



Cal Maritime's IT Department Is Using Twitter!

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The Information Technology Department is sending alerts via Twitter to keep students, faculty, staff, alumni, and friends updated about changes in network and application services. By following these IT tweets, you can be alerted to changes in Cal Maritime's IT services. These include:

- Network outages, scheduled downtime
- Email and calendaring services issues
- PeopleSoft problems, maintenance windows
- Spam and virus alerts
- WebCT and Moodle issues
- New functionality or problems with the myCampus portal
- Residence Hall network problems
- Telecommunications updates
- Broadband satellite services onboard the Training Ship Golden Bear
- New IT services

These brief alerts are viewable on Cal Maritime's website at <http://www.csum.edu/itinfo/TwitterAlerts.asp> (or go to the IT Department's website and click on Twitter Alerts). You can also view them on Twitter's website at http://twitter.com/cal_maritime. If you already have a Twitter account, simply follow us! As you may know, Twitter users can receive alerts as text messages or via separate applications on their cell phones.

What Is Twitter?

Briefly, Twitter is a real-time social networking service that can be accessed via the web, your cell phone, RSS feeds, as well as a growing number of specialized applications such as TweetDeck.

Wikipedia has a good introduction to Twitter and its history at <http://en.wikipedia.org/wiki/Twitter>.



Why Use Twitter?

Universities, including Cal Maritime, use Twitter to quickly share information with their constituents and with other institutions of higher education. Twitter limits communication to

140 characters, so it requires little effort for subscribers to stay informed; it's instantaneous; and tweets are available world wide. This means that breaking news can be quickly shared. See The Maritime Blog's Twitter for examples: <http://twitter.com/themaritime>.

How to Use Twitter

Twitter can be accessed many ways. The simplest is to sign up via the web, which you can do at <http://twitter.com/>.

After you've signed up, you can choose how to receive tweets from the people you want to follow. Click on Settings > Devices, or go to <http://twitter.com/devices>.

For a basic overview of Twitter (including how to set up your cell phone to receive Twitter alerts), watch "Get Started with Twitter" video at <http://solsie.com/2009/03/get-started-with-twitter-video/>.

CNET also has an excellent "Twitter for Newbies" guide that can be found at <http://news.cnet.com/newbies-guide-to-twitter/?tag=mncol;pm>.

Twitter's own portal identifies changes and additions to Twitter. You can view these tweets at <http://help.twitter.com/portal>.

One of the co-founders of Twitter, Evan Williams, addressed TED recently about the ways in which Twitter users have invented uses for the service. See http://www.ted.com/index.php/talks/evan_williams_on_listening_to_twitter_users.html.

You can follow Cal Maritime's IT Department on Twitter at http://twitter.com/cal_maritime (that's cal underscore maritime).

Questions?

If you have questions regarding the IT Department's Twitter information, please contact Margo Axsom at maxsom@csu.edu or Steve Frazier at sfrazier@csu.edu.