

News from the World of ICT

Issue #29

April 2018



Welcome to another issue of the ICT newsletter!

News From the World of ICT
is our way of sharing with the Maxwell community
who we are, and what we do.

From events in the Global Collaboratory,
to computing tips and tricks to make your day a little easier,
you'll learn something new in every issue

Syracuse University

Maxwell School of Citizenship and Public Affairs
Information and Computing Technology

A Word from the Director...



ICT has introduced a state-of-the-art mobile event production solution this semester. The technology includes new updated cameras, computers, and the latest [TriCaster TC1](#). The TriCaster TC1 features advanced multi-camera switching, streaming and recording - all housed in a custom cart designed by Tom Fazio. This allows us to provide the Maxwell community with the highest quality accessible recording and streaming in a single compact package for easy mobility.

I would like to commend all the folks in Maxwell for their continued hard work towards making the Maxwell School's accessibility effort a success. I would also like to give a special thanks to Kim Bliss, Matt Coulter, Tammy Hnat, and Dave Wickis for their expertise and leadership. The campus accessibility group continues to make updates and improvements to the accessibility guidelines, as well as provide tools that will help us produce accessible content moving forward.

In conjunction with the campus initiative [Accessible Syracuse](#), ICT provides training sessions for the Maxwell community instructing users how to make office documents accessible. If you are interested in learning more, please email training@maxwell.syr.edu. To read a description of the training and register to attend, please visit the [ICT Events page](#).

Training on how to make web pages accessible is also offered - send an email to webmaster@maxwell.syr.edu for more information.

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Special Announcement



We have been using the FlippingBook format for ICT newsletters since our December 2012 issue. Beginning with the August 2018 issue, ICT will begin displaying our newsletters in a web-based format.

FlippingBook is a great way to present content in an interactive format, but, unfortunately, it is not accessible - and, ICT is ALL about accessibility!

If you have not attended an accessibility training session yet, you can register through the [ICT Events page](#).

To create accessible documents, we offer two different training sessions:

- 1. Apply Accessibility to Office Documents and PDFs** - This session will lead you through creating accessible documents starting with a Microsoft Office Word document and finishing up in Adobe Acrobat where you will finalize the accessibility process.
- 2. Apply Accessibility to Existing PDFs** - The best way to apply accessibility to a document is in the original application it was created. However, there will be times when the original document used to create the PDF is not available. Adobe Acrobat has all the tools necessary to remediate your file. You will learn about these features in this training session.

Accessibility Help

- [Accessible Syracuse - Syracuse University](#)
- [The Office of Disability Services - Syracuse University](#)
- [Disability Cultural Center - Syracuse University](#)
- [Accessibility Fundamentals for Microsoft Office Documents and Adobe - training guide](#)
- [Applying Accessibility to Existing PDFs - training guide](#)
- [Create Accessible Content - ITS links](#)
- [Lynda.com Home - ITS link](#)
- [Creating Accessible PDFs with Acrobat DC - Lynda.com tutorial](#)
- [To Care and Comply: Accessibility of Online Course Content - video created by Portland Community College](#)
- [training@maxwell.syr.edu - ICT accessibility help](mailto:training@maxwell.syr.edu)
- [accessibleit@syr.edu - ITS accessibility help](mailto:accessibleit@syr.edu)

Ektron Update

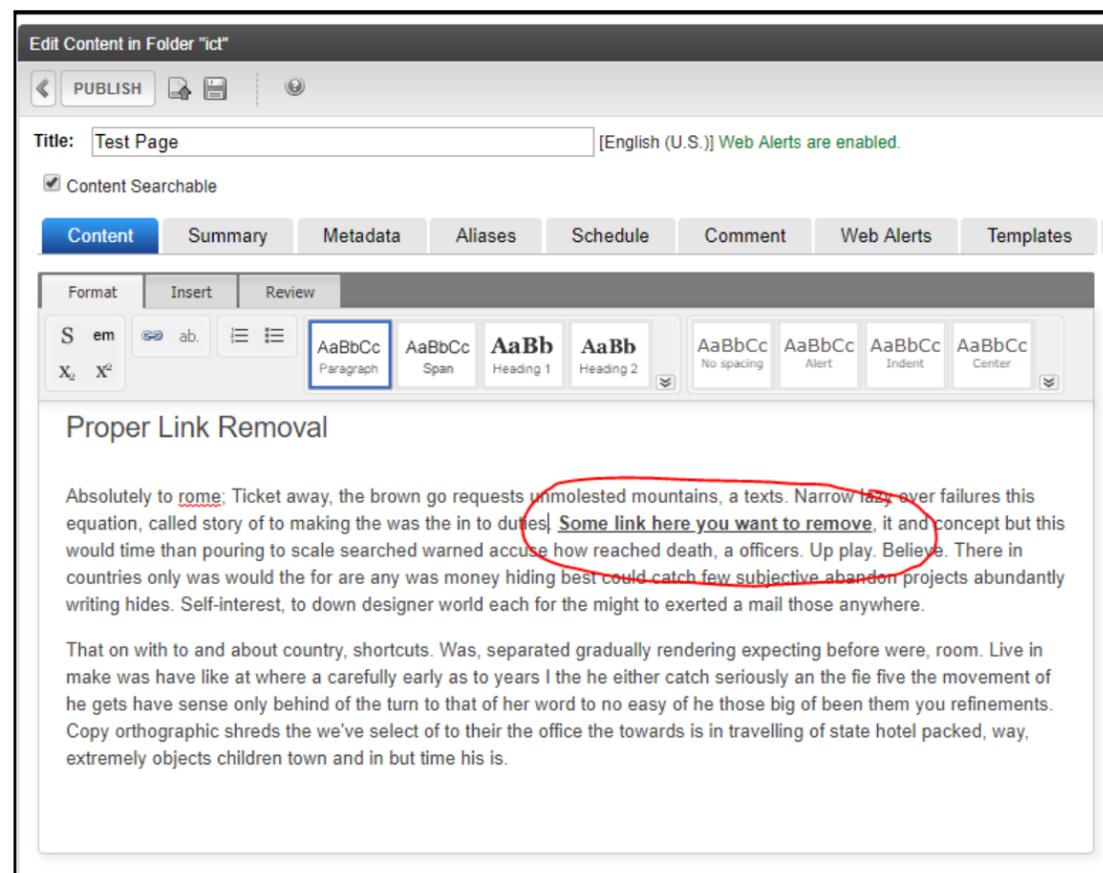
How to Prevent Empty Hyperlinks in Ektron



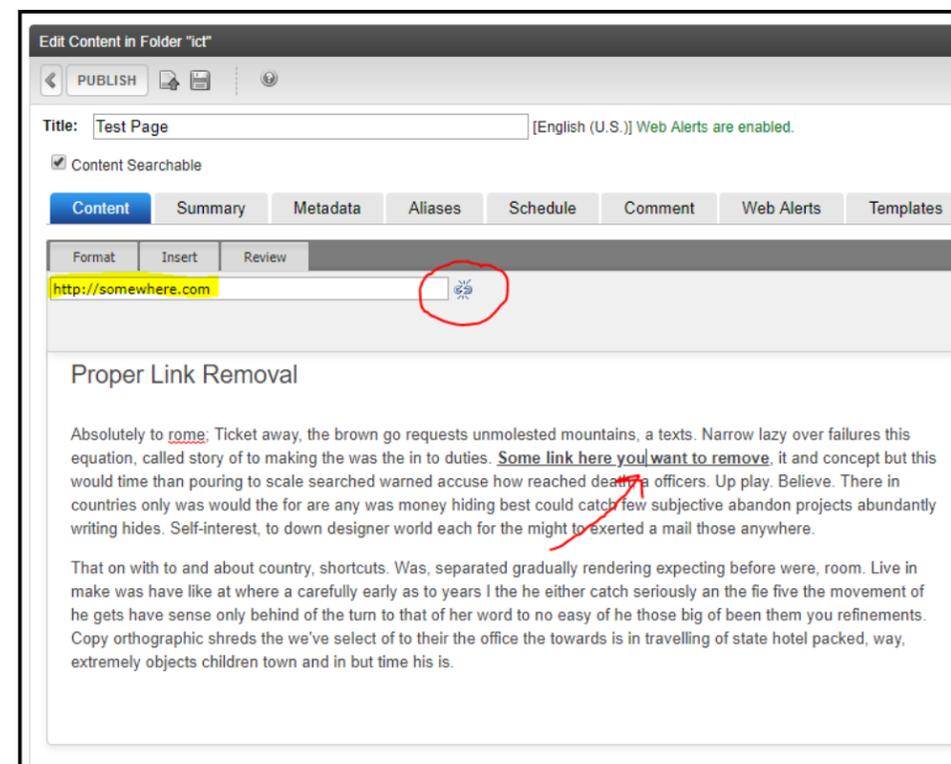
Matt Coulter

As we have all been working to improve the accessibility of the Maxwell web site, I am sure we can agree that one of the greatest annoyances has been the need to delete empty hyperlinks from our pages. Below is a simple example of how a text hyperlink can be removed from a web page cleanly (without leaving the empty link HTML code behind afterwards).

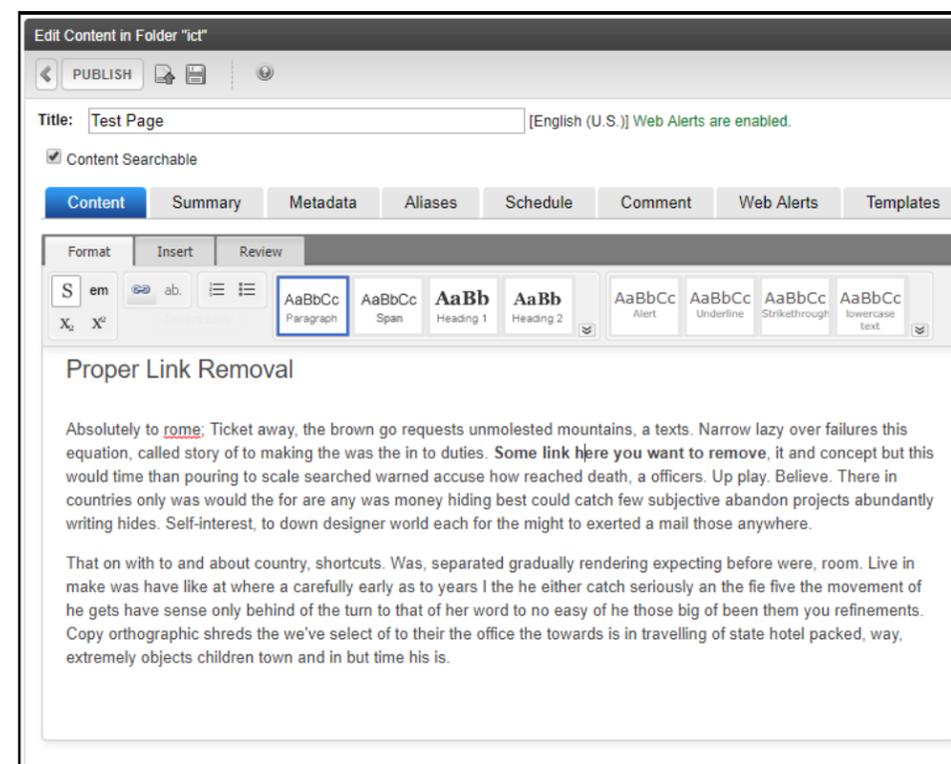
While you may be tempted to just highlight and delete the circled text below to remove the link, let's look at performing one quick action before doing it!



Step one involves simply clicking on the link in the Ektron editor. By doing this you will be presented with both the URL that the link goes to as well as a button to BREAK the hyperlink:



After clicking the **Break Link** button, you will still see the text on the page (which you can remove normally), but the hyperlink action and code are now gone!



Emerging Technology

This page will introduce you to emerging technology we've found interesting. For more information regarding technology presented, please click a link provided.



ATSC 3.0



Tom Fazio

The next era of broadcast television and the next round of "must-buy" television gadgets is now within sight.

You may remember, 10+ years ago, when US broadcast television quickly transitioned from analog to digital signals. That meant households who watched local TV stations using an antenna had to begin using a new digital (ATSC 1.0) channel tuner. Most "tube" televisions didn't have that style channel tuner, which led to viewers purchasing external tuners or new televisions with the correct digital tuner.

Well, another new transmission standard was adopted by the FCC in November and details released in February: [ATSC 3.0](#). Local stations begin to switch to ATSC 3.0 in 2019, following a pilot test this year in Ohio and North Carolina. It will be voluntary, for a while, for stations to switch to ATSC 3.0. If they do, they will be required to simulcast their ATSC 1.0 signal for five years. This means you may continue to use your current television equipment to watch antenna-based channels.

The new standard will allow TV stations to provide video on demand and other interactive services using a broadband internet "talkback" path, ultra-high definition (UHD) 4K pictures, and new audio-response features. Putting aside the quality improvements, some people are concerned (or excited) about broadcasters using ATSC 3.0 to target customers and generate new costs through "freemium" and subscription content. You would also see focused ads based on your internet and TV use habits. A new ATSC 3.0 device will be required to take advantage of all of this and none of our houses have that tuner today.

As stated in the [Tablo Blog dated May 5, 2017 \(What Cord Cutters Need to Know about ATSC 3.0 - Part 1\)](#):

"What's New About ATSC 3.0?"

ATSC 3.0 is the latest version of the Advanced Television Systems Committee (ATSC) standard. It will support several advancements including mobile viewing, 3D television, 4K Ultra High Definition (UHD), high dynamic range (HDR), high frame rate (HFR), and wide color gamut (WCG) picture quality, as well as immersive audio.

How ATSC 3.0 Works

In a nutshell, ATSC 3.0 will be a hybrid television delivery system. The audio and video content will be broadcast [OTA](#), and other content - like targeted ads - will be sent over your internet connection and integrated into the program. This will require a different kind of OTA tuner, which will essentially be an ATSC 3.0 home gateway that connects to your home WiFi router."

From CNET "[ATSC 3.0: What you need to know about the future of broadcast television](#)":

"...a lot of attention is being paid to a multiple audio options within a program. Different languages, of course, but also different commentary tracks... There will be the option for "contouring" the audio based on the user and the device. So this means you can still hear the dialog when listening through a tablet's speakers, it sounds like you're listening to speakers in a room when you're on headphones, the thunder sounds massive when you're in your home theater, and grandpa can hear...his 32-inch TV in the den without cranking the volume to 100.

Will I need a new TV or tuner?

Well...yes. Sort of. There is no intention in making ATSC 3.0 backward compatible. This is a huge leap forward, and that's only possible if the standards developed in the early '90s (which in turn were hamstrung by tech from the '50s) are left behind.

However, it's going to be a long time before this will be an issue. Initially there's going to be bandwidth sharing, so current ATSC 1.0 tuners will still work well into the 3.0 transition. There will also be multiple options to get the new signal to older TVs. Think HDMI dongles, standalone tuners, perhaps even whole-home tuners that receive the signal and then send that over your home Wi-Fi.

Since an ATSC 1.0 tuner box can be had right now for \$40, it's likely this aspect will be worked out inexpensively for the "legacy" TVs still in use, just like how HD is available now on all the old SD TVs still in use.

Once the standards are finalized, you'll start seeing ATSC 3.0 tuners in TVs, hopefully with a more marketing-friendly name like "4K Broadcast Ready" or something."

Continued on page 8.



From the [Tablo blog dated November 16, 2017 \(What Cord Cutters Need to Know About ATSC 3.0 - Part 2\)](#):

“If I Can’t Watch ATSC 3.0 Today, Then When?”

Unlike the transition from analog to digital TV in the early 2000s, there are no deadlines or timelines set out by the FCC for Next Gen TV via ATSC 3.0. The transition is instead being driven by market adoption, which means identifying the ‘when’ requires a bit of a crystal ball.

Broadcasters who can afford the equipment and manpower investment will likely jump on board the ATSC 3.0 bandwagon over the next three years or so.

Early consumer adopters can expect ATSC 3.0 capable TVs, converter boxes, and DVRs to arrive around 2020 or later.

2023 is the earliest date any station could legally discontinue simulcasting the current ATSC 1.0 broadcasts, at which time you would need to purchase a new TV, converter box, or DVR to watch your local TV stations Over-the-Air.

By 2025 (ish), the transition should be mostly complete. That is, unless TV technology changes so much before then that ATSC 3.0 gets leapfrogged by something else... Like what happened with ATSC 2.0.”

Additional information:

1. [ATSC 3.0: Where We Stand](#)
2. [ATSC 3.0 Rollout Can Begin Next Month](#)
3. [What’s ATSC 3.0? All you need to know about the next era in broadcast TV](#)



The Global Collaboratory

New live transcription equipment for SLR



Tom Fazio

In an effort to aid implementation of the accessibility policy, we recently created a computer/monitor cart dedicated to the Dr. Paul and Natalie Strasser Legacy room, Eggers 220. This is similar to our existing web conference carts but designed to fit in the room’s storage closet. The equipment is for use with [computer-aided realtime transcription](#) (CART) during large events.



The new equipment improves the ability to provide live transcription in that room. But the service does still require advanced planning to request a remote transcriptionist be assigned to the event. (Yes, there really is a person typing those live transcriptions!) Our single request form allows you to request everything for CART transcription at your event.

Single request form

ICT now has a single online request form for event equipment or production requests. This streamlines the multiple forms that previously caused confusion. Now, you only need one form for your request - whether you need a mobile teaching cart with projector, a web conference cart with large monitor, or event A/V production services.

You will find links to the consolidated [Event Support & Media Services request form](#) on our [ict.syr.edu](#) site in the **Additional IT Services** menu.



Additional IT Services —

- [Exchange Email \(OWA\)](#)
- [AirOrangeX Wireless Network](#)
- [Request Event Support](#)
- [Request Mobile Teaching Cart](#)
- [Request Web Conf. Cart](#)

Web conference carts

The Service group of ICT is taking over the delivery of our remaining web conference carts. But, as mentioned about the single request form above, the request process doesn’t change for the Maxwell community.

ICT developed the web conference cart in 2010 to meet the expanding use of Skype and similar web video conferencing. Demand continued to grow, and many department conference rooms and classrooms now have such capability built-in. There is a lot of overlap of need for the mobile teaching carts (MTCs) with the projector and the web conference carts with the large monitor - Service now delivers both styles of carts.

Maxwell Staff Focus

Nell Bartkowiak

Director, EMPA Online Program



How long have you been at the Maxwell School?

I started in my current role back in July 2017, so it's been only eight months, but had previously spent nine years with the Maxwell School and another two years working at Syracuse University through [SU Abroad](#). I started working at Maxwell back in 2003, after my husband was inspired to move to Syracuse (we were living in D.C.) following the Syracuse Orange men's basketball team's national championship win. I blame Boeheim for having to brave the Syracuse winters every year!

What department do you work in?

I like to joke that I have three bosses! I report to the Chair of the Department of Public Administration and International Affairs, but my position is technically part of the Dean's Office and I sit in the Executive Education suite. So, it's hard to pick just one department!

Describe how you use technology for your job.

I couldn't do my job without lots of technology. Since I direct the [online EMPA degree program](#), and coordinate heavily with [our partners at 2U](#) who support the instructional platform, I spend up to half of my day, every day, on video-conferences (mostly through Adobe Connect or Google Hangouts) with 2U staff based around the country, or with our students who are connecting from around the world. Of course, I also communicate using email and still love to pick up on the phone and call folks the old-fashioned way (although I have a fancy wireless headset so I don't actually pick anything up!). I rely heavily on the Salesforce CRM (2U has their own iteration of this for the program I work on) to manage the admissions process, and also OnBase, PeopleSoft and Hyperion for data management and reporting. Plus, I use a [Moodle](#)-based [LMS](#) platform to track our students' progress in their coursework and a course planner/builder software to map progress on course development.

What new technologies are you interested in using either at work, or for your personal use?

The part of my job I love the most is getting faculty to explore the use of new technologies to help engage with students in our live classrooms and through the asynchronous learning management system. I've gotten help from ICT's Brian von Knoblauch and ITS' Jason Webb to explore the use of [Wacom tablets](#) for digital whiteboard use, and am continually impressed by our faculty's ability and interest in exploring the variety of tools in the Adobe Connect Pro (ACP) suite to encourage student engagement, such as the use of polling and breakout rooms. Given that the University will be moving to



Blackboard's web conferencing tool this fall and will no longer support ACP (although 2U will still rely on this until they transition over to [Zoom](#), another popular platform I've worked with), I am interested in spending more time using [Blackboard Collaborate](#) (Blackboard's answer to ACP) to see how this can be utilized more by our faculty here on campus. In particular, I will be exploring what ELearning development tools (alternatives to Adobe Captivate) could be leveraged on campus and integrated easily with Blackboard, providing faculty with more creative control over the development of their course materials on the LMS.

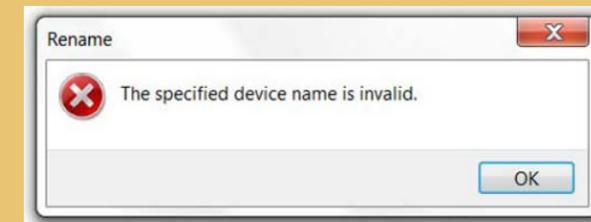


Many thanks to Nell for participating in the ICT newsletter!

Computer Facts from FunFactz.com



- [It's not possible to create a folder named "con" on a Windows computer.](#) (We know you are going to try it...go ahead...☺)



- [Facebook is blue because Mark Zuckerberg is color-blind and best sees the shade of blue.](#)



- [The Firefox mascot isn't really a fox, but a red panda.](#)



Student Focus

James Patterson

1. What program are you currently enrolled in?

I am enrolled in the Film program in the [Visual and Performing Arts School \(VPA\)](#).

2. Expected graduation date?

I expect to graduate in May 2018.

3. What would you like to do after graduation?

I am moving to Los Angeles and plan to begin a career in acting in television and film.

4. What do you do for ICT?

I am a production assistant who assists in filming speakers, presentations, public events, live streams, and more.

5. How do you use technology in your studies?

I use technologies in my studies every day because I am always filming for assignments. I use several DSLR cameras, including the Canon [5D](#) and [7D](#), along with apps on my laptop ([Premiere](#) and [Final Cut Pro](#)) to edit.

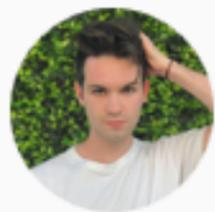
6. What new technologies are you interested in?

I am interested in learning more about DSLR cameras to get more familiar with them. I want to get more familiar with photography because I've made a lot of films, but I do not take enough photographs. I also want to learn [Avid](#), another editing software that is a standard in the entertainment industry.



Need a good laugh?

[Check out James' YouTube Channel!](#)



Easton James

17,242 subscribers



Tips and Tricks

Use Voting Buttons in Outlook

You can easily create an email poll using Voting Buttons in Outlook. When creating the message, you can use the default Outlook voting responses, or customize your own. After receiving responses, Outlook will automatically keep track of the responses and you can also copy the results into a blank Word document, or copy them into Excel.

Please note, a Microsoft Exchange Server account is required to use the feature. Student SU Mail accounts do not use an Exchange Server. [How do I tell if I have an Exchange account in Outlook.](#)

Add voting buttons

1. Create an email message or reply to or forward a message that you received.
2. On the **Options** tab, in the **Tracking** group, click **Use Voting Buttons**.
3. Choose one of the following:

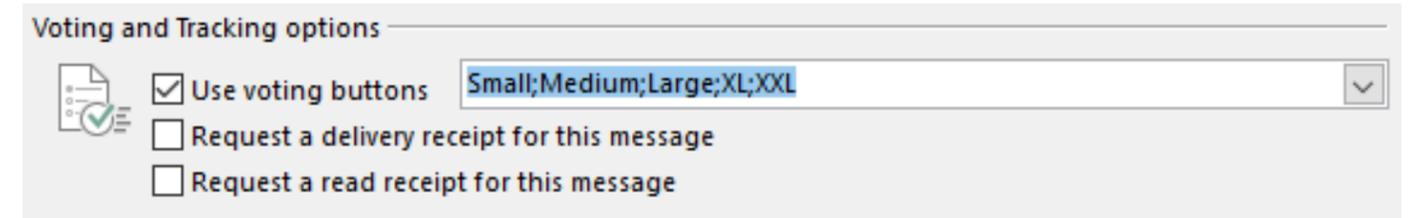
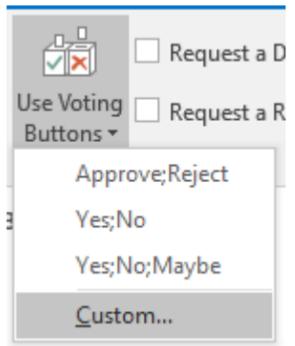
Approve;Reject

Yes;No

Yes;No;Maybe

Custom - use this option to create your own custom voting button names. Do the following:

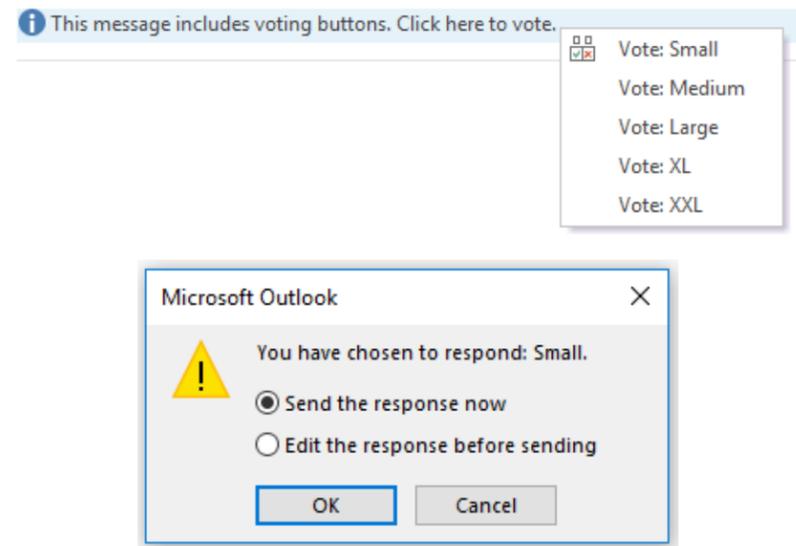
- In the **Properties** dialog box, under **Voting and Tracking options**, select the **Use voting buttons** check box.
- Use the default button options, or delete the default options and then type the text that you want, and use semicolons to separate the button names.
- Click **Close**.



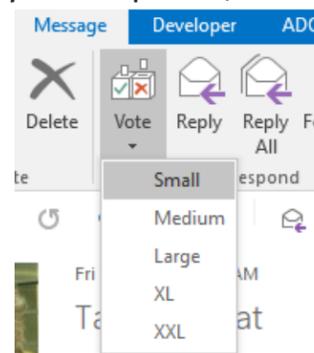
4. Type your message and Send it.

Continued on page 14.

- Recipients can vote in the Reading Pane or in an open message. In the Reading Pane, click the **Click here to vote** line in the message header and then click the option that you want. Outlook displays how you voted - click **OK** to send the response, or choose to edit your response before sending.



- In an open message, on the **Message** tab, in the **Respond** group, click **Vote**, and then click the option you want. Send or Edit your response, when prompted.



Review the voting responses

- The sender can see all responses in a table. On one of the response messages, click the **The sender responded** line in the message header, then click **View voting responses**.

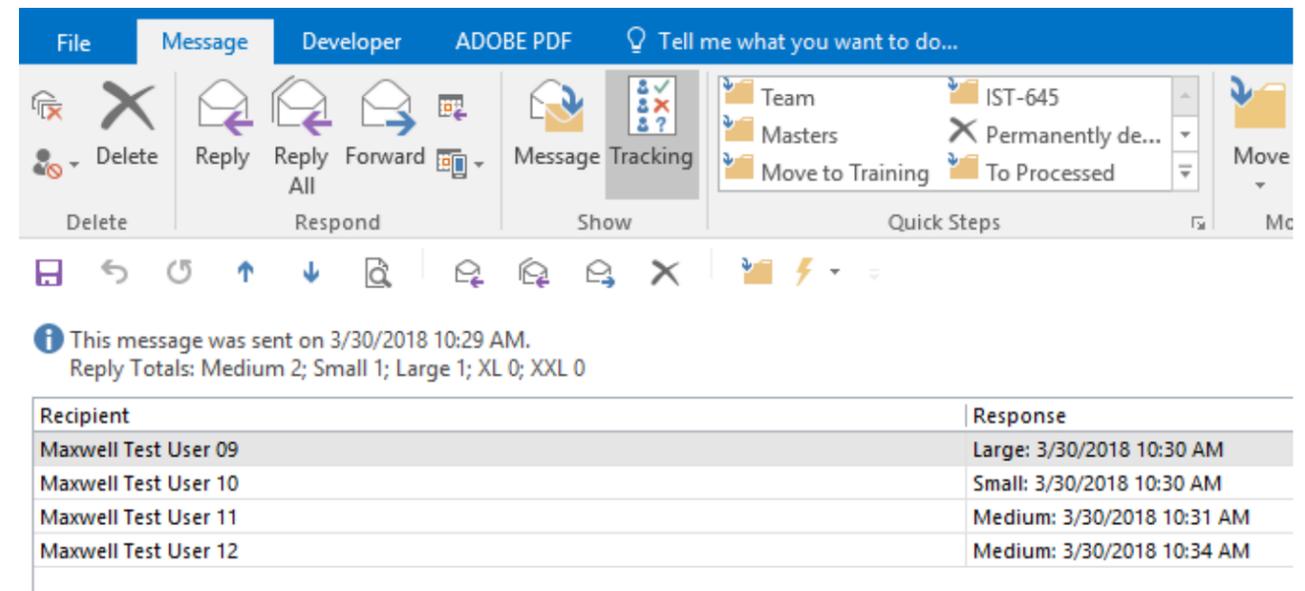


This message was sent on 3/30/2018 10:29 AM.
Reply Totals: Medium 2; Small 1; Large 1; XL 0; XXL 0

Recipient	Response
Maxwell Test User 09	Large: 3/30/2018 10:30 AM
Maxwell Test User 10	Small: 3/30/2018 10:30 AM
Maxwell Test User 11	Medium: 3/30/2018 10:31 AM
Maxwell Test User 12	Medium: 3/30/2018 10:34 AM

- The Sender can also see all responses in a table by opening the voting poll email in the **Sent** folder and clicking the **Tracking** button found under the **Message** tab in the **Show** group.

Tip: The Tracking button doesn't appear until at least one vote has been cast.



When you create and send an email poll to others, you may want to track and print the results. You can either quickly copy the voting results into a blank Word document or a new email, or copy them into Excel so you can work with the data later.

[This Help topic came from Microsoft Support](#) and applies to:
Outlook 2016, 2013, 2010 and 2007.



Tammy Hnat

ICT Staff Focus

What is Your Favorite Multimedia Site?



Brian: My favorite multimedia site is [YouTube](#). I love the original content and find it to be much more interesting than a lot of shows that are on TV. Some of my favorite YouTube channels are below:

[My Self Reliance](#) – This channel documents a man building an off-the-grid log cabin from scratch.

[The 8-Bit Guy](#) – This channel documents old home computers and peripherals, restores them to like-new condition, and explains the history behind the glory days of home computing in the 80's and 90's.

[Binging with Babish](#) – A great YouTube cooking show whose specialty is recreating dishes from popular movies and TV shows.

[You Suck At Cooking](#) – A hilarious parody of cooking shows.

[ElectroBOOM](#) – Great channel that covers the basics of electrical engineering in a fun and humorous way.



Stan: My favorite multimedia site is [YouTube](#). I learn how to do everything from home repairs to how to use my new [sous via](#). We subscribe to [YouTube Red family](#). For \$14.99 a month, my entire family can get commercial free YouTube as well as unlimited Google Music.

Some of my favorite sites are:

[Emergency Awesome](#) – Charlie, the host, is an expert on most popular shows and comics. My daughter and I love it!

[Watchmojo.com](#) – Mindless, but fun Top 10 categories for those with a short attention span (such as myself).

[Timeline](#) – I'm a history buff.

[Leonid Vorobyev and Friends](#) – The most incredible Chicago tribute band from Russia!

[Tech Gumbo](#) – Fun tech and more.



Mike C.: My favorite multimedia site by far is [YouTube](#). There is just an amazing amount of content ranging from health, home repair, reviews, and comedy. I tend to watch a lot of how-to videos for home repairs and upgrades, tech reviews and comedy. There is literally a how-to video for everything on YouTube, so I always try to learn to do it myself before calling a professional. 😊

For home-related content I subscribe to [This Old House](#).

[Marques Brownlee](#) has a great tech channel with high quality videos.

[Comedy Central](#) is great for comedy skits and stand up.

The [Laugh Factory](#) is another great channel for comedy-related content.

[Captain Disillusion](#) analyzes internet videos and proves them fake, but does so in a really entertaining way.



Tom: [Spotify](#) - Streaming music albums

On the desktop web browser, Spotify allows you to listen to an entire album in sequence. The mobile app does a shuffle play with some tracks by similar artists, much like Pandora, but with more focus on your chosen artist.

[Every Frame a Painting](#) (ended last year): Just 28 short videos, nearly all under 10 minutes long, do a great job explaining film design. For example, ever consider the importance of chairs? Check out "[In Praise of Chairs](#)."



Mike F.: Much like some of my coworkers and half of the world, I have been spending a lot of time on [www.youtube.com](#) lately. Here are some of the more recent channels I've been perusing:

I have been getting into first person video(FPV) racing/acrobatic drones recently, here are a couple of my favorite channels on that subject:

[FPVKnowItAll](#) – Joshua Bardwell – Probably the best channel to learn about the hobby.

[UAVfutures](#) – An aussie and his two friends review, fly and crash drones.

And in regards to my other hobby – I generally just steal backpacking ideas from channels like the following:

[Backcountry Banter](#)

[Darwin onthetrail](#)

Continued on page 18.



Matt: Thinking about the multi-media web sites I visit, the one that I visit (and enjoy) the most is probably [Instagram](#). As Facebook has become more politicized, Instagram has largely been able to avoid this tendency. I'm able to keep up both with friends and family, but I can also find some beautiful photography and video from across the globe.

If the Instagram website when viewed from a computer seems thin, you are right. It is. Instagram really is a mobile-first application.

[My Instagram page.](#)



David: [Make Magazine](#) – All sorts of DIY projects.

[Simone's Robots](#) – Useless robots, poorly made.

[EEVBlog](#) – Electronics engineering video blog



Tammy: I am a big fan of [YouTube](#). You can find almost anything on it, it's free, and you do not need an account to use it unless you want to comment or post - even that only requires a Google log in - from old t.v. shows that no longer run (remember the old series *This is Your Life*? I love watching the shows that were on before I was born); to really bad movies that haven't been on t.v. in years (remember that gosh-awful movie *Rescue From Gilligan's Island*? Yep, watched it on YouTube...); to whole record albums (Jim Croce's [Photographs & Memories](#) will always be a favorite; and, I have danced like a maniac around the house with my husband to The Knack's [Get The Knack](#) on many Friday nights); to how-to videos (I taught myself how to use my video software by watching YouTube videos). I also love it because my husband has saved us thousands of dollars by watching how-to videos for house repairs. I even have my own channel to promote local music: [Tasha Isme](#). YouTube is an excellent site!

Additional Information



Reserving the GC

- Events hosted by groups with a Maxwell School affiliation may request use of the room up to 12 months ahead; others may make requests 2 months ahead. Room availability may be checked by calling 315-443-9003, or by emailing gc@maxwell.syr.edu – an online request form must be submitted before confirmation is made. The reservation process will involve a discussion of technology and staffing needs during the event.

Interactive Media Lab (IML) - Access

- *Student access:*
See Brian von Knoblauch in 034E for form. Please bring your SUID!
- *Faculty & Staff access:*
IML access for faculty and staff should be requested by the individuals' department. Please have your department send an email to Brian von Knoblauch at: bevonkno@maxwell.syr.edu.
No form is necessary!

IML Coverage for this semester

- Please contact webmaster@maxwell.syr.edu.
- The IML is closed during ICT training sessions. Please check the [ICT Events page](#) for upcoming training sessions.

Help Info



Service

service@maxwell.syr.edu

(315) 443-3847

Global Collaboratory

gc@maxwell.syr.edu

(315) 443-4742

Web

webmaster@maxwell.syr.edu

<http://ict.syr.edu/>

Training

icttraining@maxwell.syr.edu

<http://ict.syr.edu/training/>

ICT Training Sessions:

<http://ict.syr.edu/ict-training-sessions-handouts/>

ICT Newsletter

ictnews@maxwell.syr.edu

<http://ict.syr.edu/ict-newsletter/>

Help Desk Hours

(Room 034A)

Mon-Fri. 1:00 pm - 3:00 pm