Benchmarks Online

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

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- **Short Courses** -- Update on the various training opportunities on campus, including ACS Summer Short Courses.

- **IRC News** -- Minutes of the Information Resources Council are printed here when they are available.

- **Staff Activities** -- New employees, employees that have resigned, and staff awards and recognition are included in this article.

Research and Statistical Support
University of North Texas

RSS Matters

By Dr.Karl Ho, Research and Statistical Support Services Manager

Do you know what we did this summer?

Well, the three digit degree heat certainly does not stop us from moving onwards. What's new? Foremost and most noteworthy is that we have a new consultant replacing our well decorated Craig Henderson. Patti Price is a Psychology Ph.D. candidate and is also a teaching fellow at the Psychology department. The following is a brief biography of Patti:

Patti Price is a fourth year Ph.D. student in the Developmental track of the Experimental Psychology program at the University of North Texas. She is currently teaching Experimental Methods at the undergraduate level as a Teaching Fellow, as well as supervising a Special Problems undergraduate student on a full research project. She has also taught undergraduate courses in Developmental Psychology and Psychology of Adjustment as well as the graduate lab accompanying Advanced Quantitative Methods. Patti's research interests include attachment and loss/grief issues in post-institutionalized children from Eastern Europe, language development in bilingual infants and toddlers, and social marginalization throughout development with a special focus on young adolescents. She is currently a Research Assistant for the Bilingual Project at the University of Texas at Dallas. This year she will be presenting six papers and submitting ten publications to add to past poster presentations. A press release is planned for September on a large-scale study of the issues faced and talents shown by young children who have been adopted from Eastern Europe. Patti was recently awarded "Outstanding Graduate Student in Psychology."* She is the Education Chair on the National Board of Directors for FRUA (Families for Russian and Ukrainian Adoption). Patti is serving as the Division 2 Liaison to APAGS and the student representative for the Southwestern Society for Research in Human Development. She is also the Vice President of Education and Teaching for the Graduate Association of Students in Psychology at UNT, where she has designed a Teaching Resource Library on WebCT for Teaching Fellows and Teaching Assistants. Patti has a five year old son and is in the process of adopting a 30 month old little girl from Romania.

Software

We just received SPSS 10.07 and are in the process of evaluating it. The new version provides a series of patches to the previous version, 10.05, and mostly

fixes the Interactive Graphics problems. Hopefully, we can get it installed in the General Access Labs, contingent on the upgrade schedules of individual networks.

Beginning this fall, we will release the student version of S-Plus 2000 at a price comparable to the SAS student version. Currently, the latter is $25 with two installation CDs. We are in the process of finalizing the license arrangements with Mathsoft, distributor of S-Plus. Be reminded **free student versions** of statistical software abound, including LISREL, HLM and AMOS. The student version of S-Plus 2000 that we are to release, however, is the full version software with no limitation on data size and number of modules.

I think I better reserve some more news for the next issue of Benchmarks. So long, till next time.

Karl

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* Patti is our second Psychology Outstanding Graduate Student, following Craig.

Network Connection

By Dr. Philip Baczewski, Associate Director of Academic Computing

E-Mail Considered

Recently, I heard yet another lament in regard to E-mail and letter writing. The theme of this lament was not too different than others I've heard before. The general idea is that we've lost the art of letter writing, and that E-mail is just extended telephone conversation, not worthy of being classified as actual writing. This most recent lament was by Andrew Lam, a commentator on National Public Radio's "All thing Considered". The NPR-published synopsis of his comments is as follows:

```
E-Mail -- Commentator Andrew Lam remarks on the substance of E-mail
conversation. He says a friend of his complains that although she hears
from him more by E-mail now, she misses him more and knows him less
than when he wrote letters. Their conversation is shallower. There's a
high price for digital communication; language is streamlined and
intimacy lost.
```

In general, I think that Andrew's comments are interesting, amusing, thoughtful, and well presented. My objection is making E-mail the scapegoat for shallow communication. Once again the medium is being confused with the message.

Shallow Communication in History

Consider the following passage from a letter written before there was E-mail, before there were telephones, and when writing words with ink on paper was the predominant form of remote communication:

```
As regards that beautiful red coat which took my fancy so vastly, pray,
pray let me know where it is to be had, and at what price -- for that I
have quite forgotten, having been unable to take in anything at the
time but its splendour!  Indeed such a coat I must have -- one which
will really do justice to certain buttons with which my fancy has long
gone pregnant!  I saw them once, when I was choosing buttons for a
suit, in the Kohlmarkt at Brandau's button-shop, opposite the Milano.
They are made of mother-of-pearl, with some sort of white stones round
the edge and a fine yellow stone set in the centre of each.  I should
like to have all my things of good quality, workmanship and appearance!
How is it, I wonder, that those who have not the means would be
prepared to spend any amount on such articles, while those who have the
means -- do not do so![1]
```

What the above passage proves is that W. A. Mozart could prattle with the best of them -- actually better than many. The fact that he wrote this passage in a letter does not make it any more or less shallow than if he were an E-mail user of today. The fact that the letter survived and made it into a compilation provides a fascinating window on the character of one of the pivotal figures of European music history.

Writing Revisited

I think that we sometimes place too much value on past technology. I recall passages from Sherlock Holmes stories, in which short scribbled notes were dispatched via messenger and could be as terse and grammatically incomplete as the E-mail messages of today. Arthur Conan Doyle's picture of Victorian London showed a communication system much akin to

today's E-mail, but with human power rather than electronic power as the transmission method. The advent of the telephone made such short dispatches unnecessary and caused us to erase from our cultural memory the natural practices that preceded it.

Some make the argument that the physical process of writing somehow enhances the quality of the experience and result. I've heard of writers who produce their output using number 2 pencils on yellow tablets. I have to admit that, as one whose third grade teacher suggested I use a typewriter for my homework assignments, that particular physical process has always been (and still is) a struggle. A typewriter provided some emancipation from the bounds of cursive, but a computer with its instant ability to correct those digital miscues proved to be the hammer which broke the barriers to written expression.

Writing Revived

Rather than lament the deficiencies of today's E-mail messages, I revel in this new discovery of writing. I am probably not alone in being an E-mail pack rat, valuing the record of activity and information that my collection of past E-mail provides. I celebrate this golden age of writing which will undoubtedly pass when we begin to leave video-clip messages, recorded on our computers with their built-in digital cameras, instead of taking the trouble to type words on a keyboard. I suspect, however, that we will not escape the written word and that if we do have the equivalent of an "out of time" telephone, we will still use the equivalent of E-mail to express the concepts which require a thoughtful presentation or a well-constructed argument.

During my past fifteen years or so using E-mail, I have received many messages which were thoughtfully written and which would probably not have been sent if it were not for the availability of the medium. I also have to admit that even though I've drafted innumerable E-mail messages sent to mailing lists and fellow professionals, I still don't communicate as well as I should to my family and friends who have E-mail. In other words and to borrow from another writer, the fault dear Andrew is not in our E-mail....

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[1] Mersmann, Hans, Ed. *Letters of Wolfgang Amadeus Mozart*. Translated from the German by M. M. Bozman; London: J. M. Dent & Sons, Ltd., 1928. Reprint. New York: Dover Publications Inc., 1972.

Comments, Questions? Send them to [Philip Baczewski](mailto:).

List of the Month

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

NewsScan Daily

NewsScan Daily is a free summary of information technology news. It is produced by NewsScan.com, Inc. which was founded in 1994 by John Gehl and Suzanne Douglas. NewsScan.com, according to their Web page, offers customized electronic and print publications and services covering knowledge management, human resources, distance learning, corporate training, business and management strategies, information technology, and many other client-specified news topics.

NewsScan Daily is co-sponsored by Arthur Andersen www.knowledgespace.com and IEEE Computer Society www.computer.org. A look at the NewsScan Daily **current issue**, http://www.newsscan.com/newsscan/aacs/, will give you an idea of the type of information you would be receiving, should you decide to subscribe.

To subscribe to the TEXT version of NewsScan Daily, send an E-mail message to NewsScan@NewsScan.com with **subscribe** the subject line. To subscribe to the new HTML version of NewsScan Daily, send mail to NewsScan-html@NewsScan.com, with the word **subscribe** as the subject. You can also subscribe on the Web at http://www.newsscan.com/subscribe_newsscan.html

WWW@UNT.EDU

WebCT Texas Mini Conference 2000

The WebCT Texas Mini Conference 2000 will be hosted here at UNT this **September 28-29**. This conference is intended for WebCT course designers, WebCT server administrators, WebCT faculty supporters, and distance learning strategic planners.

The first day of the conference will be one full day of training workshops. Day two will have concurrent sessions, roundtables, and an electronic course showcase. Lunch will be provided with a special keynote by Murray Goldberg, President of WebCT.

For more information about the mini conference, please visit the Center for Distributed Learning's Website at http://www.unt.edu/cdl/WebCTConf2000. A **Request for Proposals** is at the site. If you are interested in sharing your WebCT and distance learning expertise with others, please be sure to visit this page. **The deadline for submission is August 1st.**

Short Courses

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

The summer ACS Short Courses are winding down, but there is still time to register for "Creating a Homepage with FrontPage" and some S-Plus courses. Please consult the [Short Courses](#) page to see complete schedule (send mail to lynch@unt.edu indicating which classes you would like to take).

Especially for New Students

This fall, Academic Computing Services will be offering a course for people -- especially students -- who are new to UNT. The course, titled "Introduction to Computing Services at UNT," will be available on a first-come, first-served basis and is offered in conjunction with "First Flight." Following are the dates and times for this course:

Two separate two-hour sessions, held in the SLIS Computer Classroom (ISB 201):

- Monday, August 21, 2-4 p.m.

- Wednesday, August 23, 2-4 p.m.

Customized Short Courses

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

Especially for Faculty and Staff Members

In addition to the [ACS Short Courses](#), which are available to students, faculty and staff, staff and faculty members can take courses offered through the [Human Resources](#) Department, the [Center for Distributed Learning](#), and the UNT Libraries' [Multimedia Development Lab](#).

Center for Distributed Learning

The Center for Distributed Learning offers courses especially for Faculty Members. Topics include those listed in the box below. The center also offers a "Brown Bag" series which meets for lunch the first Thursday of each month at Noon in ISB 204. The purpose of this group is to bring faculty members together to share their experiences with distributed learning. One demonstration will be made at each meeting by a faculty member with experience in distributed learning. Each meeting is followed, for those interested in using WebCT®, by a one hour orientation for beginners in ISB 203. More information on these activities can be found at the [Center for Distributed Learning](#) Web site.

Distributed Learning Training - August 2000 Schedule

Attend this four day workshop to become familiar with many aspects of distributed learning, including how to plan for it, course conversion,

presentation skills, videoconferencing, and WebCT web course management software. The workshop is offered between long semesters and summer.

Workshop 2: August 14 - 17

See http://www.unt.edu/cdl/training_events/webct_crashcourse_schedule.htm for more information or to register online.

UNT Libraries'

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

Technical Training

Technical Training for campus network managers is available through the Campus-Wide Networks division of the Computing Center. Some of the seminars, such as one on disaster recovery/business continuity planning techniques, may be of interest to others on campus as well.

UNT Mini-Courses

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

Alternate Forms of Training

The Training Web site has all sorts of information about alternate forms of training. Training tapes, Computer Based Training (CBT) and Web-based training are some of the alternatives offered.There are also handouts for computer training (Microsoft Office 97 and Windows 95) on the following topics:

- GroupWise 5.2 -- Handout for Win95/NT
- FAQ for GroupWise 5.2
- Info on GroupWise for Win3.1
- Computers - Back to the Basics
- Introduction to Windows 95
- Introduction to Word 97
- Advanced Word 97 - MailMerge It Together
- Introduction to Excel 97
- Introduction to PowerPoint 97
- Introduction to Remedy (THE Call-Tracking Program)
- Using Netscape Communicator and the UNT Home Page

December 1999's "List of the Month" offers links to free Microsoft Word and Excel information also.

Short Courses

IRC News

Minutes provided by Sue Ellen Richey, Recording Secretary

IRC Regular Voting Members: Judith Adkison, College of Education; Ginny Anderson, Fiscal Affairs; Donna Asher, Administrative Affairs; Sue Byron, Faculty Senate; Carolyn Cunningham, Student Affairs; Jim Curry, Academic Administration; David Griffiths, Student Association, Don Grose, Libraries; Jenny Jopling, Instruction Program Group; Joneel Harris, Administrative Program Group; Elizabeth Hinkle-Turner, Standards and Cooperation Program Group; Allen Livingston,Graduate Student Council; Dan Mauldin, University Planning Council; Ramu Muthiah, School of Community Services, GALMAC; Jon Nelson, College of Music; Robert Nimocks, Director, Information Technology,UNTHSC; Steve Oeffner, UNT Health Science Center; Russ Pensyl , School of Visual Arts; Patrick Pluscht, Distributed Learning Team; Mark Rorvig, Research Program Group; Paul Schlieve, Communications Program Group; Kathleen Swigger, College of Arts and Sciences; Philip Turner, Associate Vice President of Academic Affairs for Distance Education and Dean of the School of Library and Information Resources (Chair, IRC);; Virginia Wheeless, Chancellor; John Windsor, College of Business. IRC Ex-officio Nonvoting Members: Leslie Bowden, Telecommunications; Jim Curry, Microcomputer Maintenance Shop; Michael Forster, UNT Health Science Center; Richard Harris, Computing Center; Coy Hoggard, Computing Center; Maurice Leatherbury, Computing Center; Sue Ellen Richey, Computing Center (Recording Secretary). [As of 9/99]

June 20, 2000

VOTING MEMBERS PRESENT: PHILIP TURNER, CHAIR, SUE BYRON, PAM HIGHT (for DON GROSE), ROBERT NIMOCKS, DONNA ASHER, JON NELSON, JUDITH ADKISON, LOU ANN BRADLEY (for PAUL SCHLIEVE), ELIZABETH HINKLE-TURNER, JENNY JOPLING, ED TURNEY (for CAROLYN CUNNINGHAM), JONEEL HARRIS, RAMU MUTHIAH, GINNY ANDERSON

NON-VOTING MEMBERS PRESENT: RICHARD HARRIS, MAURICE LEATHERBURY, COY HOGGARD, SUE ELLEN RICHEY (Recording Secretary)

MEMBERS ABSENT: MARK RORVIG, JOHN WINDSOR, ALLEN LIVINGSTON, STEVE OEFFNER, VIRGINIA WHEELESS, MIKE FORSTER, RUSS PENSYL, KATHLEEN SWIGGER, JIM CURRY, BILL BUNTAIN

Web Publishing Policy and Guidelines

Maurice Leatherbury distributed the new draft of the University of North Texas Web Publishing Policy and Guidelines, and presented it for approval by the Council. This policy and guidelines document was discussed at the last IRC meeting. Some of the changes that were made to the previous policy were related to accessibility, to insure that people with visual disabilities can access the Web; and security regarding the use of information collected via the Web. One of the most controversial issues surrounding the Web policy concerns commercial sale solicitations. It was brought to Maurice's attention that the

College of Music sells it's own CDs from its Web site, which immediately presents a problem with the way the draft policy is written. Maurice suggested an amendment to the policy, adding the following introductory phrase to the second sentence under Commercial Sales, Solicitations and Advertisements Via University Department or Organization Web Pages. "Unless the sale is of products produced by academic or administrative departments within the university, such as College of Music Compact Disks, …" Discussion followed. Ginny Anderson moved approval of the Web Publishing Policy as amended; Jon Nelson seconded the motion. In further discussion, Joneel Harris suggested that a phrase be added to the last sentence of the first paragraph of this same section, as follows: "unless specifically approved by the Provost and Executive Vice President." A vote was taken on the amended policy and it passed unanimously.

Maurice then presented the Guidelines document for approval. He explained that the guidelines just spell out, in more detail, what the policy says and follow the state guidelines for Web pages, as well. Sue Byron moved approval of the Guidelines; Elizabeth Hinkle-Turner seconded. Dr. Turner asked how the Web Publishing Policy will be enforced. Maurice explained that this question has been dealt with by Team Web, and noted that there is no enforcement policy in the document. Generally, he said enforcement occurs as a result of job owning. If there is a complaint about a Web page, the complaint is referred to the Web page owner. From time to time, the ACS Web support staff visits home pages looking for infractions. A vote was taken on the motion to approve the guidelines and the motion passed unanimously.

Distributed Computing Support Management Team

Maurice reported for the Distributed Computing Support Management Team that they are still looking at personal digital assistant devices and a report to the IRC is planned in the Fall on that evaluation. DCSMT is also still working on changes to the job descriptions for computer support positions.

Instruction Program Group

Jenny Jopling reported that the Instruction Program Group is still meeting electronically. Jenny stated that she and Maurice have met with the Physical Plant regarding a space for computer-based testing, and confirmed that there is space designated for this at the new Gateway Center.

Administrative Program Group

Joneel Harris reported for the Administrative Program Group that SCT has recently made a presentation on campus and has given a follow-up of an overview of their product direction. The presenters were here for two and a half days, during which time they visited with administrative areas so that they could direct their presentation to address specific issues in those areas. Although the committee was pleased with the SCT presentation, there are still some unresolved issues and so a technical meeting has been scheduled with a representative of SCT. One major issue is that SCT is still selling their Banner 2000 product line; although they will be developing a new JAVA-based client product called RLS, so if UNT bought the Banner 2000 product now, there would most likely be a significant migration within five years.

Joneel stated that the committee has seen a brief overview and demonstration of Datatel's product and they have contacted Datatel again to schedule a more detailed presentation including their finance and human resources products. One drawback with Datatel is that

they don't have experience with an institution the size of UNT. Discussion in the committee is now focusing on an integrated enterprise-wide solution as opposed to the initial discussion which focused on the student records part of the administrative applications.

Ginny Anderson reported that she attended a demonstration of the State Comptroller's new Web-site for state-wide procurement. This project is still in the testing stage but she anticipates that state agencies will be required to use the new system eventually.

Joneel stated that at a meeting in Austin, she was led to believe that there will be legislative action in this next session that will require a technology plan for the providers of education. There was some discussion about whether it should be incorporated into each institution's IT plan or as an addendum to the institution's state strategic plan.

Microsoft Campus Agreement

Maurice Leatherbury reported that the Microsoft Campus Agreement expires at the end of August. UNT will now be required to go through DIR for this agreement. UNT requested an exemption, but it was denied. The problem is that DIR does not yet have a contract in place with Microsoft so at the present time we can't actually get a campus agreement with or without them.

Standards & Cooperation Program Group

Elizabeth Hinkle-Turner reported for the Standards & Cooperation Program Group that they are continuing to work on an Access to University Resources Policy, looking at model policies from other universities.

Distance Learning Team

Patrick Pluscht reported for the Distance Learning Team that the committee has met, at which time they discussed a WebCT upgrade and implementation of that upgrade. They also discussed how to provide guest student accounts, and designer accounts.

Departmental Web Masters?

Jon Nelson stated that some UNT departments had requested funding for Web Master positions, but funding was denied and he asked if new positions had been funded for that purpose to the central Computing Center. Maurice replied that the Computing Center was given only one new Web support positions so there is no additional college level support in the Computing Center.

IRC Meeting Schedule

The IRC generally meets on the third Tuesday of each month, from 2-4 p.m., in the Administration Building Board Room. Planned exceptions to this schedule are that December meeting was moved to Dec. 14; that the May meeting was moved to May 9 and there will be **no** August meeting. All meetings of the IRC, its program groups, and other committees, are open to all faculty, staff, and students.

Staff Activities

Transitions

We welcome the following new employees:

- **Dan Freise**, ACS UNIX Computer Systems Manager.

- **Patti Price**, Research and Statistical Support Services Consultant (part-time).

- **Michael Glover**, Help Desk Assistant (part-time).

- **Earnest Woodall**, Production Services (part-time).

- **James Martin**, Production Services (part-time).

The following people no longer work in the Computing Center:

- **Steve Rowell**, Data communications Analyst.

- **Robert Holland's**, Mainframe CPU Operator.

- **John Rauschuber**, ACS General Access Lab Monitor (part-time).

- **Conrad Bell**, Data communications Analyst.

- **Craig Henderson**, Research and Statistical Support Services Consultant (part-time).

- **Susan Ming-Ping Tsang**, Production Services (part-time).

- **John Arns**, Help Desk Assistant (part-time).

Awards, Recognition, Presentations

- **Richard Harris**, Associate Vice President for Computing and Communications Services,was recognized in the June/July 2000 issue of the Human Resources Newsletter as a Soaring Eagle for spending "more than two hours . . . helping fix a computer problem for a faculty member."

- **Bruce Pollock**, ABN Server/User Support Computer Systems Manager,was also recognized in the June/July 2000 issue of the Human Resources Newsletter as a Soaring Eagle for going out of his way ". . . to get some special AV equipment at the last minute for a conference recently."

- **Patti Price**, new Research and Statistical Support Services Consultant, is the statistician and on the the national Board of Directors for FRUA (Families for Russian and Ukranian Adoption - a group of 3000 parents who have adopted or are adopting from Eastern Europe). She presented results from a survey that she completed on 800 of those kids in

Washington D.C. Friday, July 7th. The name of the study is "Health and Development Survey" and its purpose was to obtain a balanced picture of how the kids who have been adopted from Eastern Europe are doing - both their issues and talents (as recognized by others). Patti and her husband and I are in the process of adopting a little girl from Romania and should hope to have her home before Christmas.

- **Samantha Moss**, part-time Clerical Assistant in Administrative Services, and her band Jetscreamer got rave reviews in the June 22 "Entertainment Chronicle," a tabloid feature of the *Denton Record-Chronicle*. Mike Searcy, the Music Writer for DRC summed up his feelings about Jetscreamer in the last paragraph of his article "Night screams": "Any way you look at it, Jetscreamer puts on an explosive show, and the raw sound of their latest album matches that live flare."

Campus Computing News

A new self-service Web application for financial aid applicants

By Ed Turney, Administrator for Computing Student Financial Aid and Scholarships

The Student Financial Aid and Scholarships office (SFAS) has made some outstanding technological achievements in the last several months. My Financial Aid (MFA) moved into production around the first of the year. MFA (https://www.admin2.unt.edu/Webapps/myfinaid) is the Student Financial Aid and Scholarships' new self-service Web application that allows students interactive access to their financial aid information. Most of the financial process can now be completed online which increases efficiency, understanding, and student control. MFA began as Financial Aid Voice Response System (FAVORS) programming with a Web interface. However, the flexibility of the Web interface will afford many enhancements not possible with voice response.

MFA allows aid recipients to complete their requirements online. They can use MFA to update their mainframe data in real time and complete their aid package. The following options include:

- **Check Document Status** - This option allows students to see what documents have been requested and whether or not they are complete. If requirements can be completed online, a link is provided for them. If they do so, the requirement will be moved from Incomplete to Complete (with all the necessary mainframe updates) instantly.

- **Check the Next Step in Processing** - Much like a check-off list, this page will indicate where the student is in the process of applying for aid and what to expect next.

- **Complete Loan Management Counseling -** By law every borrower is required to complete Loan Management Counseling before borrowing their first Federal Stafford Loan. *My Financial Aid* offers an interactive, easy to understand entrance counseling session.

- **List Awards —** Students can list their award and view the status of each award. Award statuses are:
  - **Offered** — Students would either need to Accept or Reject the award.
  - **Accepted** — The student had Accepted this award.
  - **Disbursed** — This award has been posted to the student's account.
  - **Rejected** — The student had Rejected this award.

- **Accept Terms & Conditions -** Before money can be disbursed to student accounts, they must accept the terms and conditions of the award(s). Accepting the terms and conditions of the award will provides them with important information about their rights and responsibilities.

- **Read Important Payment Information —** General payment information based upon student status.

- **Choose a Lender —** Students accepting Stafford loans can choose a lender or view their previously selected lender.

- **Submit a Summer Application -** Previously, the Summer Aid Application was required to be submitted in the SFAS student lab. Now students are allowed to submit the Summer Application from any PC with Internet access.

- **Change Award Period -** This option allows students to view financial aid information for prior terms.

MFA places UNT way out in front of its national competitors. Very few other institutions can offer a totally interactive process for their aid applicants. UNT should be proud of MFA and the convenience it offers our students.

My Financial Aid represents many hours of hard work and tedious attention to detail. SFAS would like to thank Mahshid Grooms, Jenny Brooks, Jana Crews, and Allen Akers for their efforts to bring My Financial Aid to life.

In the month of May 2000, over 200,000 individual transactions were processed on My Financial Aid. June's total was 342,349.We expect that number to increase greatly as our students begin to understand the power and convenience of My Financial Aid.

Note: My Financial Aid is currently available Monday-Friday, 7:00 a.m. to 7:00 p.m. and most Saturdays 8:00 a.m. to 2:00 p.m.

# The General Access Lab Manager Top Ten

By **Dr. Elizabeth Hinkle-Turner**, **Student Computing Services Manager**

Since subscribing to *Benchmarks*, I've found that one of my favorite features is the "List of the Month" which showcases an often wacky but always intriguing usenet group or listserv currently available on the Web. (Of course my absolute *favorite Benchmarks* feature is *always* the article that my boss writes.....)

We General Access Lab managers also have a listserv which we use to exchange questions and ideas and to generally keep abreast of what is happening in "UNT Lab-land." After reviewing these missives carefully saved in my GroupWise archives and after polling my managerial colleagues, I find that I owe it to Lab-landers everywhere to share some of our worst service nightmares and frustrations. By this I hope to help create an even *more* effective, pleasant, and learning-conducive General Access Lab environment than the fine one we already have in place at UNT.

Borrowing a page from David Letterman's book (do you remember when he used to be funny?), I am compiling these in a **Top Ten List of Things That Really Make GAL Managers See Red**. These are not necessarily in any particular order as every lab manager has his or her own personal pet peeves and boiling point.
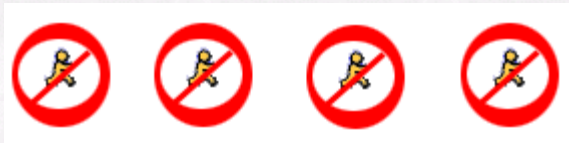
Top Ten List of Things That Really Make GAL Managers See Red

10. **AOL Instant Messenger.** This annoying fellow pops up everywhere on every lab machine possible despite all warnings that "People downloading software will have their GAL privileges revoked". There must be nothing more fun and diverting in this world than digitally chatting with all of your AOL buddies while you are supposed to be writing your term paper (I wouldn't know - I have no friends). However, the GAL machines do not belong to you and therefore downloading software to them is simply NOT AN OPTION!

Several patrons have asked, "Why not just put Messenger on the machines and then we wouldn't have to download it all of the time?" The University of North Texas does not support chat in its labs; the General Access Labs were designed

for research and study. If you want to chat, save up and buy your own machine. After all, you don't throw parties in the library do you?

9. **Yahoo Messenger.** See AOL Instant Messenger above. Let me add - these messenger applications actually slow down and degrade the performance of a computer. They extend the length of the boot up sequence and deposit so many extra files and registry entries that they actually take up a fair amount of drive space. This is why lab managers don't want them on the machines. By the way, Yahoo just posted its highest quarterly earnings ever. After seeing how many instances of Yahoo Messenger are appearing on our machines, I am not surprised!

8. **Anybody who surreptitiously downloads software onto lab machines.** Just like the poor slobs who open every E-mail attachment they get and then cry when a virus ruins their files, Web downloaders face the same danger of viruses and general software and hardware failure. All applications on UNT lab computers have been carefully tested by the computing staff to make sure they offer optimal advantages without seriously damaging performance before they are OK'd for use on public machines. The University simply cannot risk the compromising of its entire network operations for the sake of small bit of free software. Recent stories about E-mail attachment viruses prove that even the most innocuous file can do a great deal of damage.

This does not mean that there isn't a lot of useful software on the Web. If you find an application that you think would benefit the UNT General Access Lab community, please let your lab manager know. Recently, I was alerted to the fact that several free applications are available for allowing the viewing, translating, editing, and sending of E-mail, documents, and Websites in Japanese, Chinese, Korean etc. Our ACS lab patrons had been sneakily downloading these apps. I tested the software, found that it was really useful and stable and ultimately made it part of our standard machine image, much to the joy of my lab customers.

7. Let's get off of this software stuff..... **Folks who come in to the lab with a virus-infected diskette.** Of course, they probably brought the virus from another General Access Lab machine that became infected when someone downloaded some rogue software from a Website somewhere...... OK, I really WILL stop now!

6. **Folks having really loud conversations with each other in the lab.** If you want good conversation, take a break and go to Cool Beans. (yes, I DO understand that if you were allowed to chat digitally via AOL Instant Messenger that you would have no need to converse loudly in the lab..... but this is MY article. You can advance your viewpoint in your article.)

5. **Folks not saving their work regularly and then getting mad at the lab staff when their machine freezes and crashes and they lose all their work.** The General Access Labs are *public* labs. With so many users on the machines, occasionally the poor computers do give up the ghost and Murphy's Law says that this will occur at around page 19 of your unsaved 20-page term paper that is due in a half hour. Save your work early and often. All the lab staff can do is offer sympathy....

4. **Folks creating printer logjams by clogging up the queue.** A patron tries to

print a document and it won't print for some reason. Rather than asking his friendly lab staff about the problem, the patron sends the document to print again. It still doesn't print so he sends it again..... All this does is jam the print queue (the "line" in which all documents wait to be printed on a specified machine) and make matters worse for everyone. By the way, these are the same people who punch the elevator button several times thinking that it will make the car come faster.

3. **Playing games.** Now this one really isn't too bad during those dog days of summer, but you will be loved by no one during October midterms when a long line of term paper customers are waiting while you play Yahoo Checkers.

2. **Folks who print out 20-plus page Websites.** I already wrote a [brilliant article](#) about this two issues ago.

1. **And the Number One Thing That Really Makes Lab Managers See RED is:** People who say, "This lab really sucks and nothing ever works" when ONE machine is out of order!

Other than that, we love you all. Enjoy the rest of the summer!

Author bio: Elizabeth Hinkle-Turner spends her time plotting how to most creatively kill the AOL Instant Messenger Man when she is not busy managing the Academic Computing Services General Access Lab.

ResNet, UNT's Residential Network

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

If you plan to live in a residence hall this year, chances are you will have access to ResNet, "UNT'S residential network." According to information provided by the Department of Housing and Residence Life (http://www.unt.edu/housing/), ResNet is now available at Bruce, Clark, College Inn, and West Hall. Crumley, Kerr and Maple residents should have access to ResNet beginning in Fall, 2000. You can check on the status of this project by visiting the ResNet status page http://resnet.hsl.unt.edu/status.html.

What is ResNet?

ResNet provides high speed, 100MPS Internet access for each residence hall student in their room (where available). ResNet allows residents to enjoy a high performance connection to the Internet while leaving their phone free for important calls and messages.

How much does it cost?

ResNet fees are $50 per semester for the Fall and Spring terms. The summer fee is $30. All fees are charged directly to your Housing account. Additionally there is the one time cost of the Ethernet card, comparable to like buying a modem. The price depends on were you purchase it. The card can range anywhere from $10.00 to $150.00.

What kind of computer do I need?

You will need a computer with at least a Pentium or PowerPC class Processor with at least 16mg of RAM, An Ethernet card, and a Ethernet cable. You can get a cable from the front desk of your hall, or you can purchase one from a computer store. The cable needs to be CAT5 UTP.

Where do I sign up for ResNet?

There should be a ResNet Kiosk near the front desk of your hall. There are two forms to fill out:

- Acceptable Use Policy
- Payment contract

Your signature on the ResNet contract indicates both your agreement with the terms of the Acceptable Use [Policy](#) and your consent to have ResNet charges applied to your Housing account.

How do I get set up for ResNet?

ResNet setup instructions are available from the ResNet Web page
(http://resnet.hsl.unt.edu/). Flyers will also be available from the front desk of
each residence hall during the first two weeks of each semester.

What if I have more questions?

Frequently Asked Questions are covered on the ResNet FAQ Page
(http://resnet.hsl.unt.edu/FAQ.html). You can also send questions via E-mail to
ResNet@hsl.unt.edu.

Can You Send Bulk E-mail?

By Claudia Lynch, Benchmarks Online Editor

We are delighted that the word has spread about the bulk E-mail system, which was officially announced last month. It has become apparent, however, that there is some confusion about who can send bulk E-mail and who can't. As was stated in last month's "Campus Computing News", **only authorized individuals can send messages from the bulk E-mail system.**

But just who is an "authorized individual?"

Basically, the answer is that all faculty members can send E-mail to students enrolled in a class that they teach (but they can't send mail to students in someone else's class). Staff use of the Bulk E-mail system, however, is much more limited. This draft policy on the IRC Website explains it pretty well http://www.unt.edu/irc/policy/emailprocedures.htm (from the middle of the page):

> The bulk e-mail system is intended only for official communications between UNT and students, so access to the system is granted only to specified persons. Authorization is granted on a
> hierarchical basis, with the general rule being that the higher up one goes in UNT's administrative hierarchy, the more students to whom one can send mail messages. By default, the following
> access is granted to the groups of students shown:

Position	All students	Classification (Freshman, Senior, Graduate, etc.)	ZIP code (76203, 750xx, etc.)	College (Business, Visual Arts, etc.)	Major (Mathematics, KHPR, Criminal Justice, etc.)	Course (PSYC2580.001, ART2080.002, etc.)
Chancellor, Vice Presidents, PAIS, Chief of Police, Computing Center	Yes	Yes	Yes	Yes	Yes	Yes
Deans, Registrar, Director of Financial Aid, Director of Admissions		Yes	Yes	Yes	Yes	Yes
Department Chairs					Yes	Yes
Instructors of specific classes						Yes

The access rights shown are automatically assigned to the designated individuals, so no action need be taken by the Chair of the Department of Management, for example, to start sending messages to students with majors in Marketing. Persons not on the list above may gain access to the bulk e-mail system only by having an authorized user send a mail message to the administrator of the directory service (currently, Mark Wilcox at mewilcox@unt.edu, extension 2568.) requesting such access.

Mass Document Operations in GroupWise

By **Andrew McGregor**, **Messaging Support Specialist**

Sometimes it will be necessary to make changes to a large number of documents at one time. For instance, if you were sharing documents with a colleague and then that person changes jobs, you'll want to remove the rights that were given to him or her. With "Mass Document Operations", you can achieve this with very little complication

First, with the GroupWise main window open, click on "Tools" and choose "Mass Document Operations...".
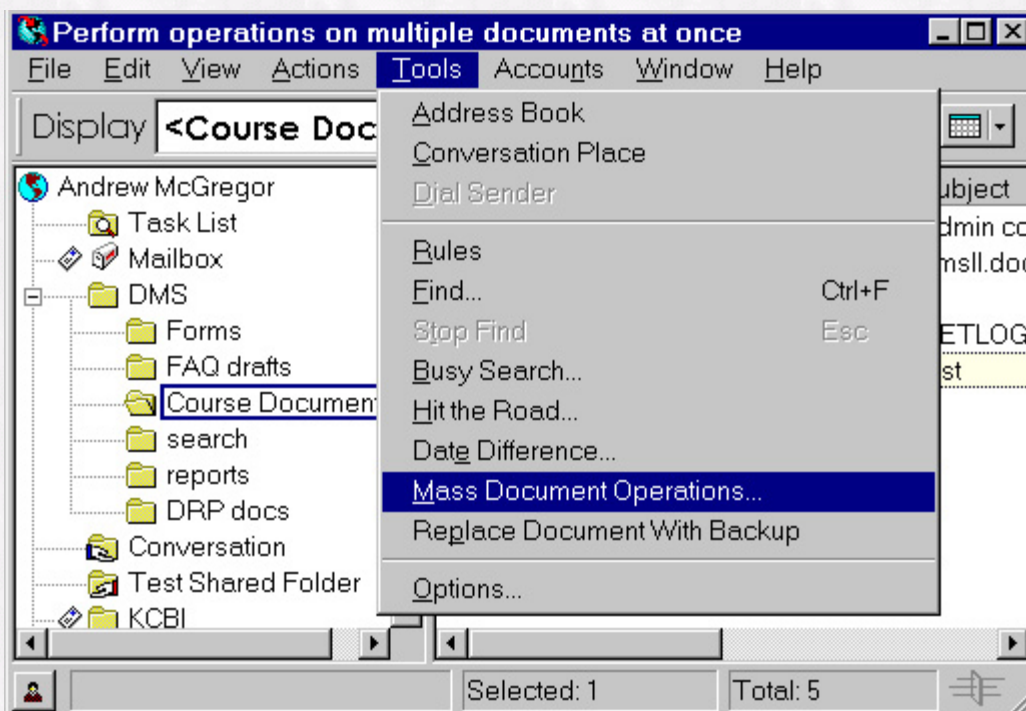
The "Mass Document Operations" window will come up, and you will be faced with a number of options. There are five operations that can be performed on the group of documents that need modifying. There are also four different ways of choosing what documents will be modified. Each combination will be covered. Let's start with the first operation "Change Properties" and the first selection method "Use Find/Advanced Find...". Using the operation "Change properties" you will be able to make changes to the "Subject", "Document Type", and "Author" fields. Using the "Use Find/Advanced Find..." selection method, you will use the regular GroupWise find/advanced find feature that you are already familiar with to locate the documents. After selecting the proper choices, click on "Next".
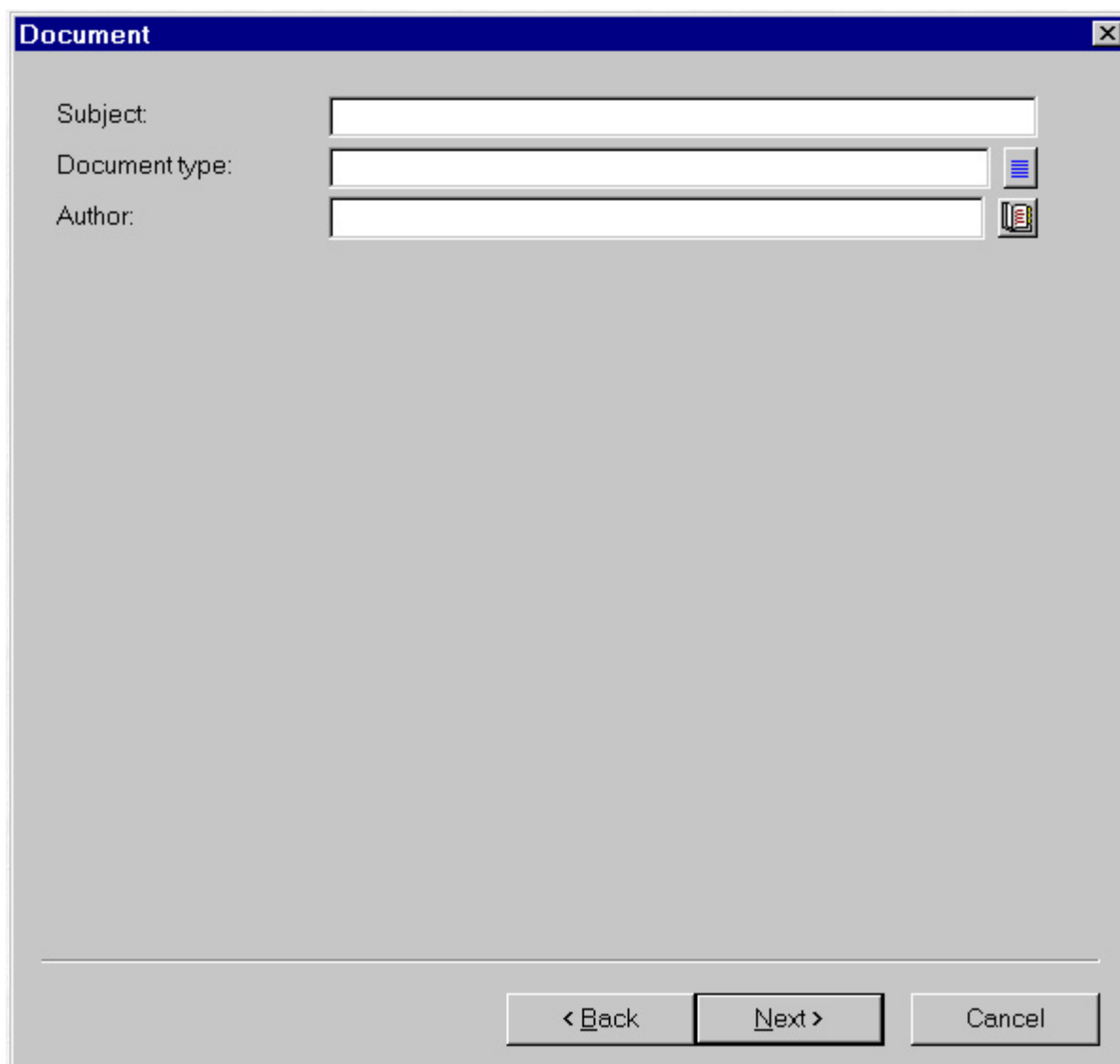
The next window is the standard GroupWise search window. Enter the search criteria that you want and the locations you want to search in and click on "Next". (If you are not familiar with the Find/Advanced Find features of GroupWise, please refer to the "Find" document.)
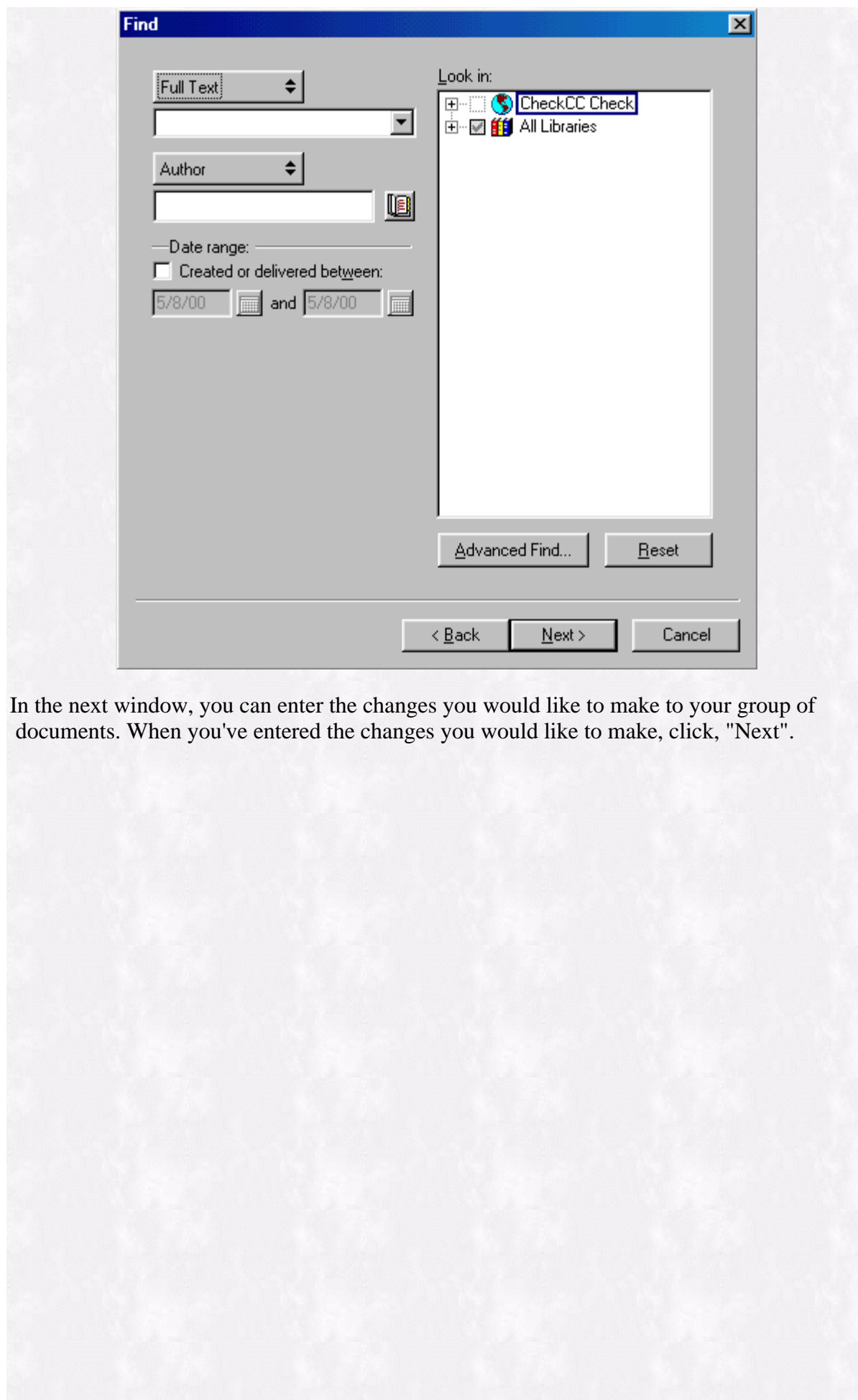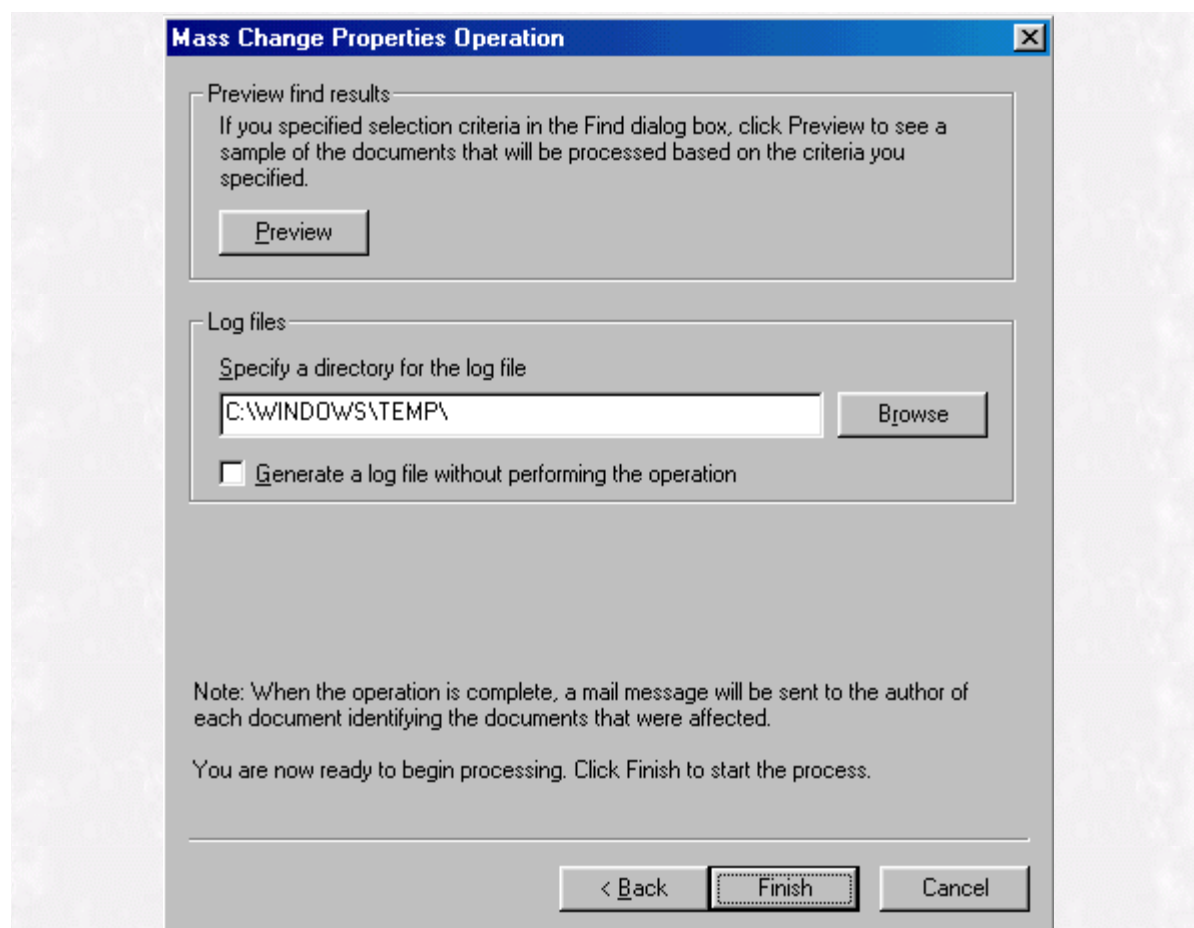
In the next window, you can enter the changes you would like to make to your group of documents. When you've entered the changes you would like to make, click, "Next".
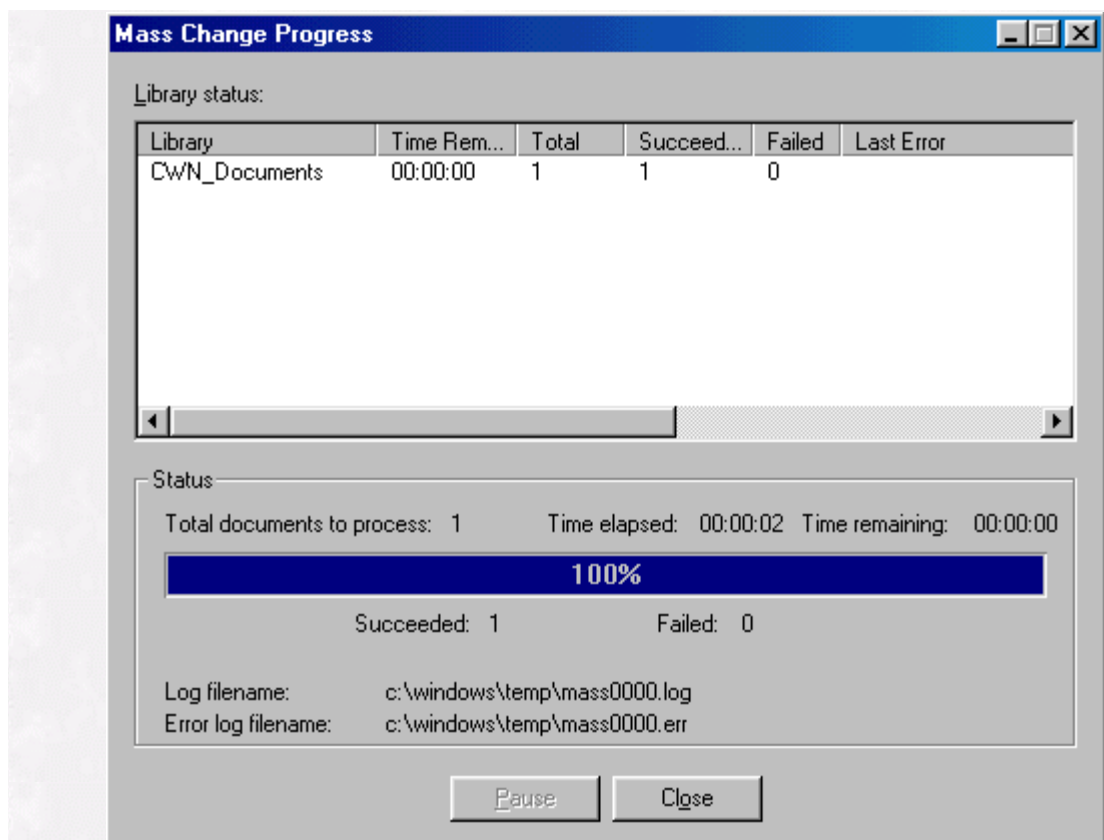
Document

Subject:

Document type:

Author:

< Back   Next >   Cancel

In this window, there are a number of options to choose from. "Preview find results", allows you to look at the results of your search that you defined earlier before proceeding with the changes. "Log files", gives you the opportunity to specify a location for a log file to be created. One really nice feature is that you can create a log file before performing the operation in order to see how it will turn out and what problems may arise. Take special notice of the, "Note", at the bottom of the window. After you are done making your selections, click on, "Finish".

Mass Change Properties Operation

Preview find results

If you specified selection criteria in the Find dialog box, click Preview to see a sample of the documents that will be processed based on the criteria you specified.

Preview

Log files

Specify a directory for the log file

C:\WINDOWS\TEMP\   Browse

☐ Generate a log file without performing the operation

Note: When the operation is complete, a mail message will be sent to the author of each document identifying the documents that were affected.

You are now ready to begin processing. Click Finish to start the process.

< Back   Finish   Cancel

While the process is taking place, the, "Mass Change Progress" window will be displaying the progress of the operation. When the operation is done, you will be able to read the status of your changes and then click on, "Close", when your are done. At this point the operation is complete and GroupWise will be notifying all document owners, whose documents were modified, about the changes.

Changing Properties Using Find By Example

From the main GroupWise window, choose, "Tools", and then, "Mass Document Operations", to get to the window below. Then select, "Change properties" and "Use Find by Example to select documents", and click on, "Next".

Mass Document Operations

Select the operation you want to perform. The operation will affect all versions of a document.

Operation
- ● Change properties
- ○ Move
- ○ Delete
- ○ Change sharing
- ○ Copy

Selection method
- ○ Use Find/Advanced Find to select documents
- ● Use Find by Example to select documents
- ○ Use currently selected documents
- ○ Use documents listed in a file

Browse

☐ Process errors only

< Back   Next >   Cancel

The "Find by Example" window is shown below. To use the, "Find by Example", feature, fill in the fields with properties resembling the ones of the documents you want to change. When you are done filling in the fields, just click on, "Next".
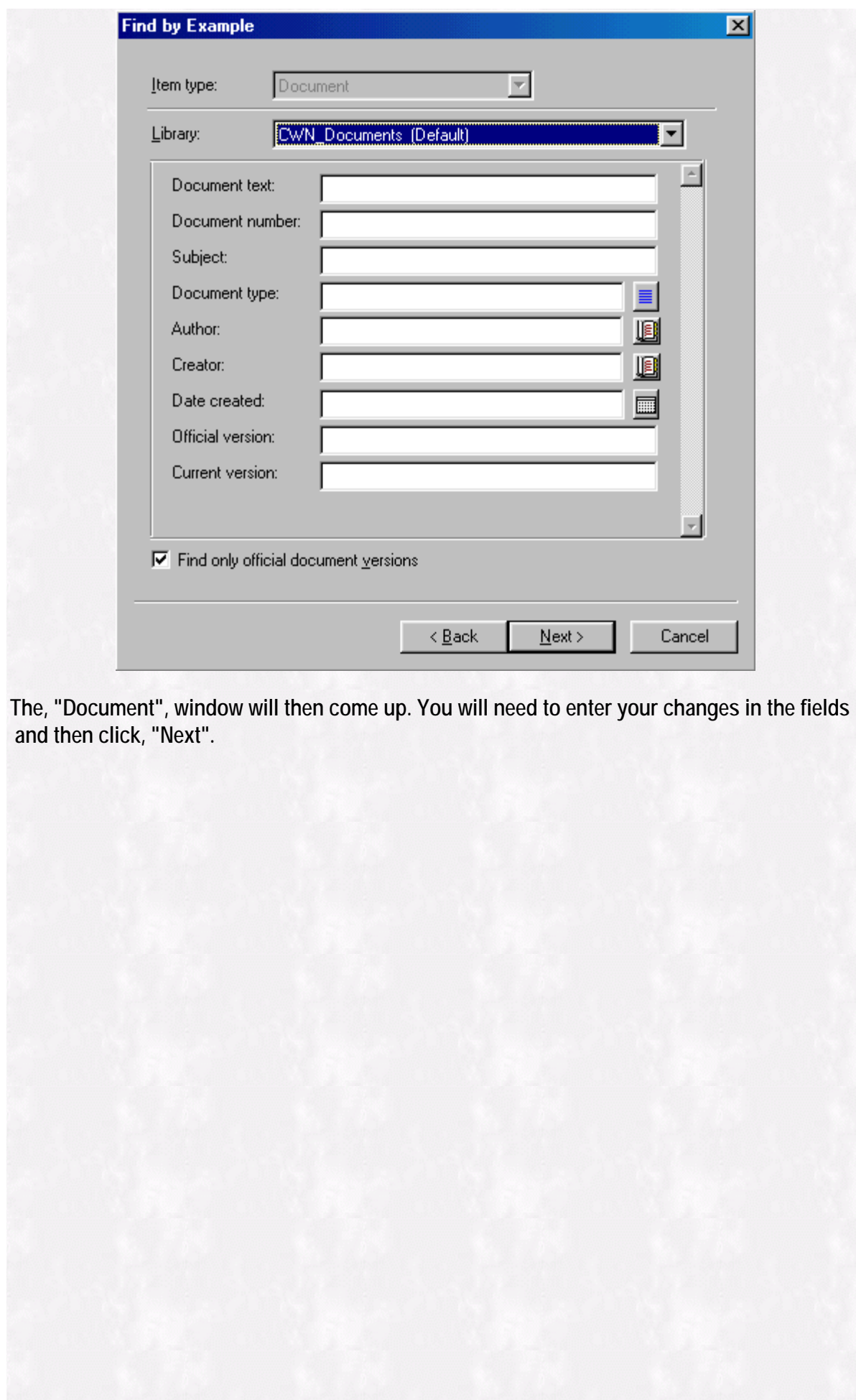
The, "Document", window will then come up. You will need to enter your changes in the fields and then click, "Next".

Document

Subject: _____

Document type: _____

Author: _____

< Back   Next >   Cancel

Just as in the previous section, this window gives you the ability to check the results of your search as well as generate a log file of the operation without actually running it, to see what the outcome will be. When you've made your selections here, click, "Finish".
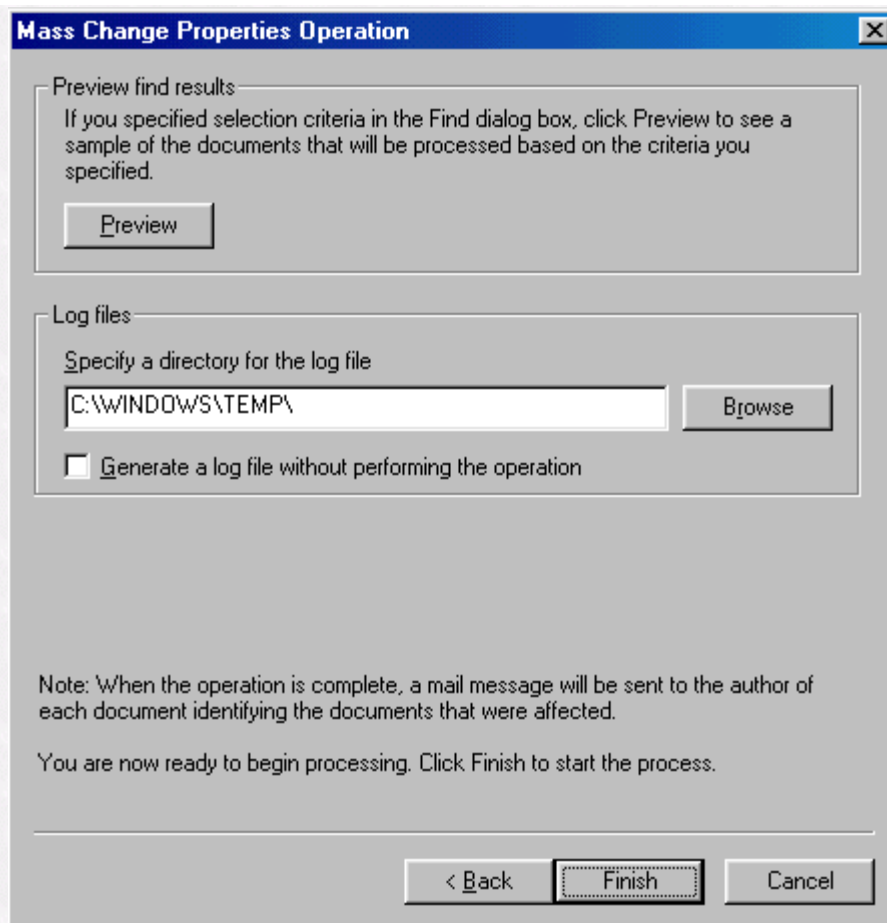
At that point, you will see the operation status window, and you will be done when 100% is reached. Make sure to look at the, "Library status", window to make sure all documents were successfully modified.
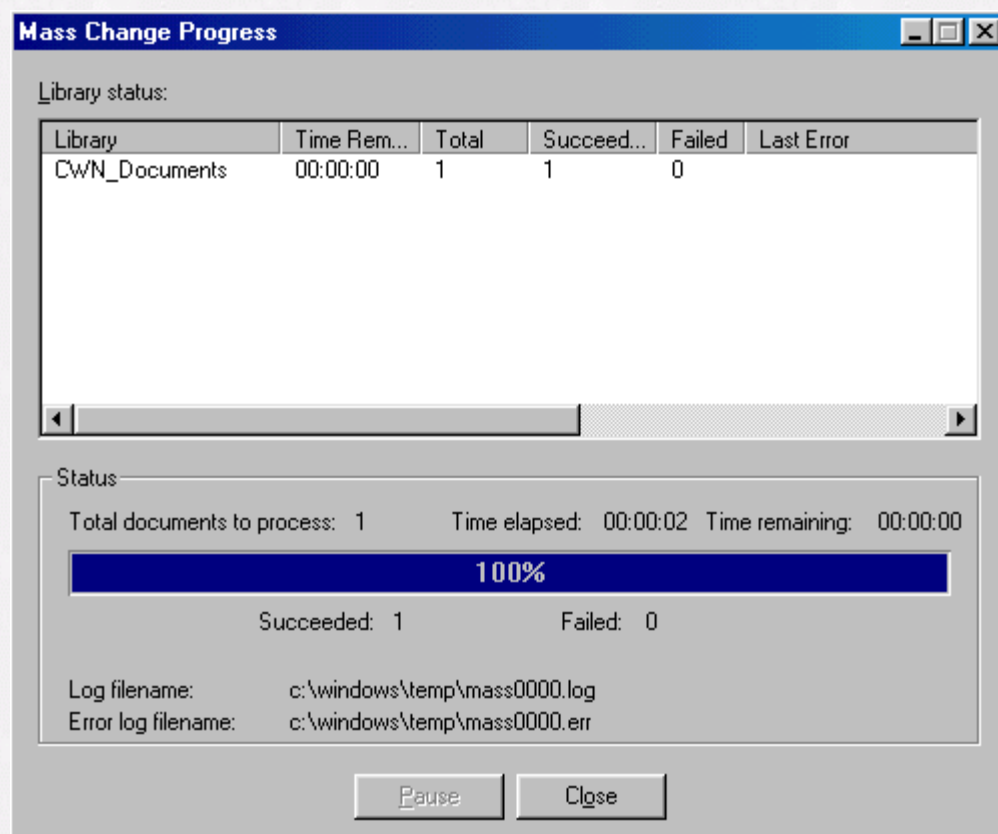
Changing Properties Using Already Selected Documents

When the documents that you want to make changes to are in your client via document references, you can just highlight them and then start the document operations. The first step is to highlight the documents you want to make changes to. Then, from the main GroupWise window, click on "Tools" and choose "Mass Document Operations". When the "Mass Document Operations" window opens, choose "Change properties" and "Use currently selected documents", and then click on "next".
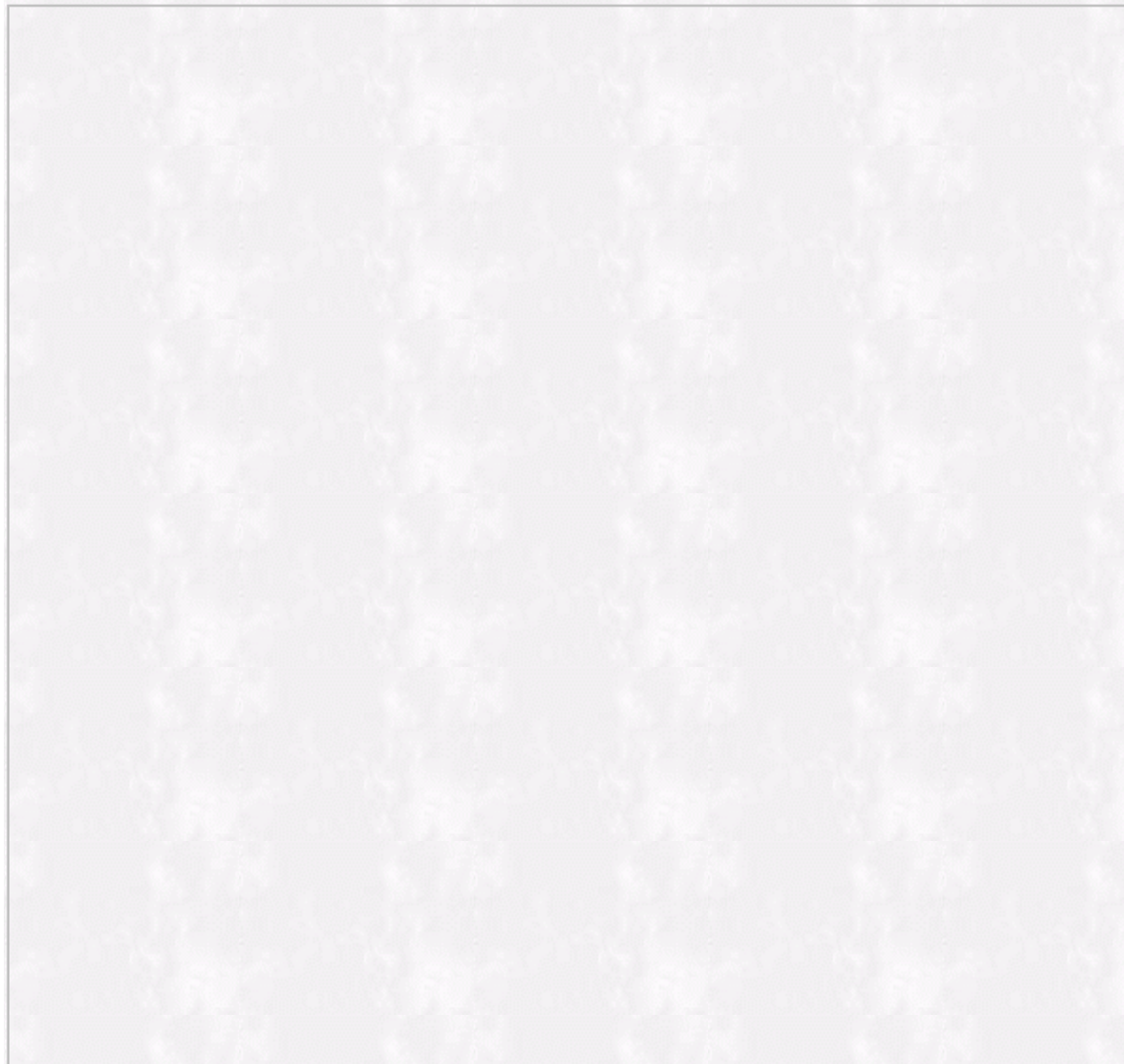
In the "Document" window, enter the changes you would like to make to the documents you have highlighted in your client. When you are done entering your changes, click on "Next".

The next screen gives you the ability to have GroupWise carry out the operation but only creating a log and not actually making the changes to the documents. You can do this by putting a check in the "Generate a log file without performing the operation" box. This screen does not give the opportunity to check the results of your search since you aren't using a search for this mass operation. When you've made the appropriate selections, click on "Finish".

You will then see the "Mass Change Progress" window appear and the operation status bar moving across. When the status bar has gotten to 100%, you're done. Always take a look at the "Library Status" window to see if there were any errors during the operation.

Changing Properties Using Documents Listed In A File

Another way of choosing documents to perform actions on is by using a file that has a list of documents that you want modified. The file must be ASCII or ANSI text and must contain one entry per line. The entries must follow this format:

<Library Name>(<GroupWise Domain.GroupWise Post Office. Library Name>): <document number>

This is called the document ID. Here's an example of this:

Lib_Committee(Library.Main.Lib_Committee):2

The above syntax is exactly the way it has to look, no spaces. Remember to put periods between the Domain, Post Office, and Library name and case does not matter. If you don't know what the Domain, Post Office, or Library names are, you can send me an email and I will tell you, or you can follow these easy steps.

1. You can find your domain name by opening the GroupWise address book, and entering your own name in the "Name" field, and when you see the results, scroll all the way to the right to see your internal GroupWise email address. After the @ sign, you will see the Post Office name, a period, and then the domain name.
2. You can find your Post Office name from within the main GroupWise window by simply clicking on the "Help" menu item, and choosing "About GroupWise" and looking down at the bottom of the window that comes up, and your Post Office will be written there.
3. You can figure out which library a document is stored in by right clicking on the document and choosing "Properties" and the library name is the first item under the "Document" tab.

From the main GroupWise window, click on "Tools" and choose "Mass Document Operations". When the "Mass Document Operations" window opens, choose "Change properties" and "Use documents listed in a file". Enter the path to the file you will be using, or browse to find it. When you are done with this, click on "Next".

In the "Document" window, enter the changes you would like to make to the documents you have listed in the file. When you are done entering your changes, click on "Next".

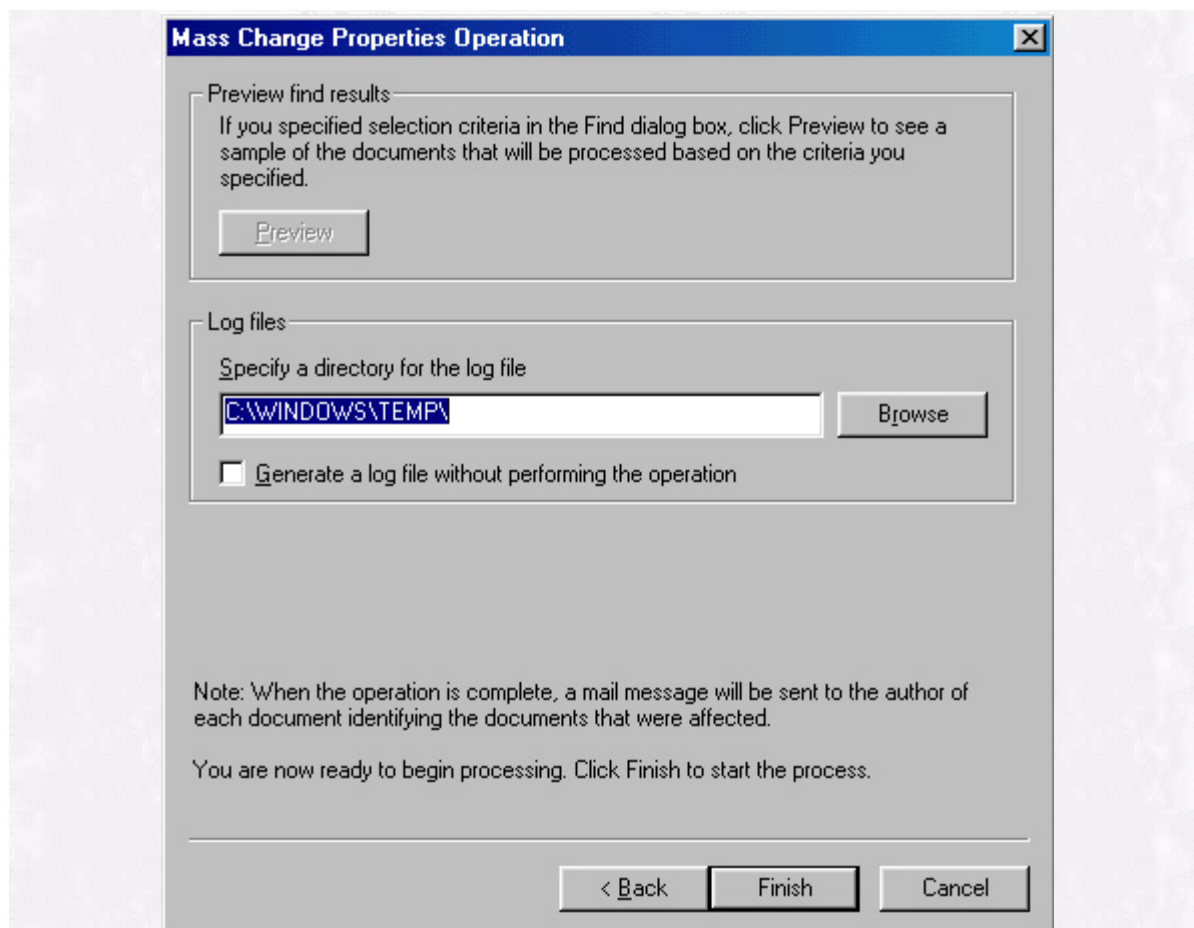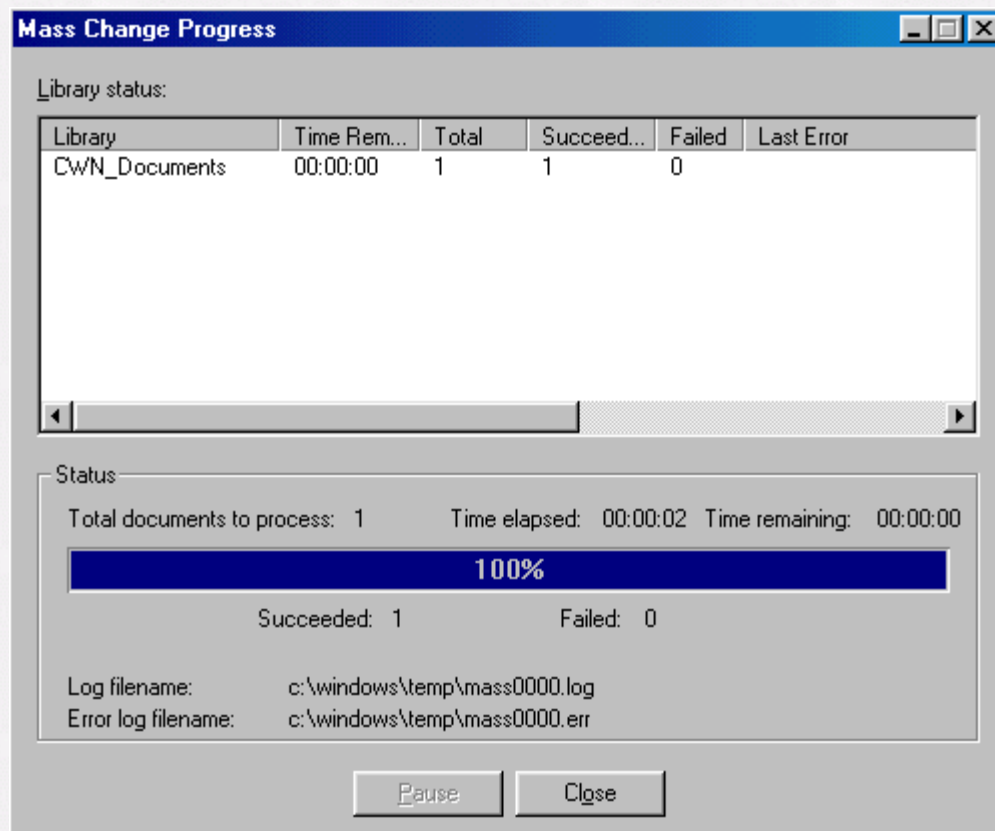**Document**

Subject:

Document type:

Author:

< Back   Next >   Cancel

The next screen gives you the ability to have GroupWise carry out the operation but only creating a log and not actually making the changes to the documents. You can do this by putting a check in the "Generate a log file without performing the operation" box. This screen does not give the opportunity to check the results of your search since you aren't using a search for this mass operation. When you've made the appropriate selections, click on "Finish".

You will then see the "Mass Change Progress" window appear and the operation status bar moving across. When the status bar has gotten to 100%, you're done. Always take a look at the "Library Status" window to see if there were any errors during the operation.

For more information on this or another feature, please feel free to send me mail or give me a call at x7688. I'll be happy to help you. Also, you can visit our Campus Wide Networks Website and keep reading *Benchmarks Online* for other helpful information.

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