

# Academic TECHNOLOGY NEWS

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Western Washington University • Bellingham, Washington

## MyWestern Service Launched For Students

by Larry Gilbert

Beginning this fall, all Western students will have access to an exciting new web service called "MyWestern." To take a look at our information pages, which can be reached through the main Western web site, [www.wwu.edu](http://www.wwu.edu), just click on the blue MyWestern logo in the upper right corner of the screen and then click on the links to learn more about MyWestern.

Students using MyWestern will have many advantages, including the ability to:

- Log-in to web-based email that comes with an address book and the ability to collect mail from up to three additional e-mail accounts.
- Use their student Universal Log-in to connect to a personalized web site that has:
  - Campus web information specifically targeted at students
  - Personal campus announcements based on a student's major or other personal attributes found in the Banner student information system
  - An automated list of classes each individual student is enrolled in
  - An official campus calendar tied directly into Public Information Office schedules
  - A personal calendar system that automatically tracks each student's class schedule

As of the writing of this article (mid-October) over 3,000 freshmen, transfer, and returning students have already signed up to use their MyWestern accounts. You may have seen a flurry of activity in the early fall intended to get all remaining students using our new service.

So, what's in MyWestern for faculty and staff? Although My Western is intended strictly for student accounts, faculty will still see many benefits from the new system. Advantages include:

### Easier Access to Student E-mail

Each student's MyWestern e-mail account

name will be part of their official student records, making this data more accessible to faculty. Also, for the first time, students will have web email on campus with all the features they are used to from Hotmail, AOL, and other commercial services. Combined with the other features of the MyWestern web site (e.g. campus and personal announcements, ability to collect mail from other accounts), we think many students will begin to use MyWestern as their primary campus e-mail.

### Ability for Departments to Send Targeted Messages

Academic departments and administrative offices will be able to send messages specifically targeted at particular groups of students (e.g. all students, Biology majors). Later this year, we hope to introduce features that will allow faculty and staff to make targeted announcements based on many other attributes found in the Banner student information system (see [www.wwu.edu/atus/mywestern/announcements.html](http://www.wwu.edu/atus/mywestern/announcements.html) for a preview of the input page).

### Ability to Post Student Calendar Information

Information about important student events can be automatically routed to the MyWestern site by working with the Public Information Office.

### Future Links to Blackboard On-Line Learning

Later this year, we plan to provide students with direct web links from their MyWestern course lists to Blackboard course materials related to those courses. We also hope to facilitate faculty using the Blackboard course tools to communicate to MyWestern accounts either for entire classes or for class subgroups.

Take a look at MyWestern and let us know what you think. If you have any questions or comments, please call Larry Gilbert at 650-3361 (email [larry.gilbert@wwu.edu](mailto:larry.gilbert@wwu.edu)).

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# ATUS Welcomes New Manager and Consultant

By Larry Gilbert

## New Technical Manager

ATUS welcomed **Linc Nesheim** in July as our new Manager of Computer Consulting. Linc leads the campus-wide computer maintenance and computer consulting groups comprising fourteen staff members. Linc's experience was closely matched with our computer support needs at Western. He has three years of valuable experience as Manager of Client Support Services at the University of Wyoming where he organized the first comprehensive Help Desk and also managed a large group of desktop support technicians. Coupled with a background that also includes a bachelor's degree in Communications and master's work toward a degree in Instructional Technology, this experience makes Linc uniquely suited to manage computer support services in a higher education environment.

When not engaged in fighting the daily computer support fires that crop up on campus, Linc will largely focus his energies on providing more efficient and effective computer support through concerted use of the ATUS Help Desk. He will also be the primary ATUS liaison with school and department technology managers.

Oh – and if you are wondering what happened to **Mike Massey** (Linc's predecessor as manager) – you'll be glad to know that Mike happily started a new career teaching network technology at Bellingham Technical College.

## New Desktop Computing Consultant

ATUS is also happy to welcome back **Laurie (Yeager) Jewett**. Many on campus will remember Laurie's smiling face and helpful demeanor when she coordinated early ATUS Help Desk services a few years back. We're delighted to say that she has returned to work for us as our latest Desktop Computing Consultant. Besides assisting with direct support of clients, Laurie will also play a special role in project planning and as liaison with the ATUS Help Desk.

Congratulations are in order for **Susan Brown**, ATUS Consultant, who recently completed her Masters Degree in the Woodring College of Education in Adult Education.

# Major Donation of Microsoft Software Received

by Larry Gilbert

A major donation of software will allow Western to remain at the forefront in its use of Microsoft software. Five generous donors worked together to collectively donate three thousand copies of Windows 2000, three thousand copies of Microsoft Office XP, and 1000 copies of client licenses for use of Outlook/Exchange 2000. This critical software would otherwise have cost Western as much as \$250,000 to purchase (the software has a street value approaching \$2 million). The donation is a culmination of a year-long effort on the part of the Western Foundation and ATUS to cultivate donations of needed Microsoft software to the campus (with special thanks to Mark Bagley of the Foundation). See [www.wvu.edu/microsoft](http://www.wvu.edu/microsoft) for a status report on the donations program.

In order to allow our students to be competitive in the technology economy, it is critical that we continually update software that graduating students will likely encounter on the job. Of all available software in the market-place, students are most likely to encounter the Microsoft operating system and office management products that have been donated. The latest versions of Microsoft software are also important in allowing us to take advantage of new software features –

such as increased ease of use, full integration with web use, and money-saving enterprise management features.

By the time this article appears, ATUS will have installed both Windows 2000 and Office XP on most general university lab computers. The new software has also been offered to departmental computer labs for installation by the fall quarter while ATUS is planning for a comprehensive rollout of the new software to the rest of the Western community. This process is necessarily complex, in that it involves many hundreds of campus computers. Expect specific information about the rollout to be available in the near future.

Faculty members are encouraged to take advantage of this donation by building the use of Office XP into courses that currently make use of Microsoft products for instruction. ATUS will work closely with faculty to ensure that the Microsoft software available in our classrooms and computer labs is compatible with faculty needs. If you have comments or concerns about the use of software in teaching, please contact Rob Galbraith at x3368.

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# Publish Your Calendar Events on the Web

by Justina Brown, Web Services

The Public Information Office teamed up with ATUS Web Services to deliver a web-based campus calendar of events (see <http://calendar.wvu.edu>). This automated web calendar allows users to easily use a web form to submit events to the Public Information Office for publication. The Public Information Office can, in turn, use the new features to publish events directly to either the main Western web site ([www.wvu.edu](http://www.wvu.edu)) or to the new student web site ([mywestern.wvu.edu](http://mywestern.wvu.edu)). Another feature is the creation of a single, searchable web calendar.

This new calendar allows one to easily submit events for publication. From the link on the calendar web site labeled "Submit Your Event," an easy-to-use, web-based form will accept your submission. Events submitted to the calendar website are automatically sent to the Public Information Office, where they

can be automatically sent to our web calendar or otherwise publicized. You can also use the calendar web site to search a growing database of campus events. Keywords, dates, and more advanced searching help users find the appropriate event.

Check out this new feature of our Western web site – we think you'll enjoy it.

Hint: As an added bonus, you can create a link from your own web page to the main web calendar with only your events in view. After your event is submitted and published to the calendar website, perform a keyword or date search. Copy the URL from the address line and use this as your link to the calendar. For instance, all of the "ATUS workshops" can be found with the following URL: <http://www.acadweb.wvu.edu/pio/results.asp?searchQuery=ATUS+Workshop>

# Classroom Teaching Technologies Improve

by Nancy Grayum and Larry Gilbert

## Classroom Enhancements

In response to faculty priorities, significant improvements have been made both in technologies available in our classrooms and in the process used by faculty to schedule those classrooms. These enhancements make it possible to provide “best fit” teaching technologies needed by faculty for specific courses throughout the year.

A major boost was provided by the fact that twelve additional general university classrooms (GUCs) underwent significant physical renovation during summer intersession, including installation of Level 4 teaching technologies. A faculty survey completed last year was the basis for prioritizing classrooms chosen for improvements. Newly renovated rooms are Arntzen Hall 4 and 103; Biology 212 and 234; Bond Hall 112; Environmental Studies 80, 310 and 410; Humanities 102; Miller Hall 104; Old Main 480 and 482. In addition, a completely new classroom with Level 4 technology was completed on the fifth floor of the Viking Union, VU 552.

A total of 41 of the 105 GUCs at Western are now rated as “Level 4” classrooms.

This means that these rooms have electronic presentation podiums with installed computers and data projectors, internet and CATV connections, VCRs, document cameras, and laserdisc players. The newest rooms also have DVD players.

ATUS staff members also upgraded seven Level 3 classrooms by installing new computers and computer displays and plans to upgrade all classroom computers to Windows 2000 and Microsoft Office XP, thanks to a generous donation of Microsoft software (see related article in this issue).

Many faculty still use slide projectors – and struggle with the time it takes to set up projectors in classrooms. ATUS has eliminated the need to carry slide projectors up the stairs in all Science Lecture Halls by permanently mounting slide projectors with wireless remote controls in all five Science Lecture auditoriums.

You can view and print the listing of classrooms by technology category at [www.wvu.edu/depts/atus/classrooms/classroomfacilities/](http://www.wvu.edu/depts/atus/classrooms/classroomfacilities/).

## Classroom Scheduling

The Registrar, ATUS, and Institutional Research continue collaboration and planning aimed at streamlining the process that faculty use to schedule classrooms with teaching technologies. Changes made in the classroom scheduling software used by the Registrar’s Office resulted in a significant increase in the success rate in matching faculty technology requests to appropriate classrooms. An increase in communication from faculty regarding Level 2, 3 or 4 classroom requests, as well as follow-up input from departmental administrative assistants were other key factors in improving classroom scheduling. Of course, the addition of the newly renovated classrooms noted above also made the scheduling of teaching technologies easier.

The continued enhancements to our classrooms are helping us to keep pace with ever-increasing demand from faculty for the use of a variety of teaching technologies. Improvements in the classroom scheduling process are helping us create a teaching/learning environment where technologies are at hand for those who wish to use them, and not “in the way” for those who do not.

## WWU Distance Education Goes International

By Noel Newell-Andriff

This summer ATUS Video Services was privileged to participate in its first internationally taught course. Dr. Christopher Wise, an associate professor in the English department at WWU, taught 10 postgraduates in the American Studies masters program at the University of Jordan.

The course, “Race and Ethnicity in America,” was taught in Miller Hall 183, where a self-use video conferencing system is provided by ATUS. The students in Jordan attended class using a digital video conferencing system located in the American Embassy in Amman. The three credit course met every Monday and Thursday from 7:00 AM to 9:30 AM (or 5:00 PM–7:30 PM Jordan time) from July 9 through August 30.

This was Dr. Wise’s first experience teaching in the distance education environment. He was initially apprehensive with the new technology, but after the first session was able to

adapt well. He was surprised at how easily he was able to interact with the students. Dr. Wise would like to further explore the possibilities that distance education offers.

During the teaching of the course, Dr. Wise used a document camera which not only transmitted video pictures of graphics, but also served as an electronic whiteboard so that the students in Jordan could instantly see what he was writing or drawing. Dr. Wise also used a VCR for playback of a documentary relevant to the course, while email also played a large part in communicating with the students.

This course created a great deal of excitement on the other side of the world. A reception was held to celebrate this internationally taught course, including dignitaries such as Jordan’s Minister of Education, Dr. Khalid Tougan, and the president of the University of Jordan, Dr. Walid Macini.

## Tech Tips

Many of us have computers at home that we use to catch up with work. It’s a great way to read email. Cable modems and Digital Subscriber Line (DSL) connections provide fast internet access. However because of their “always on” status, they also are subject to hackers trying to gain information from your system. In some of the more recent attacks, hackers try to setup your computer to launch attacks on other systems or websites. Protection from these attacks is becoming as important as anti virus software.

One solution to the problem is setting up a personal firewall. There are different ways to go about this. Zone Alarm offers a product that is free and easy to configure. You can check out their product at [zonelabs.com](http://zonelabs.com). Any questions on this can be addressed to the ATUS Help desk at X3333.

# ATUS Offers Training Workshops

Check our website for the latest workshop schedule and to register online <http://www.wvu.edu/atus/training/>. New this fall is PowerPoint Presentation Management Techniques. Look for the description below. You can also schedule any workshop or a customized workshop for your department or workgroup. All ATUS workshops are offered at no charge and have limited space available. For more information, email [ATUSTraining@wvu.edu](mailto:ATUSTraining@wvu.edu) or call John Farquhar at 650-6538.

## Course Development With Blackboard

With two hours of hands-on experience using Blackboard you'll be publishing online syllabi, course materials, staff information, and class announcements. In addition, you'll know how to create online discussion forums, facilitate those discussions, and monitor student participation. Minimal web browsing experience is the only prerequisite.

Tuesday, November 6, 10:00 AM - Noon  
Tuesday, December 11, 3:00 PM - 5:00 PM

## Web Essentials With Netscape Composer

This hands-on introductory web workshop is designed for faculty and staff with no web authoring experience. Web pages with formatted text, bulleted and numbered lists, links and graphics will be created, published

to the web and updated in this two hour web workshop.

Thursday, November 8, 3:00 PM - 5:00 PM

## Web Essentials with FrontPage 2000

This hands-on workshop is an overview of FrontPage 2000 as a web page editor and web site management tool at WVU. Edit and create web pages with text, graphics and links. Explore using forms and database publishing. Web site management features will be demonstrated. Software selection factors, web site related account information and resources at WVU will be presented. Some web page experience or completion of the Web Essentials with Netscape Composer workshop is advised.

Thursday, December 6, 10:00 AM - Noon

## Developing Dynamic Web Pages with FrontPage 2000

In this hands-on workshop, you will use Microsoft FrontPage 2000 to create and publish web pages that collect and display data using forms and an Access database. You will create an online survey and publish the survey results. Some experience with Microsoft FrontPage 2000 or completion of the Web Essentials with Microsoft FrontPage 2000 workshop is highly recommended. Experience with Microsoft Access is helpful but not required.

Tuesday, December 18, 3:00 - 5:00 PM

## NEW! PowerPoint Presentation Management Techniques

This hands-on workshop focuses on creating effective PowerPoint presentations for delivery in classrooms and remote sites. You will learn to use web deployment and "Pack and GO" to handle large PowerPoint presentations that may include graphics, multimedia components and specialized fonts. Additional tips to assure smooth delivery and minimize problems will also be covered.

Tuesday, November 13, 1:30-3:00 PM

## Outlook Basic Training

This two hour hands-on workshop introduces the major features of Microsoft Outlook. Save time by learning mailbox management techniques, message and addressing options, and how (and why) to use the calendar, contacts and tasks. Get your Outlook questions answered and discover new features, icons and options in this communication and collaboration software tool.

Wednesday, November 14, 10:00 AM - Noon

## Outlook Web Access

Use the web to check your Outlook messages from any internet connection. Learn to log in, read and send email, create appointments, change your Outlook password, plus many other user tips. This is a great time-saver if you use Outlook Web Access while away from campus.

Tuesday, November 20, 10:00 AM - Noon

## Tech Tips

### Check for Current version of Virus Scan

Having up-to-date virus protection in today's environment is essential both in the office and at home. The current engine for Virus Scan is 4.1.40. To check this on your own computer, right-click the Vshield on your task bar and choose About. For home computers, you need to manually download the latest dat file. Follow the directions on the ATUS Help Desk page at [www.wvu.edu/depts/atus/helpdesk](http://www.wvu.edu/depts/atus/helpdesk). You can reach the Help desk by phone at x3333.

## Listening Assistance Available in Classrooms

by Nancy Grayum

We're happy to announce that assistive listening systems for hearing-impaired students and faculty are available in nearly 30 classrooms. As a result of a recent collaboration between ATUS, disAbility Resources for Students, and the Equal Opportunity Center, assistive listening systems were installed and tested, and procedures were set up to assist faculty and students in using the new devices easily.

The staff of disAbility Resources for Students, led by David Brunnemer (x3844), guides hearing-impaired students in accessing the best resources for their individual needs. When appropriate, David works with the Registrar to ensure the students' classes are

located in rooms with assistive listening systems. Faculty members teaching those classes are then asked to use the wireless microphones in those classrooms, and the students are directed to use headsets with wireless receivers to boost the signal from both the instructor microphone and the installed AV equipment. Students borrow the headsets at the ATUS Equipment Loan Desk, located in Miller Hall 155.

For a complete listing of General University Classrooms which have complete assistive listening systems visit the Classroom Services website [www.wvu.edu/depts/atus/classrooms/classroomfacilities.html](http://www.wvu.edu/depts/atus/classrooms/classroomfacilities.html).

# Quota Program Reduces Printing in Computer Labs by 20%

by Rob Galbraith

Printing quotas in general university computer labs were implemented during spring quarter 2001, resulting in a 20% reduction of total pages printed. The savings amounted to \$3,000 in paper and toner costs, and the equivalent of paper produced by about twenty 8" diameter pine trees.

During winter quarter, before the quotas were set, 4% of Western's students printed more than 600 pages each, accounting for 273,000 pages or 28% of the almost million page total.

ATUS uses a software program called P-Counter to facilitate the quota program. Spring quarter the limit was set to a maximum of 600 pages per student, with students receiving an automatic alert message when their printing exceeded 400 pages.

The result was a 200,000 page reduction in total pages printed.

During spring quarter 26 students contacted ATUS Help Desk Supervisor Rick Nichols requesting quota increases above 600 pages. These students were briefed on printing policies and the need to conserve, and were informed that computer lab use and printing are for academic purposes only. When an academic need existed, modest quota increases were granted.

The printing quotas remain in place this quarter. Wilson Library has begun implementing the print quotas as well, and ATUS will be pleased to work with other departments who may be interested in the program. Contact me at x3368 to discuss the possibilities.

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## In Pursuit of Up-to-date Computer Labs

By Rob Galbraith

Academic Technology & Physical Education, Health & Recreation have just completed a new shared lab facility in Carver 116. The lab contains 20 student workstations with the standard computer lab software and a printer. The instructor's podium contains a computer, VCR and document camera, all connected to the projection system. PEHR has priority for reservations in the lab and the lab is open to all students when it is not reserved. Class reservations can be made by calling Rick Nichols at x7928, or me at x3368.

During this past summer 30 more workstations were added to the open student workspace in Miller Hall 61 & MH 65. This brings the total of dedicated student workstations in this popular homework area to 60. The addition was funded by a grant from the Student Technology Fee program.

STF funding also provided an upgrade of the ET 321 computing lab including the addition of 1GHz Dell computers, a new projector and new printer. The old computers were moved to complete the expansion of the MH 61 & 65 student work areas.

ATUS staff recently assisted the English Department and Woodring College of Education with the purchase and installation of new 1GHz Dell computers for their labs, Humanities 104 and MH 72 respectively. They also assisted the Music Department in the upgrade of their Instruction Technology Lab to new Macintosh G4 computers with MIDI interfaces, and Huxley College with the installation of their Environmental Planning Studio, which included computer workstations as well as a projector, scanner, printers and a plotter. All of these projects were STF funded.



## Wireless Computing Available for Students in the Library

by Rob Galbraith

ATUS and Telecommunications staff members have been working closely with the Library technical staff in the development of a wireless network for student use. The Library's STF-funded project includes more than 20 wireless devices and a wireless network service area in and around Wilson Library, extending across the sky bridge into Haggard Hall and out into Red Square.

Students can check out the wireless computing devices from the Media Desk in Wilson Library for up to two hours at a time. They must sign a loan agreement and show their Western Card. A WWU universal username and password are required to connect to the wireless network. The collection includes 10 NEC Windows CE handheld computers; 10 Compaq laptop computers and one Macintosh iBook.

What this means for students is an expanded opportunity to access academic resources without having to stay at one particular computer workstation. They can do collaborative projects in a variety of locations, use MS Office software for class assignments, access email, use web browsers to participate in their Blackboard courses, look up information on MyWestern, and pursue information via all of the Library web resources.

Students can also use their own wireless-capable devices to connect to the library network but should first check with the ATUS Help Desk in Haggard Hall 145 for instructions and assistance.

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### Academic Technology News

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# Cable TV in the Classrooms

by Noel Newell-Andriff and Nancy Grayum

During this past summer, the campus cable television system was revised, revamped and rewired. The result is crystal clear picture quality delivered into every general university classroom and all other areas of the academic buildings that have cable connections. This is a vast improvement over the former picture signal, which was deteriorated and noisy.

The new channel lineup for academic buildings provides 25 stations, plus several channels we can use to insert additional programming. Insertion programming might originate from among 125 cable channels, over 50 satellites, previously recorded programs, or a live simulcast from another campus location.

If, for example, PBS has a program on evolution that is relevant to a biology or anthropology class, but is aired at a time when your class is not in session, Video Services can record it onto tape and then play it back on one of the "insert channels" for viewing during class. Of course, we could also simply provide you with the tape so you can play it on the classroom equipment yourself.

Video teleconferencing from a Level 4 classroom is also a possibility. If you are registered for a teleconference, we can deliver the signal to your classroom. You may interact with the conference by using a telephone or your web-based email. Be aware that many educational satellite programs require licensing in order to obtain the signal and the right to record the program.

Contact ATUS Classroom Services at x3300 for assistance and advance coordination.

## Yahoo for WWU

WWU was recently recognized by *Yahoo* as one of the "100 Most Wired Universities." The ratings were based on access and infrastructure, administrative services, general resources and student services. WWU was rated particularly high in several categories and was recognized for having:

- 95 percent of its classrooms wired for high-speed net access
- 75 percent of its residence halls with computer labs
- 11 to 25 megabytes of shared file network space per student

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# Human Resources, Training and Development Information Technology Classes

Human Resources, Training and Development has moved to 405 32nd Street. The Computer Lab is now located in room 341 at 405 32nd Street (behind the Sehome Village shopping center). All Training and Development classes will be conducted at this location unless otherwise specified in the schedule.

All full time, part time, project, and temporary Western Washington University employ-

ees in pay status on the day of the class are eligible to take classes through Human Resources Training and Development. Many classes are free, while others may be by transfer (departmental budget code) or direct payment (personal check). For a complete list of class objectives and agendas, visit our website at <http://www.acadweb.wvu.edu/hr/training/>

Class	Date	Day	Time	Cost
<b>November</b>				
PowerPoint 97 Intro	5-6	M-T	8:00 am - 12:30 pm	Free
PowerPoint 97 Intermed	12-13	M-T	8:00 am - 12:30 pm	Free
BI/Query User & BI/Query Fundamentals	14-15	W-Th	9:00 am - Noon	Free
PowerPoint 97 Advanced	19-20	M-T	8:00 am - 12:30 pm	\$50
File Management	21	W	9:00 am - Noon	\$50
<b>December</b>				
Word 97 Introduction	3-4	M-T	8:00 am - 12:30 pm	Free
Word 97 Intermediate	5-6	W-Th	8:00 am - 12:30 pm	Free
Word 97 Advanced	10-11	M-T	8:00 am - 12:30 pm	\$50
Word 97 Macros	12-13	W-Th	8:00 am - 12:30 pm	\$50
BI/Query User & BI/Query Fundamentals	12-13	W-Th	1:00 - 4:00 pm	Free

### Registration & Information:

Program Assistant  
HR.Training@wwu.edu, 650-4998

### Forms and Class Descriptions

<http://www.wvu.edu/depts/training>  
Voice Information Recording 650-4999  
Fax 650-7692, Mail Stop: 5221

### Information Technology Training

Vic Kiel, Vic.Kiel@wwu.edu, 650-7418

### Training and Development

Carolyn Lawson,  
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# Western Rejoins Research Consortium

by Lucky Tedrow

Through the cooperation of The College of Arts and Sciences, ATUS and the Office of the Provost, Western Washington University has rejoined the Inter-university Consortium for Political and Social Research (ICPSR). This national consortium promotes and facilitates research and instruction in the social sciences and related areas by acquiring, developing, archiving, and disseminating data and documentation for instruction and research. ICPSR features on-line search and access to codebooks, documentation and data files for use by the consortium members. Benefits of membership are outlined on the ICPSR website at <http://www.icpsr.umich.edu/MEMBERSHIP/benefits.html>.

The General Social Survey, 1972-2000 and the National Election Survey, 2000 are examples of two recently acquired data files that Western has obtained through membership in the consortium. Both files are now available locally to Western students and faculty.

Lucky Tedrow, Sociology Department, is Western's Organizational Representative to the ICPSR. The consortium website can be visited at [www.icpsr.umich.edu/](http://www.icpsr.umich.edu/). For more information, please contact Lucky Tedrow at x3176 or [tedrow@cc.wvu.edu](mailto:tedrow@cc.wvu.edu).