

# Benchmarks

A green light to greatness.



## Columns, March 2012

- Network Connection
- Link of the Month
- Helpdesk FYI
- RSS Matters
- ITC News
- Training
- Staff Activities

[Home](#) » [Issues](#)

## Benchmarks - March, 2012

### [Campus Computing News](#)



#### UNT's Server Virtualization Initiative

By [John Hooper](#), Acting Vice President for Information Technology and CIO for UNT, Deputy CIO for the UNT System

The server virtualization initiative at UNT provides for shared server services, frequently eliminating the need for institutional units to acquire and support their own hardware. The server virtualization initiative, which recently became part of IT shared services, has grown from 0 to over 500 servers virtualized in a little over 3 years.

[Read more](#)

### [Support Ending For BlackBerry Users](#)



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

BlackBerry Enterprise Server (BES) support is ending for all of UNT System institutions on August 1, 2012. "All campus and System CFO's and CIO's have made this decision to reduce costs," says Michael Di Paolo, Associate Vice Chancellor & UNT System CIO.

[Read more](#)

### [2012 University Forum on Teaching & Learning](#)



A [CLEAR](#) Announcement

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

[Read more](#)

### [The Microsoft Home Use Program](#)

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

The Microsoft Home Use program has been available to UNT

## By the Numbers

#### Wireless Access Points and Controllers

- In 2008, we had 241 access points on the main campus with one controller.
- In March, 2012 we have 581 on the main campus and Discovery Park divided between 6 controllers.
- Additionally, we have 4 access points and 1 controller at University Center Dallas and 33 access points and 1 controller at the University of North Texas at Dallas. Most of these locations have additional controllers as backups.



faculty and staff members for a number of years but has, perhaps, been a "well kept secret." The program enables those who are eligible to download and install Microsoft® Office software at a reduced price on their home computers.

[Read more](#)



## Spring Break Hours 2012



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

Spring Break is here! If you're not leaving town for the entire week, the hours for various areas noted in this article could come in handy.

[Read more](#)



## Today's Cartoon

Click on the link above for an information age laugh.



### Contact Us:

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

### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.

# UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

Network Connection

Link of the Month

Helpdesk FYI

RSS Matters

ITC News

Training

Staff Activities

[Home](#)

## Campus Computing News



### UNT's Server Virtualization Initiative

By [John Hooper](#), Acting Vice President for Information Technology and CIO for UNT, Deputy CIO for the UNT System

The server virtualization initiative at UNT provides for shared server services, frequently eliminating the need for institutional units to acquire and support their own hardware. The server virtualization initiative, which recently became part of IT shared services, has grown from 0 to over 500 servers virtualized in a little over 3 years. In the past these servers would have been individual physical servers. By virtualizing them we share a group of machines that support multiple needs, thus reducing the number of servers required. Not only does this save purchasing, staffing, and facility costs, it's also green because it saves a great deal of electricity.

At UNT we estimate that the electric bill is reduced by \$239,000 a year due to virtualization of servers. Further, the university has saved significantly in capital and maintenance costs over the 3 years by not purchasing individual servers throughout the campus. In addition, the virtualization service is supported by 2 staff members. Providing an equivalent service with individual servers would require a staff 5 times larger. These positions would have been in the central IT organization, auxiliary services, and in college IT units throughout campus so virtualization has freed those staff members to work on more value added services for their organizations.

Centralization of these services has provided for more efficient backup and protection of the valuable data resources processed by these servers. Rather than being spread across campus, these servers reside in a hardened data center with state of the art auxiliary power, disaster recovery, high availability, storage and backup capabilities.

IT Shared Services will continue to investigate methods to enhance the reliability and efficiency of this service which has become such an important resource to many academic and administrative departments at UNT and within the UNT System.



#### Contact Us:

##### University Information Technology

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

#### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



#### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



#### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.

UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

Network Connection

Link of the Month

Helpdesk FYI

RSS Matters

ITC News

Training

Staff Activities

[Home](#) » [issues](#) » [2012-03](#) » [Support Ending For BlackBerry Users](#)

## Support Ending For BlackBerry Users

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

**B**lackBerry Enterprise Server (BES) support is ending for all of UNT System institutions on August 1, 2012. "All campus and System CFO's and CIO's have made this decision to reduce costs," says Michael Di Paolo, Associate Vice Chancellor & UNT System CIO. Currently almost \$1K annually per BlackBerry is being spent for the BES server and support. With only 51 BlackBerry users left on all campuses, continuing the service cannot be substantiated as financially realistic.

An alternative, BlackBerry Internet Service (BIS), is recommended for everyone in the UNT System currently using BES. BIS connectivity is already included in BlackBerry users' existing data plans. A tutorial on moving from BES to BIS is located on the website for the Enterprise Messaging and Directory Services Group at <https://emds.unt.edu/LeavingBES>.

UNT System's department of IT Shared Services (ITSS) has notified UNT Denton and UNT Health Science Center with lists of anyone at those institutions using BES. BlackBerry users are encouraged to contact their voice/data provider to remove their BlackBerry Enterprise Data Plan, as it will not be used after moving to BIS; however, having it remain the same does not affect connectivity via BIS. The recommendation to replace the BlackBerry Enterprise Data plan with a suitable data plan is being made as a cost savings suggestion for individuals.



### Contact Us:

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

### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EQE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.

UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

Network Connection

Link of the Month

Helpdesk FYI

RSS Matters

ITC News

Training

Staff Activities

[Home](#) » [issues](#) » [2012-03](#) » [2012 University Forum on Teaching & Learning](#)

## 2012 University Forum on Teaching & Learning

A [CLEAR](#) Announcement

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

### 2012 University Forum on Teaching & Learning

**March 28, 2012**

**8:30 am - 4:00 pm**

Silver Eagle Suite, University Union  
third level

**Registration deadline: Friday,  
March 23, 2012**

[Register Today!](#)

The 2012 University Forum on Teaching & Learning will take place on Wednesday, March 28, 2012 from 8:30 a.m. to 4:00 p.m. in the University Union's Silver Eagle Suite

(third floor). This year the event includes an interactive morning session hosted by Apple on the topic Challenge Based Learning. **Lunch is provided for those who preregister.**

#### About the UFTL

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.

This year's event begins with a plenary session, Taking problem based learning to new levels: Exploring Apple's challenge based learning potential for your course! Presented by Mark S. Benno, PH.D., Area Development Manager, Apple and Don Henderson, Senior Manager, Creative Expression for Apple Education, the session focuses on the Challenge Based Learning framework in order to gain a deeper understanding of the process and explore ways in which it can be integrated into the classrooms at UNT. The plenary session is followed by lunch, a UNT faculty poster session, and an afternoon of smaller break-out sessions on digital media in education, academic integrity, pedagogy and technology, iBooks textbooks for the iPad, and a student panel in which students share their insights about how UNT students learn.

For more information and to register, visit: <http://clear.unt.edu/go/UFTL2012>

*The University Forum on Teaching & Learning is sponsored by the Center for Learning Enhancement, Assessment, and Redesign (CLEAR). The UFTL is free and open to all UNT faculty, staff, teaching fellows and assistants, and invited*



*guests from area colleges and universities.*



### Contact Us:

#### University Information Technology

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

#### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.



UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

Network Connection

Link of the Month

Helpdesk FYI

RSS Matters

ITC News

Training

Staff Activities

[Home](#) » [issues](#) » [2012-03](#) » [The Microsoft Home Use Program](#)

## The Microsoft Home Use Program

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

The Microsoft Home Use program has been available to UNT faculty and staff members for a number of years but has, perhaps, been a "well kept secret." The program enables those who are eligible to download and install Microsoft® Office software at a reduced price on their home computers. Additionally, they will be able to keep the software on their home machines, even if they leave the University.

The software purchase program (see "[Microsoft Campus Agreement](#)" for further information) is still available through the UNT Bookstore. If you are using a University computer, you could use the bookstore's program for it and use the Home Use program for your personal machine, for example.

Visit the [Home Use Program website](#) to participate in the program. If you are unable to order the software from there, contact me, Claudia Lynch, at [lynch@unt.edu](mailto:lynch@unt.edu) and I will help you to verify the program code. 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](http://www.unt.bkstr.com).



### Contact Us:

#### University Information Technology

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

### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.



UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

### Network Connection

Link of the Month

Helpdesk FYI

RSS Matters

ITC News

Training

Staff Activities

[Home](#) » [issues](#) » [2012-03](#) » [network-connection](#)

## Network Connection

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

### Party Like it's 1999

Late in 1998, this column [reported](#) on the fact that "the Clinton administration gave the go-ahead for the transfer of the Internet's technical management to a new non-profit corporation, the Internet Corporation of Assigned Names and Numbers (ICANN.)" ICANN took over management of the Internet Assigned Numbers Authority (IANA) and this arrangement has remained substantially unchanged since then. Imagine the surprise of many at ICANN when for the first time in over 12 years, the U.S. Government essentially rejected renewal of ICANN's IANA management when it [cancelled](#) its request for proposals (RFP) for the IANA functions because they "received no proposals that met the requirements requested by the global community." Instead, the National Telecommunications and Information Administration (NTIA), a part of the Department of Commerce (DOC), has extended ICANN's contract for six months and has stated their intent to reissue the IANA RFP at a future date to be determined (TBD.)

### IANA?

In case you've forgotten my [explanation](#) from 1998, IANA functions to assign numeric addresses to human-readable Internet names (like [www.unt.edu](#)) and also runs the "root" servers that support the translation of the alphabetic names to their corresponding numeric addresses. IANA performed this function long before there was a commercial Internet, with its roots [dating back to the 1970's](#) when it was a center operating at UCLA. [Jon Postel](#), who is one of the few with the status of "Internet saint", founded and managed the IANA function until his death in 1998. (Postel and [Vint Cerf](#) were responsible for many of the technical and managerial developments that allowed the Internet to grow from a research project into the world-wide communication service we know today.)

So, what could the "global community" be requesting that causes such a long-standing arrangement to be potentially disrupted? It takes a bit of digging to figure this out, but it appears to be related to ICANN's recent decision to expand the number of top-level domains they will maintain for use in Internet address names. [Last year](#), ICANN approved the creation of the ".xxx" domain suffix and also announced the availability of custom top-level domains, like a company name or product category. In case you don't remember my [1998](#) explanation, I'll go over it again. A top-level domain (TLD) indicates to what part of the Internet hierarchy your address belongs. [Www.unt.edu](#) is part of the ".edu" hierarchy which is used exclusively by educational institutions. Likewise, ".gov" is used by government sites, ".com" by commercial sites, etc. There are also a set of two-digit country codes, like ".us" for the U.S. and .ca for Canada. (The country of Tuvalu has made a bit of money [trading](#) on their ".tv" TLD.)

Who would get upset over a new slew of general TLDs? The answer is found in this [Adweek article](#) from March 12, 2012. Apparently, advertisers have "been lobbying against the creation of TLDs because they worry that it will dilute their brands and cause consumer confusion unless they spend millions in defensive registrations, like many companies had to do with .xxx." Arstechnica.com has an excellent [overview](#) of the controversy. This also explains the giddy undertone of the [response](#) by the Association of National Advertisers (ANA) to the NTIA's action. In case you haven't heard of the ANA, its [membership](#) includes almost any U.S. company you can think of (really -- think of a company and then look at the list.)

### Corruption, intrigue, non-Latin characters ...

The current situation may be a reaction to a policy that may make the Internet a lot less "US-centric", since expansion of the TLDs will also allow use of non-Latin characters. There are also claims of corruption, including the ANA's [statement](#) that "former ICANN Chairman Peter Dengate Thrush left the Board and joined the parent company for an Internet registry, Top Level Domain Holdings, just six weeks after he presided over the Board vote to open the Internet naming system to virtually unlimited generic top-level domains." This was supported by ICANN CEO Rod



Beckstrom's [comments](#) from the recent public meeting held in San Jose, Costa Rica, where he reportedly said 'it was "time to further tighten up the rules" in response to "the growing chorus of criticism about ICANN's ethics environment".'

What this seems to be most, however, is a fight for greater control or at least influence over the Internet by large commercial interests in the U.S. DomainIncite.com has [reported](#) that "twenty members of the movie, music and games businesses have asked ICANN to impose strict anti-piracy rules on new top-level domains related to their industries." They want "a seat at the table" when rules are made governing the creation of new TLDs. Once again, Disney, the MPAA, the RIAA, and the like are desperate to control any access to what they consider to be their intellectual property.

Now it seems like it's the 1990s all over again. Back then as the Internet became more widely available, efforts were underway to find a management model that would be more independent from U.S. governmental control and influence. In the intervening years, there have been [attempts](#) to modify ICANN's level of independence. Once again, "stakeholders around the world" seem intent on influencing the operation of the Internet, but apparently, ordinary users are not among those stakeholders, since this is the first we've heard anything about it. Enjoy 1999 again while you can, because you know what's coming next.



### Contact Us:

#### University Information Technology

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

#### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.

# UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

Network Connection

**Link of the Month**

Helpdesk FYI

RSS Matters

ITC News

Training

Staff Activities

[Home](#) » [issues](#) » [2012-03](#) » [link-of-month](#)

## Link of the Month



## Online Tutoring

The Learning Center is now providing online tutoring.

- FREE tutoring available anywhere you have a computer and internet connection
- Provided through a live, interactive service called Smarthinking.com
- Instruction provided by qualified e-structors (online tutors)

Visit the online tutoring page for more information:

<http://learningcenter.unt.edu/onlinetutoring>



### Contact Us:

#### University Information Technology

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

### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.

UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

Network Connection

Link of the Month

**Helpdesk FYI**

RSS Matters

ITC News

Training

Staff Activities

[Home](#) » [issues](#) » [2012-03](#) » [helpdesk-fyi](#)

## Helpdesk FYI

By [Jonathan "Mac" Edwards](#), UIT Helpdesk Manager \*

### Creating a Critical Outage using the Incident Management Console for ITSM 76

***Editor's note:** The following information is intended to help IT support personnel. Others may wish to note the location of the Outage calendar for future reference.*

To use the ITSM 76 Incident Management Console:

Log in to ITSM 76 ([itsm.unt.edu/login](https://itsm.unt.edu/login)) using your support staff account, not your EUID.

From the Incident Console select New Incident from the Functions menu.

For **Login Name** + enter your Support Staff ID and select your account. This is the preferred setting for an outage incident since it will be automatically assigned to, and owned by, your default support group.

Incident ID*+	INC000000113986	>>
Company*+	UNT CITC Helpdesk	▼
Customer*+	Edwards, Jonathan Mac	🔍 📄 🗑️
Login Name +	edwards	🔍

Add a brief summary of the critical outage in the **Summary** field, and a more detailed description in the **Notes** field. The summary will be the title of outage when it is displayed on the Outage Calendar ([helpdesk.unt.edu/outages](https://helpdesk.unt.edu/outages)).

Notes	UIT Helpdesk has verified that the following buildings do not	▲ ▼ ☰
Template+		🔍
Summary*	Internet down across campus	☰

Select a Severity of "Campuswide System Down," "20+ People out of service," or "Critical Security issue." All three of these will result in a Priority\* of Critical, which is required for a Critical Outage. Severity sets Impact\* and Urgency\*, which in turn sets Priority\*.

Select an Incident Type\* of either "Infrastructure Restoration" for an unscheduled outage, or "Infrastructure Event" for a scheduled outage.

You will notice that after setting Priority to Critical that two new selection boxes appear for **Outage** and **CSO?**.

By default **Outage** will be set to Yes. This will cause the ticket to display on the Kinetic Calendar.

CSO? by default is set to No. Setting CSO? to Yes will send a CSO notification to support personnel.

Service*+	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="i"/>	<input type="button" value="a"/>
CI+	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="m"/>	<input type="button" value="i"/>
Target Date	<input type="text"/>	<input type="button" value="c"/>		
Severity	Campuswide System Down <input type="button" value="v"/>			
Impact*	1-Extensive/Widespread <input type="button" value="v"/>	Urgency*	1-Critical <input type="button" value="v"/>	
Priority*	Critical <input type="button" value="v"/>		Outage <input type="button" value="v"/>	
Incident Type*	Infrastructure Restoration <input type="button" value="v"/>		Yes <input type="button" value="v"/>	
Reported Source	Other <input type="button" value="v"/>		CSO? <input type="button" value="v"/>	
			No <input type="button" value="v"/>	

**Scheduled Outage**

If this is going to be a Scheduled Outage please fill out the following:

Incident Type: Infrastructure Event.

Target Date: Start time and date of outage.  
 -Must be set earlier than Required Resolution Date.

Required Resolution Date: End time and date of outage.  
 -The Required Resolution Date field can be found under the Date/System tab.

Outage: Yes

CSO?: Yes or No depending if you want a notification to be sent to the CSO mailing list.

Service*+	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="i"/>	<input type="button" value="a"/>
CI+	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="m"/>	<input type="button" value="i"/>
Target Date	2/22/2012 9:00:00 AM	<input type="button" value="c"/>		
Severity	Campuswide System Down <input type="button" value="v"/>			
Impact*	1-Extensive/Widespread <input type="button" value="v"/>	Urgency*	1-Critical <input type="button" value="v"/>	
Priority*	Critical <input type="button" value="v"/>		Outage <input type="button" value="v"/>	
Incident Type*	Infrastructure Event <input type="button" value="v"/>		Yes <input type="button" value="v"/>	
Reported Source	Other <input type="button" value="v"/>		CSO? <input type="button" value="v"/>	
			No <input type="button" value="v"/>	

Work Detail	Relationships	Date/System
<b>Date Information</b>		
Reported Date+	<input type="text"/>	<input type="button" value="c"/>
Required Resolution DateTime	2/22/2012 11:00:00 AM	<input type="button" value="c"/>
Responded Date+	<input type="text"/>	<input type="button" value="c"/>
Closed Date	<input type="text"/>	<input type="button" value="c"/>

**Unscheduled Outage**

If this is an Unscheduled Outage please fill out the following:

Incident Type: Infrastructure Restoration

Outage: Yes

CSO?: Yes or No depending if you want a notification to be sent to the CSO mailing list.

Service*+	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="i"/>	<input type="button" value="a"/>
CI+	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="m"/>	<input type="button" value="i"/>
Target Date	<input type="text"/>	<input type="button" value="c"/>		
Severity	Campuswide System Down <input type="button" value="v"/>			
Impact*	1-Extensive/Widespread <input type="button" value="v"/>	Urgency*	1-Critical <input type="button" value="v"/>	
Priority*	Critical <input type="button" value="v"/>		Outage <input type="button" value="v"/>	
Incident Type*	Infrastructure Restoration <input type="button" value="v"/>		Yes <input type="button" value="v"/>	
Reported Source	Other <input type="button" value="v"/>		CSO? <input type="button" value="v"/>	
			No <input type="button" value="v"/>	

**Assignment**

The ticket will automatically assign to your default support group if you set the customer to your Support Staff ID and you do not manually specify a group assignment.

If you would like to assign the ticket to yourself choose "Assign to Me" from the Quick Action menu. Choose the appropriate support group and click OK. \*

If you would like to assign the ticket to a specific support group, please choose the appropriate support group from the "Assigned Group\*+" menu. It is generally preferable to leave the Assignee+ field blank when assigning to another support group. \*

\* We recommend using method 2 or 3 to avoid potential misrouting of a Critical Incident ticket.

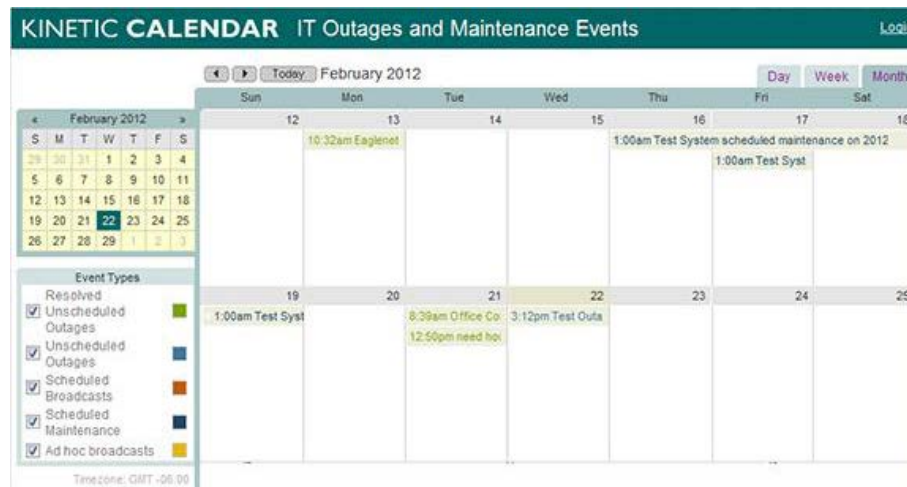
Assigned Group*+	DataComm	▼
Assignee+		▼ 🔍 🕒
Vendor Group+		▼
Vendor Ticket Number		
Status*	New	▼
Status Reason		▼
Resolution		☰

### Outage Calendar

The Outage Calendar can be found at <http://helpdesk.unt.edu/outages>. Here you will be able to view several items, whose visibility can be toggled on or off, such as scheduled, unscheduled, resolved scheduled, and resolved unscheduled outages.

One of the main purposes of the Outage Calendar is to make campuswide outages visible to users who would otherwise not have access to ITSM such as students, faculty, and staff.

Clicking on a Calendar item will open a details view window. Those with permission to view the Incident, by either Assignment or Ownership, will be able to follow the provided URL to view the ticket.



This information can be also found on the ITSM website at:

[http://arsweb4.ars.unt.edu/helpdesk/creating\\_system\\_outages.htm](http://arsweb4.ars.unt.edu/helpdesk/creating_system_outages.htm)

In next month's Helpdesk FYI I will cover reporting a Scheduled and Unscheduled outage using the IT HelpCenter (<http://helpdesk.unt.edu/service>).



### Contact Us:

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

### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.



UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

Network Connection

Link of the Month

Helpdesk FYI

**RSS Matters**

ITC News

Training

Staff Activities

[Home](#) » [issues](#) » [2012-03](#) » [rss-matters](#)

## RSS Matters

### Research and Statistical Support University of North Texas

## A brief reminder about Sample Size

Link to the last RSS article here: [How to Calculate Empirically Derived Composite or Indicator Scores](#) -- Ed.

By **Dr. Jon Starkweather**, Research and Statistical Support Consultant

We've all heard (or spoken) questions similar to those below.

- How many voters should I poll to get an idea of who will win the election?
- What sample size do I need to determine whether people prefer green M&M's over red?
- How many undergraduates should I collect data from to determine if my model of retention is meaningful or predictive?
- How many people should I survey to measure satisfaction with my new product?
- How many mice should I assign to each condition of my experiment?
- How many protein samples should I extract from each person in order to create a composite protein estimate of each person?

These are good questions. However, easy answers do not often follow good questions. The above questions all relate to the issue of sample size and much has been said on the subject. In this issue I'll provide some highlights for your consideration.

### Questions of sample size

This paragraph contains information you likely are aware of, but (alas); I'm compelled by my professional conscience to type it. Generally it is suggested that questions of sample size be addressed prior to proposing a study (e.g. as a student; prior to thesis/dissertation proposal & as a faculty/professional researcher; prior to IRB and grant application). Typically during discussions of study design or methodology the issue of sample size should be addressed -- because sample size is directly linked to statistical power and external validity. Post hoc power estimates are virtually useless. Generally, it is recommended that an a-priori power analysis be computed (using a desired level of power, desired effect size, desired error rate, and known/proposed number of parameters, variables, or conditions); which will produce a sample size estimate which in turn gives the researcher a target sample size which is likely to achieve the specified levels of power and effect size for a given error rate and design. We (RSS) like to recommend using [G\\*Power 3](#) (which is a free download) or any one of several R packages designed for this task. In conducting a-priori power analysis, it is important to remember what statistical power actually is: the ability to detect an effect if one exists (in formula:  $\text{power} = 1 - \beta$ ). Or, if you prefer, as Cohen (1988) put it: "the power of a statistical test is the probability that it will yield statistically significant results" (p. 1).

The most general, and flippant, guideline for sample sizes often tossed around is "you need to have more cases/participants than you have parameters/variables/questions." The next most stringent phrase you are likely to hear, often associated with a 'step' from descriptive statistics to inferential statistics, is "you need to have at least 5 to 10 cases/participants for each parameter/variable/question." Next, often associated with a 'step' from fairly straightforward inferential techniques (t-test, ANOVA, linear [OLS] regression...) to multivariate statistical techniques is "you need at least 25 (up to 150) cases/participants for each parameter/variable/question." These types of heuristics, although they make nice quick sound-bite answers, are not terribly useful because; real consideration must be taken with respect to a variety of issues. The first issue to consider is the statistical perspective one is planning on taking with the data, will a Bayesian perspective be used or a Frequentist perspective. Generally speaking, Bayesian analyses handle small sample sizes better than analogous Frequentist analyses, largely because of the incorporation of a prior. A Bayesian perspective also allows one to use sequential testing; implementation of a stopping rule (Goodman, 1999a; Goodman, 1999b; Cornfield, 1966). Other considerations include, what types of hypothesis (-es) one is attempting to test, what type of phenomena is being statistically modeled, the size of the population one is sampling from (as well as its diversity), and (certainly not least) the type of analysis one expects to conduct. Some analyses inherently have more power than others (e.g., see discriminant function analysis vs. multinomial logistic regression). Furthermore, one must consider the assumptions of the analysis one is expecting to run. Often data collected does not conform to the assumptions of a proposed analysis and therefore, an alternative analysis must be chosen – one which will provide analogous statistics for addressing the hypothesis or research question posed; but, the alternative often has less power. Another consideration is this; it is well accepted that point estimates (e.g., mean, median, model parameters; such as regression coefficients) are fairly stable and fairly accurate even with *relatively* small sample sizes. The problem (again, well accepted) is that interval estimates (e.g., confidence intervals) will not be terribly accurate with small samples; often the standard errors will be biased. The only real answer is; larger samples are better than smaller samples...

## Overcoming small sample size

Contrary to much of the above considerations; some modern methods (e.g., optimal scaling, resampling) can be used to overcome *some* of the pitfalls of a small sample. However, many people are suspicious of these modern methods and they can be quite controversial (e.g. if a journal editor or reviewer has never heard of optimal scaling, how likely do you think you are to get the study published in their journal?). These methods are genuinely controversial because they often assume a particular position or belief about something -- for instance, people who use optimal scaling with survey data have particular beliefs about the characteristics and properties of survey measurement; which others, of equal professional respect, disagree with or hold opposing beliefs.

Lastly, with respect to sample size, using new measures/instruments (ones which have not been validated nor had their psychometric properties established/accepted) should motivate the collection of large samples. The larger sample can be divided into 2 or more subsamples so one subsample can be used for validation or confirmatory analysis, while the other subsample(s) can be used to fit the hypothesized models.

## Informed decisions

We (RSS) have a rule that the study author(s) or primary investigator(s) should be the one(s) to make decisions regarding what is done and we want those decisions to be as informed as possible by providing as much (often called too much) information as we can. Therefore, we will not provide 'easy' answers to questions of sample size. The amount of data collected for any empirical study should be based on critical thought, on the part of the study authors, directed toward the considerations mentioned in this article. The best two pieces of advice on the subject of sample size are; start to think about sample size very early (i.e. long before data collection begins) and collect as much data as you possibly can.

Until next time, don't play *The Lottery* with Shirley Jackson...

## References and Resources

Cohen, J. (1988). *Statistical Power Analysis for the Behavioral Sciences* (2<sup>nd</sup> ed.). Hillsdale, NJ: Lawrence Erlbaum Associates.

Cornfield, J. (1966). A Bayesian test of some classical hypotheses, with applications to sequential clinical trials. *Journal of the American Statistical Association*, 61, 577 – 594. Available at JSTOR: <http://www.jstor.org/stable/10.2307/2282772>

Erdfelder, E., Faul, F., & Buchner, A. (1996). GPOWER: A general power analysis program. *Behavior Research Methods, Instruments & Computers*, 28, 1-11. Available at: <http://www.psych.uni-duesseldorf.de/abteilungen/aap/gpower3/literature>

Goodman, S. (1999a). Toward evidence-based medical statistics. 1: The p value fallacy. *Annals of Internal Medicine*, 130(12), 995 – 1004. Available at: <http://psg-mac43.ucsf.edu/ticr/syllabus/courses/4/2003/11/13/Lecture/readings/Steven%20Goodman.pdf>



Goodman, S. (1999b). Toward evidence-based medical statistics. 2: The Bayes factor. *Annals of Internal Medicine*, 130(12), 1005 – 1013. Available at: <http://psg-mac43.ucsf.edu/ticr/syllabus/courses/4/2003/11/13/Lecture/readings/Steven%20Goodman%202.pdf>

Herrington, R. (2002). Controlling False Discovery Rate in Multiple Hypothesis Testing. <http://www.unt.edu/benchmarks/archives/2002/april02/rss.htm>

Herrington, R. (2001). The Calculation of Statistical Power Using the Percentile Bootstrap and Robust Estimation. <http://www.unt.edu/benchmarks/archives/2001/september01/rss.htm>

Jeffreys, H. (1948). *Theory of probability* (2<sup>nd</sup> ed.). London: Oxford University Press.

Price, P. (2000). The 2000 American Psychological Society Meeting. <http://www.unt.edu/benchmarks/archives/2000/august00/rss.htm>



### Contact Us:

#### University Information Technology

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

#### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.



UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

Network Connection

Link of the Month

Helpdesk FYI

RSS Matters

**ITC News**

Training

Staff Activities

[Home](#) » [issues](#) » [2012-03](#) » [irc-news](#)

## ITC News

According to the Information Technology Council (ITC) [website](#), "As of June 5th, 2008, the IRC (Information Resources Council) became the ITC (Information Technology Council)." \* \* \*

*No IRC/ITC minutes were available for publication this month.*

\*For a list of IRC Regular and Ex-officio Members click [here](#). Tim Christian is currently the chair.

\*\*DCSMT Minutes can be found [here](#).



### Contact Us:

#### University Information Technology

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

### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.



UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

Network Connection

Link of the Month

Helpdesk FYI

RSS Matters

ITC News

**Training**

Staff Activities

[Home](#) » [issues](#) » [2012-03](#) » [short-courses](#)

## Training

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

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 be 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 November 2011 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.

### 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 now available for **faculty and staff** via our UNT-Microsoft Campus Agreement. Please contact Claudia Lynch at [lynch@unt.edu](mailto: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 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](#).

"Brown Bag Seminars" are back! Faculty meet for lunch once a month during the Fall and Spring sessions in Chilton 245 from Noon-1 p.m. 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 [CLEAR Website](#).

## 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/>

## 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 [Allan Anderson](#) 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.gal.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](#).

## Gartner Research Services

UNT has offered Gartner Core Research Services to **all** UNT faculty, students, and staff since 2006. All you need to do to access the subscription is to **log into the UNT Gartner portal page** at <https://gartner.unt.edu/>. Once you have logged in, you can view upcoming webinars: <http://www.gartner.com/webinars/> and listen to Gartner podcasts here: [http://www.gartner.com/it/products/podcasting/asset\\_137461\\_2616.jsp](http://www.gartner.com/it/products/podcasting/asset_137461_2616.jsp). For more information about Gartner Research Services, see the article [Gartner Core Research Services Available to the UNT Community](#) in the August, 2011 issue of *Benchmarks Online*.

## 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.



### Contact Us:

#### University Information Technology

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

### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green light to greatness.



## Columns, March 2012

Network Connection

Link of the Month

Helpdesk FYI

RSS Matters

ITC News

Training

**Staff Activities**

[Home](#) » [issues](#) » [2012-03](#) » [staff-activities](#)

## Staff Activities

Due to [organizational changes](#) with regard the dissolution of CITC into IT Shared Services (ITSS) and University Information Technology (UIT), it has been decided that only staff activities for UIT will continue to be reported in this column. ITSS staff activities will be handled by ITSS Communications.

## Transitions

### New Employees:

- **Michael Pete**, UIT Helpdesk Consultant (part-time).
- **Scott Bowers**, UIT Helpdesk Consultant (part-time).
- **Anh Nguyen**, ACUS/Adaptive Lab consultant (part-time).
- **Amrutha Chalasani**, ACUS/Adaptive Lab consultant (part-time).

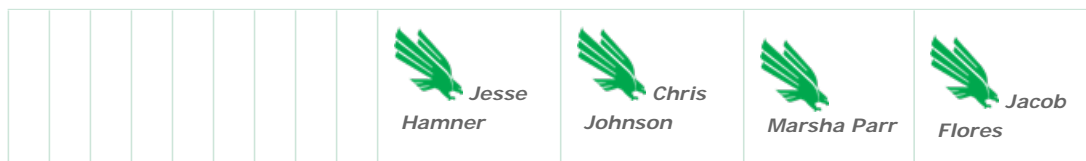
### No longer working in UIT:

- **Michael Tarlton**, UIT Helpdesk Consultant (part-time).
- **Matt Randall**, UIT Helpdesk Consultant (part-time).
- **Adam Johnson**, ACUS/Adaptive Lab consultant (part-time).

## Changes, Awards, Recognition, Publications, etc.

### Soaring Eagles

The following UIT employees were recognized as Soaring Eagles in the March/April 2012 [issue](#) of *HR Connections*, the Human Resources Newsletter.



## Martial Arts

**Dr. Elizabeth Hinkle-Turner**, Director - Academic Computing Technical Services, won first place in traditional weapons kata, second place in creative weapons kata and second place in continuous sparring (Women 40-49 black belt division) at the Lone Star Open national karate tournament in Austin March 9 – 10. If this sounds familiar to you, there's a good reason: she had similar success [last year](#).



### Contact Us:

#### University Information Technology

1155 Union Circle #310709

Denton, TX 76203 USA

Voice: 940-565-4068

Fax: 940-565-4060

### Visit Us:

Sage Hall, Room 338

<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.

[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green  
light to  
greatness.

UNT

ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

Network Connection

Link of the Month

Helpdesk FYI

RSS Matters

ITC News

Training

Staff Activities

[Home](#) » [issues](#) » [2012-03](#) » [Spring Break Hours 2012](#)

## Spring Break Hours 2012

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

**S**pring Break is here! If you're not leaving town for the entire week, the hours for various areas noted in this article could come in handy.

Following are the hours for University Information Technology-managed facilities during Spring Break. The University is [officially closed](#) on Monday, March 19. Spring Break for students (no classes) is March 19-25.

- The [Helpdesk](#) will maintain standard hours on Monday, March 19 but will be **closed to walk-in traffic**. They will maintain standard hours and availability for the rest of Spring Break (March 20-25).
- [Data Management Services](#) will be **closed** over Spring Break (March 19-25).
- The **ACUS General Access/Adaptive Lab** ([SYMR 104](#)) will be open during the break with limited hours.

March 18-19:

### Closed

March 20-24: Open from 9 a.m. - 6 p.m.

Resume normal hours on March 25.



### Hours for Other Campus Facilities

According to their [website](#), **Regular UNT Shuttle service will end on Friday, March 16 and resume on Monday, March 26**. The Discovery Park route will operate on a [limited schedule](#) March 20-23. **E-ride** will end on Friday, March 16 and resume Sunday, March 25. The **Campus Cruiser** will resume service on Sunday, March 25. Check the website for changes/further information.

### General Access Labs

- [WILLIS](#):
  - March 16: Close at 5:50 p.m.
  - March 17-19: **Closed**
  - March 20-23: 7:30 a.m.- 5:50 p.m.



March 24: 10 a.m.-6:50 p.m.

March 25: open at 10 a.m. and return to a 24hr schedule.

- [College of Information General Access Computer Lab \(CI-GACLab\)](#) (B205): **Closed Saturday, March 17 - Monday, March 19. Open 10 a.m. – 6 p.m. Tuesday, March 20 – Friday, March 23:** Open 10:00 am – 6:00 pm. **Closed Saturday, March 24. Resume regular hours** Sunday, March 25.
- [MUSIC](#): **Closed** for Spring Break (March 17-25). Normal Hours will resume on Monday March 26.
- [PACS Computing Center](#) (College of Public Affairs and Community Service, Chilton Hall): **Close** at 6 p.m. Friday, March 16 and remain closed until reopening for regular business hours at 7 a.m. Monday, March 26.
- [CVAD](#): **Closeat 11 p.m.** Friday, March 16 and remain closed until reopening for regular business hours at Noon on Saturday, March 24.
- [COE](#): **Closeat 5 p.m.** Friday, March 16 and remain closed until reopening for regular business hours for normal business hours at 7 a.m. Monday, March 26.
- [COB](#): COB Labs (BLB 185 and 190): **Closed** for Spring Break beginning Saturday, March 17 and continuing until Saturday, March 24. Normal business hours will resume on Sunday, March 25.
- [CAS](#): All four CAS labs (GAB 330, GAB 550, TH 220, WH 120) closed at 5:00 pm on Friday, March 16. GAB 330 will reopen for normal business hours at Noon on Sunday, March 25. The remaining CAS labs (GAB 550, Terrill 220, Wooten 120) will reopen for normal business hours at 8 a.m. on Monday, March 26.
- [Engineering General Access Lab \(CENGAL, \[englab@unt.edu\]\(mailto:englab@unt.edu\), Discovery Park, B129, 891-6733\)](#): **Close** at Noon on Friday, March 16 and will remain closed through Spring Break. Reopen for normal hours on Monday, March 26.

**Remember:**



[Get your alerts fast in case of inclement weather](#)

Visit the Emergency Management [website](#)

City of Denton Residents, [sign up](#) for the CodeRED Emergency Notification System



**Contact Us:**

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



**Email us:**

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



**UNT System:**

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

**Visit Us:**

Sage Hall, Room 338

<http://it.unt.edu/benchmarks/>

**Site last updated on April 22, 2016**

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)

# Benchmarks

A green light to greatness.



ABOUT BENCHMARK ONLINE SEARCH ARCHIVE SUBSCRIBE TO BENCHMARKS ONLINE

## Columns, March 2012

- Network Connection
- Link of the Month
- Helpdesk FYI
- RSS Matters
- ITC News
- Training
- Staff Activities

[Home](#)

## Today's Cartoon

© Randy Glasbergen / glasbergen.com

### Tax Preparation Services



"If I figure out how many miles I've scrolled my computer mouse, can I write it off as business travel?"

From "Today's Cartoon by Randy Glasbergen", posted with special permission. For many more cartoons, please visit [www.glasbergen.com](http://www.glasbergen.com).



### Contact Us:

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

### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)



# Benchmarks

A green  
light to  
greatness.



## Columns, March 2012

- Network Connection
- Link of the Month
- Helpdesk FYI
- RSS Matters
- ITC News
- Training
- Staff Activities

[Home](#)

## Benchmarks Issue content



### Contact Us:

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

### Visit Us:

Sage Hall, Room 338  
<http://it.unt.edu/benchmarks/>



### Email us:

Have questions on content or technical issues? Please contact us.  
[unt.uit@unt.edu](mailto:unt.uit@unt.edu)



### UNT System:

- [UNT Home](#)
- [UNT System](#)
- [UNT Dallas](#)
- [UNT Health Science Center](#)

Site last updated on April 22, 2016

[Disclaimer](#) | [AA/EOE/ADA](#) | [Privacy Statement](#) | [Web Accessibility Policy](#) | [State of Texas Online](#) | [Emergency Preparedness](#)