

## OFFICE CONVERSATIONS (9/18/09)

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### What is the “U” drive?

- The U drive is a working file area that is backed up for you. Use the U drive regularly and use Fredshare (another server) to share documents in your office. Use these two as much as possible for your Word, spreadsheets, etc.
- On the U drive – it is backed-up but it’s a 30day cycle so don’t use it as an archival purpose. U drive is more for transitional thing – if you work from home, put it on U drive so you can get it both at home and at work. Recommend to your faculty that they use it to show their documents to the class vs. carrying it around on a USB or disk.
- Off campus/home – instructions on the IT homepage: Help desk – quick links – personal data storage (how to get on U from home).  
<http://www.fredonia.edu/helpdesk/procedures/PersonalDataStorage.asp>

If you don’t want to look at it for a long time, go to Fred share. Perhaps get an IT consultation to see what you want to do and they can help determine your needs (external hard drive). IT will sit down with anyone to suggest strategies on what to do with your data, how secure, etc.

### Compressing files? Good idea?

- It’s not recommended regularly because our hard drives are so big right now. But when going to archive a big folder, it’s best to compress it. When clearing a lot of space it may be best to compress and then put on disks. The computer can get slow with a lot of ‘stuff’ on it and programs up - -it gets slow.
- Fredquest – many e-mails follow up after a ticket has been put in. IT is still working with the system so they’ve reduced that a little bit. So, what else to eliminate this. You can also filter your mail and have these go in a separate file instead of the usual mail.

### How to filter e-mail?

- Under “rules” in the mail toolbar to filter e-mail into folders.

### How does Fredquest work?

- Either do Fredquest (preferred) or call (if can’t get into Fredquest) – but, just do one method to contact IT/Help Desk.
- IT does have specific people for specific things. The ones that aren’t automatically done are looked at and then filtered to the right people. Make sure to pick the right category to speed things up. Use the ‘comments’ section to describe what is happening. IT can categorize by priority too. Some issues are urgent (responded to within 3 hours) – some offices are high priority too. Programming changes are typically put in an ‘evaluation’ priority. The IT response time is very high. Categorizing is the hardest thing for IT to do. Enter tickets and Help Desk will see it.

- The list of priorities “service level agreement” is in a knowledge based articles in Fredquest - article 1453 (pdf) – page 4-5 has a list of the kinds of services/priorities (time of response,etc.). Fredquest also has a list of all of your Fredquest tickets – if it says “in progress” then it’s being worked on. If you go in the ticket then it would say ‘user responded’.

### **What about product quotes?**

Faculty will often find something and the quote is higher... It could be refurbished? Depends on what it is they are looking for/at.

### **Mailbox is full?**

- It’s not the number of messages it’s the size of the documents. Look at your subfolders too. The subfolders are part of the quota. IT can come and teach you how to back-up your e-mails which is different than backing up your Word files. Within Outlook there is a way to back-up e-mails. ‘Personal Folders’ is on ‘my’ computer hard-drive but not backed-up.

### **Other Items:**

- Spam – NEVER give away your user name and password!! And, don’t even go to the links if they are on there. Pop-ups? Just delete them too. Set computer to block pop-ups too (or, select them).
- WordPerfect? Tried to switch a lot to Word – if I get a new computer – what do I do? Open them in Word and save it Word.
- MAC vs. PC? With business applications PC may be best – MAC is good for visual/video/images stuff.
- Is everyone updated to the new Word? Not everyone is updated...
- New machines will have Windows 7 – not a lot different from Vista but fixed the VISTA problems with Windows 7.
- Is there a way to share information about faculty/staff awards/publications, etc? So, that it can be archived, etc. What about the campus report – this may have some information...

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### **NEXT TIME:**

- Share office hints and clues: So, bring in your (a) biggest office “problem” (filing, managing e-mail, telephones, etc. and your (b) biggest helpful hint to share (30 minutes)
- Nan Bowser with FERPA updates (30 minutes)