.ucdavis.edu/documents/as/homepage.html>

The Animal Science home page includes a description of the Animal Science Extension program, admission information, course listings, faculty listings (includes each faculty member's research interests), and a description of the Embryo Transfer Lab. You'll also find information about computer software for animal care and management, undergraduate and graduate programs, and student services.

### UCD Bookstore

<http://www-bookstore.ucdavis.edu/>

In addition to general information, such as bookstore hours and phone numbers, the UCD Bookstore home page offers maps, directions, parking information, a list of what's new, information about their general, technical, and textbook departments, a clothing and gift order form, and links to the UCDMC Bookstore, Health Sciences Bookstore, Silo Bookstore, UCD Bookstore Computer Shop, and the National Association of College Bookstores.

—Compiled by Bonnie Johnston

Do you have a home page you would like published? Send your submissions to us at [itpubs@ucdavis.edu](mailto:itpubs@ucdavis.edu)

# How Will Emerging Technologies Impact Education?

From Page 1

comes more commonplace within education, we will be challenged to research and understand the needs of learners," McMahon said. "Distance learning can provide for active unique learning communities if we allow our vision to transcend the understandings of how we currently teach and structure courses. A new teaching-learning paradigm must be developed to maximize the characteristics of the distance education tools we have at our disposal."

Conference co-conveners were Meera Blattner, Applied Sciences, UC Davis and Lawrence Livermore National Laboratory (LLNL), and Naomi Janowitz, Religious Studies, UC Davis, who both have received Intercampus Academics Program Incentive Fund (IAPIF) grants from the UC Office of the President for pilot programs in distance education.

Funds for the workshop came from IAPIF, LLNL, National Science Foundation, the Religious Studies Program, and the Teaching Resources Center, which coordinated the conference.

Key advantages of new technology in education emerging from the conference included the following:

- ▶ Fast moving technical areas can gear up quickly by drawing instructors from many sites.
- ▶ The University would not have to duplicate faculty hires in every area to ensure breadth and depth of the curriculum.
- ▶ Students would no longer have to transfer to other campuses to take specialized courses.
- ▶ Networked databases and digital libraries can provide access to vast stores of multimedia information for classrooms or student projects.

Financing new technologies, recruiting adequate technical and professional support to develop course materials, and finding ways to recognize and reward faculty who use technology in teaching were three of the challenges identified by conference participants.

You may receive a copy of the workshop report by sending e-mail to [blattner@llnl.gov](mailto:blattner@llnl.gov)

## Participants Share Their Views

**Carol Tomlinson-Keasy**  
Vice Provost, Academic Planning  
and Personnel, UC Davis  
Keynote Speaker

One of two keynote speakers, Carol Tomlinson-Keasy said the "University's role in the information society will be changed. We will still be the central point for the creation and evaluation of knowledge.

"We will still have a major role in the



Carol Tomlinson-Keasy

change significantly. We must learn

storage of knowledge, especially archival knowledge," she continued. "Our role in the transmission of knowledge will, however,

how to transmit information in hundreds of ways, including using technology in a whole variety of ways to teach a wide array of students."

She warned that the University could "abdicate its position in the transmission of knowledge" to large corporations, which are beginning to offer accredited courses leading to degree programs.

**Meera Blattner**  
Applied Science, UC Davis  
Lawrence Livermore National  
Laboratory

Distance Education Conference co-convenor Meera Blattner spoke of the impact on universities of teleconferencing, multimedia, communication networks and the World Wide Web. "Universities that use these new media successfully will attract the best students and faculty," she noted.

"Education is still in the Stone Age of chalk on slate. For the past 25 years distance learning at UC Davis has meant someone points a camera at a lecturer writing on a board. At best this is a limiting and impersonal experience," she said. But the strategy survived because students were motivated and instructors were great lecturers.

"Networking technology," she contin-



Meera Blattner

ued, "is making available to us virtual classrooms. That is, a classroom distributed over different locations, but where the students at different sites can be seen and spoken to as if they were on one site."

Blattner suggested a variety of achievements possible with the new technologies, such as courses taught by the best teachers in the UC system, every campus not having to duplicate a teaching staff in essential areas but able to hire faculty for breadth instead, and students taking courses at the time they need them rather than when they are offered at one campus.

**Jan Roser**  
Equine  
Physiology,  
UC Davis



Jan Roser

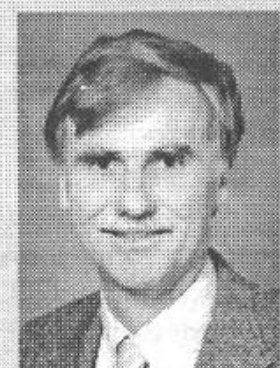
Jan Roser said she was able to provide Davis students with equine specialists from

other campuses. Without this new technology, new courses in the field of equine physiology, production and management could not be offered to UC Davis students. The technology actually increased interaction among professors — and professors "sat in" on each others' courses, she said.

**Jonathan Heritage**  
Physics of Microwave Devices  
UC Davis

Jonathan Heritage told of the video conference facilities originating at UC Davis being used in one section of a graduate course, "Physics and Engineering of Microwave Tube Devices," which tied together UC Davis, UCLA, Lawrence Livermore National Laboratories, and the Stanford Linear Accelerator Center.

"The instructors of this course," Heritage explained, "require extensive graphical capability to project literally



Jonathan Heritage

scores of pages per lecture of complicated mathematical expressions, two and three dimensional graphs and detailed photographs of actual devices and components in complex electromechanical assemblies."

In addition, students' frequent questions

for clarification require the instructor to sketch a diagram or write a new mathematical expression on demand.

Heritage said the experience shows the potential of the application of video conference techniques.

The predominant lesson learned, he said, "is that for video conference to be a truly effective means of sharing teaching resources over multiple remote sites, we must find ways of making large amounts of bandwidth available, at a fair price, on a global scale, to a nearly unlimited number of addressable locations."

## PROJECT UPDATE

# NetWork 21

### Digital's Campus Headquarters

Digital Equipment Corporation, which has been awarded the contract to install the fiber optic backbone for Network 21, will be spending a lot of time on campus during the next 18 months. (See Story on Page 1.) Digital has established its campus headquarters in the West Yard, west of the university airport on Stralock Road. Digital's campus headquarters have been wired for voice, data, and modem lines, enabling Digital employees assigned to Network 21 to communicate with

their Sacramento office. Members of Digital's Network 21 team also are using laptop computers equipped with wireless communication (RoamAbout), so they can connect to the network server without a hardwire connection.

### Selection of Cabling Designer

Selection of the firm that will design the horizontal wiring for Network 21 is underway. The company chosen will develop the bid specifications and drawings that outline the placement of wire from the IDF

(Intermediate Distribution Frame, or "closet") to the new wall jack (NAM), mapping the path of the new campus network to the desktop. The list of prospective firms has been narrowed down to six. The firms will be interviewed this month, and it is expected that the design contract will be awarded in early March. Actual installation of the horizontal wiring is scheduled to begin in October 1996.

### Computer Lab Design

Campus computer labs will become more flexible and responsive to user needs due to lab cabinet redesign to be done in conjunction with Network 21. This project designates 79 computer labs, having ten or more computer connections, as candidates for cabinet redesign. A small

bundle of fiber will be pulled from the Network 21 closet, terminating at the hub inside the room's cabinet and providing the labs with a patch panel for computers to plug into.

### Closet Renovation Continues

Progress continues to be made on Phase One of the Network 21 project, the communication closet renovation. Electrical capacity and ventilation in campus communication closets are being upgraded to conform to Network 21 standards. Closet renovation began on July 31, 1995. Area 3, the first area to be renovated, is now 95% complete.

If you have questions about Network 21, send e-mail to [net21info@ucdavis.edu](mailto:net21info@ucdavis.edu).

— Compiled by Aviva Luria

## I.T. CALENDAR

FEBRUARY 1996

S	M	T	W	T	F	S
				1	2	3
4	5 Microsoft Project	6 Network 21 Update	7 Voice Mail	8	9	10
11	12 Netscape	13 Intro to PageMaker	14 DON Brownbag	15 CD-ROM Databases	16 Internet/Veterinary	17
18	19 Holiday	20 Microsoft Word	21 Voice Mail	22 Online Library	23 Library Orientation	24
25	26 Internet Resources	27 Excel	28 Excel Functions	29 EndNote Plus		

**Editor's Note:** If you wish to enroll in a class offered by Staff Development & Professional Services, you must complete an Application for Enrollment. Applications appear on Page 95 of the Staff Development Catalog. To request an application, call 752-1766.

## February

- 5** Intermediate Microsoft Project Working Session: Staff Development, 1-5 p.m., 40 Mrak; 752-1766.  
Journal Articles on the Melvyl Library System: Library Services, 3:10 - 4 p.m., Shields Library Microcomputer Room; registration by e-mail required: klfirestein@ucdavis.edu.
- 6** Introduction to Windows 3.11 (two-part class offered Feb. 6 & 8): Staff Development, 1:30 - 4:30 p.m., 40 Mrak; 752-1766.  
Network 21 Update: Information Technology and Staff Development, 12 noon - 1 p.m., MU II.  
Introduction to FileMaker Pro (two-part class offered Feb. 6 & 8): Staff Development, 8 a.m. - noon, 40 Mrak; 752-1766.
- 7** CD-ROM Databases: More Indexes to Journal Articles at UC Davis: Library Services, 4:10 - 5 p.m., Shields Library 2nd Floor Instruction Room; registration by e-mail required: klfirestein@ucdavis.edu.  
Voice Mail System Training: Managing Your Voice Mail Box: Communications Resources, 10:30 - noon, Communications Building, Tercero Hall Circle, 752-6888.  
Introduction to PowerPoint: Staff Development, 8 a.m. - noon., 40 Mrak; 752-1766.
- 12** Introduction to Internet/Netscape (two-part course offered Feb. 12 & 14) Information Technology, 1:30 - 4:30 p.m., 40 Mrak; 754-8091.  
CD-ROM Databases: More Indexes to Journal Articles at UC Davis: Library Services, 3:10 - 4 p.m., Shields Library 2nd Floor Instruction Room; registration by e-mail required: klfirestein@ucdavis.edu  
Internet/Medical: Library Services, 11 a.m. - 1 p.m., Carlson Health Sciences Library; register by calling 752-6204 or by e-mail: jawelsh@ucdavis.edu.
- 13** Intermediate WordPerfect for Windows (two-part class offered Feb. 13 & 15): Staff Development, 1:30 - 4:30 p.m., 40 Mrak; 752-1766.  
Introduction to PageMaker (two-part class offered Feb. 13 & 15): Staff Development, 8:30 - 11:30 a.m., 40 Mrak; 752-1766.  
Melvyl/Medline: Library Services, 1 p.m. - 3 p.m., Carlson Health Sciences Library; register by calling 752-6204 or by e-mail: jawelsh@ucdavis.edu.
- 14** Brown Bag Presentation: The Davis Community Network: Noon, Silo Cabernet Room.  
Telephone System Training: Managing Your Telephone: Communications Resources, 10:30 - noon (single-line

## Faculty at the CAIT

Faculty sessions at the CAIT are continuing on Fridays from 3 - 5 p.m., through March 8. Sessions will focus on the creation and use of Web pages for teaching purposes. Participants should bring a floppy disk to store their work. The workshops are a joint project of the Teaching Resources Center and the CAIT, which is located on the first floor of Shields. Call 752-5711 for more information.

- course); 1:30 - 3 p.m. (multi-line course), Communications Building, Tercero Hall Circle, 752-6888.  
Personal Bibliographic Database Programs to Manage Your Own Libraries and Reprints: Library Services, 4:10 - 6 p.m., Shields Library Microcomputer Room; registration by e-mail required: klfirestein@ucdavis.edu.
- 15** CD-ROM Databases: More Indexes to Journal Articles at UC Davis: Library Services, Carlson Health Sciences Library, 11 - 11:50 a.m.; registration by e-mail required: klfirestein@ucdavis.edu.
- 16** Internet/Veterinary: Library Services, 2 p.m. - 4 p.m., Carlson Health Sciences Library; register by calling 752-6204 or by e-mail: jawelsh@ucdavis.edu.
- 19** Personal Bibliographic Database Programs to Manage Your Own Libraries and Reprints: Library Services, 3:10 - 5 p.m., Shields Library Microcomputer Room; registration by e-mail required: klfirestein@ucdavis.edu.
- 20** Modem Access Using MacPPP: Information Technology and Staff Development, 12 noon - 1 p.m., East Conference Room, MU.  
Voice Mail Training at Research Park: Communications Resources, 10:30 - noon or 1:30 - 3 p.m., 104 University Extension Building, 752-6888.  
Introduction to Microsoft Word (two-part class offered Feb. 20 & 22): Staff Development, 8:30 - 11:30 a.m., 40 Mrak; 752-1766.  
Introduction to Excel (two-part class offered Feb. 20 & 22): Staff Development, 1:30 - 4:30 p.m., 40 Mrak; 752-1766.  
Internet/Veterinary: Library Services, 11 a.m. - 1 p.m., Carlson Health Sciences Library; register by calling 752-6204 or by e-mail: jawelsh@ucdavis.edu.
- 21** Voice Mail System Training: Managing Your Voice Mail Box: Communications Resources, 1:30 - 3 p.m., Communications Building, Tercero Hall Circle, 752-6888.  
Resources on the Internet: The World Wide Web: Library Services, 4:10 - 5 p.m., Shields Library Microcomputer Room; registration by e-mail required:

- klfirestein@ucdavis.edu.  
Electronic Mail Using Eudora: Staff Development, 1 - 5 p.m., 40 Mrak; 752-1766.  
Intermediate Windows 3.11 (Two-part class offered Feb. 21 & 23): Staff Development, 8:30 - 11:30 a.m., 40 Mrak; 752-1766.  
Melvyl/Medline: Library Services, 10 a.m. - 12 p.m., Carlson Health Sciences Library; register by calling 752-6204 or by e-mail: jawelsh@ucdavis.edu.  
Veterinary CD-ROM: Library Services, 3 p.m. - 5 p.m., Carlson Health Sciences Library; register by calling 752-6204 or by e-mail: jawelsh@ucdavis.edu.
- 22** Remote Computer Use of the Online Library Catalog and Other Information Systems: Library Services, Carlson Health Sciences Library, 11 - 11:50 a.m.; registration by e-mail required: klfirestein@ucdavis.edu.
- 23** Library Orientation for International Faculty, Staff, and Students: Library Services, 2 p.m. - 4 p.m., Carlson Health Sciences Library; register by calling 752-6204 or by e-mail: jawelsh@ucdavis.edu.
- 26** Resources on the Internet: The World Wide Web: Library Services, 3:10 - 4 p.m., Shields Library Microcomputer Room; registration by e-mail required: klfirestein@ucdavis.edu.

- Melvyl/Medline: Library Services, 2 p.m. - 4 p.m., Carlson Health Sciences Library; register by calling 752-6204 or by e-mail: jawelsh@ucdavis.edu.
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Intermediate Excel (two-part class offered Feb. 27 & 29): Staff Development, 8:30 - 11:30 a.m., 40 Mrak; 752-1766.
- 28** Resources on the Internet: Lists, Newsgroups, Electronic Journals: Library Services, 4:10 - 5 p.m., Shields Library Microcomputer Room; registration by e-mail required: klfirestein@ucdavis.edu.  
Working With Excel Functions: Staff Development, 1:30 - 4:30 p.m., 40 Mrak; 752-1766.
- 29** Resources on the Internet: The World Wide Web: Library Services, Carlson Health Sciences Library, 11 - 11:50 a.m.; registration by e-mail required: klfirestein@ucdavis.edu.  
EndNote Plus (Windows): Library Services, 2 p.m. - 4 p.m., Carlson Health Sciences Library; register by calling 752-6204 or by e-mail: jawelsh@ucdavis.edu.

## Modem Proposal Under Review

In an effort to provide more responsive modem service to the campus, the Division of Information Technology is pursuing a campus recommendation to contract with a private vendor to provide modem service. A Request for Quotation was reviewed by the Joint Campus Committee on Information Technology (JCCIT) at its January meeting.

The Committee on Academic Planning and Budget Review (CAPBR) will review the financial feasibility of outsourcing modem service to the campus.

Included in the RFQ is the JCCIT's recommendation to pursue an agreement which guarantees all campus users some free access per day. The RFQ also outlines several different levels of service, to which users may subscribe. Rates will be based on the desired level of service.

Before soliciting bids from vendors, Information Technology will incorporate recommendations from JCCIT, CAPBR, and administrative offices that will be affected by the change into the RFQ.

The ever-increasing demand for network services continues to put a strain on the campus modem pool, and despite expansions, campus users still complain of busy signals. One hundred new modems were installed on Jan. 16, for instance, and since then the busy rate has grown to indicate a need for at least 32 more modems.

The cost associated with continually expanding the modem pool has become prohibitive, and, as a result, I.T. will no longer be adding new modems to the pool — thus freezing the support at 500 modems.

Some departments may be entertaining the idea of purchasing their own modems, and Information Technology advises that such a move would be less efficient and more costly over the long term. Those accessing a decentralized modem pool would still have to dial in through the campus telephone sys-

tem. Consequently, if modems were decentralized, there would be no way to differentiate between voice calls and modem calls, and the modem traffic would result in more busy signals for voice callers. If this were to occur, Information Technology would be forced to add more communication trunks to campus, and the cost would be passed on to campus departments in the form of a higher telephone rate.

In addition to providing 15 minutes a day of free access to all users, the RFQ prepared by Information Technology calls for:

- Toll free access within a 45-mile radius of campus.
- Toll free national access to some subscribers.
- Fewer busy signals. (The number of busy signals must be less than 1 in 100 calls for those who subscribe to something other than the baseline service.)
- Customer support, which depending on level of service selected, could be 24 hours a day, 7 days a week.
- Access to higher speed (28.8 bps modems).

## I.T. TIMES

The I.T. Times is published by the Division of Information Technology, University of California, Davis, to inform the campus community and others of information technology services, facilities, and activities at UC Davis. It is distributed free of charge to members of the user community and to other universities.  
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