



# Information Technology eNews

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Technology  
for Administration & Academics

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## Please “Empty Trash” in Webmail!

We are asking Webmail users to be conscientious about storage space in the Mirapoint email system. One quick way you can help us is by deleting old, unnecessary e-mails. Click on the small square to the far left of the messages you wish to delete and then select “Delete” from the gray toolbar. This action sends the message to your Trash.



Don't forget to empty your trash too! Once you have deleted unnecessary e-mails from your inbox, just select “Empty Trash” from the down arrow menu at Delete, and this action will free up storage space on the system.

## Get Instant HELP with Blackboard

Next time you log on to Blackboard please notice you are a student in a “course” called **Blackboard HELP**. This course will give you access to Wimba Pronto, an instant messaging (*IM*) tool, so that you can instantly contact a Blackboard administrator for help.

## Blackboard Upgrade: June 29 - 30th

We will upgrade to **Blackboard 9.1** on June 29, 2011 at **12:30am** EST. The upgrade should be complete on or before **12:30pm** EST the following day, June 30th. Please put a reminder in your calendar that Blackboard will be unavailable during the upgrade.

**Faculty:** You can learn more about Bb 9.1 at our [9.1 Training Site](#). View our Technology Training Services [calendar](#) for "*3 Things you Need to Know About Bb9.1*" sessions.

## Printing in the Computer Labs

Our goal is to continue to provide free printing for students in the computer labs. Remind students to conserve toner and paper or allow them to submit assignments electronically using the *Assignment* feature of Blackboard, or via email. "Think before you print" is a prudent guideline for the entire University. If you would like more information about using Blackboard contact [karen.rubinstein@morgan.edu](mailto:karen.rubinstein@morgan.edu)

## Accessing Data Files and Reports using Banner Data:

ORACLE Application Express (or APEX) is a user-friendly, web-based reporting application that allows users to access secure, professional, customized reports in a timely fashion. Data for these reports are derived from the Banner ERP system. Some of the key benefits to using APEX include:

- 24/7 access to data
- Access to APEX both on and off campus
- No special software installation required
- No knowledge of script or code writing required
- Easy to use
- Minimal IT dependency

APEX data can be formatted into a basic report, matrix (or summary) report, pie chart, line graph, or bar graph. Most APEX reports can be imported into an Excel spreadsheet or, in some cases, a PDF file. APEX is designed to empower users with data at their fingertips so they can make quick, informed decisions. Some APEX accountholders use the data to do trend analyses, perform assessments, make departmental decisions, perform mail merges, complete grant applications, or identify performance gaps. Other departments have taken advantage of one-on-one meetings with IT staff to use APEX in an effort to automate their processes and customize reports for their individualized needs.

If you have any questions regarding APEX, would like information on gaining access to APEX, or would like to see an APEX demo, please contact Dr. Cynthia Mendoza-Robinson at [cynthia.mendoza@morgan.edu](mailto:cynthia.mendoza@morgan.edu) or on extension 4596. For assistance with Microsoft Excel or Access, please contact Mr. Sabah Karam at [sabah.karam@morgan.edu](mailto:sabah.karam@morgan.edu) or on extension 4597.