

Prentice Centre Bulletin



THE UNIVERSITY
OF QUEENSLAND

Queensland 4072 Australia

Mr Teakle
Prentice Centre

For enquiries or mailing list
amendments, contact:

Client Service Counter
Room 207, Ground floor
Prentice Building
Telephone (07) 365 4400
Facsimile (07) 365 4477
Email help@cc.uq.edu.au

NUMBER 50 NOVEMBER 1994

Department Liaisons streamline problem solving

Prentice is changing the way it routinely communicates with University departments. The aim is to improve the level of service we offer by streamlining the process of problem reporting, and by giving departments the ability to solve simpler problems rapidly, themselves.

To achieve this, 60 departments have nominated a contact person who would act as a Department Liaison between the department and the Prentice Centre. This achieves two objectives.

Firstly, it coordinates, simplifies, and speeds communication. Your Department Liaison knows best how to communicate with Prentice, and what detail is relevant or necessary under various circumstances. This will minimise time wasted through inadequately reported problems, confusing multiple reports of the same problems, and cases where Prentice support staff are unable to re-establish contact with the person reporting the problem in the first place. This coordination alone promises to improve response times for departments.

Secondly, it provides an entry point into your department, to which the Prentice Centre can direct information and training that your department may need to become more self sufficient. The Centre is currently required to recover the cost of providing many of its services, including the support of departmental workstations and networks. The resources available for this support are limited, so any improvement we can make towards self-sufficiency within departments saves those departments money while at the same time freeing our support staff for problems which may be beyond the resources of individual departments, where they are really needed.

Please find out who your Department Liaison is, and use this person as the first port of call for your computing queries. Client Service (ext 54400) can tell you who your Department Liaison is if you cannot find out, and they can explain the scheme in more detail to you. If you are a Department Liaison, please make your role known to everyone in your department. Departments who wish to nominate a Department Liaison can contact Client Service (ext 54400) to make arrangements.

Improved Dial-in Access to UQnet

Clients using Dial-in Access will find some improved functions with the new online terminal server.

The new terminal server is called Annex2. Clients who dial 365 4900 will see an Annex2 prompt instead of the Spade prompt.

File Transfer is now possible with the Annex2 prompt. (Previously when people rang 365 4900 and were put onto the Spade terminal server, they could not perform file transfers successfully.)

The new Annex2 terminal server supports dial-in modems with speeds from 300 baud to 14.4k baud.

For more information on Dial-in Access, contact Client Service on 365 4400. Further changes to this service are in progress. Watch this *Bulletin* for updates!

Email is not for sending large files

We've had computer overflow problems recently because large files have been sent using electronic mail.

Using a PC or a Macintosh, it is quite simple to attach a file to an electronic mail message, but attaching large files cause problems for the mailsystem and clients' disk utilisation.

If you want to give a colleague a file of **more than one megabyte** of data:

1. Split the large file into smaller files which can then be attached to an electronic mail message. Delay sending between each part. If you need advice on how to do this, contact Workstation Support on ext 54018.
2. Arrange for your colleague to fetch it from you via FTP. Once again, if you need advice on how to do this, please contact Workstation Support on ext 54018.

Please remember electronic mail is not for sending large files.



**Client Service
365 4400**

**Prentice Centre Services
Recorded Information**

365 4124 (24 hours)

Prentice Course Schedule

November – December 1994

Course	UQ Price	Ext Price	Date	Time
Mainframe Courses				
Introduction to VAX/VMS	\$80	\$240	Nov 7-Nov 10	9-12am
Introduction to UNIX	\$80	\$240	Dec 6-Dec 9	9-12am
Using Pine Mail (dingo)	\$20	\$60	Dec 2	9-12am
Using Archie/Gopher	\$20	\$60	Nov 21	9-12am
Using AARNet (telnet, ftp)	\$20	\$60	Nov 11 Dec 5	9-12am 9-12am
Introduction to NUDIST	\$80	\$240	Nov 1-Nov 4	9-12am
Introduction to ORACLE	\$100	\$300	Nov 14-Nov 18	1-4pm
Introduction to SAS	\$100	\$300	Nov 21-Nov 25 Dec 19-Dec 23	9-12am 9-12am
SAS - Stage II	\$40	\$120	Dec 15-Dec 16	1-4pm
Introduction to SPSS	\$100	\$300	Nov 28-Dec 2	1-4pm
Macintosh Courses				
Introduction to Macintosh	\$40	\$120	Nov 22, Nov 25	9-12am
Introduction to WORD (Mac)	\$60	\$180	Nov 15-Nov 17	9-12am
WORD (Mac) - Stage II	\$40	\$120	Nov 29-Nov 30	9-12am
WORD (Mac) Tables	\$20	\$60	Nov 22	1-4pm
Introduction to EXCEL (Mac)	\$60	\$180	Nov 9-Nov 11	1-4pm
EXCEL Databases (Mac)	\$20	\$60	Dec 1	1-4pm
Introduction to PageMaker (Mac)	\$80	\$240	Nov 15-Nov 18	1-4pm
PageMaker (Mac) - Stage II	\$60	\$180	Dec 7-Dec 9	1-4pm
Using Eudora	\$20	\$60	Nov 30	1-3pm
Network Tools (on Mac)	\$20	\$60	Dec 5	1-4pm
PC Courses				
Introduction to MSDOS	\$80	\$240	Oct 31-Nov 3 Nov 28-Dec 1	1-4pm 9-12am
Introduction to WordPerfect 5.1	\$80	\$240	Nov 7-Nov 10 Dec 12-Dec 15	1-4pm 9-12am
WordPerfect 5.1 - Stage II	\$40	\$120	Nov 21-Nov 22	1-4pm
WordPerfect Equations	\$20	\$60	Nov 18	9-12am
WordPerfect Tables	\$20	\$60	Nov 23	1-4pm
Introduction to WINDOWS	\$60	\$180	Nov 1-Nov 3	9-12am
Introduction to WORD (Windows)	\$60	\$180	Nov 9-Nov 11	9-12am
WORD (Windows) - Stage II	\$60	\$180	Dec 5-Dec 7	9-12am
WORD (Windows) Tables	\$20	\$60	Nov 24	9-12am
Intro to WordPerfect 6.0 (Windows)	\$80	\$240	Nov 14-Nov 17 Dec 5-Dec 8	9-12am 1-4pm
WordPerfect 6.0 (Windows) - Stage II	\$40	\$120	Nov 24-Nov 25	1-4pm
Introduction to QuattroPro (Windows)	\$60	\$180	Dec 12-Dec 14	1-4pm
Introduction to Paradox	\$80	\$240	Dec 19-Dec 22	1-4pm
Network Tools (on PC)	\$20	\$60	Nov 4	1-4pm
Video Production				
Using the Video Camera	\$40	\$120	8 November 6 December	9-12+1-4 9-12+1-4
Television Interview Skills	\$40	\$120	9 November 7 December	9-12+1-4 9-12+1-4
Desktop Video	\$40	\$120	10 November 8 December	9-12+1-4 9-12+1-4
Commissioning a Video	\$20	\$60	5 December	9-12 am

Bookings and Payment

To enrol in any course, telephone 365 4400, email help@cc.uq.edu.au or come to **Client Services** on Level 2 (ground floor), Prentice Building, from 8-30 am to 4-30 pm. Bookings must be confirmed by payment within 3 days, and prior to start of course.

Payment can be made either by Requisition for Interdepartmental Services, or by cash or personal cheque. The UQ Price is only available to University of Queensland staff and students.

Please address all correspondence to *Course Bookings, Prentice Centre.*

New Course: Network Tools

So how do you use Gopher and World Wide Web?

Many clients have heard of these you-beaut, gee-whiz network tools, but are not sure how to use them. Prentice is offering a new course to show how to use these programs and to demonstrate what information can be found.

These network tools will allow you to explore and discover information using the Internet, the world-wide computer network. Some information will be useful for research or courseware. Other information may simply be interesting or amusing.

Course participants will learn how to use World Wide Web, WAIS (Wide Area Information Server), and Gopher. The new course entitled Network Tools will be run on PCs on 4 November, and on Macintosh computers on 5 December. Clients may enrol in either course.

As with all network classes, participants will be given a free account for one month so they can practise what they learn in class.

For information about course content, contact Jane Wilson on ext 54292. For course bookings contact Client Service on ext 54400.

Latest News on Autodesk Products

AutoCAD Release 11 for Students and Teachers

(includes Disks, Hardware lock, Manuals and AutoLISP Programmers Reference)

\$350

Also available...

AutoCAD Release 12 for Students & Teachers for Macintosh

\$325

UNIVERSITY
TECHNOLOGY SHOP
365 3943