

Problems with PC hard drives

A number of problems have come to our attention recently whereby users could not run application software which was operating faultlessly only hours before. The faults often manifest themselves in the form of program errors which lead the user to an incorrect diagnosis of the problem. The problems have been traced to the hard disk in the user's PC becoming fragmented or containing lost clusters. Lost clusters are often created when an application suddenly stops (or crashes) and the user has to reboot their PC.

To prevent such problems in the future we recommend that office PC users run two DOS utilities, "scandisk" and "defrag", about once a week. The "scandisk" program checks the user's C drive for a number of problems, including lost clusters. If it finds any lost clusters you are prompted to save them and they are then placed in a file with a name such as "FILE0000.CHK".

The "defrag" utility arranges the files on your hard drive so that they form a contiguous area and thus leave more contiguous space available for new data. This will increase the speed at which the computer reads and writes files, especially for large files.

Please see the MSDOS on-line help for a more detailed explanation of these commands:

```
C:\> help command name
```

Andrew Smith

Windows 95 update

When you're half way through a trial service it gets really difficult to write about it. This is because, to computing people, a trial is like an experiment, or more accurately a continual series of experiments where we try to add and improve things to make the service better.

However, we're getting there. It's been a lot of hard work, with a lot more to do, but every day, little by little, things improve.

As things firm up, updated information on the progress of the trial and the likely availability of the production service will be posted on YorkWeb. The URLs will be posted on login notices and on Usenet News on york.cserv.announce.

Doug Moncur

UNIX and email performance improvements

We have spent a considerable amount of time investigating slow performance of the central UNIX systems in general and the reading of email in particular.

Most of the problems were due to the mail system itself, which was not coping with the increased load (around 20,000 messages per day, destined for some 9,000 users). This was having a knock-on effect of slowing down UNIX logins and commands.

We have made a number of changes to the mail system in order to improve performance for users of both Pine and ECSmail, and we are continuing to monitor performance closely.

In addition a process scheduling system has been introduced on the ebor compute server in order to improve interactive response during the day.

Between 09.00 and 17.00, processes which require a large amount of processing time are now restricted to a subset of the eight processors available.

Dave Atkin

Computing Forum

There will be an open meeting of the Computing Forum at 2.15pm on Tuesday 25 February in H/G09 Heslington Hall.

Staff News

I have now completed my year as MAC Programme Leader and hence have reverted to the full responsibilities as Director of the Computing Service. Associated with my secondment was a one-year post in the Personal Systems Group which was filled by Su Ashton on secondment, with her post being filled by Gil De Sousa. Su has reverted to her previous post and Gil has now left us. We are grateful to both people for their work over the last year and wish Gil well for the future.

Anne Worden will be leaving us at the end of January to take up a post at Portsmouth University. Anne has done much to develop both our documentation and our newsletter, Keynotes. She was also instrumental in developing the idea of the Information Desk and managing its implementation. We wish her well in her future career. We are recruiting a replacement for Anne and hope to be able to announce her successor next term.

Judy Severn, who works part-time on the Information Desk, is leaving us at the end of December. Again, thanks to Judy for all her help in keeping the Information Desk operating smoothly. As the Information Desk will not necessarily form a centrally-funded core activity under the new remit of the Computing Service, this post will remain vacant until a decision on the future of the desk is taken. The immediate implications are likely to be more unscheduled closures and longer queues over the lunch period.

Mike Jinks



PCs and Classrooms: Two Open Letters

Student Concerns

The Computing Service inevitably receives occasional complaints from students about various aspects of the service, and we deal with these on a case-by-case basis. However, there are two related concerns that crop up often enough for me to have created a form letter, which, with slight amendments, I can send in reply.

The two concerns are the lack of PC availability during teaching hours, when the classrooms are heavily booked, and the fact that unless a class happens to be exactly the same size as the room, there are visible unfilled places.

Here is the form letter:

Dear Joe

The lack of non-bookable PCs outside classrooms for use during teaching hours is a problem the Computing Service would like to address, but funding constraints have prevented us from providing any new PCs for this year. However, our stated policy is to increase the proportion of non-bookable PCs just as soon as we are allowed to buy any.

All Computing Service PCs are available 24 hours a day 7 days a week, but during teaching hours (24% of the total), booked classes take priority.

Many departments have PCs available for undergraduate use – Table 9 at the back of the University’s recent Report of the Working Party on the Computing Service states that there are 286 PCs in that category. The breakdown by department is:

Archaeology	8
Biology	40
Chemistry	25
Computer Science	105
Education	30
Electronics	60
EEEM	1
History	1
Language	2
Physics	14

These PCs have various access times and conditions, and there are also a number of Macs, UNIX workstations and terminals.

Another common concern is about the use of unfilled places during teaching. Some students find it frustrating to see PC classrooms being used for classes that do not fill the room.

This is *not* a Computing Service concern as it is entirely up to the lecturer, just as with any other lecture theatre or seminar room. Some lecturers find that people entering the room in the middle of a session is very intrusive and off-putting, others don’t mind at all. However, the lecturer has the room booked for the exclusive use of their class.

Regards

John Illingworth

Lecturing in Computing Service Classrooms – an open letter to lecturers

Dear Colleague

If, like me, you teach classes in one of the Computing Service classrooms, you will have come across the problem of students who are not part of your class entering the room with a view to using unfilled places. You may find these interruptions intrusive and inimical to effective teaching. Sometimes there can even be unpleasant confrontations. The students take the contrary view and believe we are being selfish and unco-operative in not allowing them to make best use of a scarce and valuable resource. I have a considerable number of email messages to this effect.

Before considering what to do about the problem, we must be quite clear that the lecturer has the room booked for the exclusive use of their class, and that any use of the facilities by students not part of that class is a concession.

The medium-term solution is to provide an increased number of non-bookable PCs for undergraduates, but in the short term what is required are techniques for dealing with the problem right now.

As I see it there are two phases to the problem. Firstly there will almost certainly be students in the room when you arrive. If you are expecting a small number for your class and feel you would like to allow some use of the spare capacity, you could make an announcement along the lines of “Those of you in the back two rows may stay and work quietly, but if you leave, do not re-enter.” This is only valid when you know in advance that you are going to be significantly under the capacity of the room. Otherwise it is necessary to arrive a good ten minutes early and give those

currently using the systems a decent interval to finish what they are doing and log out.

This leaves us with the more difficult problem of students entering the room during your class. Sometimes they genuinely haven't realised the room is booked. Other times, when the lecturer is standing at the front and talking with an OHP slide on the screen, this is harder to believe!

I have discussed the problem with a number of colleagues, and while no-one has a fool-proof solution, there are a few techniques that can help. The intention in every case is to avoid the necessity of having a conversation with each and every interloper.

- A large notice at eye-level on the outside of the door crossing the hinge line is usually noticed by anyone entering the room.
- If you have a demonstrator they can be deputised to be door-keeper when necessary.
- A stack of small handouts stating your policy can be placed prominently inside (or outside) the door.
- There is a great need for PCs during the day, and if you have a small class you should try to allow use of unfilled seats. An indication of which PCs are free to be used is helpful. This can be done with paper or some kind of tape, but please not with chairs as they could be a hazard in case of emergency.

I am very much aware of the difficulty of solving this problem in an equitable way, and would welcome any suggestions.

Regards
John Illingworth

Staffing the Information Desk

A decision to replace our part-time Information Assistant, Judy Severn, has been deferred until the review of the staffing structure of the Computing Service is complete. Even under normal circumstances it would take until the Summer Term to recruit and train someone to Judy's standard but, with the implementation of the University's Review of the Computing Service, our aim must now be to have the Information Desk back to full strength by the start of the next academic year.

The load on the Information Desk is seasonal with our busiest period behind us, and it is our intention not to reduce opening hours or to cut services during the Spring and Summer Terms. Nevertheless, during the busy lunch period covered currently by Judy there are bound to be delays and, on occasions, we may have to close during periods of holiday and illness.

The period between noon and 2pm is most vulnerable with full-time staff taking lunch breaks. During this period, when there will often be just one person available, we will give priority to anyone calling in person, which will result in even longer delays using the telephone call sequencing system on extension 3838.

Once again, we would encourage users to consider when and how they use the Information Desk. Obviously try to avoid the busy lunch period whenever possible and perhaps think about using electronic mail. As for major faults affecting many people, you can be assured that we usually know about them from our monitoring equipment and there is often no need to call us. Any delays in answering telephone calls should not have a major impact on system performance.

If anyone has any comments or suggestions about staffing levels and priorities please contact the Information Desk, email infodesk.

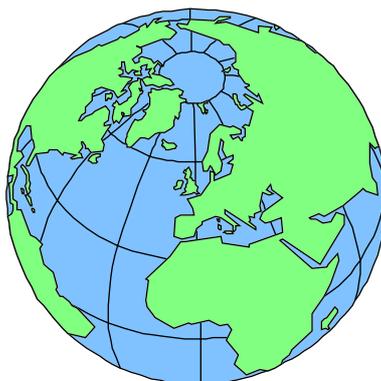
Brian Souter



New Shining ArcView Release 3 now available at York!

The latest release of the desktop GIS, ArcView, is now available for Windows 95 and UNIX users. This version, ArcView 3, has many bug fixes and substantial enhancements. The new features include tools for more advanced spatial and network analysis, facilities for the analysis of image data, and new import and display tools. ArcView Release 3 can use project files created with ArcView Release 2.1, but ArcView 2.1 cannot handle those saved with ArcView 3; this effectively means that once you transfer to using ArcView 3 you should not expect to go back to ArcView 2.1.

ArcView 3 has been in test for some considerable time; it is a very substantial advance on its predecessor and does appear to be significantly more stable.



There is, unfortunately, some bad news in this story: ArcView 3 will NOT be available on the Windows 3.1 systems. This is partly because the Windows 3.1 environment is 'frozen', but also because the majority of the new features of ArcView 3 are not supported in the Windows 3.1 operating environment due

to technical limitations of Windows. Given that Microsoft are encouraging users to switch to Windows 95, or Windows NT, this is a situation which is unlikely to be resolved. Windows 3.1 users can, of course, make use of ArcView 3 by means of an eXceed X-Windows session to one of the UNIX hosts tower or ebor. Projects altered or saved with ArcView 3 will, of course, be available for use on the PC once it is upgraded to Windows 95, but will be subject to the limitation of not being accessible to ArcView 2.1 on the PC.

ArcView 3 is an option in the UNIX Toolchest Applications GIS menu; it is the only version of ArcView currently installed on Windows 95.

Peter Halls

TeX and LaTeX

These programs are the principal components of a suite of tools for creating printed documents. The source of documents is created using a simple text editor, with formatting commands interspersed in the text.

A number of steps are needed to turn this 'text-plus-mark-up' into printed output. Although there is no attempt to display on screen the final layout of the document, the system has many advantages: it is free, portable, needs only a text interface, has tools for bibliographies, has its own device independent font generation, has add-on templates for many classes of documents, and is widely accepted (and expected) by publishers in certain fields.

The Computing Service has a commitment to make TeX available, but we do not have the staff resources to offer support in the form of documentation, training, advice or problem solving.

We have recently installed a new TeX environment (teTeX – a TeX system collated by Thomas Esser of the University of Hanover) on the UNIX systems, in addition to the existing TeX system

(which has been unchanged for some time). This is meant to be a complete system, and came ready built with an automatic installation process. The main feature it offers is support for (indeed default use of) 600dpi fonts.

To use this new version, type

```
set path=(/usr/appl/teTeX
/bin $path)
```

(taking note of capitalisation). To check that you are using the new version, type

```
which tex
```

which should show the teTeX directory rather than /usr/local/bin.

There is extensive documentation in /usr/appl/teTeX/texmf/doc, but it is in various formats (.tex, .dvi, .ps, .html) and has not yet been incorporated into man pages or YorkWeb information.

If the new version proves preferable to the existing one, we will make it the default. Comments about this, or any aspect of the new TeX installation, should be sent to John Robinson, email jsr1.

John Robinson

Current Windows 95 software

As of 2 December 1996, the following software, apart from standard Windows 95 system offerings, is available to users of the trial Windows 95 Service. All items are the latest, Windows 95, versions.

Wordprocessing:

WordPerfect

Spreadsheet:

Quattro Pro

Database:

Paradox

Maths & Stats:

Genstat, Minitab, SPSS, Maple

Network Access:

Netscape, PC Pine (mail), Telnet, FTP, eXceed

Presentations:

Presentations, Stanford Graphics

Utilities & Extras:

Htmlled Pro, Map This, Acrobat Reader

John Illingworth

WordPerfect News

The dust is at last beginning to settle after WordPerfect Corporation was first taken over by Novell, and then sold to Corel. The PerfectOffice Suite 7 (WordPerfect 7, Quattro 7, Presentations 7) has been released for Windows 95, and has been well received. A Java version of the core of WordPerfect has been developed (but will not be released as a product until next year).

However the commercial arrangements between the University and WordPerfect are unsettled: the CHEST agreement under which we licensed WP for networked PCs and sold licences to students has terminated, and Corel have not yet agreed a new licence with CHEST. If individuals want to mount WordPerfect on their own machines, they are at present best advised to buy the Corel WordPerfect Suite Academic CD (version 6.1 for Windows 3.1x, or version 7 for Windows 95) from a reseller such as Pugh (<http://www.pugh.co.uk>) or Phoenix (tel 01759 304885) – at about £30 plus VAT this is outstanding value. Order forms are available from the Information Desk.

John Robinson

WordPerfect Tips

Q *I have just been elected secretary of a campus society. I want to type up the minutes of meetings with minute numbers, action points and extracts from other documents. What's the best way to do this?*

A WordPerfect formats text into paragraphs – you mark the end of a paragraph when you press Enter. By default the text in a paragraph is fully justified between the left and right margin. Under **Format | Paragraph** there are several ways to alter the formatting of a single paragraph: Indent leaves a 1cm gap between the left margin and the start of every line of the paragraph, Double Indent leaves a gap between the end of each line and the right margin, and Hanging Indent leaves the first line starting at the left margin, with the other lines indented (as in a bibliography entry).

These settings apply to a single paragraph only. If you want to format several paragraphs in the same way, you should use **Format | Paragraph | Format...** to set up a general rule for paragraph layout, which will stay in force until you alter it by another **Format | Paragraph**

| Format... dialog. This allows you to set paragraph margins wider than the page margins, alter the spacing (the number of blank lines) between paragraphs, and to have an offset for the first line. So for your minutes, you may want a Left Margin adjustment of 2cm, a First Line Indent of -2cm so that the minute numbers appear at the left, and a spacing between paragraphs of 1.5 lines.

The action points are done using **Format | Line | Flush right**, which aligns any following text on that line at the right margin.

If you want to quote other sources, you can still use the single paragraph **Format | Paragraph | Double indent** to make the quoted text stand out.

Q *I want to use the automatic paragraph numbering, but when I press Tab to format my section headings, it alters the numbers.*

A WordPerfect has a number of paragraph numbering styles, with levels to mark the distinction between, say, chapters, sections and sub-sections. You can use **Insert | Bullets and Numbers | Paragraph numbers** to insert a paragraph number code, which is automatically kept in order, even if you insert or delete portions of text. WordPerfect uses Tab to allow you to go to the next level of numbering – if you want to stay at the same numbering level, use Indent (F7) instead of Tab to format your headings at the different levels.

Personally I prefer a purely numeric (2.2.1.4) style of paragraph numbering to WordPerfect's default of 2.b.ii.(4), so at the start of my documents I select **Insert | Bullets and Numbers**, highlight Paragraph numbers, click Edit, and in Quick Numbers select Legal.

One thing I like about WordPerfect is that it remembers what numbering scheme you are using, so if you want a lot of points labelled with letters, the **Insert | Bullets and Numbers** table keeps the Letters line highlighted.

John Robinson

PERSONAL SYSTEMS

Viglen Maintenance

We have recently had faults reported to the Infodesk on Viglen PCs whose on-site maintenance or one-year warranty have expired. Viglen charges for repair of such machines are £120 plus VAT for the first hour, plus the cost of any parts. Viglen also have a policy that if an on-site agreement or warranty has lapsed for longer than a year and a month, then no new agreement can be obtained. This means you will be charged for every call-out.

If you purchase your PCs through the Computing Service, you will be informed when the agreement expires. May we please remind you that it is your responsibility to tell the Computing Service if you want to renew your agreement.

The Computing Service does not have the resources required to maintain PC hardware given that there are currently 2154 devices across campus but only 2 technicians whose main priority must be maintaining the network for the benefit of everyone.

Ken Finch

Finding information on the Internet: Health

The range and volume of health-related information on the Internet is huge! This review will concentrate on those resources which seem to be most relevant to the departments here at York. Most of the resources given as examples are listed in York Information Connections Health Sciences and Health Studies page (<http://www.york.ac.uk/services/library/subjects/hlthint.htm>). Other useful sections of York Information Connections relate to bio-medical information and cancer-related sites (<http://www.york.ac.uk/services/library/subjects/biolint.htm>). Useful AIDS-related sites are listed at <http://www.york.ac.uk/services/library/subjects/socioint.htm#aids>.

Directories

There are several sites which provide useful listings of resources. Helpful gateways are OMNI (Organising Medical Networked Information) at <http://www.omni.ac.uk> and the Medical and Health section of BUBL (<http://www.bubl.bath.ac.uk/BUBL/Medical.html>). If you are more interested in the social aspects of health, then the Social Sciences Information Gateway (SOSIG) may be useful (<http://sosig.esrc.bris.ac.uk/>).

UK Government and health trusts

The Department of Health web site (<http://www.open.gov.uk/doh/dhhome.htm>) is one of the best of the UK government sites. It contains information about the Department and the NHS Executive, the full text of press releases, lists of publications and events, and a section devoted to The Health of the Nation. Many of the files are available in full text. Another excellent index to UK government health-related publications is NUKOP (<http://www.soton.ac.uk/~nukop/index.html>).

Individual health trusts and hospitals are also present on the web. One of the latest developments is the National Association of Health Authorities site (<http://www.nahat.net/>) which provides information on the Association, on NAHAT conferences and meetings, as well as a news service and links to other related resources. Sites such as that of the NHS Executive South and West R&D Directorate (<http://www.epi.bris.ac.uk/rd/>) are also useful.

Other organisations and societies

Useful sites are maintained by the World Health Organisation (<http://www.who.ch/>) and the National Library of Medicine (US) (<http://www.nlm.nih.gov/>). Professional bodies are also beginning to appear on the web, for example, the American College of Physicians (<http://www.acponline.org/index.html>).

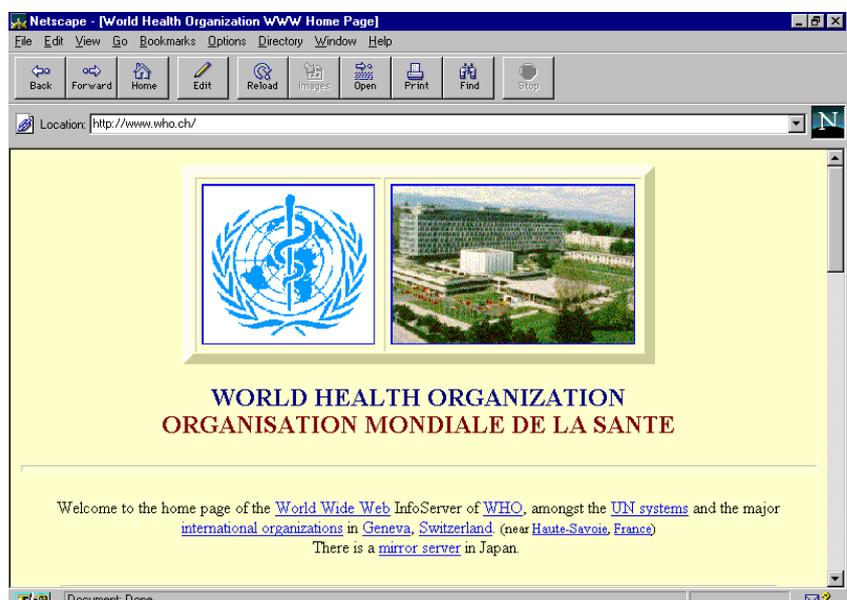
Evidence-based resources

The recent trend towards evidence-based practice is reflected in the number of web sites which relate to this area. Good examples include the pages of the NHS Centre for Reviews and Dissemination (<http://www.york.ac.uk/inst/crd/welcome.htm>) based at York. Other examples include the Cochrane Collaboration (<http://hiru.mcmaster.ca/cochrane/>), the Nuffield Institute

for Health (including the UK Clearing House for Health Outcomes) (<http://www.leeds.ac.uk/nuffield/home.html>), and the Health Services/Technology Assessment Text (<http://text.nlm.nih.gov/>). *Bandolier*, the Oxford Anglia NHS Region evidence-based journal, is also available in full text (<http://www.jr2.ox.ac.uk/Bandolier/>).

Free Medline and commercial sites

A number of sites are now offering Medline (the primary abstracting and indexing service for the medical sciences) free of charge via the Web (see the list at <http://www.grhlib.demon.co.uk/medline.html>). The latest version is the service offered by HealthWorks who are based in Leeds. Most free Medline services require some form of registration even if a charge is not made. Search options are usually limited. The version of Medline provided by the University on the campus network (click on Information Resources, then ARC databases) is more suitable for most searches. Some commercially run sites may be useful for other things. HealthWorks (<http://www.healthworks.co.uk/>), for example, provides an Information Shop, Healthwire News, plus information on publications and organisations.



Finding information on the Internet: Health

Nursing

A number of sites relating to nursing are now beginning to establish themselves. The most developed is that of the English National Board for Nursing, Midwifery and Health Visiting (<http://www.enb.org.uk/>). NURSE (<http://medweb.bham.ac.uk/nursing/>), a searchable nursing information service, provides useful pointers to a range of resources. Some nursing journals are available in an electronic form, for

example, *Nursing Standard Online* is available via the Royal College of Nursing Publishing Co. pages (<http://www.nursing-standard.co.uk/>).

These are just some of the examples of useful resources, there are many, many more available. If you have any further suggestions for sites to be added to York Information Connections, please email me (jac10) or Chris Ellwood (cve1).

*Janette Colclough
J B Morrell Library*



MAC AND ADMIN

Personnel Systems Project

The project to review the personnel database is now underway. Dave Rowson, Personnel Systems Manager, is leading the project. The Steering Group met on Thursday 28 November 1996 to agree the project brief, user requirements and priorities for implementation of the modules within the replacement system.

In broad terms the brief of the project is to deliver a personnel database providing management information on *all* employees of the University for strategic use centrally and for operational use by managers and staff within both administrative and academic departments.

The University will implement a Windows-based system from either POWERtec or Specialist Business Solutions. The Steering

Group will make a decision at their meeting on 19 December upon the supplier to be selected based upon the functionality of the systems, technical fit to the future MAC strategy and associated implementation costs and support.

Dave Rowson will then work with the University's project team and the chosen supplier, during the period January to March 1997, to plan the implementation. It is envisaged the implementation of the revised system will take place from April 1997 onwards although this will require confirmation with the selected supplier. Regular briefings on progress will be provided.

*Dave Rowson
Personnel Department*

Personnel Systems Steering Group membership:

Member	Job Title	Role on Steering Group
Professor J K Fidler	Pro-Vice-Chancellor	Chair
Mr D Rowson	Personnel Systems Manager	Project Leader
Dr M Jinks	Director of Computing Service	Computing Service Rep
Mr G Murray	Director of Personnel Services	Personnel Office Rep
Mr P Nixon	Assistant Director of Finance	Finance Office Rep
Mr R Whitaker	Catering Officer	Catering Office Rep
Mr D Muckersie	Planning Officer	Planning Office Rep
Mrs D Curley	Staff Development	Staff Development Rep
Mr M Penny	Estates Management Accountant	Dept User Representative
Mr P Burgess	Lab Superintendent Computer Science	Dept User Representative
Mrs S Marsden	Dept Secretary Economics	Dept User Representative

A day in the life of...

... the ILIAD Programme Co-ordinator

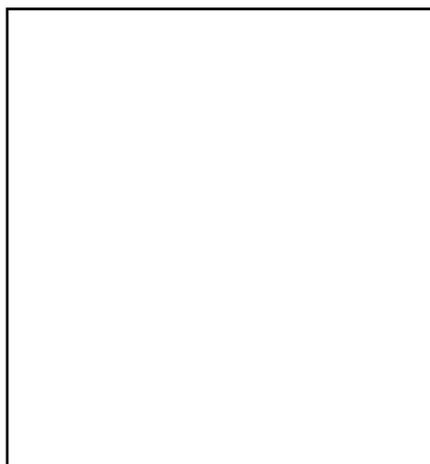
My first name Debra is from the Hebrew meaning a Bee and, appropriately, I'm usually to be found buzzing around the Computing Service, clutching correspondence, checklists and course materials.

But let's turn the clock back to 1989. A background in Languages had led me to Istanbul where I was teaching English to schoolchildren. On planning my return to Britain I decided to investigate computer courses to add to my portfolio of skills. This idea led to the MSc in Information Processing conversion course at York and, eventually, to my current position.

Now my job is to co-ordinate the ILIAD (Information Literacy in all Departments) programme, the University's large scale information skills initiative. This year the programme is open to 500 students in a variety of departments across the University. Add to that number course tutors, course assistants, sponsors, departmental contacts and colleagues and it becomes clear that my job is more about people than technology. You may think that computers are stubborn and that they generate frustrating error messages, but at least you can log out and walk away. I haven't found a pleasant way of doing that with people yet!

My day begins by sorting through my email and post. Like many of you I find email incredibly useful especially for keeping up to date with what is happening in the world of IT teaching. For this reason I subscribe to a number of relevant mailing lists. My post might contain examples of materials produced at other institutions (people working in IT are very generous when it comes to sharing resources), endless commercial training catalogues and memos from my departmental ILIAD contacts.

Then it's time to consult my assistant, Sophie, to check on preparation for the day's classes. Together we go through administrative issues and sort out potential problems. We also arrange, subject to teaching commitments, lunch in Langwith (compliments to the Chef for delicious vegetarian cooking!). By now the Computing



Service Information Desk will have fielded a variety of ILIAD queries, some of which are passed to me. They're usually the tricky ones, such as (and I quote) "If I don't answer the questions in the assessment will I still pass?" or "I have a timetable clash with a seminar/tutorial/basket weaving class/pub crawl" (well not quite!).

Tutors and assistants begin to arrive with yet more questions. This year we are collaborating with York College of Further and Higher Education for the provision of course tutors. The course assistants, however, are usually University postgraduates whom I have selected not only on the basis of their technical knowledge but also on their ability to explain concepts clearly to non-computer experts. Techies need not apply!

At last I set off to give my own class. If it's Thursday it must be Sociology! But, oh dear, it's WordPerfect (again!) and I must be qualifying for the Guinness Book of Records for the number of times I have taught this subject. On the one hand the students will have a well rehearsed session, on the other it mustn't sound jaded or dull. As usual, I expect to learn something new about the program I'm teaching and if the students are receptive it is all worthwhile.

An afternoon in the office and as ever I've composed an ambitious list of things to do. I begin by making some phone calls. First to Arthur Andersen, our sponsors, to arrange a publicity meeting. They are very

pleased with the pack of materials I have sent them. Now the Print Unit – yes they will be able to do some eleventh hour photocopying for us. So far so good. Next a colleague at Glasgow University – isn't it about time we started our joint paper for the Association of Learning Technology journal? A couple of hours later I make the finishing touches to a course workbook which I hope the students will like. Much of my work involves preparing materials for tutors and students and I find this both rewarding and creative. Again it is my linguistic skills which are exercised as much as my computer skills!

Leaving the guilt-inducing list I now put on my "heavy gear and mean look" as I want to ask some of my colleagues to contribute to our weekly seminar programme. As one of the Training Officers for Computing Service I have the job of arranging seminars which are given by colleagues or by other University or external speakers. These sessions are a very important way of sharing information and keeping up to date with current developments. Yet with everyone having such busy schedules my powers of persuasion are taxed to the full.

Back in my office I consider that the day has passed by smoothly and I cast my eye over the first batch of course evaluation forms which have come in. They are very favourable but I reflect carefully on any suggested improvements to the ILIAD programme. However I can't help but wonder how to satisfy those students who asked that the course should not be run before 11am nor at meal-times, should contain more information but less work and should be based on Microsoft products! My motto therefore must be "You can't please all of the people all of the time!"

You can obtain ILIAD information and example materials by emailing daf3@york.ac.uk or by telephoning 3839. You will also find information on YorkWeb at:

<http://www.york.ac.uk/services/cserv/training/iliad/iliad.htm>

Debra Fayter