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NEW! Hotspot, People in the Zone – right-hand column

Campus Computing News

On the Move – UIT Reorganizes to Better Align its Mission, Services
By [Philip Baczewski](#), senior director, University Information Technology

In September of 2015, [University Information Technology](#) underwent a reorganization to realign the reporting of the service units that make up the division. As seen on our most recent [organizational chart](#), UIT now has four areas, each reporting to a director-level position. [Read more about the reorganization, areas and their functions.](#)

IITS Update

Instructional Information Technology Adds Services

By [Elizabeth Hinkle-Turner](#), director, Instructional Information Technology Services

Since fall 2015, the Instructional Information Technology Services area added significantly to its services to better serve students and faculty. The division is the part of UIT that is most associated with direct support of teaching and learning. [Read more about the excellent work](#) of the team members working on classroom testing, desktop and data management services.

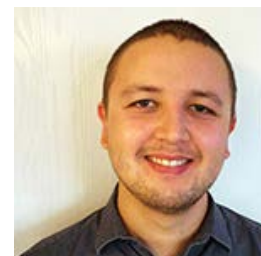


From the Editor

Happy Leap Year, People in the Zone – *and Candy!*

Today is noted as the 46th day on the Julian Calendar of a leap year and – drumroll, please – National Gumdrop Day. As you ponder what you will do with your extra day this year and munch on brightly colored, sugar-coated gelatin- or pectin-based sweets, please enjoy the February 2016 edition of

People in the Zone



Anthony "Tony" Moreno, IT specialist, Administrative Information Technology Services Department, may be one of several IT specialists assigned to handle your service request when you turn to IT Shared Services for assistance. [Read more about Tony and AITS.](#)



Elizabeth Hinkle-Turner, director, instructional computing services, delivered the keynote address to open the New Expressions: Women in Music Technology symposium Feb. 5, 2016 at the Claire Trevor School of the Arts, University of California, Irvine. [Read more about Elizabeth and her trip to California.](#)



Brian Kucharski, Web developer, URCM, makes a trip every Wednesday from the University Services Building north of Fouts Field over to the Business Leadership Building to conduct office hours for 90 minutes with his colleague Jacob King. Read more about [Brian and Jacob](#).

Benchmarks online.

What? No gumdrops? See below, and [read more inside](#) about the new Hotspot column and people in the zone!

Cybersecurity Article Featured in The North Texan

Snag a copy of [The North Texan winter edition](#) online and read the [Cybersecurity article written by Adrienne Nettles](#), UNT communications specialist and editor of UNT Insider. This article bears repeating and sharing.

UIT's New Social Media Presence



Sweet: Here is the candy part! The UIT Department has new pages on social media! You are invited to be among our first followers, and for being so good as to follow us online, you can earn a small, sugary reward. Here's the deal: the first 10 Benchmarks Online readers who visit our [Facebook](#) page and make a comment that includes **#unt_uit**, will earn a bag of gumdrops delivered to any UNT main campus office no later than Feb. 20! Ten tweeters also can earn gumdrops by tagging us with **#unt_uit** on [Twitter!](#) Be sure to include in your post an IT fact, bit of trivia or something you read in Benchmarks! *Let's spread that sugar around!*

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Campus Computing News

[UNT Participates in National Survey of Technology](#)



Have you noticed the posters around campus inviting students to participate in the Future of Technology Survey? [University Information Technology](#), the [Office of Data, Analytics and Institutional Research](#) and [CLEAR](#) have entered into a joint project to support UNT's participation in a national survey March 21-April 24 asking undergraduates about technology in their lives. [Read all about it.](#)

Also in this Edition

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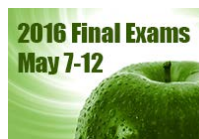
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[Techie Trivia Question: Googling Not Allowed!](#)

Hours Change in DMS to Support Final Exams



The hours of UIT's [Data Management Services](#) will be extended to accommodate increased usage during the 2016 final exam period, May 7-12, said **JoAnn Luksich**, manager, DMS. The adjusted hours are as follow.

May 7, 8 a.m.-5 p.m. | May 9-12, 8 a.m.-7 p.m.

CRAN Releases User Update

Attention, researchers: Did you know that CRAN recently released a [new update of R: from R 3.2.3 to R 3.2.4](#)? CRAN is a network of FTP and web servers around the world that store identical, up-to-date versions of code and documentation for R software. Contact [Jon Starkweather](#), R&SS, for more information.



CLEAR Presents Renowned Teaching and Learning Expert

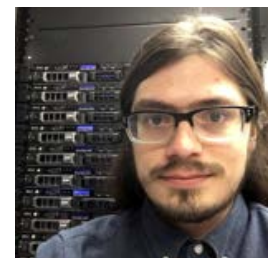
People in the Zone



[JoAnn Luksich](#)

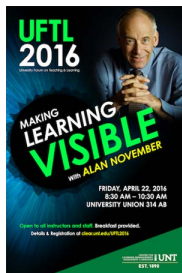


[Charles Peterson](#)



[Chris Stoermer](#)





Make your reservation today to hear **Alan November** at the University Forum on Teaching and Learning April 22, 2016, 8:30-10:30 a.m. in the University Union. November will discuss how to apply emerging tools to make thinking visible in new ways and patterns. [Read more about it and register today!](#)

ITSM Provides ServiceNow Implementation Update and Training

By [Wil Clark](#), chief technology officer, [ITSM](#), UNT System IT Shared Services



This month we hit a major milestone in the IT Service Management implementation of ServiceNow. Acorio, our implementation partner, completed its work for ITSM. With user-acceptance testing complete as well, the ITSS team will focus on completing the Service Catalog request items and templates used for incident reporting and change requests. We have a significant amount of work left to prepare for the May 2, 2016 go-live for ITSM. [Read more about it.](#)

American Statistical Association Takes a Stand Against P-Values

By [Jonathan Starkweather](#), [Research and Statistical Support](#), Research IT

The American Statistical Association recently convened a committee to evaluate the prospect of issuing a statement regarding the use of p-values. A p-value is a function of the observed sample results – a test statistic – about a statistical model, which measures how extreme the observation is. [Read more about it.](#)

Microsoft Home Use Program for Employees

The UNT System has a site license for Microsoft products. Employees are automatically eligible to use Microsoft Office Professional and Microsoft Learning on their home PC or Mac. If you are an employee of the UNT System, UNT, UNT Dallas or UNT Health Science Center, there is no longer a fee throughout your employment. [Read more about it.](#)



Techie Trivia Question

Technology has changed the way we play games. Select the correct order in which the following game consoles were created, from oldest to newest. No Googling for the answer!

- Xbox, PlayStation®, Nintendo Entertainment System
- Nintendo Entertainment System, PlayStation®, Xbox
- PlayStation, Nintendo Entertainment System, Xbox
- Nintendo Entertainment System, Xbox, PlayStation®



[Answer](#)

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Instructional IT Adds Services

CDTS and DMS Sustain Transformation, Upgrade, New Projects and Increased Usage

By Elizabeth Hinkle-Turner, D.M.A., director, Instructional Information Technology Services

Since fall 2015, the Instructional Information Technology Services area has added significantly to its services to better serve students and faculty. The division is part of UNT's University Information Technology Department that is most associated with direct support of teaching and learning.

The division currently consists of the following two areas.

- Classroom Testing and Desktop Services, led by Ray Banks
- Data Management Services, led by JoAnn Luksich

These two areas function separately but also work collaboratively to facilitate technical assistance for meaningful and successful teaching and learning experiences at UNT.

Classroom Testing and Desktop Services

The CTDS staff members had a busy fall with many additional customers due to new facilities and services. **Ray Banks**, CTDS and IT manager, and his team of student technicians upgraded all the computers in the Discovery Park classrooms.

- Classroom B140: 48 PCs
- Classroom B142: 48 PCs
- Classroom D212: 24 PCs and
- Classroom D215: 40 iMacs

The CTDS team also created 136 new machine images on PCs for the Sage Hall Computer-Based Testing Center and built **two new resources** this fall.

New CTDS Resources Added: Room 154 Transformation and Mobile-Testing Upgrade

Transformation of Sage Hall, Room 154: Due to high demand for such a facility, the CTDS staff members transformed Sage Hall, Room 154 into a **flexible workshop space** to accommodate tutoring sessions, TRIO Programs, such as Upward Bound and McNair Scholars Program events, faculty technology workshops and Office of Disability Accommodation-related activities.

The room now contains 30 iMacs, two 60-inch digital displays and movable technology and furniture to accommodate group-related activities. In the two months that it was open this fall, the workshop space hosted 262 individual customers and has more than 30 events already scheduled for



Ray Banks, CDTS manager, removes the screen of an iMac as he prepares to change the hard drive.



Sage Hall, Room 154, is pictured here after the workshop room remodel by the CTDS staff members.

the spring.

Mobile-Testing Unit Upgrade: The CTDS office also upgraded its mobile-testing unit, basically retiring the old 20-laptop testing cart and onboarding a new 30-station laptop cart, which was in heavy use, especially during

final exams.

Other CTDS Projects: Team members of CTDS also worked on the expansion and rollout of two projects.

- The JAMF Casper Suite, which offers a range of solutions for managing Mac OS X computers and iOS mobile devices, for large-scale management of Apple machines and the continued maintenance and
- Upgrade of SCCM images, a systems management software product developed by Microsoft® for managing large groups of computers, for the UNT main campus by Ray Banks.

During the winter break, CTDS staff members continued to upgrade and update machine images on its nearly 400 desktop computers, and increase the mobility and functionality of the laptop testing services. The CTDS team currently is working on a test Windows 10 machine image for possible use in the future.

Record Numbers Using the C-BTC: Security, Drop-in and Flexible Hours Credited

Student Test Monitors/Proctors: The Sage Hall Computer-based Testing Center, part of the CTDS set of resources, experienced record-setting usage during the fall semester. Much of this was due to the addition of students as test monitors and proctors. Graduate student employees who now proctor exams add assistance and security during the testing process. The monitors' hard work and service were welcomed warmly by the UNT faculty.

Record Use of the Center: During the fall semester the center hosted 4,866 visits by 3,144 individual customers, a record – more than double the customers of past semesters – using 5,855 machine hours of service.

Ease of Use for Faculty and Students: The services provided by C-BTC add significantly to the resources available to faculty and students – especially those in STEM courses and large classes. With the new proctor system, professors with courses of hundreds of students have increasingly scheduled drop-in testing hours. The drop-in hours allow faculty the flexibility to have several hundred students do online testing in a secure and glitch-free environment over the course of several hours and/or several days. This type of drop-in testing scheduling for large classes is the single highest factor accounting for the increased volume of users of the computer-based testing center. Additionally, professors at Discovery Park, home to many of our STEM courses, have been able to send their students to the C-BTC at their convenience to take advantage of online testing, because of the scheduling flexibility of the drop-in service. The center also has seen an uptick in transfer students and dual-enrollment students, who are enrolled at UNT and a local community college, taking advantage of the proctored, drop-in environment to do secure exam-taking, thus increasing our collaborative presence in the North Texas academic community.



Yonathan Khoe, left, and Katrina Carpenter, CTDS team members, hand out laptops for online testing.

Monitored Center Means Microsoft® Certification Testing: Our student test-monitor program also allowed the Sage Hall Computer-based Testing Center to become a recognized testing center for Microsoft® Certification exams. The implications of this have been tremendous as the university moves toward providing additional skills credentials to help students succeed professionally upon graduation. In collaboration with the faculty and staff of the UNT College of Business' accounting program, the center was able to provide Microsoft® Excel certification-exam testing to **more than 200 accounting students** this fall – all of these students achieved the **MS Excel level-one certification**.



An exam proctor, center, assists with testing security in the Sage Hall Computer-based Testing Center.

This collaborative credentialing program with the COB will continue in the spring and expand to other areas of certification.

NOTE: Additional teaching and administrative areas of the university are invited to [seek more information](#) from the Computer-based Testing Center management team about how to leverage Microsoft® certification for their

students, faculty and staff.

Discovery Park Upgrade and Expansion

Additional Resources Enhance Teaching and Learning: With the upgrade and expansion of classroom desktop machines at Discovery Park completed by the CTDS team, the UNT College of Engineering and other programs at this location now can conduct in-class demonstrations and real-time exercises in a variety of engineering, mathematics and statistical applications in those classrooms.

Another Record in Usage: During the fall semester, the Discovery Park classrooms hosted 13,729 visits using 14,247.6 machine hours of service – another record!

Data Management Services

The Office of Data Management Services, under the management of **JoAnn Luksich**, continues its tradition of offering excellent customer service in the processing of exams, surveys and course evaluations.

***Kudos for DMS:** "I just wanted to thank you and your group for being so helpful and efficient. It has made my first semester as an adjunct instructor at UNT all that much more enjoyable," said a DMS customer recently.*

During September, October and November, DMS staff members served **an average of 312 customers per month**. During December and final exams week, this jumped to dozens of customers per day.

Additionally, the department served **an average of 300 core courses per month** during that same period.

With its Lexmark Education Station scanner, as well as other hardware and software, DMS provides faculty and administrative staff with detailed data to assist in course planning and content and university programs and initiatives. Projects have included experimentation with Examsoft, and other real-time, actionable outcomes data software and several survey initiatives for the upcoming Southern Association of Colleges and Schools Commission on Colleges reaffirmation-review process of accreditation. The timely turnaround of exam grading and analysis by the DMS staff members allows students to receive feedback quickly on their learning progress and allows faculty to initiate rapid responses to assessed learning needs.

The DMS team is now working on the acquisition and installation of another Lexmark Education Station-type of a system to handle its increased customer load.

The staff members in the Instructional Information Technology division look forward to continuing to serve faculty, staff and students with their teaching and learning needs. Please do not hesitate to contact [Elizabeth Hinkle-Turner](#), D.M.A., IITS director, for more information.



JoAnn Luksich, DMS manager, right, helps a customer with detailed test analysis after an exam.

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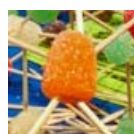
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Note from the Editor

Happy Leap Year, People in the Zone – *and Candy!*

By Monica Scott-Taliaferro, editor, Benchmarks Online



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What? No gumdrops?

Read through this Benchmarks edition to learn how you can have candy delivered right to your office by visiting [Facebook](#) or [Twitter](#)! Visiting you to drop off candy is a great way for me to see your office, learn about you, assess photo opportunities, your work and where to turn for news to include in future editions of Benchmarks. If you cannot make it to social media today, give me a call and just talk about your office, work or favorite IT story; callers can earn gumdrops too. I look forward to telling your stories about the important work of the people in computing and IT roles at UNT.



You may find that my last name is a bit of a challenge because it is long and some people find it difficult to spell. In search of an email nickname, I submitted a [Service Request](#), which was assigned to **Tony Moreno**, IT specialist, Administrative Information Technology Department. Thanks to Tony, you can send an email to me at my new address, monicat@unt.edu, without having to remember my long last name! Tony also set up a unique email address for our department, unt.uit@unt.edu, which is used for our new Facebook and Twitter accounts as well as for general inquiries that come from our website. These may seem to be commonplace services to some, but as a new employee, I was delighted to find great customer service and timely work solutions.

Read more about Tony and others featured today in the new Benchmarks column we are calling **Hotspot**. This column, to the right of the page, will be reserved in each Benchmarks Online edition to highlight the roles, work and accomplishments of computing and IT professionals at UNT.

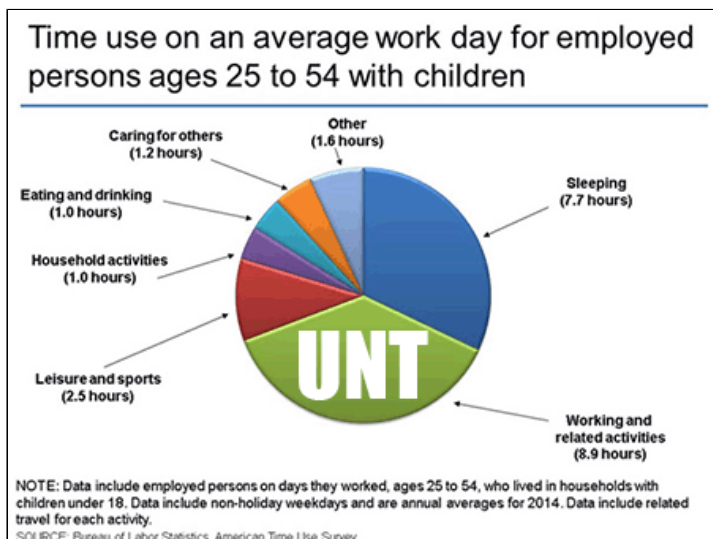


Also in today's Hotspot, you will read about Dr. **Elizabeth Hinkle-Turner's** trip to the Pacific coast to speak at a technology symposium, and **Brian Kucharski** and **Jacob King**, the fabulous URCM Web designers whose expertise and support helped me to get this, my first edition of Benchmarks, out on time.

We spend more time at work each week than we do at home – check out the chart below. Let's celebrate those we are with the majority of the day and the fine work of our colleagues in the zone, who are setting benchmarks – the standards by which others may be measured or judged!

Please, feel free to send the names to me of your colleagues, staff members, selfies, photos of people at work or other news and information you would like to see featured in upcoming editions. There's more to read, so back to the [front page](#).

And, Happy Gumdrop Day!



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UNT Awards – Nominations Due Feb. 19

Nominate a Computing/IT Professional Today



Many people excel in their studies or work and have a significant impact on those around them – including the people in computing and information technology. The [UNT awards](#) provide a meaningful way to recognize deserving professionals and students who lead by example and embody the best of the university. Remember to nominate the professionals in our computing and IT community!

A range of awards exists to celebrate the unique contributions of our students, faculty, staff and alumni. The awards are given throughout the year. For many of these awards, you can nominate a deserving recipient.

The [Presidential Awards](#) honor those who reach the highest levels of achievement, excellence and service. Nomination submissions are now being accepted for the [UNT Community award for faculty success](#), the [Special Recognition award](#), and the [Bob Rogers Service and Community Engagement award](#) through **Feb. 19**.

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CLEAR News: Choosing a New Classroom Response System



Committee Evaluates Options for UNT Classroom Response Systems

Contributed By [Jane Himmel](#), associate director, Center for Learning Enhancement, Assessment and Redesign

In June 2016, Turning Technologies, a classroom response system provider, will be retiring TurningPoint 5, [UNT's centrally supported clicker technology](#), and transitioning users to TurningPoint Cloud. Given the fact that it has been several years since UNT evaluated classroom response technology, CLEAR decided it was a good time to evaluate classroom response systems currently on the market and make a recommendation for one that best meet the needs of the campus community.

A committee composed of six faculty members who currently use classroom response technology along with key support staff members have assisted the CLEAR team with narrowing down the number of available solutions to a small pool. Subsequently, four demonstrations open to all university faculty and staff were conducted between Jan. 25 and Feb. 8.

For more information about the selection process, the products under consideration, the product demonstrations and recordings, please visit the UNT [Classroom Response System Evaluation website](#). The committee will be making a recommendation on a replacement by March 1, 2016 to ensure students have plenty of notice for materials they may need to purchase for the fall 2016 semester and faculty have adequate time for training.

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EDUCAUSE Connect Meets March 2-4 in Denver



Solve, Network and Grow in Denver

EDUCAUSE Connect creates highly interactive, and action-driven professional development experience focused on five areas. Finding workable solutions, connecting people's experiences, building professional networks, and increasing individual and collective understanding of higher education IT issues are the main goals. Connect events are for anyone who wants to move ideas, understanding and the profession forward.

2016 Program Themes

The following four learning themes for this year's event in Denver were drawn from the Top-Ten IT Issues.

- Enterprise Service Delivery
- Leveraging Technology and Data
- Partnerships and Collaborations
- Staffing and Talent Development

Enterprise Service Delivery

How are you responding to IT issues, such as: cloud and infrastructure enterprise IT architecture, governance, risk management and network security practices, disaster recovery, changing conditions and new opportunities?

Leveraging Technology and Data

How are you responding to issues, such as: student outcomes, big data needs, predictive analytics development, business intelligence, metrics, policy development, and information access and management, as these relate to improving student success, effective teaching and learning, and using analytics to drive institutional outcomes?

Partnerships and Collaborations

How are you partnering for a collective understanding of IT deliverables with issues, such as: student success and retention, assisting faculty with IT instructional integration, accessibility, vendor relationships, generating revenue and recovering costs to fund IT, building coalitions and teams across campus divisions?

Staffing and Talent Development

How are you responding to staffing issues and challenges, such as: doing more with less, financial planning, time and project management, evolving staff skills, successful mentoring relationships, effective teamwork, collaboration and communication, relationship management and cultivating innovation?

For more information, visit [EDUCAUSE Connect Denver](#).

topic, search the [UNT website](#), UNT's [UIT Help Desk](#) or the World Wide Web. Email your questions and comments to the UNT [University Information Technology Department](#) or call 940-565-4068.



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UNT Lab Hours – Spring Break '16

Lab Hours | [Spring Break 2016](#) | [UNT](#) | [Computer Labs](#)

[UNT Spring Break](#) is March 14-20, 2016 • [Link to: UNT Computer Labs](#)

Location • College/Department	Room	Telephone	Spring Break Lab Hours
Art Building • CVAD	232	940-565-2470	March 12-18: Closed
Business Leadership Building • COB	185, 190	940-565-2350	March 12-20: Closed
Chilton Hall • PACS & CMHT	255	940-565-3460	March 12-20: Closed
Discovery Park • ENG	B129	940-565-6733	March 14-20: Closed
Discovery Park • Col	B205	940-565-2501	March 11: Close at 6 p.m. March 12-14: Closed March 15-18: 9:30 a.m.-5:30 p.m. March 19-20: Closed March 21: Open at 7:30 a.m. and return to regular hours.
General Academic Building • CAS	330	940-565-2825	March 11, 5 p.m.-March 19: Closed; Open March 20, noon
General Academic Building • CAS	550	940-565-2825	March 12-20: Closed
Matthews Hall • COE	307, 309	940-565-4379	March 12-20: Closed
Music Building • MUSIC	238	940-565-3765	March 12-20: Closed
Sage Hall Adaptive Lab • UIT	153	940-565-3048	March 14-20: Closed
Terrill Hall • CAS	220	940-565-2825	March 12-20: Closed
Willis Library	Willis	940-565-2375	March 11: Close at 7 p.m. March 12-14: Closed March 15-18: 7 a.m.-7 p.m. March 19: Closed March 20: Open at 11 a.m., return to a

			24-hour-a-day schedule
Wooten Hall • CAS	120	940-565-2825	March 12-19: Closed



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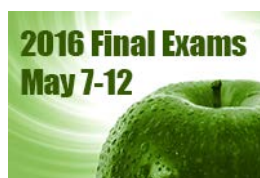
[IT Services at UNT](#)

[Getting Help with IT Services](#)

[Benchmarks Online](#), UIT's online news journal

[Campus Computing News](#)

Contact the [UIT Help Desk](#).



Support for UNT Final Exams

[Data Management Services](#) exam support will be available during extended hours for 2016 final exams.

May 7, 8 a.m.-5 p.m. | May 9-12, 8 a.m.-7 p.m.



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The UNT logo features the letters 'UNT' in a bold, white, sans-serif font, centered within a circular graphic. The circle is composed of concentric rings of small dots, creating a grid-like pattern. The background of the logo is a dark green color.

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3. Send

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Publication Schedule

Benchmarks Online connects UNT community members to computing and information technology news, information, services and resources. The online journal is published twice each semester by the UNT University Information Technology Department in association with campuswide contributors and other sources. [Send an email to the editor](#) with your contribution or request for event coverage and photographic support.

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Request for Contributions	Contributions Due	Publication Date
May 16, 2016	June 6, 5 p.m.	June 15, 2106
July 15	Aug. 5, 5 p.m.	Aug. 15
Sept. 15	Oct. 5, 5 p.m.	Oct. 15
Nov. 15	Dec. 5, 5 p.m.	Dec. 15
Jan. 15, 2017	Feb. 5, 5 p.m.	Feb. 15, 2017
March 15	April 5, 5 p.m.	April 15
May 15	June 5, 5 p.m.	June 15



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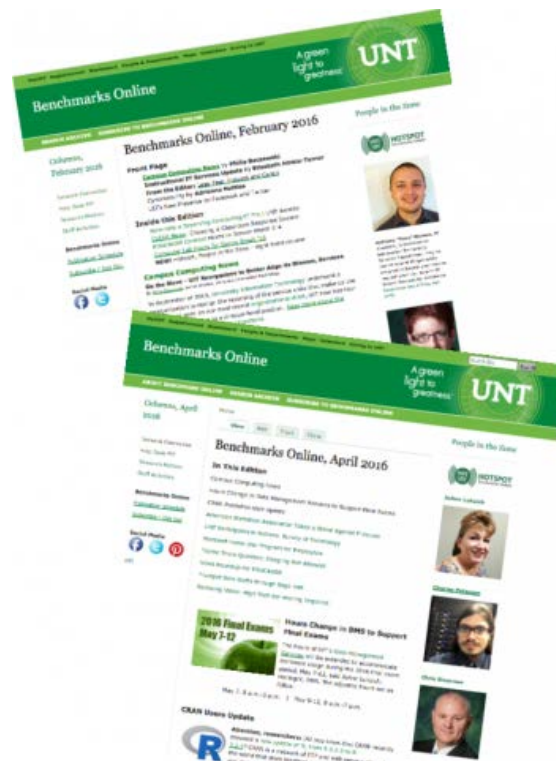
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Network Connection

What's that annoying tweeting?

By Philip Baczewski, D.M.A., senior director, University Information Technology



After a rather long Benchmarks hiatus along with a lengthy silence from this column, it seems like I need to say, welcome back to the Internet. Of course, I may just be talking to myself, since I doubt you ever left. But, to take stock of the Internet in our absence, Facebook continues to [dominate](#) the lives of millions, [Nigerian scammers](#) still send email, people are still documenting every meal they eat via [Instagram](#), teens are still [sexting](#) via [Snapchat](#), and [Twitter tweets](#) might start being [10,000 characters](#) long.

Wait – what was that last thing again?

It seems that to give itself more relevance and compete with Facebook, Twitter is considering allowing tweets to continue beyond the 140 character limitation currently in place. I guess this would allow for more extensive content, similar to those pithy Facebook posts that impel you to "continue reading." Ten thousand characters seem a bit much. After all, Lincoln needed only about 1,500 for his [Gettysburg address](#). Do we think that [political discourse](#) will be improved by having more characters available?

From [early on](#), I've never been too much of a fan of Twitter. However, the one aspect that makes Twitter unique is its limited message size format. Like a good headline, a well-crafted tweet can capture the essence of a sentiment or event with a very efficient communication transaction. Add some media – photo or video clip, and there is a lot that can be expressed in 140 characters.

Recently, Twitter also has been shown to be a useful tool during [disasters](#). What was previously considered to be a micro-blog service now can be characterized as a [news service](#). Research has even [indicated](#) that Twitter can reduce the risk of injury or death during a natural disaster. Perhaps I've judged Twitter a bit too quickly.



Then again, without Twitter we wouldn't have [NPR stories](#) covering the Twitter exchange between a rapper and a leading scientist over whether the earth is really flat. You would think this would not be a point of contention in this day and age, but it just proves that even the craziest of ideas can gain amplitude through the power of [retweets](#). That really brings the issue of Twitter's value back down to earth.

I guess the conclusion from this publishing hiatus is that it never gets boring on the Internet. Change is constant and activity is hectic. I just can't wait for the [IoT](#) age when I can follow my refrigerator on Twitter. I can imagine it now: "I need more [milk!](#)"

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UIT Help Desk Staff

Who is over in Sage Hall behind the glass at the UIT Help Desk?

By [Sharukh Mithani](#), interim manager, UIT Help Desk

Please meet four members of the team! Get to know the capable staff of UNT students working to better serve you, your department, other students and the university. In this edition, you will meet four of the students who work in Sage Hall, Room 130, Monday through Friday, 8 a.m.-8 p.m. Help desk availability also extends to the hours listed below for telephone consultations.

NOTE: When directing students to Sage Hall, please let them know the help desk is the glassed-in office on the first floor **around the corner** from the Sage Hall Information Desk in the lobby. Some students reportedly stop at the information desk, which is not always staffed, and think it is the UIT Help Desk. We appreciate it when you remind new students to keep going beyond the information desk to find us!

Please note and share the UIT Help Desk hours, right, that will be observed during spring break.

UIT Help Desk Telephone Hours • 940-565-2324

- Sunday: noon-midnight | Monday-Thursday: 8 a.m.-midnight
- Friday: 8 a.m.-8 p.m. | Saturday: 9 a.m.-5 p.m.

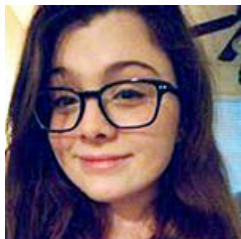
Email: helpdesk@unt.edu | Online: <https://www.unt.edu/helpdesk/>

UNT Spring Break '16
March 14-20, 2016 – Spring Break: No Classes

UIT Help Desk Hours

March 14: CLOSED
March 15-18: Open 8 a.m. to 5 p.m. for calls, email tickets only, no walk-ins.
Regular hours resume March 21.
helpdesk@unt.edu
940-565-2324

#vacay #volunteer #ZZZZ



Rachel Hobbs

Meet Rachel Hobbs.

Her major is computer science, and she grew up in the Dallas area.

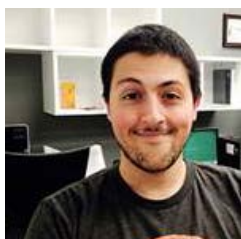
"I became interested in technology through my Dad and brother as I grew up. I naturally grew a love for video gaming and computers and decided that doing something I already knew and love would give me the most happiness out of my career," she said.

Meet Gabriela Okundaye.



Gabriela Okundaye

"My major at the University of North Texas is international studies, a field in which I one day hope to make a difference. When I was a child I became interested in technology when we had a computer in the house and my brothers and I were using it, and naturally, that interest became greater as I grew up," said Gabriela, a graduate student and native of Irving, Texas.



John Papaioannou

Meet John Papaioannou.

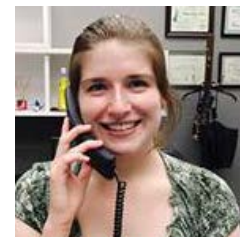
John is from Callisburg, Texas, and his field of study is ecology for environmental science.

"Although I study a science that may not correlate too strongly with a technological field, I've always loved working with all things technological," he said. If not studying ecology, he said he would probably have declared computer science as his major.

Meet Katie Welch.

Katie Welch is studying mechanical and energy engineering at UNT.

"I became interested in technology, because as a mechanical engineering student, I deal with a lot of physical sciences, but not so much computer science. I thought working at the UIT Help Desk would be a good way to learn more about computers and networks and how they work. It has been a great experience and has taught me a lot about technology that I can apply both to my major and everyday life," she said.



Katie Welch

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Research Matters

Statistical Resources: Update; Version 4

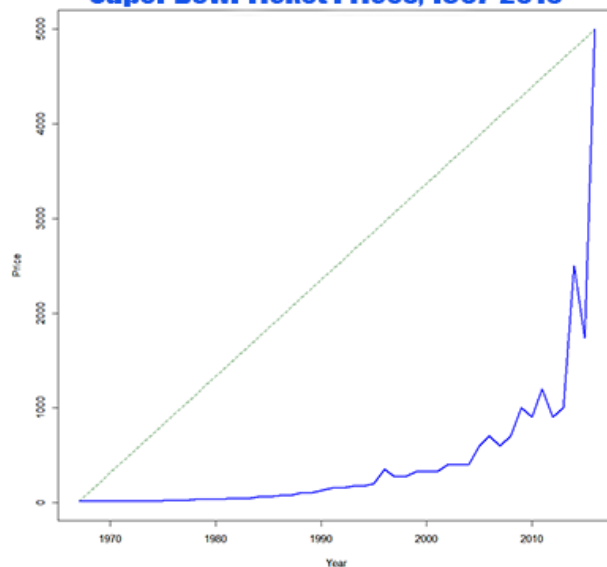
Contributed by Jon Starkweather, Ph.D., consultant, Research and Statistical Support, University Information Technology Department

This month's article originally appeared first in November of 2011, but periodically, it is necessary to update it with more current resources. The original article was motivated by the Research and Statistical Support office's workshop given for graduate students and contains much the same content presented in the workshop: Statistical Resources.

The following materials are, for the most part, freely available through the World Wide Web. The resources mentioned below fall, generally, into three categories.

- Resources maintained by R&SS,
- Resources available to University of North Texas community members, and
- Resources available to the general public with access to the World Wide Web.

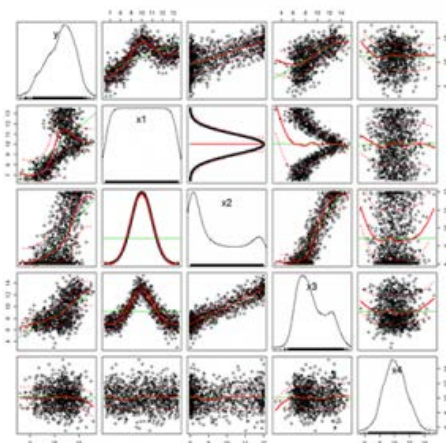
Super Bowl Ticket Prices, 1967-2016



R&SS Resources for Faculty and Graduate Students

The main [R&SS website](#) offers several resources, both specific resources aimed at particular software and more general resources, such as [Data Management Services](#). One of the key resources available to members of the UNT community is the opportunity to set up a [consulting](#) appointment with an R&SS staff member. The [link](#) to contact an R&SS staff member for consultation is prominently displayed on each of the pages associated with R&SS. The link guides clients to a Web interface, known as the Front Range system, which forwards the service request to R&SS staff, who then contact the requestor directly, generally, through email.

NOTE: Please, read the frequently asked questions, [FAQ](#), prior to submitting a Front Range request.

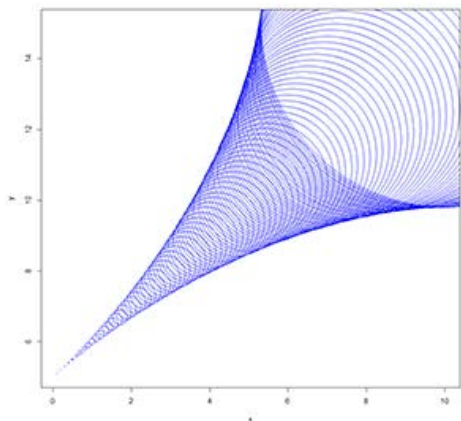


It is also important to note that R&SS staff members maintain a rather extensive collection of digital and paper copies of articles, book chapters and whole books. Staff members often lend copies of these – in whole or part – to clients so clients can research various analytic or methodological concepts to their own satisfaction – and often the satisfaction of their colleagues, advisors or committees, etc.

A second, frequently-used resource R&SS offers consists of the [instructional](#) services for R&SS supported software. These were initially short courses offered in a classroom twice per semester, however, they have been migrated to the online format so that they may reach a wider audience and allow self-paced learning. These pages were designed to show how a particular software package can be used, e.g., [R](#), [SPSS](#), [SAS](#). They are not designed to teach statistics or how to interpret statistics, although some interpretation is offered among the many pages. In fact, some of the software supported by R&SS is not directly related to statistics, e.g., [survey technology](#) such as [Zope and QSurvey](#).

On each of the R, SPSS, SAS short course pages, you will find links to resources specific to those software packages; from user manuals provided by the software producer, e.g., [SPSS Manuals](#), [CRAN Task Views](#), to other users' user guides or websites, such as [Quick-R](#), [STAT-L](#). There is even an R-specific search engine available called, [RSeek](#).

Another resource R&SS offers is displayed right here; the contributions by R&SS staff to the [Benchmarks Online](#) publication in the Research Matters column, formerly called RSS Matters. Each article in the Research Matters column is linked to the previous article and an [index of RSS Matters](#) articles is maintained on the R&SS website. The index is quite handy for finding particular topics, e.g., canonical correlation, rather than clicking back through the years of articles available through the column links.



R&SS offers a service for instructors at UNT with which we can provide a randomly sampled data set from a fictional population named [Examplonia](#). Examplonia is a fictional country which provides a meaningful context for statistical analysis examples. The population data for Examplonia was generated to provide a statistical population from which random samples could be drawn for the completion of example statistical analysis problems. The current version of the Examplonia population contains a variety of univariate, bivariate, and multivariate effects; including random effects based on hierarchical structure. If you are an instructor for a statistics course, you may be interested in obtaining some simulated data for your class, i.e. data for in-class demonstrations, homework assignments, etc. Learn more about the population by visiting the [Examplonia](#) webpage.

R&SS has also implemented some new services last year; all of which are focused on making software available to researchers through a web browser and relieving them of need to download and install software. Meaning, [Sage Mathematics](#) and [RStudio](#) along with the other services, can be accessed through a web browser.

Sage Mathematics is mathematical computing software which can integrate the use of

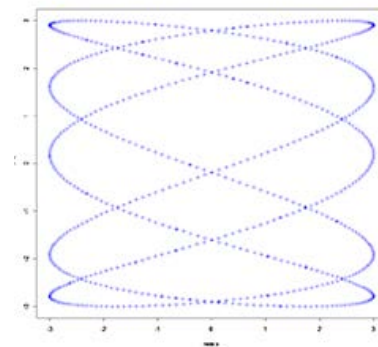
R. A brief introduction can be found at the Sage link above. RStudio is an integrated development environment for running the R statistical package. A brief introduction can be found [here](#). Another new service is called [Tiki Wiki](#); an open source, freely available, content management system, CMS. More information can be found [here](#). These servers/services are available to faculty and advanced graduate students; however those interested need to submit a request for an access account for each service. Once a user has setup an account, they can simply visit the servers using their preferred web browser and conduct analyses using the software without having to install the software on their local machines.

Online Statistical Textbooks

The [Rice Virtual Lab in Statistics](#) is a valuable site for anyone interested in learning or teaching some of the basics of traditional (i.e. frequentist) statistics. The site offers several [animations](#) for understanding concepts which are often difficult for newcomers to statistics (e.g., [sampling distribution characteristics](#) & the [Central Limit Theorem](#)). The Rice Virtual Lab in Statistics also offers an online – free; no registration required – introductory statistics textbook. The textbook is called [HyperStat](#) and contains chapters which cover the usual contents such as describing univariate and bivariate data, elementary probability, the normal distribution, point estimation, interval estimation, Null Hypothesis testing, statistical power, t-tests, Analysis of Variance, ANOVA, prediction, chi-square, non-parametric tests and effect size estimates.

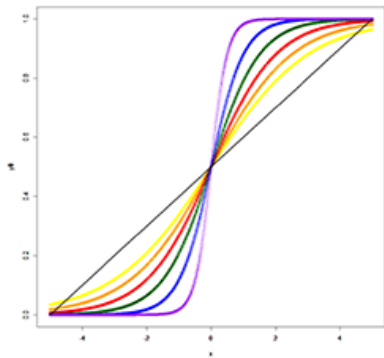
Another online repository of statistical resources is the site maintained by Michael Friendly at York University. The [site](#) offers a variety of links to resources for a variety of software, tutorials for specific analyses, and sections of links for statistical societies, associations, and academic departments; as well as links to support more general computing resources, e.g., using Unix. A similar [site](#) listing various statistical resources on the web is maintained by Clay Helberg.

[Statsoft](#), the company behind the statistical software [Statistica](#), also offers Web surfers a textbook covering a variety of statistical topics. The Statsoft site covers topics ranging from [elementary concepts](#), [basic statistics](#), [ANOVA/MANOVA](#) to multivariate topics, such as [principle components and factor analysis](#), [multidimensional scaling](#) and [structural equation modeling](#). Unlike Statnotes, mentioned above, the Statsoft site does not offer software output or interpretation – although graphs and tables often are used. However, one handy feature of the Statsoft site is the interactive glossary; each hyperlinked word sends the users to the definition/entry for that word in the glossary. The Statsoft textbook also is [available](#) in printed form for \$80 plus shipping.



Miscellaneous Other Resources

Another resource option for members of the UNT community, which often is overlooked, is the [UNT library system](#). The library's [general catalog](#) contains a monumental collection of resources, from textbooks being used in current courses to books which focus on the statistical analyses used in particular fields and authoritative books devoted to specific types of analysis, e.g., searching "logistic regression" yielded 66 returns. Furthermore, the electronic resources offer access to thousands of periodicals, i.e. journals, from a variety of databases, such as EBSCOHost, Medline, ERIC, LexisNexis, and JSTOR. One of the most frequently used databases by R&SS staff members is the JSTOR database, which contains many of the most prominent methodological and statistical journals – with almost all articles available through the UNT portal in full text, i.e. Adobe Acrobat's portable document format, PDF.



Another commonly used resource is the [Journal of Statistical Software](#), which contains articles on a variety of statistical computing applications/software, as well as articles covering statistical methods. One more often consulted resource is The Little Green Books, which are actually a series published by [Sage](#). The [Quantitative Applications in the Social Sciences](#) series are a collection of thin, soft covered, books, each dealing with a specific research or statistical topic. The UNT library carries approximately 145 of the series' editions and the R&SS staff members have collected most of the series as well. Approximately 170 books are in the series and a typical researcher would be hard pressed not to find something of value among them.

Of course, more general resources are available, such as [Google](#), [Scholarpedia](#), [Wikipedia](#), and even [YouTube](#); all of which can be useful.

Until next time, remember, GIYF – Google is your friend.

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University Information Technology

1155 Union Circle #310709
 Denton, TX 76203 USA
 Voice: 940-565-4068
 Fax: 940-565-4060

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Benchmarks Online staff:

- [Philip Baczewski](#), senior director, University Information Technology Department
- [Monica Scott-Taliaferro](#), UIT marketing
- [Carrie Stoeckert](#), assistant director, planning, budget and communications

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Publication Schedule

Benchmarks Online connects UNT community members to computing and information technology news, information, services and resources. The online journal is published twice each semester by the UNT University Information Technology Department in association with campuswide contributors and other sources. [Send an email to the editor](#) with your contribution or request for event coverage and photographic support.

Request for Contributions	Contributions Due	Publication Date
May 16, 2016	June 6, 5 p.m.	June 15, 2106
July 15	Aug. 5, 5 p.m.	Aug. 15
Sept. 15	Oct. 5, 5 p.m.	Oct. 15
Nov. 15	Dec. 5, 5 p.m.	Dec. 15
Jan. 15, 2017	Feb. 5, 5 p.m.	Feb. 15, 2017
March 15	April 5, 5 p.m.	April 15
May 15	June 5, 5 p.m.	June 15



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UIT Hotspot – People in the Zone

February 2016 – Welcome to Hotspot, a small place online where UNT computing and information technology professionals and associated staff can rave about themselves, their geekiness and contributions to transforming UNT into a nationally prominent university. This is the good news area – the place to learn about colleagues in action, their roles and how they are raising benchmarks of excellence! Email your brag sheet and photos any time to [Benchmarks Hotspot](#).

Anthony “Tony” Moreno

A member of the administrative information technology services team since 2013, Tony began working with computers on his own out of curiosity about what makes them work. He began working professionally with computers in 2008 after he learned Linux, an open-source operating system, on his own and could troubleshoot OS X problems.

Tony completed an associate's degree in information technology with honors at Tyler Junior College, Tyler, Texas, where he was a member of the National English Honor Society. He is working now toward the completion of a computer engineering degree at UNT and learning Japanese for a double major. Tony is described by friends as self-motivated, a devoted family man and father of three-year-old Jefferson. In his spare time he maintains a 140-gallon salt aquarium and plans to "aqua-scape" the tank's rock formation this year in between homework assignments.



In addition to having Tony on the team, the [AITS division](#) employs well trained and knowledgeable IT professionals, who have an effective combination of an academic foundation, technical expertise and experience. The AITS team delivers information technology services, and infrastructure and consulting to the university's administrative departments.

Elizabeth Hinkle-Turner, D.M.A.



Dr. Hinkle-Turner discusses the contributions of women in music technology at UC Irvine.

Elizabeth, musician, composer, author and scholar, was invited to deliver the keynote address at the 'New Expressions: Women in Music Technology' symposium at the University of California, Irvine, Feb. 5, 2016. Her speech was delivered to participants attending the event hosted by UCI's Claire Trevor School of the Arts Music Department. As the author of "Women Composers and Music Technology in the United States," Elizabeth discussed several pieces of music and achievements of women as composers of experimental and avant-garde music. Her book, a 308-page chronicle of the considerable contributions made by American-born or -educated women to electroacoustic music from the 1930s to present day, is considered to be the most definitive attempt to date.

Elizabeth, who received her doctoral degree in music composition from the University of Illinois at Urbana-Champaign, served as acting director of the electronic and computer music studios at Florida International University and the Experimental Music Studios at the University of Iowa. She has taught 20th-century music and multimedia applications in music theory at UNT and works now as the director over instructional computer services in UNT's University Information Technology Department.

When she is not overseeing the Sage Hall Testing Center, data management services, or computer classroom support at UNT, Elizabeth teaches martial arts in the local area and sponsors the UNT Mixed Martial Arts Club.



Brian Kucharski, Jacob King



As one of UNT's Web developers, Brian, left, designs and creates websites in the University Relations, Communications and Marketing Department. He and his colleague, Jacob King, also a Web developer, often spend 90 minutes each week providing hands-on support to department-level Web developers.

Brian graduated with a Bachelor of Science in computer science from UNT and worked in industry as a software developer for eight years before returning to his alma mater as an employee. Brian's family moved to Krum, Texas in 1986, and he has lived in the area for the past 30 years.

"I am a board game FREAK. We've had the same game group going for 11 years now," Brian said. He also has two tiny dachshunds who keep him busy, he said.

Brian recommends that struggling Drupal users should feel free to turn to Central Web Services and the Web Development Center for assistance. These two offices have creative and savvy developers available to answer questions every Wednesday between 10:30 a.m. and noon in the [Business Leadership Building, Conference Room 115](#). Staff and faculty responsible for departmental websites, who often are not proficient in all the intricacies of Drupal capabilities, can attend office hours in the BLB, or log in to the [WebAdmin Dashboard](#) to request assistance with maintenance, administrative work or installation of new Drupal modules.

While each [URCM Web developer](#) has Drupal skills, Jacob is a wizard with Drupal 6, but when you are ready to move your website from Drupal 6 to 7, every member of the Central Web Services team is able to assist.

Brian and Jacob are responsible for the look of the UNT site and responsible for the site's technical aspects, such as its performance and capacity, which are measures of a website's speed and how much traffic the site can handle. In addition, Brian and Jacob have the following duties.



- Design and development of UNT websites to meet institutional goals
- Use of modern best practices for design and functionality to ensure that UNT websites are usable by and accessible to the widest possible audience
- Implementation of the UNT brand on the Web
- Development of custom functionality using UNT's Drupal content management system
- Creation of custom graphics for URCM digital projects
- Design and building emails to support student recruitment and university-wide initiatives
- Work with URCM and departmental teams to update, troubleshoot and improve existing UNT websites
- Provide expertise and training to URCM team members, UNT departments and campus Web developers

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