IS&t

information services and technology

News about **I**nformation **S**ervices and **t**echnology throughout **MIT**

Inside! Schedules of Hands-on Training Courses and Free Computer Events

Keep RSI at Bay with Position, Pacing, Technique, Exercise

• Mary Ziegler

There's a new twist on a common woe in this age of information devices. People who text message intensively using personal digital assistants (PDAs) may suffer from repetitive strain injury (RSI) in their thumbs. As with laptop and desktop computers, too much of a good thing can lead to an injury which limits a person's ability to use the device.

Given the prevalence of computers and PDAs in their lives, MIT community members are at risk of developing RSI. MIT Medical sees nearly 300 people a year for problems caused by overuse or misuse of computers. Symptoms can include pain, muscle aches, swelling, tingling, numbness, loss of strength, loss of joint movement, and decreased coordination in the injured area.

The Whys of RSI

Whether you work with a laptop, desktop computer, or PDA, you probably type at a keyboard for extended periods while peering at a screen. You may also be scrolling with a mouse. Repetitive keystrokes, your posture, equipment setup, and the length of your sessions can all contribute to the onset of RSI.

The musculoskeletal system is built to have periods of activity alternating with periods of rest. Working long hours at a computer subjects certain parts of the body to static postures while other parts move incessantly. Both static postures and constant activity can cause first microscopic and then macroscopic damage to biologic tissues.

An Ounce of Prevention

With awareness, you can use your computer or PDA safely. There are four keys to preventing RSI: position, pacing, technique, and exercise.

• *Position.* Adjust yourself and your computer to minimize the stress of keyboard activity and mousing. You've probably seen a diagram that shows correct posture (neutral body position) while at a workstation. For a quick refresher, check out OSHA's Computer Workstations eTool at

`www.osha.gov/SLTC/etools/ computerworkstations`

• *Position, Part 2: Laptops.* If you rely on a laptop, you'll need to take additional steps to achieve good ergonomics. The same design features that make laptops great for mobile computing also create a "positioning" problem.

Because a laptop's keyboard and monitor don't adjust independently of one another, you are forced to choose between a comfortable hand/wrist or head/neck posture. To circumvent this, use a laptop stand or an external keyboard positioned at the right height. For more about laptop ergonomics, see

`web.mit.edu/atic/www/disabilities/ rsi/laptopergo.html`

- *Pacing.* Take short, frequent typing breaks. As a general guideline, take a one- to two-minute break every 15 to 20 minutes and a five- to ten-minute break every hour. During breaks, do stretches to relax muscles.

You may want to use a timer or other automatic reminder to ensure that you take breaks. Consider installing break software, such as Stretch Break for the Macintosh or Windows, or Xwrits for Linux. These programs are available for download at no charge from

web.mit.edu/software

- *Technique.* When typing, emphasize fluid movement of the arms to avoid angling the wrists forward, back, or side to side. Press the keys lightly, not with force. When a command requires key combinations, use two hands to avoid contorting the hand. Use macros whenever possible.

When you are not pressing keys or mousing, rest your hands in your lap or by your side, not on wrist rests or mouse pads. Keeping your inactive hands and arms in neutral postures significantly reduces the cumulative strain of computer use.

- *Exercise.* Aerobic exercise, done regularly, sustains strength and improves cardiovascular conditioning. As a result, you're in better shape to handle work-related stress.

Resources at MIT
MIT offers resources for RSI prevention and for selecting appropriate equipment – as well as help if you develop a repetitive strain injury.

- *Site inspections and presentations on ergonomics.* The Environment, Health, and Safety Office's Industrial Hygiene Program (IHP) provides site inspections for computer users experiencing problems. You are first encouraged to review ergonomic information at

web.mit.edu/environment/ehs/
topic/ergonomics.html

and, if needed, make changes in your workstation and work habits.

In addition, IHP can provide 20- to 60-minute training/informational sessions on computing ergonomics. Contact IHP at 452-3477 for details.

- *Equipment selection.* Staff in IS&T's Adaptive Technology for Information and Computing (ATIC) Lab provide demonstrations of ergonomic keyboards and pointing devices. Most devices are available to MIT community members for three-day loans. ATIC Lab

staff also consult with clients who have RSI, and can help them get set up with mouse-clicking software, voice recognition technology, and other adaptive devices. For more information, see

web.mit.edu/atic/www/services/

MIT Procurement has a selection of ergonomic chairs to try out in Building NE49, and can help with the purchase of ergonomic furniture. Procurement staff are *not* trained to give advice on which furniture is the best fit for you. To set up an appointment, call 253-8373 or send mail to <mahern@mit.edu>.

- *Medical help.* MIT Medical's Center for Health Promotion and Wellness in E23-205 has pamphlets on RSI as well as books you can sign out.

If you're feeling pain or numbness in your hands, wrists, arms, neck, back, or shoulders, do something other than taking medicine and putting on braces! Get informed and make changes in your workstation and work practice. If you don't improve, then it's time to see a clinician! Early intervention is the most effective. Any community member can get a free evaluation of a work-related health issue at MIT Medical. Either make an appointment with your primary care clinician, if you have one, or call Occupational Medicine at 253-8552. ⊘

Community Invited to IS&T's Annual Forum

Information Services and Technology (IS&T) will host its annual community forum on key strategic initiatives on Tuesday, February 27 from 1 to 2:30 pm in the Student Center (W20-306). In addition to hearing about IS&T's plans and recent realignments, community members are invited to ask questions and provide input about what they would like to see offered or changed.

Get a Feel for IS&T
As MIT's central information technology department, IS&T is a sizable organization with over 320 employees. As in the tale of the blind men touching the elephant, you may know one area of IS&T and think that's the big picture. However, IS&T provides a far wider range of services than is generally known – from the campus network and email to software licenses and Help Desk support, from the Data Warehouse to adaptive technology – and that's not the half of it.

While the Forum won't cover the breadth of IS&T's services, those who attend will get a feel for the core service areas; the IT landscape at MIT; and IS&T's strategic plans for FY 2008. Among the planned topics of discussion are recent organizational changes, including IS&T's role in providing academic computing services; the future of the MIT network; and upgrades to MIT's Data Centers.

The Forum will also touch on two recent appointments: a coordinator for IT energy initiatives on campus and a manager for the transition of phone services to Voice over IP.

What Does the Future Hold?
For those who like to get back to the future, the Forum will also give a sense of where IT at the Institute is headed in the next two to five years. On IS&T's radar are integrated communications and groupware, identity management, content management systems, and open source and modular software, among other areas. ⊘

Speedy FileMaker Pro 8.5 Brings the Web to You

• Lee Ridgway

I n December 2006, IS&T announced support for and availability of File-Maker Pro 8.5 for Macintosh and Windows. Along with key new features, this version of the popular database software offers souped-up performance. For example, as a Universal application, FileMaker Pro 8.5 runs up to twice as fast on an Intel-based Mac as FileMaker Pro 8 runs on a PowerPC-based Mac.

Those at MIT still using FileMaker 6.0 or earlier versions are urged to upgrade to 8.5 as soon as possible: IS&T will discontinue support for the earlier versions on June 30, 2007. All FileMaker users should move directly to version 8.5, bypassing intermediate versions.

Security Improvements

Starting with version 7.0, FileMaker, Inc. significantly improved the security of its product line. The company discarded the password/group-authorization approach in favor of an account/password model, and adopted more robust hashing methods to protect passwords. The most critical improvement was the introduction of SSL encryption to data transmission between FileMaker Server and FileMaker clients. To take advantage of these security measures, IS&T recommends that users of shared FileMaker databases implement a client/server configuration. For details, see *FileMaker Pro 8.5: MIT Security Guidelines* at

`itinfo.mit.edu/article.php?id=8263`

To learn about MIT's policy on departmental databases and sensitive data, including areas of concern and best practices, go to

`web.mit.edu/itag/policies/`
`sensitive-data.pdf`

Web Viewer

In FileMaker Pro 8.5, you can now display web pages directly in a layout with the Web Viewer layout object. The Web Viewer object consists of a URL and a defined space in which a web page displays. The URL can be a constant, or it can be calculated, based on information in specified fields in your database. As you browse records with live links, the Web Viewer dynamically displays the appropriate web page.
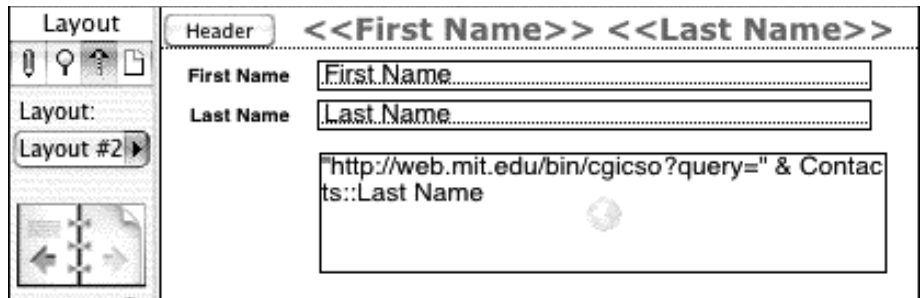
FileMaker's Web Viewer lets you display web pages in your database. This screenshot shows a calculated URL for the MIT Online Directory.

The Web Viewer lets you do most of the same functions as a browser. You can navigate to other pages by clicking links, or display content such as PDFs or movies.

Object Naming

FileMaker Pro 8.5 lets you assign names to objects and grouped objects. These names can be used by scripts and functions to specify which object to act upon. For example, to automate navigation to an object, assign the object a name and create a script that uses the Go to Object script step. If you have more than one copy of the same field on a layout, you can assign an object name to the copy of the field you want to navigate to.

Relationships Graph

For complex databases, the Relationships Graph presents a visual map where you can see all of the database tables and relations at once, and create and modify relationships with a click-and-drag tool.

Versions and Shared Databases

The FileMaker 8.5 file format is compatible with the 7 and 8 family. However, if you run FileMaker databases in a shared environment, IS&T advises you not to mix versions, since differences in features could cause problems.

The file format created by FileMaker 6.0 and earlier versions is *not* compatible with any later version. Databases in earlier versions can be opened in 8.5, which will initiate a conversion to the new format. You can run FileMaker 6.0 and 8.5 clients on the same machine if you need to access different version databases, but they are essentially separate applications.

FileMaker Server

For shared environments, the latest FileMaker Server version is 8.0v4, which is compatible with FileMaker 8.5 (there is no FileMaker Server 8.5). In the near future, IS&T will conduct a release effort for FileMaker Server 8.0v4.

Obtaining FileMaker 8.5

MIT faculty, administrative staff, research staff, and students may request FileMaker 8.5 licenses and media free of charge under MIT's volume license agreement. For details and online request forms, go to

`web.mit.edu/ist/products/vsls/`
`mitfmpro`

Support

IS&T offers a range of support for FileMaker users and developers at MIT.

• *Documentation.* For more information about FileMaker Pro at MIT, visit

`itinfo.mit.edu/product.php?id=48`

For guidelines about implementing FileMaker databases in the MIT environment, go to

`web.mit.edu/ist/db/fm`

• *Training.* IS&T offers several hands-on FileMaker classes for a nominal fee. For more information, go to the online Training Catalog at

`web.mit.edu/sapwebss/PS1/`
`training_home.shtml`

• *FileMaker User Group.* Meetings are held the first Friday of every month in the N42 Demo Center. For details, see

`web.mit.edu/ist/help/filemaker/fmug`

• *Help migrating to FileMaker 8.5.* For a free assessment, contact IS&T's Departmental Consulting and Application Development (DCAD) Team at <db-consult@mit.edu>.

• *End-user help.* If you need help with tasks like installing FileMaker, sharing databases, importing and exporting data, or printing, contact the Computing Help Desk at 253-1101 or <computing-help@mit.edu>.

Barracuda and Custom Settings Help Stem Tidal Wave of Spam

• Jag Patel and Mark Silis

Today the Internet provides a challenging landscape for all email service providers, as spammers – the creators of junk email – continuously change and improve their methods. Industry experts estimate that 90 percent of the email that gets sent is spam. The problem is exacerbated by a new breed of spam – dubbed Spam 2.0 – that effectively skirts earlier spam-screening measures. The spammers also skirt the federal CAN-SPAM Act, since the bulk of unsolicited email now comes from outside the U.S.

Spam 2.0 thwarts filters based on suspect keywords, since a lot of junk email now arrives as text embedded within images. Most spam filters can't "see" this text, but the human eye can. Similarly, setting up blacklists of spammer email addresses no longer works well. Today's spammers are hard to track because they send messages through networks of compromised computers owned by unsuspecting broadband users.

Barracuda to the Rescue

To help block MIT from this tidal wave of junk email, IS&T added a cluster of Barracuda Spam Firewall devices to its email servers in August 2006. One significant advantage of Barracuda Networks' offering is that it provides automatic hourly updates with current virus and spam definitions. Barracuda Networks' staff are dedicated to developing effective counter-methods in response to ever-changing spammer tactics. Thanks to Barracuda's firewalls and update service, IS&T has been able to rein in most junk email, including image spam. However, these efforts can cause some email that formerly wouldn't have been scored as spam to get mislabeled.

Allow List

To ensure legitimate email gets through, IS&T encourages you to set up and maintain an Allow list. For details about the Allow list (and other personalized settings, such as automatic purging and spam scoring), see the *Spam Screening at MIT* page at

web.mit.edu/ist/services/email/
nospam

It's best to maintain your Allow list via this web page, since "Allow" rules entered here are applied at the MIT mail servers, which deliver mail to either your Inbox or Spamscreen folder. This is not the case for "Allow" rules set in your email client, including the Allow list in MIT WebMail.

If you subscribe to e-newsletters or other mass mailings, or get email from your bank or online retailers, add their addresses to your Allow list if you want to ensure getting their mail. Barracuda may score this type of email as spam.

If you haven't updated your Allow list in a while, you may want to look at your Spamscreen folder in WebMail at

webmail.mit.edu

You can review messages here without downloading any of them to your local machine. If you find legitimate email in this folder, you can move it to to your Inbox, then add the sender's email address to the Allow list you manage from the *Spam Screening at MIT* page.

If you don't have a Spamscreen folder in WebMail, follow the instructions on the *Spam Screening at MIT* page to create one. IS&T automatically creates a Spamscreen folder for new accounts.

More Spam-Fighting Measures
Another way to fight junk email is to submit spam that has made it through the firewalls to Barracuda Networks at

www.barracudanetworks.com/ns/
support/submit.php

The company prefers to get spam with full email headers to aid in its evaluation. You can also submit spam to Barracuda at <spam@barracuda.com>.

If you are the administrator of an MIT email list, consider setting it up as a moderated email list in Mailman. This type of list can be configured to block incoming spam. To learn more about this option, see

web.mit.edu/ist/topics/email/
mailinglists.html

Need Help?

If you have questions about spam screening options at MIT, contact the Computing Help Desk at <computing-help@mit.edu> or 253-1101. ✪

This column presents announcements about IS&T-supported software. For more information about recent releases, see web.mit.edu/swrt

IS&T Launches Microsoft Outlook 2007 and Windows Mail Release Project

In collaboration with IT colleagues across campus, IS&T has begun the Microsoft Outlook 2007 and Windows Mail release project. Outlook 2007 is the latest version of the email client that is packaged with Office 2007 for Windows. Windows Mail, the email client that replaces Outlook Express, is installed as part of the Windows Vista operating system.

Timeline and Adoption

IS&T made Office 2007 and Vista media available to the software liaisons in MIT departments, labs, and centers (DLCs) in February. IS&T began supporting Outlook 2007 when the media arrived, and plans to offer basic support for Windows Mail at a later time.

The Office 2007 user interface is very different from previous versions, and users should anticipate a learning curve. In addition, new document file formats in Office 2007 are not compatible with older versions of Office, an important consideration before upgrading.

IS&T strongly recommends that you work with your local IT staff to plan your transition. To find out who your software liaison is, go to the pages at

Microsoft Office Liaisons
web.mit.edu/ist/services/software/
msca-officeliaisons.html

Operating System Liaisons
web.mit.edu/ist/services/software/
msca-osliaisons.html

If your DLC is not enrolled in the Microsoft Campus Agreement at MIT and wishes to do so, send email to <liaison-opt@mit.edu>.

Details and Feedback

To follow progress on this release project, see the notebooks at

web.mit.edu/swrt/releases/
outlook2007

web.mit.edu/swrt/releases/
windowsmail

If you have feedback or would like to participate, send mail to the release team at <outlook-release@mit.edu>. ✪

Ensuring Good Health for Your Computer

• Monique Yeaton

The maxim that prevention is the best medicine is just as true for computers as it is for people. A well-maintained computer is more secure and will continue to run at its peak. Applications will crash less, protecting you from losing work; patches will ward off most attacks; and browsers will catch insecure code or untrustworthy web pages.

What's more, when you practice safe computing techniques, you also help to ensure the health of the other computers on your network. If your computer doesn't catch a virus, there's less chance it will infect others.

Here are six tasks that – performed on a regular basis – will help keep your computer running smoothly.

1. *Avoid infection*. To protect against viruses, worms, and other malware, follow these tips: avoid junk software (such as utility tools you don't really need); refuse unrequested downloads; filter email spam; lock security settings in browser preferences; and use anti-virus software.

2. *Get immunized.* Take software patches when they are released unless you have reason to believe they will negatively affect the work you do. You can activate Software Update in your system preferences to have patches applied automatically.

3. *Make sure components work together.* Yesterday's software was written for older systems, and is more vulnerable to bugs. Similarly, new software may not run properly on old hardware. The bottom line: keep software up to date and plan to replace computers that are getting long in the tooth.

4. *Follow a cleanup regimen to improve performance*. Remove software you aren't using anymore. Delete old temp files. Clear browser history. Empty the recycle bin. In short, remove the clutter.

5. *Deter outside attacks by using a desktop firewall*. Firewalls offer another layer of defense against intrusion. For more information, see

   `web.mit.edu/ist/topics/`
   `security/firewall.html`

6. *Back up your files!* Store copies of key files in a safe place, on an external hard drive or disk, or on a secure server using MIT's TSM backup service. Then, if your computer gets infected in spite of precautions, you won't lose important work.

Support

For additional security guidelines, peruse these online documents:

Microsoft: Security Help and Support for Home Users
`support.microsoft.com/`
`?pr=SecurityHome`

Apple: Mac OS X Security
`www.apple.com/macosx/features/`
`security`

IT Security at MIT
`web.mit.edu/ist/topics/security`

If you need assistance implementing any of the preventive steps outlined in this article, check with your local IT administrator or contact the Computing Help Desk at 253-0111 or <computing-help@mit.edu>. ⊘

Tap PatientOnline for Access to MIT Medical

• Lauren Rosano and Kimberly Schive

You can now connect with MIT Medical at any hour to manage many details of your medical care. PatientOnline lets you send messages to your clinician, access your health history, request an appointment, or renew a prescription – all from the convenience of your web browser.

PatientOnline is both secure and confidential: it upholds MIT Medical's strict privacy standards and complies with federal regulations.

Getting Started

To register for PatientOnline, go to MIT Medical's home page at

`web.mit.edu/medical`

To keep your communications secure, you select your user name and MIT Medical sends you a password via email. You can then return to MIT Medical's home page to login and gain access to tools and services.

Online Front Desk

Like the reception desk at your clinician's office, Online Front Desk can help you manage your account details. You can

• Request, reschedule, or cancel appointments

• Set up appointment notifications

• Update your address and contact information

Online Consultations

The Online Consultation Room lets you communicate privately with your clinician and his or her staff about routine medical issues. Here you'll also find links to relevant medical information in your health history. You can

• Exchange confidential, encrypted messages with your clinician and other MIT Medical staff

• Request prescription renewals and review records of your medications

• Review your list of allergies

• Review or print out your immunization history

Health Resources

Through PatientOnline, you have access to MedlinePlus, a service of the National Library of Medicine and one of the best online resources for up-to-date health information. MedlinePlus offers extensive material from trusted sources on more than 3000 medical and health-related topics.

Discretionary Details

Most clinicians at MIT Medical are reachable through PatientOnline, but the service does *not* include the Dental Service. In general, the system is intended for routine inquiries. It is at your clinician's discretion to decide if you need to come in.

Questions?

If you have questions about registering for or using PatientOnline, call MIT Medical at 324-0210 or send email to <POLsupport@ med.mit.edu>. ⊘

This column presents tips about computing. If you have a question you would like to see answered here, send it via email to <techtips@mit.edu>.

For more information technology Q&As, check the IS&T Stock Answers database at

`itinfo.mit.edu/answer`

Q Can FileMaker 8.0 users read databases created with File-Maker 8.5?

A Yes. If you are running FileMaker 8.0, you will be able to open an 8.5 version of a database without changing or corrupting anything. However, you won't be able to take advantage of any of the new 8.5 features if they have been incorporated into the database.

As a general rule, it's best to keep an entire group of users at the same version level as the database. For more information about using FileMaker at MIT, see

`itinfo.mit.edu/product.php?name= filemaker`

Q I've installed FileMaker 8.5 and the software is prompting me to convert my FileMaker 5.x/6.0 database. Should I do this?

A If you open a 5.x or 6.0 version of a database with FileMaker 7.0 or higher, you will be prompted to convert it. Think before you act: consider the implications of converting if you are using FileMaker in a shared environment. If you convert a 5.x/6.0 database to 8.5, no one running FileMaker 6.0 or earlier will be able to read it.

For more information about transitioning to FileMaker 8.5 from 6.0 or earlier versions, see the *FileMaker Upgrade Considerations* document at

`itinfo.mit.edu/article.php?id=8210`

Q I am having a problem with FileMaker 8.5. When I open a file converted from FileMaker 5.x/6 that has a password, the new 8.5 file does not recognize the password.

A When you convert a FileMaker 5.x/6 file to FileMaker 7 or later, whatever admin-level password you had in the old file becomes the user name and password for an admin-level account in the newly converted file. So, you should enter your old password as both user and password in your version 8.5 file. That should get you in. You can then make further changes in your user accounts and privileges.

If the original FileMaker v5.x/6 file had no password at all, after conversion a user account "Admin" will be created with no password. The File preferences will be set to automatically login with this account when the file is opened.

NERCOMP: Fifty Years and Thriving

• Paul Heffernan

The North East Regional Computing Program (NERCOMP) has gone through several incarnations and acronyms over the last fifty years. Back in 1956, MIT and IBM launched a ten-year cooperative effort in computing. As part of that affiliation, twenty New England colleges and universities got access to the second shift on the IBM-704 computer installed at MIT. This led to the formation of NERCC, the first instance of the organization.

NERCOMP now thrives as an association of information systems and technology users from over 230 colleges, universities, and other educational and research institutions throughout the Northeast. It offers an annual conference, workshops, software licensing discounts, and opportunities to collaborate with peers. NERCOMP connects with broader educational initiatives through its affiliation with EDUCAUSE – a national organization that "advances higher education by promoting the intelligent use of information technology."

MIT Connection

Fifty years on, MIT's connection with NERCOMP remains strong: former MIT President Charles Vest will deliver the keynote speech at this year's conference; IT managers and professionals from the Institute serve as NERCOMP officers, board members, and committee chairs, and lead various seminars; and over 100 MIT staff members subscribe to NERCOMP's mailing list.

Many MIT staff attend NERCOMP's annual conference – held this year in Worcester from March 19 to 21. If you work with computers, consider signing up – it's a great opportunity to get the scoop on Web 2.0 and mashups, discuss cyberethics, or learn about a data center makeover, among many other topics.

MIT community members also participate in NERCOMP special interest groups (SIGs), which sponsor one-day topical seminars. Among the 40+ sessions offered in 2007 are *Women, Technology & Leadership*; *Different Help Desks, Similar Goals*; and *Free and Open Knowledge*, which focuses on Open-CourseWare and the Multimedia Educational Resource for Learning and Online Teaching (MERLOT).

What's Going On

To find out about NERCOMP's 2007 conference and workshops, go to the home page at

`www.nercomp.org`

If you decide to register for an event, be sure to take advantage of MIT's discounted rate.

To get on NERCOMP's mailing list, click MEMBER LOGIN on the home page and then click REGISTER HERE.

NERCOMP Opportunities for IT Staff

- Become involved in SIGs and the annual conference as a speaker, planner, or attendee.
- Volunteer for Academic Commons, a source of peer reviews of teaching and learning developments. For details, see `www.academiccommons.org`
- Apply for ECAR Academy, a two-day seminar for IT managers held at MIT's Endicott House.

If you would enjoy an active role in NERCOMP, contact board member Bob Ferrara at 253-7495 or <rferrara@mit.edu>.

Create and Route Grant Proposals with CoeusLite

• Colleen Leslie and Alison Bell

Each year, MIT submits over 1000 research grant applications for federal support. Due to a government mandate, all grant applications to each of the 26 federal funding agencies must be submitted via one electronic portal, Grants.gov, and with one standard set of forms, by the end of 2007.

The replacement of paper applications with online submissions via the Grants.gov portal dramatically changes the way research applications are submitted for federal support, for both the research community and the federal funding agencies. MIT's Office of Sponsored Programs (OSP) has been ramping up for these changes for some time, and has been successfully rolling out a solution to the MIT community.

CoeusLite Debuts

MIT's preferred mechanism for submission to Grants.gov is Coeus, a grants management system developed at MIT and used at more than 40 universities.

To help facilitate the transition to electronic submissions, OSP, in collaboration with a consortium of other universities, has developed CoeusLite, a more user-friendly, web-based version of Coeus. Using Coeus Lite, individuals can create proposals, route them for approval, and ultimately submit them to any of the 26 federal funding agencies via Grants.gov.

Training

In January 2007, OSP partnered with IS&T to provide training on CoeusLite to over 100 users. Daily workshops were held to supplement training, and OSP staff provided hands-on support to anyone who needed help getting started with their grant submissions.

More training is planned; sessions will be listed in the Training catalog at

`web.mit.edu/sapwebss/PS1/training_home.shtml`

Successful Submissions

MIT has submitted over 100 online applications during the Grants.gov ramp-up process. February 5 marked a major milestone when the National Institutes of Health's R01 funding mechanism transitioned to a required Grants.gov application. Coming on the heels of that submission was the February 6 deadline for the Department of Defense Breast Cancer Research Program Concept Awards. MIT was well positioned to respond, with nearly twenty proposals submitted successfully to these two programs via Coeus.

To learn more, visit OSP's page at

`coeus.mit.edu/` ◉

MIT Reorganizes Academic Computing Services

• Diana Hughes and Robyn Fizz

Academic computing services at MIT have been reorganized to be better positioned to support educational innovation. These organizational changes will improve responsiveness to faculty and students while leveraging opportunities for greater efficiency.

Over the past several years, many educational technology projects, organizations, and services have evolved and matured. These include initiatives such as iCampus, as well as services such as videoconferencing and the Stellar course management system. The recent reorganization will address the sustainability of these projects and services, while providing a collaborative environment for exploring new options.

These changes reflect recommendations by an ad hoc committee commissioned last year by Provost Rafael Reif and chaired by Jerrold Grochow, Vice President for Information Services and Technology.

• *The Office of the Dean for Undergraduate Education (DUE)* now leads and promotes educational technology innovation at MIT. The DUE has formed an *Office of Educational Innovation and Technology (OEIT)*, led by Vijay Kumar. It is staffed primarily by the educational consulting and software development groups formerly in the Academic Computing group in *Information Services and Technology (IS&T)*. This office will work closely with DUE's *Teaching and Learning Lab* and *Office for Faculty Support* on initiatives such as experimental freshman seminars, support for Educational Commons, and visualization tools. OEIT will also pilot new teaching and learning spaces on campus and conduct outreach for educational technology projects, including those developed under the iCampus alliance.

• *Academic Media Production Services (AMPS)* – with the exception of Stellar – is now part of the *MIT Libraries*. AMPS specializes in media-enabled teaching and learning spaces as well as rich media production. Services offered include distance education operations, webcasting, encoding, video production, multimedia development and videoconferencing. This reorganization aligns AMPS with the Libraries' core functions of content acquisition and delivery in support of MIT teaching and research.

• *IS&T* will continue to maintain academic computing clusters, including Athena clusters. The entire Stellar development team will move from AMPS to IS&T's *Infrastructure Software Development and Architecture (ISDA)* group. The Spring 2007 release of Stellar will offer enhanced access control, membership workflow, and text-editing features; a pilot Gradebook tool and updated Stellar Images tool; and an improved User Guide.

Collaboration and Input

The Office of the DUE, the Libraries, and IS&T are committed to working together to ensure responsive and seamless academic computing services. Toward this end, a coordination group called ACCORD has been established, initially with representatives from OEIT, the Libraries, and IS&T. ACCORD welcomes input from the community. If you have questions about academic computing services, you can reach the group at <accord@mit.edu>. ◉

If you don't know where to get help for your computer, network, or telephone problems, dial one of the help lines listed to the right.

If you prefer to use email, you can send your questions to the corresponding email addresses on the far right. (When logged into Athena, you can also use the `olc` command to send questions to Athena's online consultants.)

You can also submit a question online via the Request Tracker link on the Getting Help page at `web.mit.edu/ist/help`

For help with...	Dial...	Or send a message to...
General computing questions Macintosh, Windows, network/ connectivity, business applications, computer buying advice	253-1101	computing-help@mit.edu
Athena Computing Environment	253-4435	olc@mit.edu
Computer and printer repairs	253-0815	pcservice@mit.edu
Disabilities and computing	253-7808	atic@mit.edu
Telephone and voice mail services	253-3670	telecom-csr@mit.edu
Telephone repairs	253-4357	3help@mit.edu
Unix / Linux	253-1103	unix-linux-help@mit.edu

Surf Sites: To Your Health

MIT's Patient Online (see page 5) provides full access to MedlinePlus at

`medlineplus.gov`

This site provides expert coverage of diseases, medical tests and procedures, and everyday health issues. The site also includes an illustrated medical encyclopedia, a medical dictionary, health information in Spanish, information on prescription and nonprescription drugs, interactive patient tutorials, and the latest health news.

Still have questions? Try exploring the other medical and health-related web sites on the right.

ClinicalTrials.gov – Information on Clinical Trials and Human Research Studies
`www.clinicaltrials.gov`

Dr. Greene.com – Caring for the Next Generation
`www.drgreene.com`

Elder Care Web Sites
`hrweb.mit.edu/worklife/ecwebsites.html`

Family Doctor – Health Information for the Whole Family
`familydoctor.org`

Mayo Clinic – Medical Information and Tools for Healthy Living
`www.mayoclinic.com`

MedicineNet – Health and Medical Information Produced by Doctors
`www.medicinenet.com/script/main/hp.asp`

National Center for Complementary and Alternative Medicine
`nccam.nih.gov`

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