

# TECHNOLOGY PLAN

Sinte Gleska University

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# Planning Team

## SGU TECHNOLOGY COMMITTEE

Cheryl Medearis VP Academic Affairs, Rod Bordeaux Computer Science Chair, Debra Bordeaux Administration, Nick Emery Database Manager, Sheryl Klein Human Services, Jim Cortez Media Director, Richard Keller MIS Co-Director, Sammie Bordeaux Instructor, Tom Cox MIS Co-Director.

### **TECHNICAL ASSISTANCE PROVIDERS AND ADDITIONAL SUPPORTERS**

Golden West Technologies Rapid City, South Dakota 605 721-1049

## **Vision**

Technology will be reliable, current, user-friendly, and accessible to all. It will enhance the educational and research experience. Technology is a

high priority and an integral part of the Sinte Gleska University Infrastructure. The University provides sufficient budget, staff, equipment, and training to all users. Network access is available on and off campus. There is on-going assessment of the technology life-cycle and user literacy.

### **Mission**

We are a leading tribal university chartered by the Rosebud Sioux Tribe. We are dedicated to providing educational opportunities to the Rosebud Reservation and surrounding areas through the use of advanced Technology and practices. Technology is a valuable tool that helps to improve the quality of life for our Tribal Nation and helps us preserve our Language and culture.

### **SGU NETWORK INFRASTRUCTURE**

The SGU Network consists of a recently new Fujitsu RX2520 Expandable Chassis server which provides us access to Active Directory, File Server,

VIPRE Anti-Virus, Microsoft Exchange 2010 Mail Server, trouble ticket System and SharePoint. We recently upgraded to the cloud with our Jenzabar, PowerFacts, Jenzabar Web Server system. To provide Redundancy we purchased two Sonic Wall 3600 when we upgraded to the cloud. We have a 40MB internet connection from Golden West Technologies that connects roughly 250-300 computers on our network to the World Wide Web. In 2016 we will increase bandwidth to 100MB. In the summer of 2015 we replaced 18 Cisco switches with Hewlett Packard 2530 POE switches on the Mission and Antelope campus. In June 2012 we upgraded our wiring in the Technology building to Category 6 throughout the building.

We have On-site and Off-site backup in place that automatically saves our critical files daily. Our local backup saves on 3 TB of storage space while the off-site is stored with Golden West with 2TB of storage space.

The wireless has been upgraded with new Wireless-N Access Points installed throughout the campus. The 802.11n standard is the next generation of high-speed Wi-Fi, capable of delivering the range and capacity to support today's most bandwidth-hungry applications, like Streaming HD (High Definition) video, voice and music.

We have a Gigabit fiber link connection from Golden West that runs

between the Antelope Lake Campus to the Mission campus. There are also fiber link connections from the tech to all other buildings on the Antelope Lake Campus. There is a HP switch located in the Library where the fiber link is connected. We have T1 lines that connect all of our other buildings to the network including buildings located in the city of Mission.

In the summer of 2012, a propane generator was installed at the Technology Building. When a power outage occurs, it will automatically switch to the generator and keep the servers running for up to 7 days. We also have a battery operated UPS which keeps us operational for 45 minutes.

Our goal in the coming years is to migrate over to cloud computing.

The first step was migrating Jenzabar to the cloud and the next step would be Office 365.

Jenzabar

Jenzabar version 4.3

Database version 4.3.0

The database itself is stored in a virtual server environment installed with the Microsoft Server 2007 and hosted within the Microsoft SQL Server 2008 Database application.

Jenzabar utilizes a client server environment. Users will install a Jenzabar client application which uses an ODBC connection to access the server where a live Jenzabar database is hosted. The connection is encrypted and access is granted to the user by validating the staff members credentials against a valid database login ID. Once validated the user is now able to access the modules they have been granted access to.

The Jenzabar application provides several modules. Each module interacts with the database based on varying degrees of permission levels. Permission groups are customized to fit each employee's daily duties and allows for restriction of each groups access to the database and the ability to manipulate it. We currently own license to utilize the following modules: Registration, Advising, Accounts payable, Accounts Receivable, General Ledger, Common Module, Payroll, Personnel, Purchasing, Telephone and Web, Financial Aid Manager, Development.

Each department is granted permissions to one or more of the modules depending on his or her job description and duties assigned by the department supervisor.

The Jenzabar system also contains a web component called EX Web which allows staff, students and faculty to interact with the database from a web browser. The Jenzabar EX Web component allows students to access current class schedules, review past grades, update and view registration information, view transcripts, view financial information stored in the database, etc.... At the staff and faculty level higher level

functions are available according to the staff members permission group level within the Jenzabar database management system.

### Sinte Gleska University Technology Committee

A Technology Committee has been formed to provide insight into systemic and systematic changes in education and technology. We

meet every week to discuss technology ideas.

Members are dedicated professionals with a positive attitude to work with colleagues and improve the technology at SGU.

### Distance Learning

In the past year a Distance Learning Director has been hired to explore and develop an assessment plan as we move forward to provide Distance Learning courses. Currently we are using Coursesites and Moodle as a Distance Learning solution. The SGU Technology committee have been involved in the planning process exploring solutions to see what would fit our student needs.

### MEDIA & ARCHIVES

The Media Department consists of two main factions: Media & Archives. I will start with the Media Department:

The Media Department staff currently consists of myself, Fred Stenner,

and we have a work study; Roger Ellert.

Media Services supports and facilitates the application of media technology and print media resources to support and enhance teaching, learning, and administrative services, as well as other campus and community activities and events. Media Services provides faculty, students, and staff with a variety of technology resources, equipment and services to the campus community.

Media Services is dedicated to providing leadership to enable the University to excel in the use of technology and information resources to enhance teaching and learning, and improve service and productivity. We are committed to continuous, long-term improvement to meet needs in an exceptional way.

We set up all audio and video at SGU Events, and for classes that request media set up. The footage is then captured, digitized, edited, and exported to the desired media format or upload.

We convert old media to digital formats for faculty, staff, and community members.

We upload to and maintain the SGUTUBE channel.

We run the SGU Film Festival.

We facilitate the use of audio, video, still photography, and some graphic art.

As of late the Media Dept. has branched into other areas:

The use of mobile technology in the classroom is at the forefront of education now. I have been facilitating these new methods of teaching with faculty and staff, with the help of MIS and the Education Depts.

Using mobile devices, mostly iPads, and streaming devices, notably the Apple TV. I have a long standing relationship with Apple Inc. so I have been getting the quotes and shipping orders for all interested staff and faculty.

Mac Lab: the Mac Lab was set up and is being maintained by this department. We have done some classes, faculty development meetings, and other events in there, but would really like to see faculty and students in there for classes.

The SGU website: I have taken over the responsibility of creating and designing a new and functional website for the university. My goal is to maintain and update on a daily basis. This will include a Student Blog which must be overseen and maintained daily as well.

iTunes University: We are the first and only Tribal University accepted into iTunes U. We need to gather not only content, but get commitments from faculty to keep it going. I am going to start the SGU page first of the year. Being part of iTunes U enables us to use their Course Management software as well as textbook software. We can also publish courses and books on the iTunes Store, either for free or for purchase. I am learning this software and would like to use it to create interactive, mobile courses and books.

## ARCHIVES:

The archive project has been going slowly but surely for a few years now. The addition of Fred Stenner has been a big help. The process is all in "real time" so a 4 hour tape takes 4 hours to get the digital file.

Fred has created a database and adding to it daily. The biggest setbacks are twofold:

1. We need machines. We need the old machines that can play the old tapes back in order to digitize the tapes. EBay right now is the best place to find them, but it is always a crap shoot getting ones that work and/or stay working.
2. Storage. A big problem. Right now we are storing the files on hard drives and DVDs, neither a good nor safe solution. Video files are huge. We need a server and Fred and I are working quotes and will turn those in ASAP.

#### FUTURE GOALS:

1. Getting SGU iTunes University site up and running and bringing in revenue and students
2. TV Studio. We could get cable access, but we need a studio built, equipment, and staff.
3. Staff. We would like to hire Roger Ellert. He is an honor student here at SGU and has been my work study this past semester. He is a fast learner and has become invaluable to me. It takes a patient person to do this work, and also a person with tech knowledge and a creative side and Rodger excels. This would free me up significantly to concentrate more on all the mobile tech and classroom tech we need to develop.
4. As stated above, equipment and storage solution/server for the archives.

#### *Glossary*

**Acceptable Use Policy** This is a policy set up by the network administrator or other school leaders in conjunction with their technology needs and safety concerns. This policy restricts the manner in which a network may be used, and helps provide guidelines for teachers using technology in the classroom.

**Access Point** An access point is a device, such as a wireless router, that allows wireless devices to connect to a network. Most access points have built-in routers, while others must be connected to a router in order to provide network access.

**Android** Android is an operating system for certain smart phones and tablets (these terms are all explained in the glossary).

**Antivirus** Antivirus software is a type of utility used for scanning and removing viruses from your computer. While many types of antivirus (or "anti-virus") programs exist, their primary purpose is to protect computers from viruses and remove any viruses that are found.

**Application** An application, or application program, is a software program that runs on your computer. Web browsers, e-mail programs, word processors, games, and utilities are all applications.

**Backbone** Just like the human backbone carries signals to many smaller nerves in the body, a network backbone carries data to smaller lines of transmission. A local backbone refers to the main network lines that connect several local area networks (LANs) together. The result is a wide area network (WAN) linked by a backbone connection.

**Backup** This is the most important computer term you should know. A backup is a copy of one or more files created as an alternate in case the original data is lost or becomes unusable.

**Bandwidth** Bandwidth describes the maximum data transfer rate of a network or Internet connection. It measures how much data can be sent over a specific connection in a given amount of time.

**Bluetooth** The technology often used for wireless keyboards and mice, wireless printing, and wireless cell phone headsets. In order to use a device such as a Bluetooth keyboard or mouse, your computer must be Bluetooth-enabled or have a Bluetooth adapter installed.

**Browser** A browser is what you use to view websites on the Wide Wide Web. You're probably using a browser right now, since you're looking at a website! Common browsers are Internet Explorer and Firefox.

**Client/Server** A term denoting the technology relationship between two types of computers, the client (normally your Mac or PC) and the server (a computer that stores and delivers information or files to you). When surfing the Internet, you are the client, and the pages you are reading come from the server, such as the [www.sintegleska.edu](http://www.sintegleska.edu) server.

**Cloud Computing** Cloud computing refers to applications and services offered over the Internet. These services are offered from data centers all over the world, which collectively are referred to as the "cloud."

**Cookies** Cookies are text files which a web site stores on your computer. They are used to identify you when you return to the website, so that the website can present you with customized pages. For instance, pages may contain a greeting that includes your name.

**Cursor** A cursor is a marker (usually flashing) on the computer screen. It shows where the next typed character will be placed. This cursor can be modified in various ways to make it more visible for someone with a sight problem.

**Database** A database is a data structure that stores organized information. Most databases contain multiple tables, which may each include several different fields.

**Desktop** The desktop is the primary user interface of a computer. When you boot up your computer, the desktop is displayed once the startup process is complete. It includes the desktop background (or wallpaper) and icons of files and folders you may have saved to the desktop.

**Desktop Computer** A desktop computer (or desktop PC) is a computer that is designed to stay in a single location. It may be a tower (also known as a system unit) or an all-in-one machine, such as an iMac.

**Distance Learning** Distance education or distance learning is a mode of delivering education and instruction, often on an individual basis, to students who are not physically present in a traditional setting such as a classroom. Distance learning provides "access to learning when the source of information and the learners are separated by time and distance, or both." Distance education courses that require a physical on-site presence for any reason (including taking examinations) have been referred to as Hybrid or blended courses of study.

**Domain Name** The unique address name for an Internet site. The part on the left is the most specific, and the part on the right is the most general. Each domain name is associated with one and only one Internet Protocol Number, which is translated by a Domain Name System (DNS).

**Download** To save a file onto your computer from another source, like the Internet. People often download files, such as free-ware, share-ware, for installations, and sounds, movie clips, text files, or news streams onto their computer for viewing or listening.

**DNS** Domain Name System. This is a service that stores, translates, and retrieves the numerical address equivalents of familiar host names that you use everyday (such as the "www.sintegleska.edu" in <http://www.sintegleska.edu>). Each host name corresponds to a numerical address required by standard Internet protocol that the DNS retrieves in order to allow you to remember addresses with names, not numbers. DNS entries are housed on numerous servers worldwide.

**Drive** A drive is a storage area attached to a computer.

**Driver** Each device that is connected to a PC has to tell the operating system what it is and what it can do. This is done through a piece of software called a driver, which usually comes on a CD with the device and which must be installed before the device can communicate with the computer.

**eBook** eBook stands for 'electronic book' (also known as a digital book). This is a book-length publication in digital form, consisting of text, images, or both, and produced on, published through, and readable on computers or other electronic devices.

**Email** Email stands for electronic mail. You can sign up for an email account and send and receive email messages via the internet. Popular email providers are Gmail, Yahoo and Hotmail.

**End User** An end user is the person that a software program or hardware device is designed for.

**Ethernet** A common method of networking computers in a Local Area Network (LAN). Ethernet can handle from 10,000,000-100,000,000 bits-per-second (or 10-100 megabits-per-second) and can be used with almost any kind of computer.

**Fiber-Optic Cable** This is a cable made up of super-thin filaments of glass or other transparent materials that can carry beams of light. Because a fiber-optic cable is light-based, data can be sent through it at the speed of light.

**File Server** As the name implies, a file server is a server that provides access to files. It acts as a central file storage location that can be accessed by multiple systems.

**Firewall** A computer firewall limits the data that can pass through it and protects a networked server or client machine from damage by unauthorized users.

**Flash Drive** A small data storage device that uses flash memory and has a built-in USB connection.

**FTP** File Transfer Protocol. A set of rules that allows two computers to "talk" to one another while transferring files from one to another. This is the protocol used when you transfer a file from one computer to another across the Internet. Many Internet sites have publicly accessible repositories of information that can be obtained using FTP, by logging in using the account name "anonymous." These sites are called "anonymous ftp servers."

**Gateway** A gateway is either hardware or software that acts as a bridge between two networks so that data can be transferred between a number of computers.

**Gigabyte** A gigabyte is a unit of measurement used for disks and memory. It is often referred to as a 'gig' and can be shortened to the acronym GB. One byte is a tiny amount of electronic information, so it is more usual to see things measured in larger units: around 1,000 bytes are known as one kilobyte (KB). Memory uses a binary number system and 1 KB is actually 2 to the power of 10, or 1024 bytes. One million bytes is a megabyte (MB), one billion (thousand million) bytes is a gigabyte (GB), and 1 thousand billion bytes is a terabyte (TB).

**Hard Drive** A device for storing information in a fixed location within your computer. The equivalent of a filing cabinet in an office, the hard drive is used for storing programs and documents that are not being used.

**Hardware** Hardware is the physical parts of your technology. A mobile phone is hardware, so is a laptop, a computer, a mouse, a keyboard and so on.

**Homepage** The page on the Internet which most often gives users access to the rest of the Web site. A site is a collection of pages.

**Host** The name given to any computer directly connected to the Internet. Host computers are usually associated with running computer networks, online services, or bulletin board systems. A host computer on the Internet could be anything from a mainframe to a personal computer. See also DNS.

**HTML** Hypertext Markup Language. This is the coding language used to create sites on the World Wide Web.

**Hypertext** Generally any text in a file that contains words, phrases, or graphics that, when clicked, cause another document to be retrieved and displayed. Hypertext most often appears blue and underlined in Web pages.

**Icon** An icon is a small picture used to represent a file, folder or program. Icons are frequently found on the Desktop, Taskbar or program toolbars. They are useful for sighted users because they can complement or replace a longer text title.

**Internet** The Internet is a vast network of interconnected computers. Most people connect to the Internet to view websites and read email. The Internet can do much more than that - for instance, it's possible to make phone calls over the Internet.

**Internet Service Provider (ISP)** A company that provides access to the Internet (such as O2, TalkTalk, Sky, Virgin) is known as an Internet Service Provider.

**Interface** The interface is what a program looks like. A good interface will help you to use the program without having to have an advanced knowledge of computers.

**iPad** The iPad is a tablet computer developed by Apple. It is smaller than a typical laptop, but significantly larger than the average smartphone. The iPad does not include a keyboard or a trackpad, but instead has a touchscreen interface, which is used to control the device.

**iPod** The iPod is a portable music player developed by Apple Computer.

**IP Number** Internet Protocol number. A unique number consisting of four parts separated by dots, for example 129.237.247.243. This is the number assigned to a host machine which is retrieved by a DNS when a request for an Internet site is made. These numbers usually correspond to unique domain names, which are easier for people to remember.

**Jenzabar** A leading provider of software, strategies, and services for higher education, from enrollment, retention, advancement to finance and HR.

**Kilobyte (KB)** A thousand bytes. Due to the binary nature of computers, it's  $2^{10}$  bytes, technically 1024 bytes.

**KVM Switch** Stands for "Keyboard, Video, and Mouse switch." As the name implies, a KVM switch allows you to use multiple computers with the same keyboard, video display, and mouse.

**LAN** Local Area Network. A computer network limited to the immediate area, usually the same building.

**Laptop** Laptop computers, also known as notebooks, are portable computers that you can take with you and use in different environments. They include a screen, keyboard, and a trackpad or trackball, which serves as the mouse. Because laptops are meant to be used on the go, they have a battery which allows them to operate without being plugged into a power outlet. Laptops also include a power adapter that allows them to use power from an outlet and recharges the battery.

**Listserv** A listserv, or list server, is a small program that automatically sends messages to multiple e-mail addresses on a mailing list.

**MAC Address** Stands for "Media Access Control Address," and no, it is not related Apple Macintosh computers. A MAC address is a hardware identification number that uniquely identifies each device on a network.

**Mailing List** A system that allows people to send e-mail to one address, which is then copied and sent to all of the other subscribers to the mail list. In this way, people who may be using different kinds of e-mail access can participate in discussions together.

**Malware** Short for "malicious software," malware refers to software programs designed to damage or do other unwanted actions on a computer system.

**Menu Bar** A horizontal strip at the top of a window that shows the menus available in a program.

**Modifier** A modifier is a key that can be used in conjunction with a second key and modifies its behaviour. Assistive technology may have its own modifier key so that its keystrokes do not conflict with the keystrokes used by the operating system (e.g. Windows) or other programs.

**Motherboard** A computer's main circuit board, containing the CPU, microprocessor support chips, RAM, and expansion (bus) slots. Also known as the logic board.

**MySQL** MySQL, pronounced either "My S-Q-L" or "My Sequel," is an open source relational database management system. It is based on the structure query language (SQL), which is used for adding, removing, and modifying information in the database.

**Netbook** A netbook is a very small, light and relatively cheap laptop with limited functionality. You can usually use common software like Microsoft Word, and for browsing the Internet. It is intended for general and Internet use.

**Network** A group of connected computers that allows people to share information and equipment. Many schools have a Local Area Network and are also connected to a Wide Area Network, such as the World Wide Web.

**Network Topology** A network topology describes the arrangement of systems on a computer network. It defines how the computers, or nodes, within the network are arranged and connected to each other.

**Open Source** When a software program is open source, it means the program's source code is freely available to the public.

**Operating system** An operating system is the software that supports the functions of your technology. For instance, on many computers the operating system is Windows, and on some smart phones, the operating system is Android. When you buy a bit of technology, it'll generally come with the operating system already installed - you shouldn't have to worry about it, but it's useful to know what it means.

**PC** PC stands for personal computer - or, more simply, it just means computer!

**PING** Packet Internet Gopher. A [TCP/IP](#) application that sends a message to another computer, waits for a reply, and displays the time the transmission took. This serves to identify what computers are

available on the Internet and how long wait-times are.

**Pulldown Menu** A list of options that "pulls down" when you select a menu at the top of a window. For example, the File menu in most programs is a pulldown menu that reveals commands such as open, new, and save.

**RAM** Random Access Memory. Readable and writeable memory that acts as a storage area while the computer is on, and is erased every time the computer is turned off. This memory stores data and helps execute programs while in use.

**Remote User** A remote user is someone who works on a computer from a remote location.

**Resolution** A screen is made up of thousands of dots, called pixels ("picture elements"), arranged on the screen in columns and rows. The characters, pictures and shapes that appear on the screen are created by changing the colors of these dots. The resolution of a monitor is the number of pixels used within it, and is given as two numbers for instance "1280 by 800" (1280 across the screen and 800 down). With a larger number of pixels ("higher resolution"), screen objects can be shown in more detail and more information can be displayed on the screen. Some programs are optimized for a particular resolution. Magnification users may prefer to work at low resolutions as this effectively magnifies screen elements, although it may also make them less distinct.

**ROM** Read Only Memory. Readable memory that cannot be corrupted by accidental erasure. ROM retains its data when the computer is turned off.

**Search engine** You can use a search engine to find webpages and websites on the internet. Search engines 'index' the content of websites and create huge databases that you can easily search to find the right website. The most commonly used search engine is Google.

**Server** A server is a computer that provides data to other computers. It may serve data to systems on a local area network (LAN) or a wide area network (WAN) over the Internet.

**Service Pack** A service pack is a software package that contains several updates for an application or operating system.

**Smart phone** A smart phone is an advanced mobile phone, that allows you to do more than just make phone calls and send text messages. A typical smart phone might let you browse the internet and download apps. The iPhone and the HTC are very well known examples of smart phones.

**Social networking** Social networks is a term used for websites like Facebook, Twitter and YouTube. You use a social networking site to expand your social contacts by making connections with individuals and creating communities. It's also a fun way to keep in touch with friends and maybe to make some new acquaintances!

**Software** Software is a general term for computer programs. It can mean anything you install or add to your technology that isn't hardware (physical stuff). Some examples of software are Adobe Reader, Microsoft Word, Internet Explorer and screen readers like JAWS or Supernova.

**Storage Device** A computer storage device is any type of hardware that stores data. The most common type of storage device, which nearly all computers have, is a hard drive.

**Streaming** Data streaming, commonly seen in the forms of audio and video streaming, is when a multimedia file can be played back without being completely downloaded first.

**SYSOP** Systems operator. A person responsible for the operations of a computer system or network. Part of such operations are security checks and routine maintenance.

**T1** This is a data transfer system that transfers digital signals at 1.544 megabits per second (quite a bit faster than a 56K modem, which maxes out at around 0.056 Mbps). Most small to mid-sized colleges and business have T1 lines for their Internet connections. Because of the T1's large bandwidth, hundreds of people can be accessing the Internet from one T1 line. However, like all good things, too many people on one T1 line can cause dramatic decreases in data transfer speeds. For this reason, multiple T1s are often used.

**Tablet computer** A tablet is a computer contained in a panel which has a touch screen and is designed to be portable. There are various devices on the market such as the Apple iPad, Blackberry Playbook and Samsung Galaxy Tab.

**TCP/IP** Stands for "Transmission Control Protocol/Internet Protocol." These two protocols were developed in the early days of the Internet by the U.S. military. The purpose was to allow computers to communicate over long distance networks.

**Technology** The application of scientific discoveries to the development and improvement of goods and services that ideally improve the life of humans and their environment. Such goods and services include materials, machinery, and processes that improve production or solve problems. In schools, technology ranges from pencils, books, and furniture to lighting, transportation, computers, and more. Most common references in schools imply computing or computer-related programs.

**Touch screen** A touch screen enables you to control the computer by touching an area of the screen. This might be on a PC, tablet device, mobile phone or electronic kiosk.

**URL** URL stands for Uniform Resource Locator. Put more simply, this means a web address. The full URL (or web address) for RNIB's main website (that you're looking at now) is <http://www.rnib.org.uk>. You'll usually see web addresses written without the <http://> bit at the start, so they just start with [www](http://www).

**USB (Universal Serial Bus)** A USB is usually a cable or little stick that you plug into your computer to transfer or store data (like files and folders). You might plug your iPod into your computer using a USB lead, to transfer music from your computer to the iPod.

**Username** A username is a name that uniquely identifies someone on a computer system.

**VGA** Virtual Graphics Array. This standard video graphics adapter was created by IBM and has been since improved in Super VGA, which generally supports "true color" or 16.8 million colors.

**Virtual** With regard to memory, virtual refers to temporarily storing information on the hard drive. Virtual memory is controlled automatically by the operating system.

**VOIP** For many people, Internet Protocol (IP) is more than just a way to transport data, it's also a tool that simplifies and streamlines a wide range of business applications. Telephony is the most obvious example. VoIP—or voice over IP—is also the foundation for more advanced unified communications applications—including Web and video conferencing—that can transform the way you do business.

**WAN** Wide Area Network. This network connects several computer so they can share files and sometimes equipment, as well as exchange e-mail. A wide area network connects computers across a large geographic area, such as a city, state, or country. The World Wide Web is a WAN.

**Word Processor** The software used to produce documents, such as letters, posters, reports, and syllabi. Common word processors used in schools are MS Works, MS Word, or ClarisWorks.

**Webmail** There are two primary ways of checking your e-mail – using an e-mail program like Microsoft Outlook or with a Web-based interface called webmail. When you check or send e-mail via the Web, you are using webmail.

**Web Pages** Web pages are what make up the World Wide Web. These documents are written in HTML (hypertext markup language) and are translated by your Web browser. Web pages can either be static or dynamic. Static pages show the same content each time they are viewed. Dynamic pages have content that can change each time they are accessed.

**Web Server** A Web server is a computer system that hosts websites. It runs Web server software, such as Apache or Microsoft IIS, which provides access to hosted webpages over the Internet. Most Web servers are connected to the Internet via a high-speed connection, offering OC-3 or faster data transmission rates. A fast Internet connection allows Web servers to support multiple connections at one time without slowing down.

**Website** A website is a collection of related web pages that you can view via the internet, using a browser.

**Wi-Fi** Short for "Wireless Fidelity." Wi-Fi refers to wireless networking technology that allows computers and other devices to communicate over a wireless signal.

**Windows** Windows is a series of operating systems developed by Microsoft. Each version of Windows includes a graphical user interface, with a desktop that allows users to view files and folders in windows. For the past two decades, Windows has been the most widely used operating system for personal computers PCs.

**Wired** A wired network is a common type of wired configuration. Most wired networks use Ethernet cables to transfer data between connected PCs. In a small wired network, a single router may be used to connect all the computers. Larger networks often involve multiple routers or switches that connect to each other. One of these devices typically connects to a cable modem, T1 line, or other type of Internet connection that provides Internet access to all devices connected to the network.

**Wireless** Wi-Fi is the technology used for wireless networking. If your computer has a wireless card, it is most likely Wi-Fi compatible. The wireless card transmits to a wireless router, which is also based on the Wi-Fi standard. Wireless routers are often connected to a network, cable modem, or DSL modem, which provides Internet access to anyone connected to the wireless network.

**World Wide Web (www)** All publicly available websites together make up the World Wide Web.

**ZIP** A zip file (.zip) is a "zipped" or compressed file. "Zipping" a file involves compressing one or more items into a smaller archive. A zipped file takes up less hard drive space and takes less time to transfer to another computer.