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New IT Governance Planned for University IT Services

By [John Hooper](#), Chief Information Office, University Information Technology

It is critical the University of North Texas makes informed decisions about the selection of (and investment in) "common good" information technology services. Generally, a "common good" service benefits a significant number of users across multiple organizational entities. IT governance defines both *who* makes these decisions as well as the *process* for making those decisions.

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EDUCAUSE News



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

We have lots of EDUCAUSE news to share this month. Free webinars - and more - are being offered in an "Analytics 3-Day Sprint" starting July 24; the face-to-face and online conference programs are now available for the 2012 Annual Conference; and you can submit a proposal for the West/Southwest Regional Conference to be held February 12-14, 2013 in Austin, Texas.

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UNT Videoconference Network Open House



By [Amber Bryant](#), Senior Marketing Specialist, CLEAR

Come celebrate with us!

The UNT Videoconference Network will be holding their annual Open House on Monday, July 30.

[Read more](#)    

Take a Peek Inside the Learning Cave!

By the Numbers

Classroom Desktop Services: UNT Testing Center

The [Academic Testing Center in Sage Hall](#) has been in operation on a limited basis for about a month. So far:

- Stations used: 160
- Unique users: 346



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

In a recent [issue of Benchmarks Online](#) I discussed the new Learning Commons and its exciting collaborative technology features found on the second floor of Sage Hall. Students are already taking advantage of its state-of-the-art features and comfort for their study needs. Now a less formal learning area on the first floor of Sage is gaining fans.

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[Adobe's "Work At Home" License Agreement](#)



By [Claudia Lynch](#), Benchmarks OnlinEditor

Adobe's "Master Collection" and "Design & Web Premium" suites are now available for faculty and staff use at home via a "work at home" license agreement negotiated between UNT and Adobe. Contractually, these licenses are limited to use for official UNT business.

[Read more](#)



[Microsoft IT Academy](#)



By [Claudia Lynch](#), Benchmarks OnlinEditor

All students, faculty and staff of the UNT System -- UNT, UNT Health Science Center, and UNT Dallas -- now have access to online learning via the Microsoft IT Academy. UNT System's IT Shared Services organization has enrolled all of the UNT Campuses in the IT Academy, making certification oriented training in Microsoft applications available as well as general training on a variety of Microsoft products.

[Read more](#)

[1 attachment](#)



[Summer Hours](#)



By [Claudia Lynch](#), Benchmarks OnlinEditor

Summer marches on. The summer 2012 class schedule consists of six sessions and all have been completed now except for SUM, 10W, and 5W2.*

[Read more](#)



TODAY'S CARTOON

Click on the link above for an information age laugh.



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New IT Governance Planned for University IT Services

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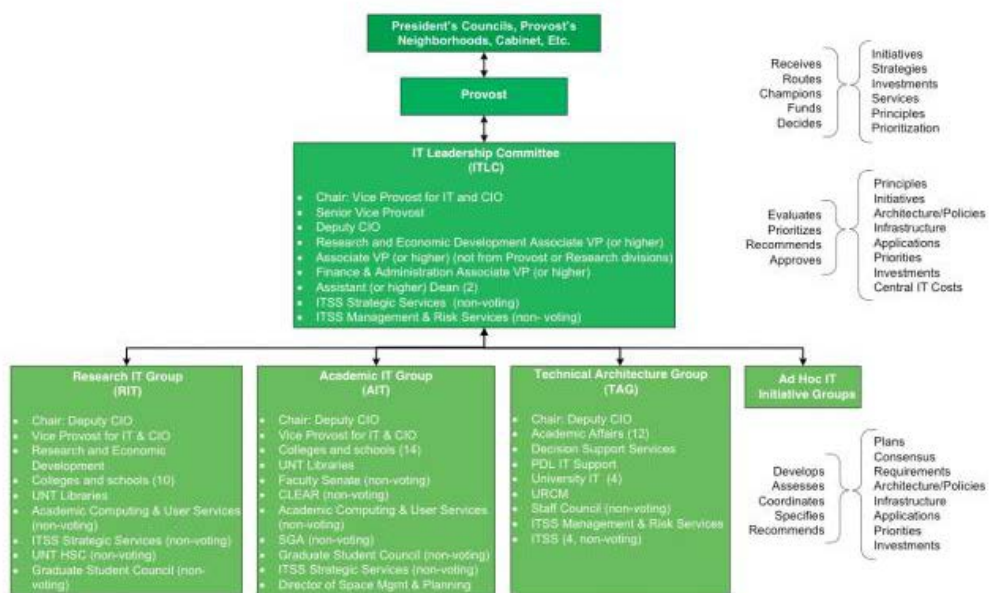
It is critical the University of North Texas makes informed decisions about the selection of (and investment in) “common good” information technology services. Generally, a “common good” service benefits a significant number of users across multiple organizational entities. IT governance defines both *who* makes these decisions as well as the *process* for making those decisions.

UNT System IT Shared Services’ governance and services have become increasingly well defined. As the transformational possibilities for the application of technology in higher education continue to expand and as IT investment grows, UNT recognizes the time is right to review and update our institution’s IT governance model with the following objectives in mind:

- Align IT with university strategic plans and tactical directions
- Coordinate and align UNT IT with IT Shared Services
- Establish a clear path for strategic IT decisions including funding
- Engage campus constituencies in evaluation, planning, and execution
- Provide transparency around IT governance and service provision
- Provide a forum for development of IT initiatives and services to provide greater capabilities while leveraging economies of scale and other efficiencies in the application of technology

An overview of the resulting governance structure is shown in the chart below. UNT will embrace a governance model to clearly define and communicate IT requirements, decision responsibilities, and accountabilities to encourage effective deployment of “common good” information technology at UNT. As progress is made in implementing this new process, we will continue to inform the University community via this forum and others.

UNT IT Governance



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University Information Technology
 1155 Union Circle #310709
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The following information was collected and reproduced from documents EDUCAUSE has distributed.

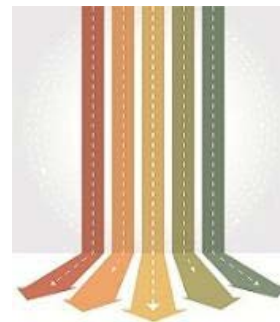


Beyond Basic Metrics: EDUCAUSE Analytics Sprint

Join us July 24-26 for a free, dynamic online discussion on analytics—a tool campuses are using to address accountability, affordability, efficiency, competitiveness, and student success. Explore solutions to common challenges and share ideas through articles, videos, daily webinars, and online discussions.

[Learn more >](#)

- **Day 1:** What Does Analytics Mean for Higher Education?
- **Day 2:** Analytics for Teaching, Learning, and Student Success
- **Day 3:** Analytics for Enterprise Efficiency and Effectiveness



EDUCAUSE2012
ANNUAL CONFERENCE

November 6-9
Denver, Colorado, and Online

Registration is open and [online](#) and [face-to-face](#) daily agendas are now live. You can customize your conference experience by using the [topic themes](#) to search the program for educational opportunities that best align with your interests and learning needs.

Visit the conference website for more information: <http://www.educause.edu/annual-conference>



Share Your Experiences at the West/Southwest Regional Conference

February 12–14, 2013 • Austin, Texas | Call for Proposals Deadline: August 28, 2012

**The call for proposals is open.
Connect. Innovate. Engage.**

As a higher education IT professional, you have unique stories and experiences to share. Contribute to the discussion as a presenter at next year's [West/Southwest Regional Conference](#).

The West/Southwest 2013 [program committee](#) welcomes speaker presentation proposals for discussion sessions, workshops, and traditional presentations focused on any of the following [topics](#):

- Enterprise and Infrastructure
- Experience IT
- Leadership: Resources and Data Management
- Teaching, Learning, and Scholarship

Explore the [Call for Proposals page](#) and [submit a proposal](#) to present February 12-14 in Austin, online, or both.

Presenters may propose to present face-to-face at the conference in Austin, online-only from anywhere using Adobe Connect, or both face-to-face and online as a webcast.

Call for Proposal Resources

Browse the following materials to help you create a successful proposal and answer any questions you may have:

- [Steps to Writing a Successful Conference Proposal](#)
- [Detailed Tracks and Key Topic Descriptions for this event](#)
- [Meeting Demographics of a Regional Conference](#)

[Listen to our podcast](#), "Writing a Successful Proposal for a Conference Presentation," which present insights from three academic professionals on what they look for in a submission and their advice on approaching the writing process.

Need more information? Contact speakerconcierge@educause.edu



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UNT Videoconference Network Open House

By [Amber Bryant](#), Senior Marketing Specialist, CLEAR

Come celebrate with us!

The UNT Videoconference Network will be holding their annual Open House on Monday, July 30.

The event will take place from 9-11 a.m. in Chilton Hall, Room 245. During that time, UNTVN will also be shedding a tear of farewell and lauding the praises of Sapora Bradley. Sapora (our Videoconference Graduate Assistant) recently completed her Master's in RTVF at UNT and is pursuing a doctorate at Pepperdine University.

Come by and enjoy a cupcake with the UNTVN Gang!



Monday - July 30th

9:00 a.m. - 11:00 a.m.

at Chilton Hall 245



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Take a Peek Inside the Learning Cave!

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

In a recent [issue of Benchmarks Online](#) I discussed the new Learning Commons and its exciting collaborative technology features found on the second floor of Sage Hall. Students are already taking advantage of its state-of-the-art features and comfort for their study needs. Now a less formal learning area on the first floor of Sage is gaining fans. Currently dubbed "The Learning Cave", this spacious and well-lit (unlike most caves!) area invites students to sit awhile and work on their laptops, gather together at traditional large conference tables for study sessions or sip a drink and snack while perusing their email or updating their Facebook status (how about *this* for a great status: "Enjoying the sunny new Sage Hall Learning Cave!").



The Learning Cave is right by the UIT Helpdesk.

The Cave is hard to miss: it is the large newly carpeted and painted area right next to the UIT Helpdesk. Computer kiosks will be installed next to the Helpdesk office and in the Cave for Fall 2012. Other technology-friendly features include tall café-style tables and chairs located by "power poles" so students can plug in and recharge their laptops. These tables will also be strategically placed by additional power outlets that will be installed throughout the Cave.



Many tables in the Learning Cave will offer additional usability by being located near power outlets for laptop recharging

Also included are vintage tables and chairs from "UNT Past" for comfortable team work. The bright blue chairs seem to be the current favorites with student users!



Vintage conference tables add flexibility and flair to the Cave

As the year progresses students can expect to see some additional features to the Cave: privacy screening and some additional furniture and task lighting is currently under consideration as budgets allow. Vending machines will be installed and a "book exchange" ("leave one take one") will be featured. Students will have an active role in this design process: a suggestion box for additional features and furniture ideas will be installed and it is hoped that this will generate some more great services in the area.

For right now, enjoy the sunlight, comfy chairs and quiet spaces! For more information or to give further suggestions for the Sage Hall Learning Cave area, you can contact me (Elizabeth Hinkle-Turner) at ehinkle@unt.edu.



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Network Connection

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

Life 2.0

I recently got a new smart phone. I finally abandoned my [beloved](#) Palm Pre and acquired a very sleek and peppy [Galaxy S III](#) running the almost latest version of [Android](#). One of the things I noticed about it is that it is packed with apps that want to suggest things for me. I can find out what other apps I should use, or what movies I should view, or what music I might like. And all of this advice is free, or at least at no extra charge.

It seems that Internet technology and networking are trying to make our lives a lot easier by providing information or services, many of which do not cost us a penny. Even higher education is adopting this new model. According to a recent [article](#) in the [Chronicle of Higher Education](#), Arizona State University is experimenting with "a degree-monitoring system that keeps tabs on how students are doing in their majors. Stray off-course and you may have to switch fields." Arizona State's technology experimentation isn't limited to the academic side of university life. The article goes on to say that ASU's "Facebook app mines profiles to suggest friends."

Brother, can you paradigm?

Most of these new services rely in information that is either provided by us or gathered by us by the applications. Amazon.com can suggest books or music that might interest us based on the items we've viewed and purchased. Google uses all of the search activity of its users to determine the best results for any search term. Facebook suggests who might be our friends based on the existing networks of association we and others have defined when using that service. Many of these kind of services can be placed in a category called [Web 2.0](#) technologies. If Web 1.0 was a publishing paradigm, allowing information providers to publish in an electronic medium, Web 2.0 is a social paradigm that relies on user input and characteristics along with data-driven processes and association networks to provide a user-centric service. In other words, my newspaper no longer determines the stories I will read -- my [app](#) will let me determine what stories will form my newspaper.

At what cost?

There are now many [free](#) online services that allow us to accomplish many things that previously required commercially purchased software. But at what cost do we use them? Part of the cost may be our privacy and security. In an article about recent findings by [Consumer Reports](#), [MSNBC](#) states, "The most startling findings however, involve how much Facebook knows about its nearly 900 million members, and how much we freely offer -- information mined by employers, insurers, the IRS, divorce lawyers, as well as identity thieves and other criminals." Add to that recent security issues involving [dropbox.com](#), [LinkedIn](#), and [eHarmony](#) to name a few, and the privacy cost may be seen as rising dramatically.

There's a relatively new [saying](#) that goes "If you're not paying for it, you're the product." In other words, what's "free" to you is often an income source for the company that's providing that free service. There's a relatively older [corollary](#) that goes, "there's no such thing as a free lunch."

It seems that as we use these new technologies, there will be more and more efforts to aid us in whatever our endeavors are perceived to be. The Chronicle of Higher Education [article](#) attributes Matthew S. Pittinsky, co-founder of Blackboard who later became an assistant research professor in the sociology program at Arizona State, as expressing, "A college might reach out to a student 'who is not showing evidence of social integration,' pointing out extracurricular activities and communities that might tie them more deeply to the institution" Perhaps there's no room in this brave new world for random discovery or self-paced personal development. On the other hand, the new most feared words in America may become, "We're from Google, and we're here to help."



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NT Daily Express

An iTunes app to give you up-to-the-minute information about the University of North Texas. Features include:

- Updated NTDaily headlines
- Interactive community reporting
- Dining hall locations and menu
- Denton and campus event listings
- Campus map
- Bus routes
- Metered parking spots
- Computer lab locations
- Complete list of student orgs
- Frequently needed UNT numbers
- Twitter feed
- Discounts to local merchants

For more information visit the website: <http://ntdailyexpress.ntdaily.com/>



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Helpdesk FYI

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

EUID Passwords

EUID "Enterprise" passwords expire after 120 days. You can receive an email notification prior to your password expiring by logging into the Account Management System (AMS) at <http://ams.unt.edu> and enabling the "Password Expiration Notice" option.

There are two ways to set a new password:

Reset Password

The first method is the Password Reset process linked on the AMS <http://ams.unt.edu> site. The Password Reset process does not require you to provide your existing password but it does require you to verify your identity by providing some biographical information and answering your "secret question".

Change Password

The second -- and easiest -- way to reset your password is by logging in to AMS and selecting "Change Password". The Change Password process does not require you to go through the identity verification steps that the Reset Password process does because you have to successfully login to initiate the Change Password process. It is suggested that you go through the Change Password process prior to your password expiring to avoid having to go through the more lengthy Reset Password process.

Password Expiration Notice

You can set a Password Expiration Notice to help remind you to change the password. To do this log in at <http://ams.unt.edu>, go to your Account Information page, and choose "click to enable." Your password expiration notice will be sent to your UNT System E-mail.

UNT Wireless Network Restrictions

Please note that the UNT wireless network does not accept the following symbols as part of its authentication system: ? or %. If you have either of these symbols in your password and would like to access the UNT wireless network please reset your password to something that does not include these characters at ams.unt.edu.



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RSS Matters

Research and Statistical Support University of North Texas

Statistical Resources (updated)

Link to the last RSS article here: [Step out of the past: Stop using coefficient alpha: there are better ways to calculate reliability.](#) -- Ed.

By Dr. Jon Starkweather, Research and Statistical Support Consultant

This month's article originally appeared first in November of 2011, but a request was made to reprint it with some minor updates. The original article was motivated by a Research and Statistical Support (RSS) workshop given recently for graduate students and contains much the same content as was presented in the workshop: Statistical Resources. The following materials are, for the most part, available through the World Wide Web. The resources mentioned below fall, generally, into three categories; the resources we at RSS maintain, the resources available to UNT community members, and resources available to the general public with access to the web.

RSS Resources

The main [RSS website](#) offers several resources, both specific resources aimed at particular software and more general resources (e.g., [Data Management Services](#)). One of the key resources available to members of the UNT community is the opportunity to set up a [consulting](#) appointment with RSS staff. The [link](#) to contact RSS staff for consultation is prominently displayed on each of the pages associated with RSS. The link guides clients to a web interface, known as the Remedy system, which forwards the service request to RSS staff, who then contact the requestor directly (generally through email). Please, read the frequently asked questions ([FAQ](#)) prior to submitting a Remedy request. It is also important to note that RSS staff maintains a rather extensive collection of digital and paper copies of articles, book chapters and whole books. RSS staff members often lend copies of these (in whole or part) to clients so clients can research various analysis or methodological concepts to their own satisfaction (and often the satisfaction of their colleagues, advisors, or committees, etc.).

A second frequently used resource RSS offers consists of the [instructional](#) services for RSS supported software. These were initially short courses offered in a classroom twice per semester; however, they have been migrated to the online format so that they may reach a wider audience and allow self-paced learning. These pages were designed to show how a particular software package can be used (e.g., [R](#), [SPSS](#), [SAS](#)), they are not designed to teach statistics or how to interpret statistics (although some interpretation is offered among the many pages). In fact, some of the software supported by RSS is not directly related to statistics (e.g., [survey technology](#) such as [Zope and QSurvey](#)). On each of the R, SPSS, SAS short course pages you will also find links to resources specific to those software packages; from user manuals provided by the software producer (e.g., [SPSS Manuals](#), [CRAN Task Views](#)) to other users' user guides or websites (e.g. [Quick-R](#), [STAT-L](#)). There is even an R specific search engine available called, [RSeek](#).

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

links.

RSS has recently introduced a new service for instructors at UNT in which we can provide a randomly sampled data set from a fictional population named [Exemplonia](#). Exemplonia is a fictional country which provides a meaningful context for statistical analysis examples. The population data for Exemplonia was generated to provide a statistical population from which random samples could be drawn for the completion of example statistical analysis problems. The current version (March 2012) of the Exemplonia population contains a variety of univariate, bivariate, and multivariate effects; including random effects based on hierarchical structure. If you are an instructor for a statistics course, you may be interested in obtaining some simulated data for your class (i.e. data for in-class demonstrations, homework assignments, etc.). Learn more about the population by visiting the [Exemplonia](#) webpage.

RSS is also in the process of implemented online server applications of [Sage Mathematics](#) and [RStudio](#). Sage Mathematics is mathematical computing software which can integrate the use of **R**. A brief introduction can be found [here](#). RStudio is an integrated development environment for running the **R** statistical package. A brief introduction can be found [here](#). These server/services are projected to be available to faculty and advanced graduate students for fall 2012 once the server machines can be upgraded to handle the projected traffic of users. When the services become available, users can simply visit the servers using their preferred web browser and conduct analyses using the software without having to install the software on their local machines.

Online Statistical Textbooks

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

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

A very comprehensive online textbook style resource is G. David Garson's website called [Statnotes](#). Unfortunately, Statnotes has been migrated (1st quarter 2012) from an entirely free format to partially free with most content available at a modest cost (\$2.00 - \$5.00). Statnotes covers a myriad of topics from simple [mean difference tests](#) to more complex topics such as [multilevel models](#) and [structural equation modeling](#). Statnotes also covers important concepts such as [measurement scales](#) and [testing multivariate assumptions](#). Each topic covered on Statnotes follows the same general format, providing an overview of the topic and a discussion of key concepts and terms, often including how to conduct the analysis in SPSS (or other software) with output provided and interpretation of the output; as well as a discussion of the assumptions of the analysis. The Statnotes pages generally utilize SPSS, but other software is mentioned and/or used where appropriate (e.g., HLM, SAS PROC MIXED, SPSS Mixed Module for multilevel models and SAS PROC CALIS, EQS, Lisrel, Amos, Mplus for structural equation modeling).

[Statsoft](#), the company behind the statistical software [Statistica](#), also offers web surfers a textbook covering a variety of statistical topics. The Statsoft site covers topics ranging from [elementary concepts](#), [basic statistics](#), [ANOVA/MANOVA](#) to multivariate topics such as [principle components and factor analysis](#), [multidimensional scaling](#), and [structural equation modeling](#). Unlike Statnotes, mentioned above, the Statsoft site does not offer software output or interpretation (although graphs and tables are often used). However, one handy feature of the Statsoft site is the interactive glossary; each hyperlinked word sends the users to the definition/entry for that word in the glossary. The Statsoft textbook is also [available](#) in printed form for \$80.00 plus shipping.

Miscellaneous Other Resources

Another resource option for members of the UNT community, which is often overlooked, is the [UNT library system](#). The library's [general catalog](#) contains a monumental collection of resources, from textbooks being used in current courses to books which focus on the statistical analyses used in particular fields and authoritative books devoted to specific types of analysis (e.g., searching "logistic regression" yielded 66 returns). Furthermore, the [electronic resources](#) offer access to thousands of periodicals (i.e. journals) from a variety of databases (e.g. EBSCOHost, Medline, ERIC, LexisNexis, & JSTOR). One of the most frequently used databases by RSS staff is the JSTOR database, which contains many of the most prominent methodological and statistical journals – with almost all articles available (through the UNT portal) in full text (i.e. Adobe.pdf format). Another commonly used resource is the [Journal of Statistical Software](#), which contains articles on a variety of statistical computing applications/software, as well as articles covering statistical methods. One more often consulted resource is the *little green books* which are actually a series published by [Sage](#). The [Quantitative Applications in the Social Sciences](#) series are a collection of thin, soft covered, books; each dealing with a specific research or statistical topic. The UNT library carries approximately 145 of

the series' editions and the RSS staff has collected most of the series as well. There are approximately 170 books in the series and a typical researcher would be hard pressed not to find something of value among them. Of course, there are more general resources, such as [Google](#), [Scholarpedia](#), [Wikipedia](#), and even [Youtube](#); all of which can be useful.

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



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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)." * * *

Tuesday, May 15, 2012

Members Present: Joe Adamo (CITC), Philip Baczewski (ACUS), Michael Baggett (CVAD), Jim Byford (CENG), Tim Christian (Chair), Renee Drabier (UNT HSC), Katy Gallahan (ITSS/UNTD), Martin Halbert (Libraries), Jane Himmel (ITC IPG), Elizabeth Hinkle-Turner (ITC SCG), Paul Hons (COE), John Hooper (CIO), Bruce Hunter (CAS), Abraham John (CITC), Troy Johnson (VPAA Enrollment), William "Bill" Moen (VPAA), Charlotte Russell (ITC SPPG), Will Senn (VPAA), Chris Stoermer (Staff Council), Ruthanne Thomas (ORED) **Members Absent:** Cengiz Capan (COB), Wil Clark (UNT Dallas), Matt Cooper (GSC), Jim Curry (CITC CSS), Yunfei Du (COI), Dorothy Flores (CITC AIS), Scott Krejci (GALMAC), Ramu Muthiah (ITC CPG), Jon Nelson (MUSIC), Patrick Pluscht, (VPAA CLEAR), Joey Saxon (Finance), Scott Warren (Faculty Senate), Kiseol Yang (SMHM) **Guest(s) Present:** Nicole Eleazar (Internal Audit)

Called to Order: 2:00 p.m. in GAB 210M

The minutes of the [April 17, 2012](#) meeting were approved without correction.

IT Governance

John refreshed everyone's memory of the goals of governance is to develop an IT decision-making body, developing a clear path to resources to do projects, and how IT aligns with the UNT System Governance. He also discussed some of the changes to the governance chart roles, and who should represent each group in the IT Leadership Committee. John's presentation allowed members to review the proposal to update UNT IT governance before sending it to Dr. Burggren. John agreed with Bill's concern with the balance between the academic side and what is considered the administrative side, that there would tend to be more academic and research things coming to the group and John is trying to cover representation of other UNT units that are not covered by the academic side. Tim stated there are some divisions which more closely correlate with the bold goals the university has, and the representatives will change based on the changes in strategy. Troy was concerned with how to get the information out to the constituents that are not directly represented but need to know about the topics. Will stated there is need for a mechanism to change out the representatives in the positions when the strategies change. John told everyone there will be also be a need for administrative support for keeping the meeting's agendas, minutes, and sending out notifications. Will asked specifically if the Staff Council should attend the meetings. Bill stated the meetings should be viewed as open meetings available to the public. John said Will's and Bill's concerns will need more consideration. John noted ITC will be replaced by the IT Leadership Committee. Michael and John agreed Leadership should go to the colleges and departments to discuss what the governance is, and the group discussed ways to communicate this to the people. John also informed everyone that TAG will be the new DCSMT in answer to Michael's question if the DCSMT will be disbanded in the late future.

Renee stated UNT HSC should not be a part of ITC which was supported by Chris, and agreed upon by the members. No other announcements were given.

Meeting Adjourned: 3:11 p.m.

Tuesday, June 19, 2012 (draft)

Members Present: Joe Adamo (CITC), Philip Baczewski (ACUS), Jim Byford (CENG), Cengiz Capan (COB), Tim Christian (Chair), Martin Halbert (Libraries), Jane Himmel (ITC IPG), Elizabeth Hinkle-Turner (ITC SCG), Paul Hons (COE), John Hooper (CIO), Bruce Hunter (CAS), Abraham John (CITC), Troy Johnson (VPAA Enrollment), Jon Nelson (MUSIC), Patrick Pluscht (VPAA CLEAR), Charlotte Russell (ITC SPPG), Chris Stoermer (Staff Council) **Members Absent:** Michael Baggett (CVAD), Wil Clark (UNT Dallas), Matt Cooper (GSC), Jim Curry (CITC CSS), Yunfei Du (COI), Katy Gallahan (ITSS/UNTD), Scott Krejci (GALMAC), William "Bill" Moen (VPAA), Ramu Muthiah (ITC CPG), Joey

Saxon (Finance), Ruthanne Thomas (ORED), Will Senn (VPAA) Scott Warren (Faculty Senate), Kiseol Yang (SMHM) **Guest(s) Present:** None

Called to Order: 2:00 p.m. in GAB 210M

Unanimously approved the [May 15th, 2012](#) meeting.

IT Governance

John stated UNT IT Governance was presented to Dr. Burggren and he met with the Provost's Council. Based on the discussion the big change was splitting Research from Academic IT group and a middle iteration name change from Learning IT group to Academic IT group, and the Director of Space Management and Planning should be non-voting and the rest remained the same. The goal is have the governance in place September 1st with everyone appointed during the summertime. His opinion is for the ITC to continue to meet until then to work on the strategic plan for ITSS and the new structure is in place.

Elizabeth wanted to know where GALMAC is on the structure, if they should be included in the Academic IT group, and how TAG differs from colleges and schools under AIT. John answered the Academic IT members are users of technology and TAG members are the providers. Philip stated GALMAC chair is a member of AIT.

John reviewed the UNT System ITSS Strategic Plan FY2013-FY2015 (Draft) which was put together by ITSS for the next three years. It is intended to be more about internal initiatives than external, the strategy map which denotes the overall high-level strategies that have been approved, and the scorecard ITSS.

Charlotte noted it was worth mentioning that the strategy map and score card will be very similar in look and content to what the BSC is working on, and part of the reason why some of the measures are predefined.

John asked for input on the high-level objectives being proposed to be submitted to him by the Friday June 29th so he can take them to Michael for review. He stated the objectives are related to Shared Services. He stated they are discussing 21st century IT support for students, building virtual labs which involve re-doing wireless around campus, but are in the early research stages.

Chris asked if Blackboard Analytics and data governance policy was supported by ITSS which John stated no. Charlotte suspected Data Governance would involve some support Shared Services support because of the large volume of data are used by the institutions and other groups as well.

Library budget cuts, Gartner questions

Cengiz told everyone the library had \$1.25 million campus-wide budget cut on research and will try to find funding locally, asked about the status of Gartner, and noted the hiring going on. John stated they are still in negotiations with Gartner. Charlotte stated no funds have been received for new positions and those positions likely already existed. Tim stated there are people on campus aware of the problem, and reminded everyone of the cycle cuts in the past and how we persevered.

Meeting Adjourned: 2:40 p.m.

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

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



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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 this 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 IT Academy

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

Microsoft E-Learning

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

Microsoft 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](#).



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

Click on the box below and check out the Blackboard Learn Boot Camp schedule:



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

Alternate Forms of Training

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

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

The [Training Website](#) has all sorts of information about alternate forms of training. Computer Based Training (CBT) and Web-based training are some of the alternatives offered, although due to the rising costs of training, shrinking

budgets and changing technology, computer-based training at UNT is in a state of transition. For up-to-date information on CBT at UNT, see the CBT [website](#).

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. 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.



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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:

- **Alan Garrison**, IT Specialist, Business Services Support/Student Development, AITS.
- **Tmava Hysen**, IT Specialist, Business Services Support/Student Development, AITS.



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Adobe's "Work At Home" License Agreement

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

Adobe's "Master Collection" and "Design & Web Premium" suites are now available for faculty and staff use at home via a "work at home" license agreement negotiated between UNT and Adobe. Contractually, these licenses are limited to use for official UNT business.

Adobe Software will require a license key for installation on your home computer. You can download the software from <http://www.adobe.com/downloads/> and then request a license key to install it by contacting your departmental IT support office. If you don't know who provides your IT support, see <http://www.unt.edu/helpdesk/netman/>.

See the chart below for a quick look at what each software suite contains:

Products	Price	Design / Web Premium		Master Collection
		us \$ 1,799	us \$ 2,599	us \$ 2,599
Photoshop Extended	US\$999	*	*	*
Photoshop	US\$699			
Illustrator	US\$599	*	*	*
InDesign	US\$699	*	*	*
Acrobat Pro	US\$449	*	*	*
Flash Catalyst	US\$399	*	*	*
Flash Professional	US\$699	*	*	*
Flash Builder	US\$699	*	*	*
Dreamweaver	US\$399	*	*	*
Fireworks	US\$299	*	*	*
Contribute	US\$199	*	*	*
Adobe Premiere Pro (with Adobe OnLocation and Encore) ¹	US\$799			*
After Effects	US\$999			*
Adobe Audition	US\$349			*
Additional components				
Bridge ²		*	*	*
Device Central ²		*	*	*
Media Encoder ²		*	*	*

For more information on the Master Collection see: <http://www.adobe.com/products/creativesuite/mastercollection.html>. The Design & Web Premium collection is described here: <http://www.adobe.com/africa/products/creativesuite/design-web-premium.html>.





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Microsoft IT Academy

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

All students, faculty and staff of the UNT System -- UNT, UNT Health Science Center, and UNT Dallas -- now have access to online learning via the Microsoft IT Academy. UNT System's IT Shared Services organization has enrolled all of the UNT Campuses in the IT Academy, making certification oriented training in Microsoft applications available as well as general training on a variety of Microsoft products. More information can be found at the [IT Academy website](#), including:

- How to take classes.
- How faculty and staff can customize E-Learning to meet specific classroom needs with "Instructor" access.
- How to make customized lesson plans.
- Preparing for Microsoft certifications.
- What classes are available? As the [Microsoft IT Academy - Classes](#) website states (you'll need to login with your EUID and password), "The Microsoft IT Academy offers so many courses that it is not practical to list them all here. If you are looking for a class that is not currently on this web site, we are more than happy to help you. Find the class in "[IT Academy E Learning Portfolio](#)" below, [email](#) us the course number, and we will set up the class and send you the access codes."

Attachment	Size
IT-Academy-E-Learning-Portfolio-11-16-2011.xls	314 KB



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Summer Hours

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

Summer marches on. The summer 2012 class schedule consists of six sessions and all have been completed now except for SUM, 10W, and 5W2.*

Following are the hours for University Information Technology-managed facilities over the summer.

- The [Helpdesk](#) will be open 8 a.m. – 5 p.m. on Wednesday, July 4 but will be **closed to walk-in traffic**. They will maintain standard hours and availability for the remainder of the summer. **Please note that the Helpdesk is now in their [new location](#), Sage 130.**
- [Data Management Services](#) will maintain their normal operating hours throughout the rest of the summer. **Please note that Data Management Services are now in their [new location](#), Sage 336.**
- The **ACUS General Access/Adaptive Lab** ([SYMR 104](#)) will be open during the summer the following hours:

Monday - Friday: 9 a.m. - 9 p.m.

Saturday: 10 a.m. - 9 p.m.

Sunday: Noon - 9 p.m.



Hours for Other Campus Facilities

According to the Parking and Transportation website, the **Mean Green**, **Centre Place**, **UNT Discovery Park**, **Bernard Street**, **Colorado Express**, and **Sam Bass** routes all have summer schedules. The **North Texan** route has a summer schedule but the route has changed effective 5/14/12. **Eagle Point** and the **Campus Cruiser** do not have summer service. Be sure and check the [website](#) for changes/further information.

General Access Labs

- [WILLIS](#): (normal schedule is 24hr/7 days a week):



Maintaining normal schedule through the rest of the summer.

- [College of Information General Access Computer Lab \(CI-GACLab\)](#) (B205):

Monday-Friday: 10 a.m. - 6 p.m.

Saturday: **Closed**

Sunday: **Closed**

- [MUSIC:](#)

5W1 & 5W2 (10W1):

Monday - Thursday: 8 a.m. - 9 p.m.
Friday: 8 a.m. - 5 p.m.
Saturday: 10 a.m. - 5 p.m.
Sunday: 1 p.m. - 8 p.m.

- [PACS Computing Center](#) (College of Public Affairs and Community Service, Chilton Hall):

May 14 - August 10, 2012 - SUM:

Monday - Thursday: 8 a.m. - 10 p.m.
Friday - Saturday: 8 a.m. - 5 p.m.
Sunday: Noon - 10 p.m.

Closed: August 11-22 (Semester Break)

- [CVAD:](#)

5W1 & 5W2 (10W1):

Monday - Thursday: 8 a.m. - 10 p.m.
Friday: 9 a.m. - 5 p.m.
Saturday: Noon - 5 p.m.
Sunday: Noon - 8 p.m.

Summer Closings:

August 9 @ 5 p.m. - August 29 @ 7:30 a.m.

- [COE:](#) Maintain regular hours throughout the rest of the summer.

- [COB](#) (BLB 190): Maintain regular hours throughout the rest of the summer.

- [CAS:](#)

5W1 and 5W2 (10W1)

GAB 330:

Monday - Thursday: 8 a.m. – Midnight
Friday: 8 a.m. - 5 p.m.
Saturday: Noon - 8 p.m.
Sunday: Noon – Midnight

Closed: August 11-22 (Semester Break)

GAB 550:

Monday – Friday: 8 a.m. – 5 p.m.

Closed: August 11-22 (Semester Break)

Terrill 220:

Monday – Thursday: 8 a.m. – 8 p.m.
Friday: 8 a.m. – 5 p.m.
Saturday - Sunday: **Closed**

Closed: August 11-22 (Semester Break)

Wooten 120:

Monday – Thursday: 8 a.m. – 10 p.m.
Friday: 8 a.m. – 5 p.m.
Saturday - Sunday: **Closed**

Closed: August 11-22 (Semester Break)

- **Engineering General Access Lab (CENGAL, englab@unt.edu, Discovery Park, B129, 891-6733):**

Monday – Friday: 9 a.m. - 5 p.m.

Saturday - Sunday: **Closed**

*According to the [Registrar's Office](#), the terms this year are:

1. **3W1** (3 week 1) May 14 - May 31, 2012
2. **8W1** (8 week 1) May 14 - July ,6 2012
3. **SUM** (summer) May 14 - August 10, 2012
4. **5W1** (5 week 1) June 4 - July 6, 2012
5. **10W** (10 week) June 4 - August 10, 2012
6. **5W2** (5 week 2) July 9 - August 10, 2012

Remember:



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



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Today's Cartoon

© Randy Glasbergen / glasbergen.com



“My voice-recognition app says I sound insecure and should seek professional help.”

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