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John Hooper to Resume Sole Appointment at UNT

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

John Hooper will return full time to the role of UNT CIO and Vice Provost for Information Technology on February 1. Provost Warren Burggren and UNT System CIO Michael DiPaolo praised Hooper [recently](#), noting that he has had a pivotal role in helping shape and lead the formation of UNT's IT Shared Services initiative.

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[eduroam - A New Service for Worldwide Network Access](#)



By [Cathy Gonzalez](#), ITSS Communications, Marketing, and Training Manager

On December 21, 2012, the UNT System joined leading research institutions by implementing eduroam (**education roaming**), a worldwide network access service. eduroam allows users (researchers, faculty, students, staff) from participating institutions to securely access the Internet from any eduroam-enabled institution.

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[Data Visualization and Poster Design Lectures and Workshops Offered](#)



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

Dr. Jesse Hamner, Manager, Research and Visualization Environment ([RAVE](#)), is giving a series of lectures and workshops in support of the Toulouse Graduate School and their two poster/research competitions this semester. These events are **free** for all UNT students, faculty, and staff.

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By the Numbers

Down the Corridor of Years

- **1979** -- The [IBM 360/50](#) was upgraded for the last time when an additional bank of disk drives were added. [OS/MVT](#) replaced OS/MFT as the batch operating system. A remote job entry station (RJE) was installed in the Business Administration Building.
- **1980** -- A National Advanced System AS/5000 4 megabyte CPU and 3.5 billion byte disk storage subsystem was [purchased](#). Academic disk storage was set to 1.1 billion bytes, 4.7 times that available on the IBM 360/50. VM/370 installed - memory requirements no longer used to determine job class. [SAS](#) installed for the first time. [MUSIC](#) acquired as the academic interactive operating system for the AS/5000. Access to MUSIC was gained through 300 baud asynchronous dial-up terminals and 1200 baud hardwired terminals.
- **1981** -- Computing Center RJE installed in the ISB. [TI-745 Silent 700 terminals](#) available for check-out from the Computing Center to faculty members.
- **1982** -- Construction of the cable television based local area network began. Automated tape library management system (TMS) acquired.
- **1983** -- Construction completed on the computer rooms on the 5th floor GAB. Three [VAX 11/780s](#) purchased and installed in the new facilities on the 5th floor GAB. Two of the machines are used for

[Computing Resources at UNT - Finding Your Way Around](#)



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

the University.

Welcome, or welcome back, to UNT! If you're new, or if you've just been away for a while, it is our hope that this article will serve as a handy starting point to get you acquainted (or re-acquainted) with the resources that are available to you here at

[Read more](#)



general timesharing and managed by the Computing Center. The third is used for research purposes and is managed by the Computer Science Department. National Advanced Systems AS/8040 and AS/6650 replaced the AS/5000. The AS/8040 used primarily for instruction and research, the AS/6650 used primarily for administrative computing.

[Video Archives of the UNT Information Technology 50th Anniversary Celebration Now Available Online](#)



By [Dr. Elizabeth Hinkle-Turner](#), Director - **Academic Computing Technical Service**

with this milestone.

If you had to miss our great 50th Anniversary Celebration of Information Technology at UNT - or if you just want to relive the memory of our fun time - video footage of the event is now posted online as part of the historical web project associated

[Read more](#)



[2013 University Forum on Teaching & Learning](#)



A [CLEAR](#) Announcement

Click on the link above for an information age laugh.

Save the Date! Free and open to **ALL** UNT faculty, staff, graduate teaching fellows and assistants! Lunch is provided!

[Read more](#)



TODAY'S CARTOON



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

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Hooper stated, "My commitment to the dual role of Deputy System CIO and UNT CIO was designed to get us through the transition to a new organization, a new service structure, a new governance model, and new leadership. That process is essentially complete and an able leadership team is in place to take ITSS forward. That leadership team is committed to the success of ITSS as well as your success as members of the ITSS team. "

Hooper will lead the university's [IT organization](#) and concentrate on IT strategic planning, developing the vision for institutional IT services, creating partnerships with academic and administrative units and fostering collaboration. John Hooper has been serving as both UNT CIO and Deputy System CIO since [2011](#).



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eduroam - A New Service for Worldwide Network Access

By [Cathy Gonzalez](#), ITSS Communications, Marketing, and Training Manager

On December 21, 2012, the UNT System joined leading research institutions by implementing eduroam(education roaming), a worldwide network access service. eduroam allows users (researchers, faculty, students, staff) from participating institutions to securely access the Internet from any eduroam-enabled institution.

Currently, a select group of institutions around the world use eduroam. Employees and students can connect their wireless devices at participating locations with their UNT user name and password. Similarly, visiting professors, students, researchers, and staff from other eduroam enabled institutions can access the wireless services while at most UNT components.

The eduroam principle is based on the fact that the user's authentication (security login process) is done by the user's home institution, while the authorization decision allowing access to the network resources is done by the visited network. The user's home institution verifies the user's credentials and sends to the visited institution the result of the verification. eduroam is based on the most secure encryption and authentication standards in existence today. Its security by far exceeds typical commercial hotspots.

eduroam Accessible Sites

All UNT Denton, UNT Dallas, and downtown Dallas locations are configured as eduroam accessible sites. There are currently over 5,500 locations worldwide offering eduroam services. Faculty, staff, and students will continue to connect their wireless devices through Eaglenet when physically at UNT Denton, UNT Dallas, and UNT downtown locations. They will be able to log in with their regular EUID and password when visiting any other eduroam accessible campus.

UNT Health Science Center (UNTHSC) in Fort Worth is not set up at the current time as an eduroam accessible institution. UNTHSC students and employees can use the eduroam network wherever they find it, however, at UNT Denton, UNT Dallas, or other universities around the world. An interactive map of the US locations is available at http://www.eduroamus.org/eduroam_us_institutions. Sites outside of the United States are listed on eduroam's European web site at www.eduroam.org.

Getting Started and Logging in

When visiting an eduroam campus, log in as appropriate with your EUID/password. ITSS has a web page to assist students and employees in getting started with the service at <https://itss.untsystem.edu/services/data-communications/eduroam>. Help is also available by contacting the UNT UIT Helpdesk at <http://www.unt.edu/helpdesk/>.



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Data Visualization and Poster Design Lectures and Workshops Offered

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

Dr. Jesse Hamner, Manager, Research and Visualization Environment ([RAVE](#)), is giving a series of lectures and workshops in support of the Toulouse Graduate School and their two poster/research competitions this semester. These events are **free** for all UNT students, faculty, and staff.

- January 16, Data Visualization and Poster Design Lecture, Willis Library Room 140, 2:00-4:30 PM
- February 4, Data Visualization and Poster Design Lecture, Willis Library Room 140, 2:00-4:30 PM
- January 18, Poster Design and Layout Tools Workshop, Willis Library Room 136, 3:00-5:00 PM [Prior attendance at Dr. Hamner's *Poster Design, Presentation, and Data Visualization* lecture workshop will be very helpful but is not required.]
- February 6, Poster Design and Layout Tools Workshop, Willis Library Room 136, 3:00-5:00 PM [Prior attendance at Dr. Hamner's *Poster Design, Presentation, and Data Visualization* lecture workshop will be very helpful but is not required.]
- February 8, Poster Design and Layout Tools Workshop, Willis Library Room 136, 3:00-5:00 PM [Prior attendance at Dr. Hamner's *Poster Design, Presentation, and Data Visualization* lecture workshop will be very helpful but is not required.]

To register for any of these events visit: <http://www.library.unt.edu/events/workshops>.



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Network Connection

By [Dr. Phillip Baczewski](#), Senior Director of Academic Computing and User Services and Deputy Chief Information Officer for University Information Technology

Sad Tales from the Information Wars

If your radar is not attuned to the online tech world, you may have missed a [report](#) this week that a young man named [Aaron Swartz](#) is dead from an apparent suicide at the age of 26. Mr. Swartz was an information age prodigy at age 14, helping to create the [RSS](#) protocol that is commonly used to support subscription to Internet content. He also contributed to the development of the [reddit](#) online news and information aggregation service. He had been an "information activist", promoting free access to public information, co-founding an organization named [Demand Progress](#) that "works to win progressive policy changes ... on issues of civil liberties, civil rights, and government reform", working to defeat the [Stop Online Piracy Act](#) (SOPA), and serving as a [fellow](#) at Harvard's Edmond J. Safra Center for Ethics.

Aaron Swartz was also under [indictment](#) by the U.S. Government for alleged unauthorized access to MIT's data network and the download of millions of scholarly articles and documents maintained by the [JSTOR](#) service. Some reports [indicate](#) that overzealous prosecution may have lead to Swartz's suicide. JSTOR had apparently declined to pursue action against Swartz and MIT has [expressed regret](#) over his death. Some might say that he's culpable for the crime regardless of his intent in pursuing it. But one has to wonder if some his actions in this case will be seen as akin to sitting at the front of a [bus](#) or placing [flowers](#) in the gun barrels of National Guardsmen. At least one Congresswoman thinks the charges were disproportionate and has [proposed](#) a bill in Mr. Swartz's name to address the issue.

Control and access to information

In the swirl of good and bad behavior that has surrounded the Internet's effect on control of and access to information, this is apparently not the first suicide. A recent [article](#) in Salon regarding the scope of Federal justice, there is the reference to a hacker named Jonathan James who committed suicide in 2008 while being prosecuted for an alleged cybercrime. Even earlier than that in 2002, a programmer and Internet expert named [Gene Kan](#) committed suicide, leaving an indication that he considered himself a failure. Mr. Kan had developed an open-source implementation of the [Gnutella](#) file sharing protocol, had given testimony before the Senate Judiciary Committee, and had created an Internet search engine service that was eventually purchased by Sun Microsystems. In 2002, Napster and other file sharing services were under constant legal challenge from organizations like the [RIAA](#) and [MPAA](#). One can only wonder if the contentious environment around file sharing might have had some influence on Kan's psyche.

The [history of file sharing](#) is quite reflective of the conflict over information stretching as far back as the "Betamax" case of 1984. The advent of the commercial public Internet seems to have fanned these flames of conflict starting, in particular, with the advent of Napster in 1999, but continuing even today. As has been discussed in this column [before](#), digital content and digital distribution has freed information from control via the distribution of physical media. Information is no longer always held in the form of a book, a CD, or a spool of film. All that's left is a concept of ownership, and it seems that for the last 15 years or so, there's been a virtual and often legal war to establish who will control, and more importantly profit from, digital information.

Coin of the realm

Information is the new coin of the realm. 100 more years in control of "[mickey mouse](#)" and that's just a steady stream of income for whoever owns that piece of information. Copyright and patent laws are intended to provide a reasonable opportunity to profit from creative work. But [fair use](#) is supposed to support educational and transformative use of copyrighted material without the requirement of permission from the copyright holders. With digital information so freely accessible, transmittable, and transformable, the line between ownership and fair use is

now continually tested. Furthermore, the [public domain](#), or the body of publicly-owned information, is shrinking as copyright laws have been changed to extend or reapply copyright ownership.

I don't expect the information wars to end soon. There needs to be a continuing dialog regarding the private benefit versus public benefit from information. But it seems that the legal and political pressure has been biased in favor of those claiming private ownership. And that pressure has seemed to have been applied to some very talented individuals, perhaps not causing but certainly contributing to some untimely deaths. People shouldn't have to die for what ultimately is just a collection of ones and zeros.



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eduroam - a secure, world-wide roaming access service

The the UNT System has recently implented eduroam (**education roaming**), a secure, world-wide roaming access service developed for the international research and education community. As the [article](#) in this issue of *Benchmarks Online states*, all UNT Denton, UNT Dallas, and downtown Dallas locations are configured as eduroam accessible sites. There are currently over 5,500 locations worldwide offering eduroam services. Faculty, staff, and students will continue to connect their wireless devices through Eaglenet when physically at UNT Denton, UNT Dallas, and UNT downtown locations. They will be able to log in with their regular EUID and password when visiting any other eduroam accessible campus.

Get started with eduroam here: <https://itss.untsystem.edu/services/data-communications/eduroam>

View a fun little animation about eduroam here:



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Helpdesk FYI

By [Jonathan "Mac" Edwards](#), CITC Helpdesk Manager

eduroam, UNT Wireless Network Changes, and Java Update Concerns

We have lots to talk about this month!

<p>eduroam Wireless Network</p>	<p>You may have noticed the eduroam network on your wireless network list when returning to campus for the spring semester. eduroam (education roaming) allows UNT students, faculty, and staff to connect to wireless networks at other participating Universities using UNT Credentials. It will also allow visitors from participating Universities to connect to the wireless network here at UNT. While you may see the eduroam networkname on campus, it is recommended that UNT students, faculty, and staff use either the Eaglenet or UNT SSID while on campus.</p> <p>Participating US Universities</p> <p>eduroam Support</p> <p>Set-up Instructions and Additional Information</p> <p>The UIT Helpdesk will support UNT students, faculty, and staff with access to Eduroam. Datacomm advises that you verify eduroam connectivity before leaving UNT and traveling to a participating University. Visitors from a participating University will need to contact their University's Helpdesk for support.</p>
<p>UNT Wireless Network Changes</p>	<p>There have been a few changes to the instructions for configuring the UNT Wireless Network on Windows machines, namely, no longer requiring any additional downloads. If you already have the UNT Wireless Network configured based on previous instructions it should continue to work without any configuration changes.</p> <p>The updated instructions can be found at: http://remedy4.ars.unt.edu:8080/rkm/viewdoc.jsp?doc=395&type=?&user=Self%20Help</p>
<p>Java Update</p>	<p>A vulnerability was found, and widely reported on January 10th, in Java Version 7 through update 10. The Department of Homeland Security released the following: http://www.us-cert.gov/cas/techalerts/TA13-010A.html.</p> <p>At this time it is advised that if you are using Java 7 update 10 or below that you install Java 7 update 11 (1.7.0_11) immediately. If you are using Java Version 6 update 37, this will generally be the version installed on Mac OS, you do not need to update at this time. If you wish to update Java, or have concerns regarding Java, on your University owned computer please contact your Distributed IT Support Manager (Netman).</p> <p>To find your Java version please visit: http://javatester.org/</p>





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RSS Matters

Research and Statistical Support University of North Texas

Using R packages "ff" and "filehash" to Handle Big Data

Link to the last RSS article here: [Un-modeled confounders: Don't get burned by Simpson's Paradox.](#) -- Ed.

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

This month we take a look at the R packages "ff", "filehash" and "biglm" as fairly straightforward approaches to handling large data sets in R (>1 GB). The CRAN URL's for these packages can be found at

- <http://cran.r-project.org/web/packages/filehash/index.html>
- <http://cran.r-project.org/web/packages/ff/index.html>
- <http://cran.r-project.org/web/packages/biglm/index.html>

The default behaviour of R is to create and store all objects (data, R scripts, functions, etc.) within RAM (working memory). Within R, the function "memory.size()" displays the amount of RAM being used by R at the memory.size query time. The function "gc()" (garbage can collection) will recover allocated memory and provide additional information about R memory usage.

A critical difference between the two packages is how objects are dealt with as they are referenced - "filehash" will load the referenced objects into RAM only when they are actually needed for a calculation, whereas ff will load "pieces of an object" as the pieces are needed (or, these pieces are being paged in and out of memory as they are needed).

Potentially, package "ff" can handle much larger data sets more efficiently without depleting RAM. The goal of package "filehash" is to only work with the complete object pieces (i.e. variables) rather than an entire collection of objects (i.e. a dataframe or list). Practically I have found both packages to work fairly well with moderately large data files (approx. 1 GB), with a slight edge favoring package "ff".

The data set that is used to illustrate these two packages is a simulated dataset created by my colleague Jon Starkweather - found at:

http://www.unt.edu/rss/class/Jon/Example_Sim/

The dataset is approximately 890 MB with 62 columns (variables) and 1,023,027 rows. I purposely ran this demonstration on a fairly modest computer setup - an older computer with the following specs: Intel Pentium 4 (1 x CPU) 3.20 GHz; 2.9 GB available RAM; running MS Windows XP Professional SP3.

Additionally, we use a modified "ls()" function script posted at "StackOverflow":

<http://stackoverflow.com/questions/1358003/tricks-to-manage-the-available-memory-in-an-r-session>

Additionally, we have posted this script at:

<http://www.unt.edu/rss/rich/lis.objects.r>

This script will need to be placed in the working R directory so that it can be # read in at the beginning of the session. This function "lso()" will provide more # readable output concerning object sizes and their memory resources, than the stock# "ls()" function.

We first demonstrate the "ff" package:

Click [here](#) to see the program code. Note: Comments are preceeded by "#"

Next month, we'll look at how "ff" and "filehash" perform with analysis methods that are known to use large amounts of memory e.g. clustering, tree partitioning, bootstrap model selection, bayesian model selection, etc.

Attachment	Size
RSS.pdf	24.47 KB



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Training

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

Do you need training on widely used computer programs including those used in statistical analysis? If so, this monthly *Benchmarks Online* column is for you.

Statistical Analysis

Instructor-led courses are offered only by special request. Please contact an [RSS member](#) or [Claudia Lynch](#) if you are interested in taking such a class or wish to have someone offer a class for your students. **SPSS and SAS courses are now offered [online only](#)**. RSS staff will still be available for consultation on those topics, however. Another class available online is [Introduction to R](#). Make sure and check out the **RSS Matters** article [Statistical Resources](#) in the July issue of *Benchmarks Online*.

Special classes can always be arranged with the RSS staff. Also, you can **always** contact the RSS staff for one-on-one [consultation](#). Please read the [FAQ](#) before requesting an appointment though.

Data Visualization and Poster Design Lectures and Workshops [Offered](#) - free for all UNT students, faculty, and staff.

Especially for Faculty and Staff Members

In addition to the online statistical courses, which are available to students, faculty and staff, staff and faculty members can take courses offered through the [Human Resources Department](#) (they have a new comprehensive training curriculum), and the [Center for Learning Enhancement, Assessment, and Redesign](#) (CLEAR). Additionally, the [Center for Achievement and Lifelong Learning](#) (CALL) offers a variety of courses, usually for a small fee.

EIS training is available and expanding. Please see the article [EIS Training Available Online for New Faculty & Staff](#) in the August, 2011 issue of *Benchmarks Online* for further information.

Microsoft E-Learning

Microsoft E-Learning courses are available for **faculty and staff** via our UNT-Microsoft Campus Agreement. Please contact Claudia Lynch at lynch@unt.edu for instructions on accessing this training. If you haven't accessed the training since last year you will need to get a new access code. UNT, UNTHSC and UNTSYSTEM e-mail addresses are now able to access Microsoft E-Learning.

Microsoft IT Academy

All **students, faculty and staff** within the UNT System now have access to online learning via the Microsoft IT Academy. See [this article](#) in the July issue of *Benchmarks Online* for more information.

Microsoft Outlook Tutorials and much more

The Enterprise Messaging and Directory Services Group has all sorts of useful information on their [website](#), including tutorials and FAQs. The home page displays a list of their newest tutorials with tutorial topic pages displaying the most accessed pages. You can search the site for whatever you're interested via a Search Box on the

left-hand side of the page.

Central Web Support

Consult Central Web Support for assistance in acquiring "Internet services and support." As described on their [website](#):

CWS provides Internet services and support to UNT faculty, staff and students. Services include allocating and assisting departments, campus organizations and faculty with web space and associated applications. Additionally, CWS assists web developers with databases and associated web applications, troubleshooting problems, support and service.

CLEAR

CLEAR offers courses especially for Faculty Members. A list of topics and further information can be found [here](#).

Blackboard Learn 9.1 Spring 2013 Bootcamp - 16 Sessions, January 27 - May 23. Chilton 245

The Blackboard Learn Boot Camp is a workshop introducing instructors to designing your courses for online delivery. ***This hands-on workshop is targeted for instructors new to Blackboard Learn and/or those interested in learning more about quality course design.*** Topics will cover best practices for course design as well as the basics of Blackboard Learn.

Course Code: UO13BC http://clear.unt.edu/sites/default/files/2013_Spring_Bootcamps.pdf

University Forum on Teaching & Learning

[2013 University Forum on Teaching & Learning](#)

Ed2go

Ed2go are courses that are offered, for a fee, to UNT faculty, staff and students as well as the general public. According to the CALL [website](#):

CALL has partnered up to provide online learning on a variety of topics. From standardized test preparation to database programming to training for libraries and their staff, there's a variety of areas from which to choose in online learning.

The online minicourses, provided in conjunction with Ed2go, are standardized 12-lesson modules released over a six week period. (Courses are active for eight weeks to provide some flexibility). Each module features a quiz. Lessons are instructor-led and course participants and instructor communicate through a course discussion board. Lessons can be downloaded and saved. At the end of the course there is a final quiz. A passing grade opens a window that allows students to print out a course completion certificate.

All courses are \$89, and UNT faculty, staff and students may receive a \$10 discount.



For additional information surf over to <http://www.ed2go.com/unt/>

Ed2go has a new blog! Click on the logo on the right to find out more information on company news, videos, career advice and tips from ed2go instructors.

Information Security Awareness

The UNT Information Security team offers Information Security Awareness [courses](#) to all UNT faculty and staff. Topics to be covered will include workstation security, sensitive data handling, copyright infringement issues, identity theft, email security, and more.

It is a policy requirement that ALL staff take an information security course at least once a year.

Please contact [Gabe Marshall](#) in ITSS Information Security if you have any questions, or would like more information about the online training. **Either attending a live class or going through the online training will count towards your training requirement.** You can also request a customized course to be taught for your department.

Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers.

See <http://www.gacl.unt.edu/> for a list of labs and their locations. The Willis Library, for example, has a [list of Tutorials and Software Support](#). The Library Instructional Unit also offers workshops and training, including "tech skills" training. Visit their websites for more information: <http://www.library.unt.edu/library-instruction>

The [Training Website](#) has all sorts of information about alternate forms of training. Computer Based Training (CBT) and Web-based training are some of the alternatives offered, although due to the rising costs of training, shrinking budgets and changing technology, computer-based training at UNT is in a state of transition. For up-to-date information on CBT at UNT, see the CBT [website](#).

Info~Tech, UNT's new IT Research Partner

Info~Tech has replaced Gartner Core Research Services as UNT's IT research partner. For more information see the August *Campus Computing News* [article](#).

State of Texas Department of Information Resources

Another possible source of training for staff and, perhaps, faculty members is the Texas Department of Information Resources. A look at their Education and Training [website](#) reveals some interesting possibilities.

New Horizons Computer Learning Centers

New Horizons is a DIR vendor, which means that state agencies, like UNT, get special pricing for their services negotiated at the State level (click [here](#) for more information about DIR vendors). [New Horizons](#) offers courses at their own facilities in Dallas and Fort Worth, but will arrange for onsite training as well.



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Staff Activities

Staff activities for [UIT](#) are reported in this column. ITSS staff activities are handled by [ITSS Communications](#).

Transitions

New Employees:

- **Mark Hurtado**, IT Specialist , Fiscal Desktop Support (AITS).
- **Sathvika Kathi**, ACUS Lab Technician (part-time).
- **Yang Cao**, ACUS Lab Technician (part-time).
- **Adam Johnson**, ACUS Lab Technician (part-time).

No longer working in UIT:

- **Brandon Hill**, Business Services Support.

Changes, Awards, Recognition, Publications, etc.

New Baby!

Congratulations to Scott and Lauren Yockel on the birth of their daughter, [Lillian Mae](#), on January 14, 2013. Scott is the ACUS HPC Services Manager.

Attachment	Size
babyyockel.jpg	33.56 KB





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Computing Resources at UNT - Finding Your Way Around

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

Welcome, or welcome back, to UNT! If you're new, or if you've just been away for a while, it is our hope that this article will serve as a handy starting point to get you acquainted (or re-acquainted) with the resources that are available to you here at the University.

Students, faculty and/or staff members should all benefit from the information that follows.*

The past year has brought significant changes to the campus and across the UNT System in terms of IT Services, who is providing them and what they are called. Making sure these changes are reflected in all the existing documentation is an ongoing process so it is a good idea to be aware of this to avoid confusion.

First of all, the organization once known as the Computing and Information Technology Center (CITC) has ceased to exist. Instead we have **Information Technology Shared Services** (ITSS), IT divisions now under UNT System management, and **University Information Technology** (UIT). UIT consists of local IT services associated with the UNT flagship campus. These are Academic Computing and User Services (ACUS), Administrative Information Technology Services (AITS), Classroom Support Services (CSS), and Microcomputer Maintenance Services (MMS). Disentangling the elements that were formerly parts of the CITC is an ongoing process so you may still see that name in documentation and be referred to parts of the CITC [website](#) until new online resources have been created.

Additionally, names of buildings have [changed](#) and whole departments have moved. Academic Computing and User Services (ACUS) [has moved](#) to Sage Hall. The Microcomputer Maintenance Shop (MMS) has moved from GAB 529 to Chilton Hall room 243.

When all else fails ...

If you have a computing question and/or problem and can't think of who to contact or where to look for a solution, just remember this: **Contact the Helpdesk**

The University Information Technology (UIT) Helpdesk is located in room 130 of [Sage Hall](#). Their hours are listed on the Helpdesk website: <http://helpdesk.unt.edu/>. Besides stopping by or searching for answers on the website, you can call the Helpdesk at 940-565-2324 or send mail to helpdesk@unt.edu.

Speaking of the Helpdesk, *Benchmarks Online*, publishes a column each month called "Helpdesk FYI." This month's article is [eduroam, UNT Wireless Network Changes, and Java Update Concerns](#). Following is a selection of articles published within the past year. Perhaps one of these topics is something you've been wondering about:

- [EagleConnect Mobile](#)
- [EUID Passwords](#)
- [MS Office Web Apps](#)
- [UNT wireless network connection settings for Windows 7](#)
- [How to tell if your account is locked](#)
- [UNT wireless network connection settings for Mac](#)

Also, you can look back through the Benchmarks Online [archives](#) for more articles that may be of interest to you.

We hope that new students are familiar with the **Tour of Student Computing Services at UNT**. There are lots of topics touched on that are of interest to non-students also. For Example, in the [Documents for Student Computing](#) area are PDF files of things like a Computer Security brochure and a General Access Computer Lab brochure. Check

out the complete website: <http://www.unt.edu/helpdesk/studenttour/>

General Access Computer Lab System

The UNT General Access Computer Lab System is a collection of 13 computer labs spread across the UNT Denton campus. They have been set up to provide computing to the University community. The [GACL website](#) states:

The labs are intended to meet the general academic computing needs of UNT students. These labs are supported and maintained primarily through a portion of the Technology Use Fee.

Students with a valid UNT photo ID card may use any General Access Lab except where noted.

A list of labs and their locations and operating hours is available from the [GACL website](#). The lab in SYMR 104 is an **Adaptive Lab**. As the [website](#) states:

The University of North Texas Academic Computing Services General Access Lab is located in Sycamore Hall, Room 104. The mission of this lab is to provide general services to the UNT community with an emphasis on the special features that Academic Computing Services has to offer including helpdesk support and research assistance. Additionally the ACS lab is the designated adaptive lab on campus providing state-of-the-art adaptive equipment for those who need it. For more information about adaptive services on the UNT campus visit the Office of Disability Accommodation at <http://www.unt.edu/oda>.

NOTE: All labs will be closed on January 21 (MLK Day) except 24 Center, located in the Willis Library - - <http://www.library.unt.edu/24-center>

Computer Based Training

Rising costs of training, shrinking budgets and changing technology have contributed to changes in computer-based training offerings at UNT over the last several years. The Computer-Based Training [website](#) has a list of training resources currently available to the UNT community. [The Microsoft IT Academy](#) is a new program providing all students, faculty and staff of the UNT System -- UNT, UNT Health Science Center, and UNT Dallas -- access to online learning.

Online Learning/UNT eCampus

For students, a good starting place is found on the [student tour](#). Faculty will want to visit the Center for Learning Enhancement, Assessment, and Redesign (CLEAR) [website](#) and/or the Center itself.

Other Items of Interest

- **Online Student Health Portal (OSH)** -- OSH is a web-based portal connecting students to the Student Health and Wellness Center (SHWC) 24 hours a day, 7 days a week. See the [Benchmarks Online article](#) "Just in time for the fall semester: an Online Student Health Portal" for further information.
- **Videoconferencing** -- Videoconference Technology allows you to meet with your colleagues on campus, at the Dallas and Ft. Worth campuses, or almost anywhere in the world. See the [Benchmarks Online article](#) "Save Time, Money, and Avoid Parking Frustrations Using Videoconference Technology" for further information.
- **Ask Us** - The UNT Libraries' virtual/online help services; they're available from your computer 24/7.
- **Info~Tech** -- Info~Tech is our new IT research partner. UNT students, faculty, and staff have access to this service. For more information see the article [UNT has a new IT Research Partner](#) in this issue of *Benchmarks Online*.
- **Campus Subscription to Higher Education Newsletters**-- UNT has negotiated a group online subscription allowing campus members free access to the *Online Classroom* & *The Teaching Professor* higher education newsletters produced by Magna Publications. Click [here](#) for more information.
- **Statistical and Research Support Services** -- "The mission of the Research and Statistical Support (RSS) group at the University of North Texas (UNT) is to facilitate access to current research tools and statistical methodologies and to promote these methods to the research, instructional, and administrative communities at UNT; to encourage a collaborative research environment for researchers through the development and use of innovative computing technologies; to provide training and consultation in the appropriate use of statistical methodologies and computer software; and to facilitate access to data collection and data management technologies." [From the [Research and Statistical Support website](#)]. The RSS Group publishes a monthly column in *Benchmarks Online*.

- **LISTSERV.UNT.EDU** -- Listserv web interface makes it much easier to manage your listserv lists. See this past *Benchmarks Online* [article](#) for more information.

- **[Data Management Services](#) - Services include:**

1. **Exam Grading/Analysis:** See the article [Data Management Services Update](#) for more information.
2. **Research Projects:** Key-Entry of survey or research projects (grad student dissertation research allowed!) into a custom data file, ready for analysis.
3. **Scannable Form Design:** Customized scannable survey forms created using any current form, or just a new idea! Our service includes scanning the completed forms into a data file, ready for analysis, quick and easy!
4. **Faculty Evaluation Processing:** Scan, edit and process UNT departmental faculty evaluations. Standardized reports provided: Department Overall, By Instructor-Course-Section, and By Instructor. An Excel data file will be provided to run any customized reports desired. See [Faculty Evaluation Processing Tips](#) for more information.

Location: Sage Hall, Room 336, near to the Sage Hall elevator.

For more information contact: Joann.Luksich@unt.edu 940.369.7416

- **High-Performance Computing Initiative** - The High-Performance Computing Initiative is available for use by UNT researchers whose research or scholarship requires use of computationally-intensive applications. See these *Benchmarks Online* articles for further information: [Talon High-Performance Computing System now Available for UNT Researchers](#), [High-Performance Computing Research Update](#), and [High-Performance Computing Software: New and Improved!](#). The HPC [website](#) states: "The Academic Computing and User Services division of the UIT supports multiple clusters of 64-bit processor systems running Linux for compute-intensive scientific research. Cluster computing provides dedicated systems for concurrent processing of jobs in a batch environment."

- **Information Security** -- "The Information Security Team helps protect UNT Information Technology assets from misuse, abuse, and unauthorized access. The mission of the Information Security Team is to assist and collaborate with UNT administrative, academic, and student communities to help assess, implement, and maintain information security needs." [From the [Information Security Website](#)]. **UNT Faculty, Staff, and Students are required to read the Security Handbook**. Links and further information can be found on the Information Security [homepage](#).

Information Security has an announcement board on UNTRANET to post important security updates/alerts as an additional security resource. See this past *Benchmarks Online* [article](#) for further information on the announcement board.

- **Managing Spam** -- Actively manage e-mail that is sent to your campus e-mail address. See the article [Managing Your Spam](#) for more information.
- **Campus VPN** -- The Campus VPN is an interface that will allow you to connect remotely to on-campus resources. For more information click [here](#).
- **Free or cheap software**
 - **McAfee VirusScan** -- [Free download](#) or \$3 purchase in the UNT Bookstore.
 - **Free Office Live Applications** -- Microsoft now includes Office Live applications in EagleConnect. Office Live applications are web-based (cloud) versions of **MS Word**, **Excel**, **Powerpoint**, and **OneNote** which provide the full functionality of their Office Suite installed counterparts. Further

information can be found [here](#).

- **Microsoft Campus Agreement** -- UNT has had an agreement with Microsoft for a number of years that allows us to distribute various Microsoft products to employees of the University. According to the agreement, you can "use the software for school-related purposes on a personally-owned computer or an institution-owned computer designated for your exclusive use" and you must remove the software from your home machine if you leave UNT. ***This agreement does not cover students unless those students are also UNT employees. UNT Health Science Center employees CAN purchase their software on the HSC campus via the [ITS Helpdesk](#).***

Employees wishing to install these products on University-owned computers should contact their [Network Manager](#) for further instructions. Contact the UNT Bookstore at 940-565-3185 for additional information about the Microsoft products available to faculty and staff and/or visit www.unt.bkstr.com.

- **The Microsoft Home Use Program** -- Reduced price software for faculty/staff home use. Further information can be found here: [The Microsoft Home Use Program](#).
- **Adobe's "Master Collection" and "Design & Web Premium"** suites are now available for faculty and staff use at home via a "work at home" license agreement negotiated between UNT and Adobe. See this recent *Benchmarks Online* [article](#) for more information.
- **Student discounts in the UNT Bookstore** - As described on the [StudentTour](#).
- **DreamSpark** -- UNT students can take advantage of DreamSpark, Microsoft's program that provides free development software to students. Click [here](#) for more information.
- **Free/Open Source software** -- Two articles on that topic from the RSS staff:

1. [Free != Cheap](#): Open Source and/or Free Alternatives in Statistical Analysis.

2. [Free your research](#): Open source and other alternatives to cut your costs and improve productivity as a graduate student.

**Various versions of this article are published each semester. -- Ed.*

**



<-- Information Science Building (ISB) is now called **Sycamore Hall** (SYMR).

<-- What used to be called the Information Sciences Library inside the building is now called the **Eagle Commons Library**.



<-- Business Administration Building is now called **Sage Hall**.

More about Sage Hall here: <http://inhouse.unt.edu/new-occupants-add-convenience-and-proximity>





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University Information Technology

1155 Union Circle #310709

Denton, TX 76203 USA

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Video Archives of the UNT Information Technology 50th Anniversary Celebration Now Available Online

By [Dr. Elizabeth Hinkle-Turner](#), Director - **Academic Computing Technical Service**

If you had to miss our great 50th Anniversary Celebration of Information Technology at UNT - or if you just want to relive the memory of our fun time - video footage of the event is now posted online as part of the historical web project associated with this milestone.

All videos can be found on the home page of the site: <http://it.unt.edu/history>. Here you will find complete footage of remarks made by **John Hooper**, Vice Provost for Information Technology and CIO of the UNT Denton campus; **Dr. Philip Baczewski**, Senior Director of Academic Computing and Deputy CIO of the UNT Denton campus; and **Richard Harris** and **Coy Hoggard**, longtime leaders of information technology at UNT since its very beginnings in 1962. Also included is general footage of reception guests including familiar faces both old and new.

This audio and video archival project is ongoing and any current or former UNT information technology associate is welcome to contribute an audio and/or video resource for the project. Anyone interested in participating is encouraged to contact Dr. Elizabeth Hinkle-Turner, Director of Academic Computing Technical Services and coordinator of the archives, at ehinkle@unt.edu.



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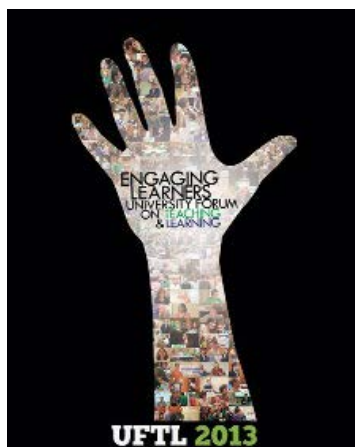
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2013 University Forum on Teaching & Learning

A [CLEAR](#) Announcement

Save the Date! Free and open to **ALL** UNT faculty, staff, graduate teaching fellows and assistants! Lunch is provided!

UNT's University Forum on Teaching & Learning (UFTL) is a one-day annual event that enables faculty, graduate teaching fellows, and staff involved in supporting teaching and learning to share ideas and practices that focus on instructional strategies designed to motivate and engage learners, promote critical thinking skills, and better prepare students for life and work in the 21st century.



FREE AND OPEN TO ALL UNT FACULTY, STAFF, GRADUATE TEACHING FELLOWS & ASSISTANTS

Lunch will be provided.

Registration URL and further information coming soon

[2013 University Forum on Teaching & Learning](#)

April 12, 2013

8:30 a.m. - 4:00 p.m.

Silver Eagle Suite, University
Union third level

Registration coming soon!





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Today's Cartoon



"I've started sending more text messages. My doctor says I need the exercise."

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



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