

Tuesday, January 13th, 2004				
	Consultant	HelpDesk	RCA	Advanced
9:00	Breakfast (Altschul Atrium) – Popover Cafe			
9:30	Introductions			
10:00	LCC Policy & Procedures --LCC (Sevi and Mary Ellen)	Policies and Procedures --Conference room (Andrew)	Hands on Mac Comprehensive -- 401 Alt (Megan/Alex)	
10:30				
11:00	Printing/utilities --LCC (Sevi/Alba)	HD Phones (for new HD) --HD Area (Sonia)		HD: Magic Linux Boot Disc -- WW (Andrew)
11:30	Ebear/Webmail --LCC (Sevi)	Helptrac for newbies --HD Area (Sonia)		HD: Partition Magic -- WW (Andrew and Darin)
12:00				
12:30	Lunch (Altschul Atrium) 1pm-2pm – Pizza			
1:00				
1:30	Microsoft Computer Security: Video and Discussion – 405 Barnard Hall			
2:00				
2:30	Unix -- LCC (Sevi/Alba)	Networking, Servers, and Printers. --WW (Andrew)	Helptrac --401 Alt (Megan)	
3:00			Policies, Copyright, Mac Capture --Conference (Megan)	
3:30	JAWS -- LCC (Janice)			
4:00	FTP/Fetch -- LCC (Sevi/Alba)		Labs, Ghosting, PCrdist -- 401 Alt (Darin)	
4:30				
5:00	Go home!			
7:00	Optional Evening Activity: Ice Skating!			

Wednesday, January 14th, 2004				
	Consultant	HelpDesk	RCA	Advanced
9:00	Breakfast (Altschul Atrium) – Cereal, Toast, Fruit			
9:30	Overview of AT structuring. -- GAs			
10:00	Disk Security --LCC (Alba/Sevi)	Hands on Mac Comprehensive -- 401 Alt (Andrew/Alex)	Networking and Servers --WW (Darin)	
10:30				
11:00	Endnote --LCC (Alba/Sevi)		Email: pine (tips and tricks), webmail, clients, servers. --WW (Megan)	
11:30				
12:00	Troubleshooting Tips and Tricks, esp MS Office -- LCC (Sevi/Akinyi)			
12:30				
1:00	Lunch			
1:30	-- Altschul Atrium (Texas Rotisserie and Grill)			
2:00	CD Creation, Scanning, Zip Drives --LCC (Alba/Sevi)	Mac Capture (viruses, spyware, cleaning, Norton) -- WW (Andrew/Megan)	Processes: good, bad, ugly. --401 Alt (Adina)	
2:30				
3:00	Excel & Graphs --LCC (Alba/Sevi)	OS Upgrade/Data backup and hardware --WW (Andrew/Darin)	Hardware: hard drive madness -- 401 Alt (Megan and Alex)	
3:30				
4:00	RCA/HD info & Lab Maintenance --LCC (Sevi, Andrew, Megan)			Printers (DOS test) -- 401 Alt (Andrew)
4:30				
5:00	Go home!			
5:00	Optional Evening Activity: Movie in 405 Milbank			

Thursday, January 15th, 2004				
	Consultant	HelpDesk	RCA	Advanced
9:00	Breakfast (North Tower) – Krispy Kreme			
9:30				
10:00	Adv Word -- LCC (Akinyi)	Email: configurations and quotas -- 401 Alt (Andrew/Erin)	Recovery and backup -- WW (Megan/Darin)	
10:30				
11:00	Troubleshooting Macs -- LCC (Alex)		OS Upgrade: reformat, reinstall (Windows) -- WW (Megan)	
11:30				
12:00	Review and 10 Task Quiz -- LCC (Sevi)			
12:30				
1:00	Lunch (on your own)			
1:30				
2:00	<p style="text-align: center;">JEOPARDY!</p> <p style="text-align: center;">--401 Alt</p>			
2:30				
3:00				
3:30				
4:00				
4:30				
5:00	Relax, just for a bit.			
7:00	Training Dinner -- North Tower, 7:00 pm.			