



27 College Park, BGSU, Bowling Green, OH 43403 • (419) 372-9696 • E-mail: retirees@bgsu.edu • www.bgsu.edu/retirement



PHOTO BY RAQUEL GUZMAN

• *A demonstration of Bomgar Corp. software, which is used by BGSU Information Technology Services to help retirees overcome computer problems via the Internet, was held last month at ITS. From left are Danee Gunka, of ITS; Jim Gordon and Charlie Applebaum, BGSURA; Deb Wells, ITS, and Dave Chilson, BGSURA president. To initiate a help/repair session, a retiree should log onto <http://www.bgsu.edu/its/tsc/self-help/page104898.html> and click on "Live Chat" to begin. To start by telephone, call 419-372-0999 to talk to a technician. Turn to page 2 for more information about this new ITS service.*

Remote help now available to retirees for their computers

INFORMATION Technology Services (ITS) offers a software-based support service that permits, with a retiree's permission, an ITS technician on campus to gain screen, mouse and keyboard control of a retiree's computer for the purposes of technical support. The retiree at home must first initiate the remote control software session by clicking a link on the ITS Web site.

The software, made by Bomgar Corp., works through firewalls without any firewall configuration. The special software installed on the retiree's computer is removed automatically at the end of the help session. Bomgar works with most Windows-based PCs, Mac OS X, Linux and Unix operating systems.

An early user last year of the ITS Bomgar service was BGSURA Treasurer Gaylyn Finn.

The e-mail address "migration" for retirees (except those with emeritus status) was completed last month. The non-emeritus retirees and staff who kept their @bgsu.edu address, as well as all students, now have falcon after the @ and before the bgsu.edu. (to page 5)



Inside: Return to North Baltimore with the camera of Diane and Wally Pretzer (right) at the party hosted again by Ralph Haven Wolfe.



WHAT'S AHEAD FOR BGSURA MEMBERS . . .



- The 8th BGSURA cocktail party will be at the home of Kathleen Tweney and Vic Norton on **Friday, Feb. 17**. More information will appear in a future newsletter.
- Tim Brown (at left), Wood County Commissioner, will be the speaker at the **Wednesday, March 14**, luncheon of the BGSURA. He is running for a seat in the Ohio House.

TSC support

Office: 110 Hayes
E-mail: tsc@bgsu.edu
Fax: 419-372-9499
Phone: 419-372-0999

Walk-in Support

Monday - Thurs. 7:30 a.m. -
Midnight
Friday 7:30 a.m. - 5 p.m.
Sat. & Sun 8 a.m. - 5 p.m.

Phone Support

Monday - Thurs. 7:30 a.m. -
Midnight
Friday 7:30 a.m. - Midnight
Sat. & Sun. 8 a.m. - 5 p.m.

Information Technology Services

CIO Home

ITS Services

Information Security

Wireless Connectivity and
Networking

Enterprise Applications

Students | Faculty | Staff

ITS Initiatives

CIO Advisory Board

BGSU IT Policies

Feedback

Contact Us

Remote Support and Live Chat

Your Full Name:



Introduction to Bomgar

In an effort to provide better service, the Technology Support Center (TSC) is now using a remote assistance application known as Bomgar. Bomgar simplifies support by letting our technicians remotely control computers and smart phones. With your permission, using Bomgar, our technicians can view what you see and control your computer for troubleshooting support. This application will improve our ability to decrease on-site visits, reduce phone support, and will assist the TSC in responding effectively to peaks in demand from our customers. The TSC will be able to resolve more incidents immediately as well as increase the number of issues we can resolve during our first point of contact with our clients.

For more information about Bomgar, please visit their website at www.bomgar.com.

Using Bomgar

As a member of the University community, you have several options for accessing the Bomgar application. You can enter a live chat session on many pages throughout the **ITS Website** by selecting the icon or banner labeled Live Chat. For direct remote assistance with an issue you can either contact the Technology Support Center by phone (419-372-0999), or use the issue submission section of our Bomgar powered **technical support portal** (techsupport.bgsu.edu). You may also be prompted by an ITS technician to open the technical support portal in order to enter a unique 'session key' to open a direct connection.

Bomgar Security

The Bomgar system uses a centralized and secure server system housed at BGSU to manage and audit all connections made to remote machines by our technicians. The software installed on your machine to enable the remote session is always unique to the session established and will be removed automatically on conclusion of the session. To further improve security, we are unable to use Bomgar's live chat or remote assistance tool to communicate or view secure information, including but not limited to: passwords, social security numbers and credit card information. Please be sure that this type of information is not open on your screen when using remote assistance.

WALLY PRETZER'S SNAPSHOTS:
HOLIDAY PARTYING
WITH MEMBERS OF
THE BGSU RETIREES
ASSOCIATION; RETURN
TO NORTH BALTIMORE



By Wally Pretzer
FROM the lighted
Christmas tree high
atop the widow's
walk to the evergreen
garlands with red bows
encircling the exterior
of Ralph Wolfe's lovely

(continued next page)

• Virginia Starr, Clif Boutelle

Holday party *(from page 2)*

home in North Baltimore, there were indoor and outdoor decorations and illuminations deserving of a prize to reward his display of holiday spirit. His home was the location of the seventh cocktail party sponsored by the BGSURA, held from 4 to 7 on Thursday, Dec. 15, 2011. BGSURA's fifth such event was held at Ralph's home on Dec. 16, 2010.

A SURPRISE was the appearance of Michael and Lenita Locey, retirees now living in Atchison, Kansas, who flew in from Salt Lake City, Utah (where they had been visiting a daughter), to enjoy the festivities. With them and Ralph and his assistants, 54 persons attended the event. The assistants, early arrivals, included Vi Jacobs (in charge of the dining room, especially the eggnog bowl), Genevieve Stang (in charge of the kitchen), and reindeer-antlered Diane and Wally Pretzer (in charge of hanging up coats and Wally's taking photos). Virginia Starr played Christmas music on the grand piano, while festively garbed guests enjoyed the tasty appetizers, drinks, and lively conversations.

In addition to those already mentioned, guests included Roger

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• *Lee Hakel, Pat Patton, Judy Boutelle, Carole Bradford*



• *Nadine and BG Mayor Dick Edwards*



• *Pat Fitzgerald, Ron Gargasz*



• *Betty Jean Anderson, Joan Gordon*

Newsletter ARE ON LINE **IN COLOR**
AT WWW.BGSU.EDU/RETIREMENT



• *Milt Hakel, Diana Bruns*



• *Michael Locey, Ramona Cormier, Lenita Locey*



• *Vijaya Shrestha, John Hiltner*



• *Sue Potter, Lois Hiltner*



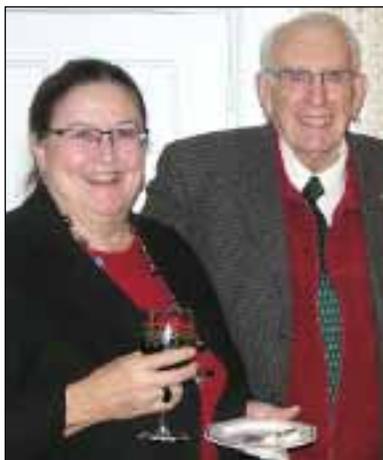
• *Gaylyn Finn, BGSURA treasurer; Vanessa Chapman, Development; Roger Anderson, Jan Finn*



• *Howard and Linda Gray with party host Ralph Haven Wolfe*



• *Vi Jacobs*



• *Judith and Jerry Olson*



• *Kathleen Tweney and Vic Norton, who will host the next cocktail party on Friday, Feb. 17, and Ilse Thomas*



• *Vanessa Chapman, Dave Chilson, president of the BGSU Retirees Association*



• *Sharon Gargasz, Pat Koehler, BGSURA activities chair*

Party (from page 4)

and Betty Jean Anderson, Bob Bashore, Clif and Judy Boutelle, Carole Bradford, Diana Bruns, Vanessa Chapman, David Chilson, Beverly Cope,

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• *Bill Lake, Jim Miller, Emily Lake, Ann Miller*

Party (from page 4)

Ramona Cormier, Dick and Nadine Edwards, Gaylyn and Jan Finn, Pat Fitzgerald, Ron and Sharon Gargas, Jim and Joan Gordon, Howard and Linda Gray, Milt and Lee Hakel, Emmy Hann, John and Lois Hiltner, Pat Koehler, Bill and Emily Lake, Chuck and Dawn McCaghy, Jim and Anna Miller, Dean Augenstein and Joan Morgan-Augenstein, Vic Norton and Kathleen Tweney, Jerry and Judith Olson, Pat Patton, Sue Potter, Vijaya Shrestha, Elmer and Elaine Spreitzer, and Ilse Thomas.

Thanks are given to Pat Koehler (Activities Chair) and her committee members, Pat Fitzgerald, Ilse Thomas, and Margaret Tucker for planning the event. The eighth BGSURA cocktail party will be at the home of Kathleen Tweney and Vic Norton on Friday, Feb. 17. □



• *Genevieve Stang*

Remote (from page 1)

For example:

Old: jdoe@bgsu.edu

New: jdoe@falcon.bgsu.edu

“Any retiree who only has a FalconMail account will need to move any email from the previous email system to the new email system by Jan. 31, as their previous email box will be deleted after that date, if they need

to retain any old email messages, said Deb Wells, director of Client Services for ITS.

ITS also offers hardware support repair service for Apple, Dell and HP computers under warranty as an authorized repair facility. More information on service at <http://www.bgsu.edu/its/tsc/pole16248.html>. □

Got a new address, or other changes in your BGSURA membership information? Tell Paul Lopez
plopez43569@gmail.com



BGSURA *Newsletter*

27 College Park Office Bldg.
 Bowling Green, OH 43403-0201
 (419) 372-9696
www.bgsu.edu/retirement
 E-mail: retirees@bgsu.edu
 Telephone numbers require a 419 prefix.

EXECUTIVE COMMITTEE

President, **David Chilson**, 308-6464
chilson@cs.bgsu.edu
 Vice President, **Linda Hamilton**,
 354-0051, llhamilt@hotmail.com
 Secretary, **Diana Shamp**, 348-4690
dianaj@falcon.bgsu.edu
 Treasurer, **Gaylyn Finn**, 352-0592
gfinn3@woh.rr.com
 Ohio Council of Higher Education
 Retirees Representatives
Roger Anderson, 354-6451
rogerca@bgsu.edu
Genevieve Stang, 352-5534
ges@dacor.net

DIRECTORS

Ellen Dalton, 352-7230
edalton@falcon.bgsu.edu
Joan Gordon, 354-6648
jhgordon@dacor.net
Sue Hager, 352-2161
shager@dacor.net
Joe Jacoby, 352-8809
jjacoby@bgsu.edu
Karel King, 659-2228
wking10@woh.rr.com
Paul Lopez, 806-6411
plopez43569@gmail.com
Harold Lunde, 352-3929
hlunde@bgsu.edu
Janet Parks, 352-0516
jparks@bgsu.edu
Eldon Snyder, 353-3963
esnyder@bgsu.edu
Elmer Spreitzer, 352-9318
espreit@bgsu.edu

COMMITTEE CHAIRS

Activities, **Pat Koehler**
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EDITOR

Jim Gordon, jgordon@bgsu.edu
 352-8175 or 888-564-8592
 Director of Photography, **Clif Boutelle**
 352-5625, clif5761@frontier.com
 Associate Editors, **Joan Gordon**, 354-6648
jhgordon@dacor.net
Diane Pretzer and **Wallace Pretzer**
 352-8057, dpretze@bgsu.edu
 Webmaster, **Carol Lininger**
 Basketmaster, **Betty Jean Anderson**

President's Message

Your 2012 reading list

By David Chilson

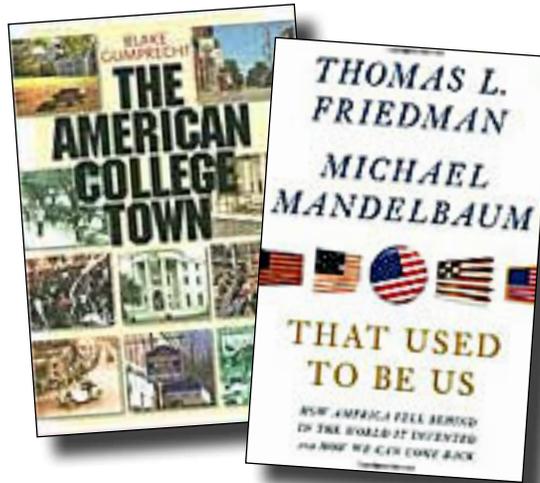
First of all, "Happy New Year" to everyone! And congratulations to BGSURA Life Member Dick Edwards on becoming Mayor of the City of Bowling Green!

I think we've gotten off to a good start for the 2011-2012 academic year. We had three BGSURA luncheons and three excellent speakers during the autumn months (Dr. Rodney Rogers, Dr. Mary Ellen Mazey, and Dr. Nancy Orel), instead of the usual two luncheons. And we had two outstanding social events at the homes of BGSURA members (at Pat Koehler's home on Oct. 20, and at Ralph Wolfe's home on Dec. 15).

On Nov. 7, several BGSURA officers and board members met with President Mary Ellen Mazey in the Chart Room. I would like to comment on some of what was discussed in our hour-long meeting.

Dr. Mazey made us aware of a book

that she holds in high regard – *The American College Town* (2010) by Blake Gumprecht. This book was mentioned in the recent *Sentinel-Tribune* article on



Mayor Dick Edwards (Thursday, Dec. 29, page 5). I have a copy on order from Amazon and am looking forward to reading it.

Another book that Dr. Mazey mentioned: *That Used to Be Us: How America Fell Behind in the World It Invented and How We Can Come Back* (2011) by Thomas Friedman and

Michael Mandelbaum.

We talked about joint city-university visioning, town-gown relationships, and what students are looking for. These are areas in which we BGSURA members can certainly contribute.

We additionally talked about lecture versus engagement, five-year bachelor's-master's programs, and the concept of "value added." Dr. Mazey noted that in the case of "value added," BGSU ranks #1 in the state of Ohio and #3 in the nation.

Other topics discussed were the six-to-eight years of financial cutbacks, the need for more tenure-track faculty members, and the need for alumni help in recruiting students. Recruiting of undergraduate and graduate students is perhaps an area where we BGSURA members can be of assistance.

Our next BGSURA luncheon will be on Wednesday, March 14, with Wood County Commissioner Tim Brown as the speaker. Until then, "a good 2012" to all of you! □

• President Chilson, emeritus associate professor of computer science may be reached at chilson@cs.bgsu.edu.



Sneakers classes are offered Monday, Wednesday and Friday at 8:30 a.m.; at 10:30 a.m., Tuesday, and at 11 a.m. on Thursday. Sessions are 45 minutes each. Spinning, Step, and Step and Sculptor classes also are offered.

Pilates is offered on a fee basis.

BGSU and Bowling Green area schools retirees are among those participating in the SilverSneakers programs.

Visitors are welcome at the center to view the facilities, St. Julian said.

The Web site:

www.stjuliansfitnessbg.com



• BGSU grad Susan Bloom leads a SilverSneakers class at St. Julian's.

SilverSneakers program at St. Julian's offers no-charge exercise

RETIREES with Aetna Medicare or Humana Medicare insurance are eligible to enroll without charge in the SilverSneakers exercise program at St. Julian's Fitness Center, Kroger Plaza, on North Main Street. Participation in the St. Julian's



program also provides access to other features, programs and equipment at the fitness center, said Shane St. Julian, manager.

SilverSneakers membership has been offered since July 2010. Low impact aerobic Silver-