



Benchmarks Online

Volume 5 - Number 1 * January 2002

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Click on the title above to get an "EagleMail Update." There are lots of exciting new features to read about.

[Computing Services for UNT Students: An Update](#)

Dr. Elizabeth Hinkle-Turner takes a break from her Lab-of-the-Month feature to bring you an update on student computing services. Read all about it.

[EduTex: It's Almost Time](#)

There is still time to make arrangements to join EDUCAUSE and your colleagues from the Southwest for EduTex, the second annual EDUCAUSE Southwest Regional Conference for IT professionals in higher education, but time *is* running out.

[Your \(PRAS\) Time May Be Up](#)

If you purchased a **Premium Remote Access Service** subscription for the fall, you want to keep it, **and** you haven't renewed it yet, you are too late. Your subscription expired January 14 and you will have to apply to reactivate your account. More information inside.

[Helpdesk to the Rescue!](#)

The Computing Center Helpdesk staff just

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might be campus super heroes. Details inside.

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TODAY'S CARTOON

Click on the title above for an information age laugh.

Don't forget to check out our monthly columns. This month's topics:

- [RSS Matters](#) -- "What's New in Spring '02?" S-Plus and Eviews news, to name two things.
- [SAS Corner](#) -- "Data Capability: Data Engines." In this article, you will be introduced to SAS' data capability in reading and converting data from and to other formats such as SPSS and Excel.
- [The Network Connection](#) -- "Back to the Basics: Bandwidth." Why should you care about it? The reasons may surprise you.
- [Link of the Month](#) -- "Urban Legends and Hoaxes" Reverse the trend by identifying legends and hoaxes *before* you forward them -- toolbox inside.
- [WWW@UNT.EDU](#) -- "Exciting New Changes for Dynamic Web Content" Shannon Peevey gives you an update on the "amazingly busy season" in Central Web Support.
- [Short Courses](#) -- The Academic Computing Services (ACS) short courses for the spring are in the process of being scheduled, but that doesn't mean there

aren't new items on this page . . .

- [IRC News](#) -- Minutes of the Information Resources Council are printed here when they are available. The December minutes are contained in this issue.
- [Staff Activities](#) -- New employees, people who are no longer employed at the Computing Center, and other items of interest featured here.

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Research and Statistical Support

University of North Texas

RSS Matters

What's New in Spring '02?

By [Dr. Rich Herrington](#), Research and Statistical Support Consultant
[Previous RSS column](#)

Software Release Announcement: S-Plus 6.0 for Windows

In a previous *Benchmarks Online* [article](#), we reviewed the results of beta testing for the as yet unreleased version of S-Plus. This release of S-Plus marks the convergence of the version numbering for both Windows and UNIX platforms, S-Plus version 6.0. The University of North Texas's licensing agreement with [Insightful Corp.](#) allows distribution of our S-Plus licenses through the UNT bookstore (trade books). A one year license of S-Plus 6.0 can be purchased for \$25 accompanied by a signed licensing agreement form available through the bookstore for all UNT staff, students, and faculty. Additionally, S-Plus 6.0 is available on SOL (UNT's research UNIX machine) and is also installed on the ACS computer [lab](#) (located in the Information Sciences Building - ISB 110); [labs](#) in the College of Arts and Sciences: the GAB computer lab and the Wooten Hall computer lab. An Open Source freeware alternative to S-Plus is "R". R, sometimes called `GNU S', is a freely available language and environment for statistical computing and graphics which provides a wide variety of statistical and graphical techniques: linear and nonlinear modeling, statistical tests, time series analysis, classification, clustering, etc. Please consult the [R project homepage](#) for further information.

A Sampling of Internet Resources Available to S-Plus Users

- [Notes on S-PLUS: A Programming Environment for Data Analysis and Graphics](#)
- [StatLib---Software and extensions for the S \(Splus\) language](#)
- [Modern Applied Statistics with S-PLUS. Third Edition](#)
- [Hmisc and Design Libraries: S-Plus Functions and Documentation](#)
- [Trellis Displays](#)
- [Online Electronic Book - "S Poetry"](#)
- [S-news listserve and archive](#)

[A Comparison of SAS and S](#)

- [The Comprehensive R Archive Network \(CRAN\)](#)
- [Online Course on Scientific and Statistical Graphics](#)
- [Matt's S-Plus Compiler](#)
- [Epitools - Epidemiology Tools](#)
- [UNT Terra Server "R" interface](#)
- [Software for Multiple Imputation](#)
- [Rweb](#)
- [Introduction to Rweb](#)

Books Available on S-Plus

- ***The New S Language***
Richard A. Becker, John M. Chambers, and Allan R. Wilks
Wadsworth & Brooks/Cole, Pacific Grove, CA (1988)
- ***Programming with Data***
John M. Chambers
Springer-Verlag, New York, NY (1998)
ISBN 0-387-98503-4
- ***The Basics of S and S-PLUS (second edition)***
Andreas Krause and Melvin Olson
Springer-Verlag, New York (2000)
ISBN 0-387-98961-7
- ***An Introduction to S and S-PLUS***
P. Spector
Duxbury Press, Belmont, CA (1994)
ISBN 0-534-19866-X
- ***S Programming***
W. N. Venables and B. D. Ripley
Springer, New York (2000)
ISBN 0-387-98966-8
- ***Understanding Statistical Concepts Using S-PLUS***
Randall E. Schumaker, Ph.D.
Lawrence Erlbaum Associates, Mahwah, New Jersey (2001)
ISBN 0-8058-3623-3
- [An introduction to S-PLUS and the Hmisc and Design libraries](#)
C.F. Alzola and F.E. Harrell
Freely available document
- ***Applied Statistics in the Pharmaceutical Industry***
Steven P. Millard & Andreas Krause
Springer (2001)
ISBN 0-387-98814-9
- ***Robust Diagnostic Regression Analysis***
Anthony Atkinson and Marco Riani
Springer (2000)
ISBN 0-387-95017-6

Applied Smoothing Techniques for Data Analysis: The Kernel Approach with S-PLUS Illustrations

Bowman & Azzalini
Claredon Press (1997)
ISBN 0-19-852396-3

- ***Applied Wavelet Analysis with S-PLUS***
Andrew Bruce and Hong-Ye Gao
Springer-Verlag, New York, NY (1996)
ISBN 0-387-94714-0
- ***S Poetry***
P Burns
Freely available document.
- ***Statistical Models in S***
John Chambers and Trevor Hastie
Chapman and Hall (1992)
ISBN 0-412-05291-1 (hb)
ISBN 0-412-05301-2 (pb)
- ***Bootstrap Methods and Their Application***
A.C. Davison and D.V. Hinkley
Cambridge University Press (1997)
ISBN 0-521-57391-2
- ***An Introduction to the Bootstrap***
Bradley Efron and Robert Tibshirani
Chapman and Hall (1994)
ISBN 0-412-04231-2
- ***A Handbook of Statistical Analyses Using S-PLUS***
B. Everitt
Chapman and Hall, London (1994)
ISBN 0-412-56310-X
- ***Analyzing Medical Data Using S-PLUS (Statistics for Biology and Health)***
B. Everitt and S. Rabe-Hesketh
Springer-Verlag (2001)
ISBN 0-387-98862-9
- ***Smoothing Techniques with Implementation in S***
W. Härdle
Springer-Verlag, New York (1991)
ISBN 0-387-97367-2
- ***Generalized Additive Models***
T. Hastie and R. Tibshirani
Chapman and Hall (1990)
- ***Regression Modeling Strategies with Applications to Linear Models, Logistic Regression, and Survival Analysis***
F.E. Harrell
Springer (2001)
- ***Statistical Tools for Nonlinear Regression: A Practical Guide with S-PLUS Examples***
S. Huet, A. Bouvier, M.-A. Gruet, and E. Joliet
Springer-Verlag, New York, NY (1996)
ISBN 0-387-94727-2
- ***S+SpatialStats User's Manual***
S.P. Kaluzny, S.C. Vega, T.P. Cardoso, and A.A. Shelly
Springer-Verlag, New York, NY (1997)
- ***An Introduction to S-PLUS for Windows***

- L. Lam
Candiensten, Amsterdam (2001)
ISBN 90-804652-2-4
- ***Algorithms, Routines and S Functions for Robust Statistics***
A. Marazzi
Wadsworth and Brooks/Cole, Pacific Grove, CA (1993)
 - ***Statistical Methods for Reliability Data***
W. Meeker and L. Escobar
John Wiley & Sons, Inc. (1998)
ISBN 0-471-14328-6
 - ***Applied Statistics in the Pharmaceutical Industry with case studies using S-PLUS***
Steven Millard and Andreas Krause (eds)
Springer-Verlag New York (2001)
ISBN 0-397-98814-9
 - ***Environmental Statistics in S-PLUS***
Steven P Millard and Naharaj K Neerchal
CRC Press (2000)
ISBN 0-849-37168-6
 - ***StatConcepts: A visual tour of statistical ideas***
H.J. Newton and J.L. Harvill
Duxbury Press (1997)
ISBN 0-534-26552-9
 - ***Stat Labs: Mathematical Statistics through Applications***
D. Nolan & T.P. Speed
Springer (2000)
ISBN 0-387-98974-0
 - ***Mixed-Effects Models in S and S-PLUS***
J.C Pinheiro and D.M. Bates
Springer, New York, NY (2000)
ISBN 0-387-98957-9
 - ***Understanding Statistical Concepts Using S-PLUS***
R. E. Schumacker and A. Akers
Lawrence Erlbaum Assoc (2001)
ISBN 0805836233
 - ***Modern Applied Biostatistical Methods Using S-PLUS***
S. Selvin
Oxford University Press (1998)
ISBN 0-19-512025-6
 - ***Modeling Survival Data***
Terry M Therneau and Patricia M Grambsch
Springer, New York, NY (2000)
ISBN 0-387-98784-3
 - ***Modern Applied Statistics with S-PLUS, Third Edition***
William N. Venables and Brian D. Ripley
Springer, New York, NY (1999)
ISBN 0-387-98825-4
 - ***Introduction to Robust Estimation and Hypothesis Testing***
R. Wilcox
Academic Press (1997)
ISBN 0-12-751545-3
 - ***Graphical Methods for Data Analysis***
J.M. Chambers, W.S. Cleveland, B. Kleiner, and P.A. Tukey
Duxbury Press, Belmont, CA (1983)

- ***Visualizing Data***
William S. Cleveland
Hobart Press, Summit, NJ (1993)
ISBN 0-9634884-0-6
- ***The Elements of Graphing Data***
William S. Cleveland
Hobart Press, Summit, NJ (1994)

Eviews license expanded

We have expanded the [Eviews](#) license to unlimited use on campus. Currently, the Econometric/Time Series forecasting software is installed on our ACSLab server [GAUSS](#), which distributes RSS software for campus-wide use. The software is also available at the CAS labs such as Wooten Hall 120. If you are interested in using Eviews for your class, please contact your network manager and our ACS Student Computing Services Manager [Dr. Elizabeth Hinkle-Turner](#).

Data Entry Helps With Surveys

Let Data Entry set up your survey with our Teleform software. Teleform software allows surveys to be scanned into a PC with a scanner, verified and then exported to a database such as Excel or SPSS. This saves time because the data does not have to be manually entered. Just bring Data Entry a rough draft of your survey. We then create the survey for you using our Teleform software. If you are interested in doing this, please call us at 940-565-3887 or 940-565-3894.

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Research and Statistical Support

University of North Texas

SAS Corner

By [Dr. Karl Ho](#), Research and Statistical Support Services Manager

Data Capability: Data Engines

In the previous two articles, I wrote about how SAS [reads](#) OSIRIS data and [moves](#) mainframe data to other platforms. In this article, I briefly introduce SAS' data capability in reading and converting data from and to other formats such as SPSS and Excel. The key to opening doors to these other data products is called engines.

SAS engines are "sets of internal instructions that SAS uses to read from and write to files". The engine identifies the set of routines that the SAS System uses to access the files in the data library. With this architecture, data can reside in different types of files, including SAS data files and data formatted by other software products, such as SPSS, BMDP and other database management systems. For SAS data files, native library engines can be used to access data generated in different versions. Examples are V8 (current), V7 and V6. An XPORT engine is also available for converting all versions of data to transport files for moving to other platforms. For other formats, SAS handles them using data I/O engines, which "interface" data from SAS to other format or the other way around.

You can specify engine types in the libname statement:

```
LIBNAME LIFREF engine "path\(filename)";
```

By default, if no engine type is specified, the V8 BASE engine is used. Note that when the native library engine is used (V8, V7 or V6 except XPORT), the path is the directory is specified (e.g. c:\temp; \usr\data). But when used with the I/O or XPORT engines, you need to specify the filename with full path (e.g. c:\temp\country.por; \usr\data\country.dat). We have discussed earlier the use of the OSIRIS engine for reading in mainframe OSIRIS data into SAS. I will give some more examples in this article on the SPSS and XPORT engines.

Reading SPSS data

The SPSS engine is designed for reading in SPSS portable data directly into SAS without transformation.

```
LIBNAME TEST SPSS 'C:\TEMP\COUNTRY.PORTABLE';
DATA;
PROC CONTENTS DATA=TEST_<u>FIRST</u>;
RUN;
```

Libname with SPSS engine points to the SPSS portable file COUNTRY.PORTABLE

Opening the first and only file in the TEST library.

This can also be achieved by using the PROC CONVERT procedure:

```
FILENAME TEST 'C:\TEMP\COUNTRY.PORTABLE';
PROC CONVERT SPSS=TEST OUT=NEWDATA;
RUN;
```

FILENAME statement assigns TEST to the SPSS portable file COUNTRY.PORTABLE

New file, NEWDATA, is created under the WORK library

The same two programs can be used for reading BMDP data, just by changing the engine and file names.

XPORT engine

This special engine is designed to convert SAS data to transport file format that can be used for moving data to other platforms or statistical package. The syntax is:

```
libname source 'c:\DATA';
libname xportout xport 'c:\temp\country.transport';
proc copy in=source out=xportout memtype=data;
SELECT TEST;
run;
```

where TEST is the SAS data file under the SOURCE library and the new transport file, COUNTRY.TRANSPORT will be created under C:\TEMP.

PROC EXPORT

There is another procedure that performs similar functions. PROC EXPORT converts SAS data into such other formats as Excel or Lotus spreadsheet, MS Access table or delimited data file. The following sample program converts a SAS data set into a tab-delimited data file `c:\temp\test2.txt`.

```
proc export data=test outfile='c:\temp\test2.txt' replace
  dbms=tab;
run;
```

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Network Connection

By [Dr. Philip Baczewski](#), Associate Director of Academic Computing

This is the third in a series of "Back to Basics" articles. "[Back to Basics: DNS](#)" and "[Back to the Basics: Domain Names](#)" are the first two. - Ed.

Back to the Basics: Bandwidth

Bandwidth: "The amount of data that can be transmitted in a fixed amount of time. For digital devices, the bandwidth is usually expressed in bits per second(BPS) or bytes per second." (www.webopedia.com)

Bandwidth has been in the news lately. You may have seen stories about "broadband Internet" services having difficulty catching on throughout the U.S. (<http://www.washingtonpost.com/wp-dyn/articles/A45676-2002Jan14.html>). The word "broadband" is used to describe Internet services which are faster than the normal dialup connection. So what exactly is "bandwidth" and why should you care? If you use the Internet, you may already know why you should care, but maybe a further explanation here is in order.

Bandwidth in History

In ancient times (around 1980), I first started using a modem (or acoustic coupler, as they were called in those days) to connect a terminal via a telephone line to a computer that was located in another building. The fact that you could do such a thing at all was remarkable. I'd dial the phone number, place the phone handset in the acoustic coupler (in ancient times, all phones had the same basic shape), and I'd be communicating with the remote computer at 300 bits per second. 300 bits per second allows about 30 characters to be transmitted every second. That's about 6 words per second or about 360 words per minute. While this rate was slower than my reading speed, it was still fast enough to work on computer programs, especially, since programming languages tend to use either short or abbreviated commands. You can imagine, my delight, however, when that 300 BPS modem was replaced with a 1200 BPS model.

Today, the Internet connection to my office operates at a transfer speed of 100 Megabits per second. That's 100 million bits per second -- I'll do the math -- that's 333,333 times faster than that 300 BPS modem. This means that I can now receive text faster than I can read it (and often do). But more significantly, I can pull up a web page and see a full-color photograph without having to wait all afternoon for that photograph to be transmitted. This gets us closer to why bandwidth is important.

Bandwidth to a "T"

Let's explore for an example, the letter "T". To transmit the computer representation of the letter T requires one byte which is eight bits (as in "bits per second"). But let's suppose that we want to send a black and white picture of the letter "T" that takes up a 100 by 100 pixel space on a computer screen (if your screen resolution is 800X600 imagine a square which is one-eighth the width of your screen). That picture would require 10,000 bits to represent.

Let's say we wanted to use an extremely varied color palette to decorate our T. We would need 32 bit planes to represent all possible colors. That increases the size of our T representation to 320,000 bits.

Suppose we wanted to animate our T for 5 seconds at 30 frames (or individual pictures) per second. We are now up to 48 million bits of information for our one little T. To get this T movie across campus from one computer to another would theoretically take only one half of a second (that's theoretical because there are other factors which effect the actual speed that data can be transmitted on a computer network). What if we wanted to retrieve that "T" movie over that 300 BPS modem from 20 years ago? It would only take 44 hours (almost 2 days).

The example above makes it clear that the Internet as we know it today would not exist at a bandwidth of 300 bits per second. Even though our black and white picture of the T could be transferred in 33 seconds, a page full of black and white graphics would take much longer. The color picture of the T would transfer in about 17 minutes. But notice that the greatest leap comes between that color picture and the animated version we imagined above. In actuality, digital video technology employs clever compression and other methodology for minimizing the amount of bandwidth needed, however, to move beyond static pictures and text still requires a great leap in available bandwidth.

Bandwidth and Today's Internet

On campus, we have quite a bit of bandwidth at our disposal and yet it still seems that the Internet is sometimes kind of slow. Although our campus network operates at 100 Megabits per second, which is quite handy for moving information around campus, our connection to the Internet operates at only 45 megabits per second. We have two such connections, but the aggregate bandwidth is 90 megabits per second, still slower than the on-campus network. But all over the Internet, many web sites may be connected at an even slower speed. The time that it takes your browser to contact a remote server and retrieve a web page is dependent upon the lowest bandwidth connection between you and that server and how much information is being transmitted across that connection (and remember that there are millions of users on the Internet transmitting millions of bits of information).

Most home Internet users still do so via a dialup modem. The fastest dialup modems are rated at 56 kilobits per second. For various reasons, it is unlikely that dialup modems will ever be much faster than 56 KBPS. This is 1700 times slower than our campus network. Still, at a theoretical 56 KBPS, it takes only 14 minutes to transfer our imaginary "T" movie. This is a great improvement over 20 years ago, but still not very practical. But suppose you could have 384 KBPS available to you at home. That brings our movie down to under three minutes to transfer (assuming comparable bandwidth all the way to the source).

In actuality, the technical issues surrounding bandwidth and the operation of the Internet are much more complex, but our illustration above helps get a handle on why bandwidth matters where the Internet's development is concerned. To take the next leap, which is the integration of high-quality moving pictures and sound with Internet content, will require an across the board increase in available bandwidth, both within the core Internet network and to individual homes. To do so requires, requires a change in technology in home communications.

So how do I get my Bandwidth?

That change is coming, but it is coming slowly. It is coming so far as only two alternatives. Digital Subscriber Line (DSL) service from your local phone company can provide that 384

KBPS bandwidth or even greater, while replacing your old analog voice service. It allows you to talk on the phone and communicate with the Internet at the same time. Unfortunately, because of equipment limitations DSL is not available in all homes. Furthermore, it costs an average of \$50 per month which is about twice what you'd pay for a typical analog phone line. The only hope of that cost coming down is competition, however, local phone companies are not known for inviting competition into their service areas (quite the opposite).

That leaves your local cable company as the only possible alternative for broadband service. My broadband cable service increased in price from about \$50 per month to about \$75 per month with no prior notification. My local cable company is notorious for bad customer service and they lived up to that reputation while I was trying to get my service disconnected. Luckily, I was eligible for DSL service and am marveling at the fact that I now consider Southwestern Bell to be one of the easiest companies to deal with. Still, if they decide to arbitrarily raise the price of the service, I have no third alternative to select.

The future of Bandwidth

Without that next quantum leap in bandwidth availability, the Internet remains a useful, but limited, information source. Just imagine digital video conferencing as easy to do as sending e-mail. Imagine posting movies of your kids on your personal web site instead of just still pictures. But don't stop there. Imagine a room in your house which can create a virtual environment and then create images of your family and friends within that environment so that you can have a virtual get-together with people conversing and coming and going as if the room were real. We're going to need a lot more bandwidth.

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Link of the Month

Each month we highlight an Internet, USENET Special Interest Group (SIG), or similar mailing list(s) or Website(s).

Urban Legends and Hoaxes

The "signal to noise ratio" in my mailbox seems to have more noise than signal lately and part of it is due to people sending me wonderful stories that are supposed to lift my spirits. Trouble is, most of the stories are untrue and by forwarding them across the world, these well meaning people are just passing along bogus information AND clogging up countless mailboxes the world over. If you have a similar problem you might try combating it by checking out the stories and reporting back to the sender if you find them to be untrue. At worst, the sender will stop sending such things to you and at best they will start checking out such things themselves before forwarding them along.

Below are some sites that can help you debunk hoaxes and legends with the best of them:

- Snopes.com: <http://www.snopes.com>
- The AFU & Urban Legends Archive: <http://www.urbanlegends.com>
- HOAXBUSTERS: <http://hoaxbusters.ciac.org>
- The Straight Dope: <http://www.straightdope.com>
- Urban Legends and Folklore: <http://urbanlegends.miningco.com>
- Vmyths.com: <http://www.vmyths.com>

If the behavior persists, however, you may have a person with a serious problem on your hands. Perhaps "The 'Forwarder's' [12 Step Program](#)" can help them. :)

For a brief look at the most popular hoaxes from last year, see Urban Legends Guide David Emery's picks for the top ten hoaxes of 2001:

<http://urbanlegends.about.com/library/weekly/aa010902a.htm>

Happy debunking! -- Ed.





From "Today's Cartoon by Randy Glasbergen", posted with special permission. For many more cartoons, please visit www.glasbergen.com.

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Exciting New Changes for Dynamic Web Content

By [Shannon Eric Peevey](#), UNT Central Web Support

Beginning with...

This has been an amazingly busy season for all of us here at Central Web Support, and I want to give you an idea of some of the exciting changes that have taken place since we discussed such things last semester.

First, we have migrated the ColdFusion server to another Compaq server. The migration that I told you to expect has taken place, and for all intents and purposes, it went very smoothly! :) We have had a few threads that are still being tied up as we speak, but otherwise, we had very little trouble.

This new machine gives us two processors, at 1 Ghz, and a gig of ram, so your ColdFusion applications should see an increase in performance. We have also moved our troubled Web server platform away from IIS to Win32/Apache/mod_ssl, and I am excited about this, as it takes our server out of the Code Red/Nimda virus loop that is effecting the win32 Web server platforms, and gives us the ability to configure the server to do what we wish, instead of the what Microsoft would like us to do.

This new server is called web2.unt.edu, and the secure server, which is running as a virtual server, is called osprey.unt.edu. This means that, unless you specifically ask for a site, or page, to be redirected to the secure server, it will be at http://web2.unt.edu/your_site_name, but if you want your pages to be protected by an encrypted connection then your site/page will be at https://osprey.unt.edu/your_site_name.

Then there is ...

Because of the new State and Federal guidelines, we are going to be asking you to contact us about putting your pages that accept any private information about students, or employees, on the secure server. This will not be cause you much extra work, beyond the fact that you will need to contact me, because most of the work will be done by the Web server, which will rewrite the URL to reflect the name change, and change the protocol from http to https. So... if any of your pages gather information that is protected under [FERPA](#), please contact me at the email that you will find at the bottom of this page.

A significant change in authentication methods is now in place. Before, you logged in using your [EUID](#) and social security number, but now you will log into web2, as well as osprey, with your EUID and your EagleMail password. If you need to activate your EagleMail account, or have forgotten your password, you may do so by going to

<http://eaglemail.unt.edu>.

Finally

Another significant change in the way in which you publish pages to the server, is through the addition of the [WebDAV](#) protocol to the Web server. This is supposed to be great way to move files from your local machine to the server, but, because we are moving dynamic content from one machine to the next, DAV is having problems. It is a known problem with DAV and Microsoft Web folders, in which the Web folders are asking for a Last Modified Header, and the cfm files are not returning it, causing an error. Also, Dreamweaver DAV clients are not able to speak across a secure connection, meaning you will not be able to publish, or modify your files on https sites using a Dreamweaver DAV client. I am looking into some alternate configurations, but FrontPage still seems to be the best way of publishing to the ColdFusion server.

I thank you for your patience during this migration, and welcome any comments that you have about our service, or about the server. Please E-mail them to speeves@unt.edu, and I will respond as promptly as I can.

Take care!!

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Short Courses

By [Claudia Lynch](#), *Benchmarks Online* Editor

ACS Short Courses for the spring are in the process of being scheduled. The schedule should be finalized by 1/25. Please consult the [Short Courses](#) page to get an idea of the types of courses that will be offered and/or to see if the new schedule is available. Please note the other training opportunities listed below.

Customized Short Courses

Faculty members can request customized short courses from ACS, geared to their class needs. Other groups can request special courses also. Contact ACS for more information (ISB 119, 565-4068, lynch@unt.edu).

Especially for Faculty and Staff Members

In addition to the [ACS Short Courses](#), which are available to students, faculty and staff, staff and faculty members can take courses offered through the [Human Resources](#) Department, the [Center for Distributed Learning](#), and the UNT Libraries' [Multimedia Development Lab](#). Additionally, the [Center](#) for Continuing Education and Conference Management has a new program for interdepartmental training in business computer literacy. These classes are offered for a fee but discounts are given to those associated with UNT, and Inter-departmental Orders are accepted.

GroupWise Training

If you would like to have a Basic GroupWise seminar for your area, please contact Jason Gutierrez, Campus Wide Networks, jasong@unt.edu. Seminar Topics: Basic GroupWise, HTML Messages, FAQ. Tentative dates for next semester are:

1. February 14, 2002 10 a.m. - 11:50 a.m.
2. March 21, 2002 10 a.m. - 11:50 a.m.
3. April 25, 2002 10 a.m. - 11:50 a.m.

All seminars are in ESSC Room 152. For signup information, go to <http://www.unt.edu/hr/training/treg.htm> or E-mail Bhavna Vaswani at bvaswani@unt.edu

Center for Distributed Learning

The Center for Distributed Learning offers courses especially for Faculty Members. A list of topics and further information can be found at http://www.unt.edu/cdl/training_events/index.htm. The center also offers a "Brown Bag" series which meets for lunch the first Thursday of each month at Noon in ISB 204. The purpose of this group is to bring faculty members together to share their experiences with distributed learning. One demonstration will be made at each meeting by a faculty member with experience in distributed learning. More information on these activities can be found at the [Center for Distributed Learning](#)

Web site.

UNT Libraries'

The UNT Libraries' Multimedia Development Lab has also offered free training to all University of North Texas faculty and staff in the basics of FrontPage and information architecture in the past. For more information see <http://www.library.unt.edu/media/services.htm#Distributed>.

Technical Training

Technical Training for campus network managers is available, from time to time, through the [Campus-Wide Networks](#) division of the Computing Center. Check the CWN site to see if and when they are offering any training.

UNT Mini-Courses

These are a variety of courses offered, for a fee, to UNT faculty, staff and students as well as the general public. For additional information surf over to http://www.unt.edu/ccecm/cont_ed/Minicourse/Courses/UNT_Minicourse_Page.htm

Alternate Forms of Training

Many of the [General Access Labs](#) around campus have tutorials installed on their computers. For example, the College of Education recently acquired some Macromedia Tutorials for Dreamweaver 4.0, Flash 5.0 and Fireworks 4.0.

The [Training](#) Web site has all sorts of information about alternate forms of training. Training tapes, Computer Based Training ([CBT](#)) and Web-based training are some of the alternatives offered. Of particular interest are courses available via SmartForce (formerly CBT Systems). See <http://www.unt.edu/smartforce/> for more information.

There are also handouts for computer training on the following topics:

- GroupWise 5.2 Handout for Win95/NT
- FAQ for GroupWise 5.2
- Computers - Back to the Basics
- Introduction to Windows 95 /98/NT
- Introduction to Word 97
- Advanced Word 97 - MailMerge It Together
- Introduction to PowerPoint 97 (Creating a Slide Show)
- Introduction to Remedy (THE Call-Tracking Program)
- AND, the [award winning](#) Introduction to Excel 97

Adobe Acrobat Reader Format only for the following:

- Introduction to Microsoft Word 2000
- Introduction to Microsoft Excel 2000
- Creating a Slide Show with PowerPoint 2000
- Using Netscape Communicator & the UNT Home Page

Use the Internet to search for answers to Microsoft Office problems. See <http://www.zdnet.com/zdhelp/filters/office/> December 1999's "[List of the Month](#)" offers links to free Microsoft Word and Excel information also.

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IRC News



Minutes provided by Sue Ellen Richey,
Recording Secretary

IRC Regular and Ex-officio Voting Members: Judith Adkison, College of Education; Ginny Anderson, Fiscal Affairs; Donna Asher, Administrative Affairs; Craig Berry, School of Visual Arts; Cengiz Capan, College of Business, GALC; Bobby Carter, UNT Health Science Center; Christy Crutsinger, Faculty Senate; Jim Curry, Academic Administration; VACANT, Student Association; Duncan Engler, University Planning Council; Don Grose, Libraries; Jenny Jopling, Instruction Program Group; Joneel Harris, EIS Project Group; Elizabeth Hinkle-Turner, Standards and Cooperation Program Group; Abraham John, Student Affairs; Christine Mitchamore, Graduate Student Council; Ramu Muthiah, School of Community Services; Jon Nelson, College of Music; Robert Nimocks, Director, Information Technology, UNTHSC; Patrick Pluscht, Distributed Learning Team; Mark Rorvig, Research Program Group (Acting Chair); Paul Schlieve, Communications Program Group; Kathleen Swigger, College of Arts and Sciences; Philip Turner, School of Library and Information Science and University Planning Council (Chair, IRC); Virginia Wheeless, Chancellor for Planning. **IRC Ex-officio Nonvoting Members:** VACANT, Telecommunications; Charles Andrews, GALMAC; Bill Buntain, Computing Center Networking; Jim Curry, Microcomputer Maintenance Shop; Richard Harris, Computing Center and University Planning Council; Coy Hoggard, Computing Center/Administrative; VACANT, UNT Health Science Center; Maurice Leatherbury, Computing Center/Academic; Sue Ellen Richey, Computing Center (Recording Secretary). [As of 9/2001]

December 11, 2001

VOTING MEMBERS PRESENT: PHILIP TURNER, Chair, RICHARD HARRIS, DON GROSE, ELIZABETH HINKLE-TURNER, DUNCAN ENGLER, WIL CLARK (for JOHN PRICE), CRISTINE MITCHAMORE, CHRISTY CRUTSINGER, JIM CURRY, CRAIG BERRY, JENNY JOPLING, PAUL SCHLIEVE, RAMU MUTHIAH, ROBERT NIMOCKS, JON NELSON, BOBBY CARTER, RICK ANZALDUA (for VIRGINIA WHEELLESS), ARMIN MIKLER (for MARK RORVIG) **NON-VOTING MEMBERS PRESENT:** PATRICK PLUSCHT, DOUG MAINS, RICHARD HARRIS, MAURICE LEATHERBURY, COY HOGGARD, CHARLES ANDREWS, SUE ELLEN RICHEY (Recording Secretary) **MEMBERS ABSENT:** JUDITH ADKISON, JONEEL HARRIS, MARK RORVIG, CENGIZ CAPAN, KATHLEEN SWIGGER, DONNA ASHER, ABRAHAM JOHN, GINNY ANDERSON, BILL BUNTAIN, BECKY MORGAN **GUESTS:** CHARLOTTE RUSSELL, LOU ANN BRADLEY, PAUL HONS

The minutes of the November 20, 2001 meeting were approved as distributed.

IRC Charge

Richard Harris reported that at the last IR Steering Committee meeting they reviewed the IRC Charge and approved it with one change, which was that Ken Moffitt, Director of University Online Communications be added to the membership of the IRC as a non-voting ex-officio member. The consensus of the IRC was to accept the suggested additional member.

DCSMT

Maurice Leatherbury reported for the DCSMT that the working committee is still evaluating Office XP. To date, there don't appear to be any file incompatibility issues, but some

departments have special applications that must work well with XP before it can be considered. Elizabeth Hinkle-Turner commented that the ACS General Access Lab is using the XP operating system as part of that evaluation and to date they are having no difficulty with it.

Instruction Planning Group

Jenny Jopling reported for the Instruction Planning Group that they are continuing to meet electronically concerning the distance learning testing site in the Gateway Center. She announced that the Center for Distributed Learning has offered to provide refurbished carrels and workstation tables for the 12 workstations there.

Communications Planning Group

Lou Ann Bradley reported for the Communications Planning Group that they have not met because of everyone's involvement in the EIS Planning Group's vendor presentations and activities.

EIS Planning Group

Coy Hoggard reported for the EIS Planning Group that they have been having vendor presentations and will continue those through mid-January. The presentations are being held in the Gateway Center and are open to anyone who is interested. The calendar is on the EIS web page at the following address: http://www.unt.edu/eis/EIS_Homepage.htm. From the EIS Homepage, click on the "Vendor demo schedule" link to view the calendar showing scheduled demonstrations and presentations. Coy reported that the presentations are going well.

Research Planning Group

Armin Mikler reported for the Research Planning Group that the group met in November with only three members, so no chair was elected. Mikler asked for assistance from IRC members to help them find others to serve on this Planning Group. At their November meeting, members discussed computer security and network security in particular and came to the realization that there is no good solution. The group agreed that basically everyone is responsible for regulation of network security within their own area. The group's next meeting will be in January. The Chair asked for a formal request from the Planning Group stating their need for members, and stating what type of persons they are looking for.

Standards & Policy Planning Group

Elizabeth Hinkle-Turner reported for the Standards & Policy Planning Group that their next meeting will be in January. A revised Security Policy was distributed and Maurice explained that in the first draft of the policy reference had been made to the administrative code of ethics, and in today's draft the entire code is included as paragraph 4. The Chair asked for a motion to accept the revised Security Policy and the Guidebook. Elizabeth Hinkle-Turner moved for acceptance; Christine Mitchamore seconded, and discussion followed. The Chair asked how the new policy and guidebook would be distributed or called to the attention of staff and faculty. Elizabeth suggested that each member of the IRC share the information with their constituencies, and it will be posted on the web. Richard Harris pointed out that new employees will receive the information as part of their UNT orientation. Richard also asked that the policy be amended to change the reference to his title in Item 5 to

“Information Resources Security Coordinator.” This amendment was accepted by those who made and seconded the motion. It was also suggested that additional words be added to the first bullet under Item 4 making the first sentence read as follows: “Not to “browse” through the computer information or information carried on a network of system users while using the powers of privileged access unless such browsing. . .” This amendment was accepted by those who made and seconded the motion. Following the discussion, the Security Policy and Guidebook were approved with the accepted amendments. The new policy and Guidebook will be taken to the next IR Steering Committee meeting for approval.

Distance Learning Team

Patrick Pluscht reported that the Distance Learning Team did not meet in November but at their next meeting they will deal with the issue of a Faculty Care Center for WebCT faculty to provide services to help them get up to speed on using WebCT and improve the quality of their courses. Jenny Jopling reported that the Computing Center Help Desk has agreed to be the first point of contact for students using WebCT, effective January 2, 2002. Patrick also reported that at last Thursday’s Brown Bag lunch, 20-25 people attended and the Faculty Care Center was discussed. In addition, he announced that there will be three new videoconference rooms going into operation in the spring. Patrick also reported that several of the videoconferencing activities conducted lately have used Internet2 very successfully. He requested that people let him know if there are opportunities to collaborate so that this service could be utilized further.

Dr. Turner remarked that there has been a report of slow response time in accessing WebCT in the dorms. Maurice Leatherbury has asked Datacom to look into the problem.

Other business

Maurice Leatherbury also announced that the Computing Center is planning an upgrade to one of its SUN 450 Servers, replacing both cpu’s and putting in larger hard drives, and migration to the new machines is scheduled to take place before spring classes begin.

Paul Schlieve stated that there is a real need for rapid notification of system outages with prompt status updates at some central point on campus. This need was assigned to the Instruction Planning Group for discussion and resolution.

IRC Meeting Schedule

The [IRC](#) generally meets on the third Tuesday of each month, from 2-4 p.m., in the Administration Building Board Room. From time to time there are planned exceptions to this schedule. This fiscal year, the December meeting has been changed to December 11th, and the May meeting to May 7th. All meetings of the IRC, its program groups, and other committees, are open to all faculty, staff, and students.

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Staff Activities

Transitions

The following are new employees:

- **Natalie Linares**, Microcomputer Consultant, Helpdesk, ACS (part-time).
- **Randal Shope**, Programmer Analyst on Voice and Web Strategic Applications team, MTS.

The following people no longer work in the Computing Center:

- **Latonya Banes**, Telephone Operator (part-time).
- **Heather Drennan**, Programmer Analyst, Voice and Strategic Applications Team.
- **Bishal Gupta**, ACS General Access Lab Consultant (part-time).
- **Ben Howard**, Network Manager Assistant (part-time).

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"A year ago, I was a skinny, green-haired, skate boarding CEO of a dot-com company. But that didn't work out."

From "Today's Cartoon by Randy Glasbergen", posted with special permission. For many more cartoons, please visit www.glasbergen.com.

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Campus Computing News

EagleMail Update

By [Dr. Philip Baczewski](#), Associate Director of Academic Computing and [Cliff Cozzolino](#), Student E-mail system analyst

Upgraded EagleMail Web Interface is Online

As [announced](#) in last month's *Benchmarks Online*, an upgraded version of the Web-based EagleMail client has been installed at <http://EagleMail.unt.edu/>. The new interface incorporates many new customization features and has eliminated the "frames" in the browser window in order to be more ADA compliant. One of the new features allows messages from a single address to be immediately discarded. A filter rule will be automatically created when you select a message and click on "Blacklist".

ACS staff has made some improvements which were not included in the software as it was distributed. Direct access to your address book is available for message composition and replies. To use this feature, open a message composition window and click on the link named "Contacts". A new window (your address book) will appear. Select the addresses you would like to send to and click on the "Insert Into Message" link. This will insert the addresses into the corresponding compose window fields.

An attachment **virus scanning** option has been added for messages that are received through the EagleMail interface. For message composition, attachments are automatically tested for viruses. If the attachment tests positive, the request to attach is refused. For messages received, there is now a link name "Virus Scan" located next to each attachment. Click this link to determine whether the E-mail sent to you is infected. Please be aware that virus scanning is not foolproof and new undetectable viruses are created everyday, so please be cautious with all attachments.

Please report any problems to the Computing Center helpdesk at helpdesk@unt.edu (940-565-2324).

EagleMail Password is now used for Web Registration

As of the spring semester, Web Registration uses the same username and password as EagleMail. This makes it even more important to remember your EagleMail password (of course, one way to do so is to read your EagleMail frequently). Setting a password through the Web Registration page also sets up EagleMail service and provides a mailbox and folder space accessible via the EagleMail Web page. Likewise, if you set up an EagleMail account via <http://getlogin.unt.edu/>, you will immediately be able to use that username and password to access [WebReg](#) and [Web Bills](#).

Password Reset Facility is now on Line

Forgot your password? You can now reset your EagleMail password on line. Just visit the UNT Internet Services account management page (<http://people.unt.edu/manage/>) and click on the "Forgot your Password?" link. You will have to provide some information (including your username) in order to verify you are the owner of the account.

Protecting your EagleMail account from SPAM

SPAM is the word most people use to describe those unsolicited mass E-mail messages that show up in your mailbox. It is almost impossible these days to prevent all SPAM from being received, however, there are some steps you can take to guard your address from getting on SPAM mailing lists.

Most students don't realize that by law, the University is required to release your "directory information" to any external organization or individual who requests it. That information includes your E-mail address. Students can request that their directory information be withheld by completing a form (http://www.unt.edu/ferpa/PDF_files/withhold.pdf) and returning it to the registrar's office. According to the Registrar's office FERPA information page (<http://essc.unt.edu/registrar/general/studentferpa.htm>):

Directory information regarding the student will be provided to the public upon request unless student files a request in the Registrar's Office asking to be excluded from the directory or from any other requests for open directory information from outside entities. The request should be submitted prior to the 12th class day in the fall and spring terms, the 2nd class day of the May mini-mester, or the 4th class day in the summer terms. A request to withhold information may be submitted after the stated deadline for a term, but information may be released between the deadline and receipt of the request. The file of a student who has asked to be excluded from the directory information will remain flagged until the student requests that the flag be removed.

Directory information consists of a student's full name, address, E-mail address, telephone number, date and place of birth, major field of study, classification, participation in officially recognized activities and sports, weight and height of athletic team members, dates of attendance, degrees, awards received, the last educational agency or institution attended previous to UNT, and photograph.

Students who are concerned about SPAM should request that their directory information be withheld. Another step to take is to withhold your address from the on-campus directory. This can be requested in the E-mail services section of the UNT Internet Services Account Management Page (<http://people.unt.edu/manage/>). Other guidelines to follow are:

- don't subscribe to open mailing lists or post your address in chat groups;
- don't use your address to post to network news groups;
- don't include your address on a public Web page.

People who collect E-mail addresses to send SPAM look in all of the above places to find addresses. It's impossible to totally prevent SPAM, however, by following the guidelines above, your exposure to SPAM can be minimized.

Data Entry Helps With Surveys

Let Data Entry set up your survey with out Teleform software.

Teleform software allows surveys to be scanned into a PC with a scanner, verified and then exported to a database such as Excel or SPSS. This saves time because the data does not have to be manually entered. Just bring Data Entry a rough draft of your survey. We then create the survey for you using our Teleform software. If you are interested in doing this, please call us at 940-565-3887 or 940-565-3894.

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Computing Services for UNT Students: An Update

By [Dr. Elizabeth Hinkle-Turner](#), Student Computing Services Manager

As I prepared my talk for spring semester graduate orientation about the many computing services available to UNT students, I was suddenly inspired to contribute a *Benchmarks Online* article reviewing this also (actually my mother calls this "killing two birds with one stone"). So I am taking a break from the regular Lab-of-the-Month feature to bring you this update. Several new options and services have been added or changed recently.

We have a lot to offer

Services for students offered by the Computing Center and other campus computing resources can be initially divided into five categories:

1. Internet and E-mail Services
2. General Access Computer Lab Services
3. Remote Internet Access
4. Helpdesk Services
5. Training Opportunities

EagleMail

Of these, the first services most students utilize are the E-mail services. All students are required to activate their EagleMail accounts and check these accounts regularly for important official university business. These accounts become especially useful once classes begin because many professors use their ability to send "bulk" mail to their students with EagleMail to communicate more efficiently and effectively about classroom business. Students also now need to know their password in order to access online registration services. As a Web-based E-mail system, EagleMail boasts the same convenience as popular providers such as Hotmail and Yahoo in that mail can be accessed anytime and anywhere regardless of computing platform. EagleMail currently sports a new interface which students are encouraged to try out as soon as possible.

General Access Labs

One of the greatest services offered to students at UNT is the outstanding General Access Lab system. Currently registered students need only present their ID card to gain access to one of the fourteen labs on campus for general use. These labs feature the latest in hardware and software and also have

specialized equipment such as CD burners and scanners. Printing in the labs is free and many labs also carry expensive area-specific software (such as Finale notation software in the College of Music lab) which a typical student may not be able to afford for his or her home use. Some of the labs also have digital cameras and digital audio recorders available for creative projects.

If you are a commuter student from Dallas and dislike the thought of driving to Denton in the evenings or on the weekends to use the computer labs, the new System Center Dallas lab location may save you time, gas, and headaches. Open to all registered UNT students, commuters from the area are encouraged to use this resource which may be closer to where they live. A more detailed account of each of the labs and their hardware and software resources can be found [in the *Benchmarks* archives](#).

Internet Access

Both the Computing Center and Housing offer remote Internet access for students. Remote dialup service can be had for free from the Computing Center or students can opt to purchase Premium Service to avoid busy signals and other delays.

Dorm residents can utilize *Resnet*, sponsored by the Department of Housing and Resident Life. Featuring 100Mps Ethernet access, students simply plug their network cards into the system, do some configuration and have the same type of high bandwidth connection currently offered by cable modem, ISDN, and DSL services. Students who live in the University Courtyard Apartments also have access to Resnet. To learn more about Resnet, check out their site at <http://resnet.hsl.unt.edu>.

The Helpdesk

One of UNT's strongest area of computer services for students is its Helpdesk which has recently expanded its call-in hours to better serve the university community. Students can now call [940-565-2324] or send E-mail (helpdesk@unt.edu) for software and digital service support from 8:00 a.m. to midnight on Monday through Thursday, 8:00 a.m. to 8:00 p.m. on Fridays, 9:00 a.m. to 5:00 p.m. on Saturdays, and 1:00 p.m. to midnight on Sundays. Walk-in help is also available during the regular business day with some extended evening and Saturday hours. The Helpdesk also has a great new informative Website at www.unt.edu/helpdesk" and is also now the official help center for students taking WebCT courses.

Training and Advising Opportunities

Finally, any student wishing to further advance their computing skills and enhance their research can take advantage of the training and advising opportunities offered by the Computing Center in its Academic Computing Services area. Students needing to do statistical research have two full-time advisors (both with doctorates) and one part-time advisor to help with survey design, project planning, and the SPlus, SPSS and SAS statistic computing applications. Statistical services have recently expanded with the acquisition of a server specifically for the housing of research projects and software and the purchase of more specialized applications such as Eviews and Lisrel. More

information about Research and Statistical Support Services [can be found at their Website](#).

[Short courses](#) are offered every semester in Academic Computing Services and feature classes in statistics applications, Webpage design, database design and other more highly specialized topics. Anyone visiting the Helpdesk located in ISB 119 will also find a variety of handouts on basic computing skills. Additionally, all registered students have access to comprehensive online training via Smartforce CBT. Running on the Windows platform and using all versions of Netscape and Internet Explorer through version 5.0, Smartforce courses are available for Novell, Microsoft, and Cisco training; UNIX skills training; and Oracle training among other topics. All General Access Labs have the Smartforce Player Plugin installed for their browsers and students can also install the plugin at home. For all information about Smartforce CBT check out the [Smartforce CBT Website](#).

Part-time Jobs!

Qualified students should also always be on the lookout for part-time jobs in all computing areas on campus. Anything from lab monitor to tech support might be available. Students should see lab managers, helpdesk managers, and tech staff managers in the various colleges and support areas on campus for job possibilities in addition to checking out the Student Employment Office.

A word about computer security . . .

Finally, a word about computer security and the information available to students about this important issue. The Computing Center and the Standards and Policy Planning Group have prepared an [online security manual](#) with helpful hints, important URLs, and other useful information about keeping your computer system virus-free and secure. All students are strongly encouraged to check out this manual as soon as possible.

That was easy!

So, preparing my orientation talk and this article was an easy task as there are so many computing support services for students on campus and so many new features to discuss. These services are almost exclusively supported with student technology fees so everyone is encouraged to get their money's worth! Further information about all of these services is easily accessible via the [UNT Helpdesk Website](#).

Data Entry Helps With Surveys

Let Data Entry set up your survey with out Teleform software.

Teleform software allows surveys to be scanned into a PC with a scanner, verified and then exported to a database such as Excel or SPSS. This saves time because the data does not have to be manually entered. Just bring Data Entry a rough draft of your

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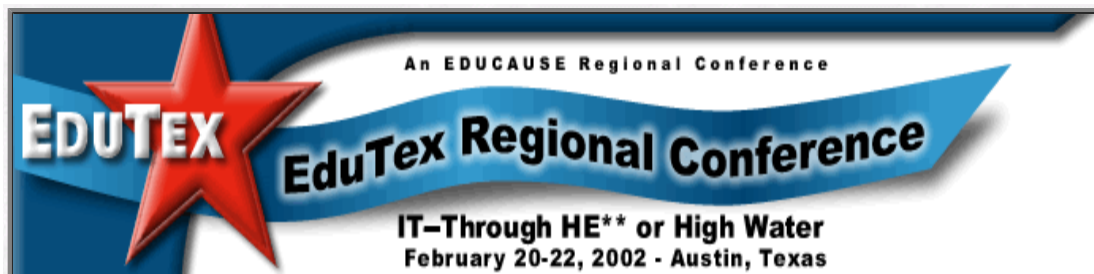
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EduTex: It's Almost Time

By [Claudia Lynch](#), *Benchmarks Online* Editor

There is still time to make arrangements to join EDUCAUSE and your colleagues from the Southwest for EduTex, the second annual EDUCAUSE Southwest Regional Conference for IT professionals in higher education. Technologists, managers, and executives from all higher education institutions in the Southwest -- small and large, public and private -- are invited to attend this conference.

EduTex will be held February 20-22, 2002 at the Hyatt Regency Austin on Town Lake, Austin, Texas. This year's theme is "IT -- Through HE** or High Water." The conference will feature practical, "how-to" sessions, a management and leadership focus, and region-specific issues organized around the following four tracks:

- Technology and Applications/Infrastructure
- Management Skills and Leadership
- Support
- E-Learning

In addition, corporate and higher education participants will present information on new developments in technology and software.

Deadlines Approaching

The early registration deadline of January 21 is approaching quickly. To ensure that you receive the special conference rate for your hotel room, you will need to make your reservation by January 25, 2002. Please call the Hyatt directly at (512) 477-1234 or (800) 233-1234 and refer to the EduTex Conference.

Professional Development Opportunities

EduTex 2002 will start with pre-conference seminars offered on Wednesday, February 20. To discover more about these informative learning opportunities, visit <http://www.educause.edu/conference/conf.html>

Follow the links at the EduTex [Website](#) for more information about this exciting event.

For additional information on all EDUCAUSE conferences, see <http://www.educause.edu/conference/conf.html>

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Your (PRAS) Time May Be Up

By [Claudia Lynch](#), *Benchmarks Online* Editor

If you purchased a **Premium Remote Access Service** subscription for the fall, you want to keep it, **and** you haven't renewed it yet, you are too late. Your subscription expired January 14 and you will have to apply to reactivate your account. In some cases, you may also need to take action to ensure the continuation of your UNT Internet Account, under certain circumstances. Details for renewal of both these services follows.

Premium Remote Access Service Renewals*

Renewals may be purchased in person or over the phone at the software department of the Union Bookstore (940/565 3185). Basic subscriptions for the spring are \$45. The price for the remainder of the University's fiscal year (January 14, 2002 through Aug. 26, 2002) is \$75. ISDN (128K) subscriptions cost \$90.

Please E-mail any questions regarding renewal to pras@unt.edu

Internet Service Account Renewals

People who are no longer associated with the University lose their eligibility to have access to many services, including various computing services. If you have been notified that your account is going to be disabled and you are still associated with the University, please contact the Computing Center Helpdesk at (940) 565 2324 or to helpdesk@unt.edu. Retirees may continue to have a UNT [Internet Service](#) account, however these accounts must be renewed annually. You may be asked to provide documentation of eligibility for this service due to the absence of available data on retirees at this time.

*Questions about PRAS? We answered some common ones in a [previous](#) PRAS renewal article. The [Remote Access](#) area of the Helpdesk Website is also chock full of information on that topic.

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Helpdesk to the Rescue!

By [Claudia Lynch](#), *Benchmarks Online* Editor

If you are a student at UNT and are having trouble with some aspect of using campus computing facilities (not related to a homework question), who are you going to call? Not Ghostbusters -- you need to call the Helpdesk! As the [article](#) "Computing Services for UNT Students: An Update" in this issue states, the Helpdesk is "one of UNT's strongest areas of computer service for students." Students can call [940-565-2324] or send E-mail (helpdesk@unt.edu) to request software and digital service support from 8:00 a.m. to midnight on Monday through Thursday, 8:00 a.m. to 8:00 p.m. on Fridays, 9:00 a.m. to 5:00 p.m. on Saturdays, and 1:00 p.m. to midnight on Sundays. Walk-in help is also available during the regular business day with some extended evening and Saturday hours. The Helpdesk also has a very informative Website at www.unt.edu/helpdesk and is now the official help center for students taking [WebCT](#) courses.

As if that weren't enough, the Helpdesk staff recently found themselves intimately involved with spring registration. Due to the implementation of new procedures in the [WebReg](#) system which, among other things, required students to use their [EUID](#) and [EagleMail](#) password to register, the Helpdesk became the de facto first line of contact for confused students. At one point, according to Sandy Burke, Manager of Computing Center Help Desk Support Services, they were answering over 600 phone calls per day! That doesn't count the E-mail and walk-in help they provided either.

Clearly the Helpdesk staff was up to the recent registration challenge. They will most likely be able to help **you** too. If you are a faculty or staff member and are having problems that may be related to departmental configurations of your computer/network connection, you should always check with your Network [Manager](#) first. If they can't help you and recommend you seek help elsewhere, who are you going to call? That's right, the Helpdesk!

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TODAY'S CARTOON

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INVESTMENT SERVICES



"I've had good luck in the Bond Market. I bought a 007 lunch box at a flea market for \$25 and sold it on eBay for \$300!"

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