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Campus Computing News



UNT has a new IT Research Partner

By [Allen Bradley](#), Manager – Contracts & Analytics, ITSS

ITSS is proud to announce we have engaged Info-Tech as our IT research partner, replacing Gartner Core Research Services. With more than 20,000 clients, they bring a tremendous breadth of knowledge to the faculty, staff and students at all of UNT's institutions.

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Computing Resources at UNT - Finding Your Way Around



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

the University.

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

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Outcome-Based-Assessment Workshops



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

CLEAR will be offering 50 minute workshops by Dr. Ron Cariveau that provide everything needed to develop measurable student learning outcomes and outcome based assessments.

[Read more](#)    

Sage Hall Testing Center Update

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

By the Numbers

HPC Talon Statistics

Statistics from January through July 2012 for [Talon](#) are:

- Total number of completed jobs: 60,466 jobs
- Average jobs per hour: 11.8 jobs
- Average job turnaround: 5.78 minutes
- Average time consumed: 105.7 CPU hours
- Total time consumed: 5340381 CPU hours



The Testing Center located on the third floor (330C) of Sage Hall has already served as an integral part of orientation and placement testing sessions this summer and is currently being booked for fall and spring exams. Everyone is strongly encouraged to learn about this important new facility on campus.

[Read more](#)



End of Summer Hours



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

Summer school is over and fall classes are set to start at the end of the month. Many computer labs use this time to close and take care of various computer upgrades and other maintenance issues before the fall semester starts.

[Read more](#)



ITSS Community Update



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

The *ITSS Community Update* is a monthly communication resource designed to highlight important and interesting information relevant to the Information Technology Shared Services community. The first issue was published in July and it is slated to be a monthly publication, according to Cathy Gonzalez, ITSS Communications, Marketing, and Training Manager.

[Read more](#)



TODAY'S CARTOON

Click on the link above for an information age laugh.



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You have access to their research at: www.infotech.com/ssu/unt (click on the UNT seal to login). When you setup your profile the first time you login, please take a second to read their click through agreement. Info-Tech will be on campus to demonstrate their system, September 13, 2012 from 2:30-4:30 in room 155 of the Business Leadership Building. In addition, Marcel Van Hulle, InfoTech's Vice President, will open the session with a keynote speech, *Managing IT in Turbulent Times*. Dr. Hulle has a very distinguished career serving as past Vice-President for IBM Europe, research fellow for Agfa and scientific advisor to the Belgian Prime Minister.



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Computing Resources at UNT - Finding Your Way Around

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

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

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

One thing everyone needs to be aware of is that there have been quite a few changes around campus and across the UNT System in terms of IT Services, who is providing them and what they are called. The article [Information Technology, Here and There](#) in the December 2011 *Benchmarks Online* discusses these changes, including some name changes. Making sure these changes are reflected in all the existing documentation is an ongoing process so it is a good idea to be aware of this to avoid confusion.

First of all, the organization once known as the Computing and Information Technology Center (CITC) has ceased to exist. Instead we have **Information Technology Shared Services** (ITSS), IT divisions now under UNT System management, and **University Information Technology** (UIT). UIT consists of local IT services associated with the UNT flagship campus. These are Academic Computing and User Services (ACUS), Administrative Information Technology Services (AITS), Classroom Support Services (CSS), and Microcomputer Maintenance Services (MMS). As the aforementioned article states, however, "The CITC name and branding will gradually be retired in favor of these new organization names. Since it may take a while to "disentangle" the elements that were formerly parts of the CITC, you may continue to see that name in documentation and be referred to parts of the CITC [website](#) until new online resources can be created."

As if that wasn't enough, names of buildings have [changed](#) and whole departments have moved. Academic Computing and User Services (ACUS) [has moved](#) to Sage Hall. The Microcomputer Maintenance Shop (MMS) has moved from GAB 529 to Chilton Hall room 243.

When all else fails ...

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

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

Speaking of the Helpdesk, *Benchmarks Online*, publishes a column each month called "Helpdesk FYI." This month's article is [MS Office Web Apps](#). Following is a selection of articles published within the past year. Perhaps one of these topics is something you've been wondering about:

- [EagleConnect Mobile](#)
- [UNT wireless network connection settings for Windows 7](#)
- [SkyDrive is Changing](#)
- [EUID Passwords](#)

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

We hope that new students are familiar with the **Tour of Student Computing Services at UNT**. There are lots of topics touched on that are of interest to non-students also. For Example, in the [Documents for Student Computing](#)

area are PDF files of things like a Computer Security brochure and a General Access Computer Lab brochure. Check out the complete website: <http://www.unt.edu/helpdesk/studenttour/>

General Access Computer Lab System

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

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

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

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

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

Computer Based Training

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

Online Learning/UNT eCampus

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

Other Items of Interest

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

- **Data Management Services** - Services include:

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

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

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

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

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

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

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

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

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

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

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

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

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

**



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

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



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



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Outcome-Based-Assessment Workshops

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

CLEAR will be offering 50 minute workshops by Dr. Ron Carriveau that provide everything needed to develop measurable student learning outcomes and outcome based assessments. **It is not necessary to take the workshops in the order shown below, but it is highly recommended that workshop 1 be taken first.** Each workshop is limited to 10 participants and will be offered more than once in a semester. *Workshop topics and times will be posted one month in advance - see posting on the CLEAR website at <http://clear.unt.edu>.*

Advanced Registration

is required to attend these workshops.

To register, please contact

[Ron Carriveau](#).

It is okay to bring your lunch to the workshop.

Workshop Location: PEB 201 Conference Room

Workshop Time: 12:00pm - 1:00pm.

The text for the workshops is **Connecting The Dots: Developing Student Learning Outcomes and Outcome Based Assessments (2011, R.S. Carriveau)**, which is not required but is highly recommended. *Workshop participants can purchase the book at a reduced price.*

1. Developing Measurable Student Learning Outcomes

This workshop focuses on how to begin the outcome based process, the application of a three-level SLO model, guidelines for writing measurable SLOs, writing higher level thinking SLOs, and question templates for writing outcomes and test items. **Dates: September 7, September 12, September 13, October 11**

2. Developing Your Assessment Plan

This workshop focuses on developing an outcome-item reference map, an overall assessment plan, and test blueprints. **Dates: September 18, September 19, October 12**

3. Writing Multiple-Choice Test Items

This workshop is on writing outcome based multiple-choice test items, including guidelines for writing the item stem and the item options (answer choices), and developing a test-item bank. **Dates: September 27, September 28, October 24**

4. Writing Constructed Response Test Items and Scoring Rubrics

This workshop covers guidelines for writing different types of constructed response test items with a focus on extended responses, types of rubrics (holistic and analytic), developing analytic rubric proficiency descriptors, and setting rubric score cut points. **Dates: October 3, October 25**

5. Using Multiple-Choice items to Measure Critical Thinking

This workshop covers the rationale, advantages, and limitations of measuring critical thinking skills with MC items, and provides guidelines for developing a critical thinking item set, examples of higher order thinking items, and an example of a MC critical thinking test that is not course content specific. **Workshop dates will be added in November.**

6. Reporting Results with the Three-Level Model

This workshop shows how to calculate a direct measure of student attainment of learning outcomes (without the use of grades) using results from MC and constructed response tests, and how to report attainment at three outcome levels and then linking to program and institutional levels, all with an emphasis on the importance of test item validity. **Workshop dates will be added in November.**

**Workshop topics and times are posted [here](#)
within the event section of the [CLEAR website](#).**



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Sage Hall Testing Center Update

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

The Testing Center located on the third floor (330C) of Sage Hall has already served as an integral part of orientation and placement testing sessions this summer and is currently being booked for fall and spring exams. Everyone is strongly encouraged to learn about this important new facility on campus. Past *Benchmarks Online* articles about the Center [include this sneak preview](#) published in June. A formal launch and opening reception will be scheduled this fall but the Testing Center is already fully-fledged and ready for business. Below is some general information and guidelines for the Center. The full documentation of the Center which is updated regularly can be found at it.unt.edu/test.

Mission and Purpose of the Sage Hall Testing Center

Assessment and testing are cornerstones of academic success. UNT is developing several new strategies to support faculty in the assessment of student learning. The UNT Sage Testing Center provides the opportunity for secure, high stakes computer-based testing of larger groups of students. While computer-based testing in labs has been available at UNT in the past, the new testing center provides UNT's larger courses with robust opportunities for assessment.



A Collaborative Partnership

The Sage Hall Testing Center is an active support partnership between Academic Computing and User Services, the Center for Learning Enhancement and Redesign, and the Office of the Provost and Vice-President for Academic Affairs.

Academic Computing and User Services (ACUS) - ACUS is responsible for the technical staffing and the 'conierge' staffing of the Testing Center. The technical manager of the Testing Center is Curry Searle and his assistant is Adam Burns. Searle and Burns are responsible for implementing the technical specs needed for each exam which includes installing the Respondus client, installing and maintaining the Checkin Self-Login client, and taking care of other restrictions and management via tools from Microsoft and/or Faronics. The 'conierge' staffing consists of one lab attendant for the testing session (possibly two if the session involves all four rooms or multiple concurrent sessions). Reservations and testing prioritization is managed by Yonathan Khoe who determines the staffing level needed to support the scheduled testing activity.

Center for Learning Enhancement and Redesign (CLEAR) - CLEAR supports faculty by consulting and training on topics related to assessment. CLEAR's role is to make sure faculty who use our services and seek advice on testing are aware of the Testing Center as one of several options they may consider when developing a test delivery strategy. CLEAR consults with faculty on topics such as, but not limited to: assessment strategies, assessment pedagogy, and the practical aspects of delivering assessments using the various tools, technologies and methods available at UNT. CLEAR also discusses issues of academic integrity and security.

Faculty/Staff - all persons and departments who use the Testing Center are responsible for providing their own testing assistants and proctors and for developing and implementing security strategies for testing. While best practices and advice are available for faculty as resources, please note that neither the Testing Center ACUS staff nor the CLEAR staff is responsible for providing proctor coverage or security personnel.

Available Technology

The Center has four rooms: a 24-station room, two 36-station rooms, and a 40-station room. The rooms can be

reserved and utilized as an entire 136-station facility or as discreet smaller entities correlating to the room structure described above.

Stations in the Testing Center are Dell OptiPlex 790 Small Form Factors (Core I3 2100 Processor [3.1 GHz, 3M], 4GB RAM) with the Windows 7 operating system. The Checkin self-service login client and the Respondus Lockdown Browser client are installed as well as Internet Explorer and Microsoft Office 2010.

Machines are optimized for testing in the Blackboard learning management system. Machine configuration for a variety of testing technology scenarios and needs can usually be accommodated with appropriate advanced notice and consultation with our technical managers.

Adaptive station testing machines, carrels, and software are available for persons needing them. Please give our technical management adequate notice of any adaptive software which may need to be specially installed prior to testing times.

Security

The Testing Center has mounted security cameras in strategic corners and areas for general monitoring. These cameras are primarily for theft and unauthorized access prevention and should not be considered a resource for testing security (tracking cheating of individual students). Cubbies are provided in the Center for student use, however, ACUS and its personnel does not in any way guarantee the safety of items stored in the cubbies. Additional security doors and cameras will be considered as appropriate at a future time. The Checkin application also provides the means to determine individual student use of individual machines in the labs and its reporting features may be queried as needed to help determine possible security infractions/cheating on the part of test takers.

The staff of CLEAR will assist faculty in the development and use of secure testing tools (Blackboard features, Respondus lockdown browser). CLEAR will assist in the explanation to faculty/staff testing stakeholders the importance of testing security and the providing of appropriate proctoring personnel.

Faculty and staff utilizing the Testing Center are expected to learn how to use secure testing tools for Testing Center exams. All tests in the Center will be assumed to have those security controls in place (lockdown browser, cell phone policy etc.) unless alternate technical arrangements have been made in advance by faculty or staff administering the testing. As stated above all persons and departments utilizing the Testing Center are responsible for providing their own testing assistants and proctors.

Additionally, Faculty and Staff are responsible for developing and thoroughly documenting and explaining to their affected students, policies regarding cell phone use and abuse, presentation of ID cards, and other possible cheating practices and outcomes. Cell phone signal 'jamming' will NOT be provided. Individual machine-based security cameras will NOT be provided.

Hours and General Guidelines

The Testing Center is available for scheduling as follows:

Monday - Thursday - 8 AM - 8 PM; Fridays - 8 AM - 6 PM; Saturdays - 9 AM - 6 PM; Closed on Sundays. (note: additional hours and Sunday times may be considered on a case-by-case basis)

The Testing Center will not be open unless hours have been scheduled prior to the testing day.

No food or drink is allowed in the lab at any time.

Testing hours and all testing requests should be scheduled at least two weeks in advance by using the forms provided at it.unt.edu/test. Though priority is generally given on a first-come/first-served basis there are also some basic prioritizing principles as follows:

- 1. Large classes (traditional lecture and online-only) that are not likely to have viable alternative testing venues are given top priority.*
- 2. Blended classes without good alternative testing venues are given second priority.*
- 3. Testing needs (placement, START, TRIO etc) that contribute to the University goal of providing a superior undergraduate education (especially to historically disadvantaged groups) will be given priority especially during Summer orientation sessions.*
- 4. Smaller classes that can test concurrently in the Center with other smaller classes will be accommodated as feasible; it is understood that these classes may be able to test online in alternative smaller venues on campus.*

Note: All faculty and departments interested in utilizing the Center are strongly encouraged to fill out the testing request form and consult with appropriate ACUS personnel; we will try to accommodate as many needs as feasible and possible.

All faculty and departments utilizing the Center for testing in their classes are expected to consult with the Registrar's Office in order to effectively follow all rules and guidelines with regards to scheduling and announcing testing dates,

places and times in their syllabus and catalog publications.

The Testing Center is already proving to be a valuable resource for student success at UNT. For more information or to schedule an informal tour of the facility please contact 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

The Mature Web -- a New Internet?

August 6 marked the [twenty-first anniversary](#) of the [very first](#) World Wide Web page. We [briefly noted](#) the twentieth anniversary of the web last year. This year somehow seems more significant, perhaps because in this election year in the U.S., the web is now of voting age. Or, perhaps it's because, as others have noted, the web has achieved [drinking age](#).

The Internet [existed](#) long before the Web. There were a number of Internet services that provided information, allowed for searching, and supported communication. Some of these, like e-mail and LISTSERV, survived, while others, like Gopher, Archie, and WAIS, are deep in the Internet dust bin. The Web subsumed many of these services by providing a flexible multimedia platform for the transmission of information. Later, when the Web began to support applications, e-commerce was born and now there's hardly any kind of transaction that can't be done on the web.

Back in the day ...

1991 saw the first Web page published, but was also the year that [Gopher](#) was released. Like the Web, Gopher was a way to serve up information, as separate files, over the Internet and it quickly became popular as a basis for what were called Campus-Wide Information Systems (CWIS) on College Campuses. In the early 1990's, UNT had its own Gopher server. NSFNet was the fastest Internet Network we'd yet seen. In late 1994, UNT had its own web server, and by 1999, NSFNet was long decommissioned, the commercial Internet had been created, and Gopher was just a memory.

Given the dramatic change in the Internet over the last 21 years, you can't help but wonder what the Internet will look like in another 21 years, or if it will even be recognizable as distinct service. It could be that we will end up with a generalized information utility, just as many other technologies have grown to become. (When you plug in your curling iron, do you have to think about who generated the electricity it's using?) There are a number of projects currently underway which could shape the future Internet. Some may have lasting impact, some may become a technical layer within the information utility, and others may just end up in the dust bin.

Shaping the future of the Internet

[GENI](#) is an NSF-funded project to develop new network technologies and provide a test bed for finding new ways to exchange electronic information. GENI has risen to the level of a [White House Initiative](#), and is [supported](#) on Internet2. GENI has the possibility of changing the way networks are operated by allowing for multiple virtual networks to be quickly established as needed for various kinds of communication and collaboration. Working on these networks may seem like working within a local private network, but could include computers at sites all over the country or around the world. The GENI project could have the same impact that NSFNet had in the 1990's, but much work remains to be done to bring these ideas to a commercial arena.

A group at Xerox [PARC](#) is working on the idea of a [content-centric network](#) which could change the way that information is managed and accessed on the Internet. Right now, to get the information, you have to know its location. Google is built on the idea of suggesting locations for the information you seek, and providing you with the addresses of those locations. But if you could just provide a descriptor for the information you want, you wouldn't need to know the location of the information. Just provide a file name, and the Internet could provide the nearest copy of that file. Then what would Google do? This project seems to be only at a starting point, but who knows what impact it could have on our future Internet.

The [Semantic Web](#) is another project that seeks to change the way that information is exchanged over the Internet. This is the [brainchild](#) of the World Wide Web's founder that seeks to redefine how information is organized on the Web. The idea of the semantic Web is to encode information so that it can be understood and presented by automated processes. By applying some additional encoding to data in Web files, the information can be repurposed within contexts that differ from its original use. For example, you might want to check on how your well your favorite baseball pitcher has been performing lately, and with a simple search receive one page with the pitcher's [ERA](#), a summary of the last game he pitched, his next scheduled start, and other related information and statistics.

There's still more to the Internet than just the World Wide Web. However, there's no arguing that the Web has become our primary interface to online information and services. What's the current new idea will we be celebrating in another 21 years? Only time will tell. This column has been running for about 25 years. You may need to find another source of information in another 21 years. Perhaps the semantic Web will help.



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Career Center

An [recent article](#) in *InHouse* stated that "a merger between the Career Center and the Internship Offices - now simply the Career Center - will provide students the full cycle of career advising and assistance - student employment, internships and career needs - in one place." According to the article it is hoped that the merger will lead to higher retention and graduation rates as students take advantage of the department's services:

- career assessments
- alumni mentoring and job shadowing
- internships and on and off campus student employment
- preparation for professional job search through resume reviews, mock interviews and salary negotiation training
- career advising, career fairs and on-campus interviews with potential employers

For more information visit the Career Center website: <http://careercenter.unt.edu/>



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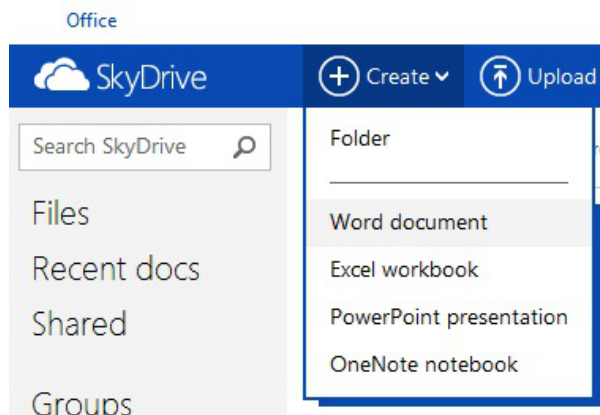
Helpdesk FYI

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

MS Office Web Apps

At the UIT Helpdesk we get a lot of students looking for discounts on MS Office. One great feature available to students, alumni, and retirees through EagleConnect is a free web based version of the Microsoft Office Suite. This includes Word, Excel, PowerPoint, and One Note. While these are not the full version of the Office applications, they are more of a lite version, they will work on most browsers, save in standard MS formats, and save automatically in SkyDrive for easy retrieval.

Anyone with an EagleConnect account can access these applications by going to eagleconnect.unt.edu and clicking on the SkyDrive link. After logging in, click create, and then choose your desired application*.



From there you can create, edit, print, share or save. With recent SkyDrive changes you can automatically sync with your computer, or use the mobile app so you can access files from your iphone or android device.

If you are not eligible for an EagleConnect account (students, alumni, and retirees are eligible) you can still access the features above by clicking on the SkyDrive link at eagleconnect.unt.edu and signing up for a Microsoft Account.

*SkyDrive and Office Facelift

You may notice that SkyDrive and Office Online suddenly look different. On 8/14/2012 Microsoft made some pretty big changes to the interface and functionality of both. Information about SkyDrive changes can be found at http://www.infoworld.com/d/cloud-computing/microsoft-revamps-skydrive-cloud-storage-service-200095?source=IFWNLE_nlt_wrapup_2012-08-14.

In next month's *Helpdesk FYI* we will look at some of these changes.





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RSS Matters

Research and Statistical Support

University of North Texas

SPSS*

Link to the last RSS article here: [Statistical Resources \(updated\)](#). -- Ed.

By [Patrick McLeod](#), ACUS Host Systems Administrator

Late last year we were able to add new functionality to our SPSS Statistics suite under the IBM SPSS Statistics Premium Campus Edition option while also lowering the cost of our license. That was due to SPSS' organization and business operations being brought in-line with IBM's organization and business operations.

Our SPSS Statistics license now covers the following functionality (link provided will take you to the IBM SPSS product page for that particular product):

PRODUCTS SUPPORTED ON WINDOWS, MAC, AND LINUX:

IBM SPSS Statistics Base: <http://www-01.ibm.com/software/analytics/spss/products/statistics/base/>

IBM SPSS Advanced Statistics: <http://www-01.ibm.com/software/analytics/spss/products/statistics/advanced-statistics/>

IBM SPSS Regression: <http://www-01.ibm.com/software/analytics/spss/products/statistics/regression/>

IBM® SPSS® Custom Tables: <http://www-01.ibm.com/software/analytics/spss/products/statistics/custom-tables/>

IBM® SPSS® Data Preparation: <http://www-01.ibm.com/software/analytics/spss/products/statistics/data-preparation/>

IBM® SPSS® Missing Values: <http://www-01.ibm.com/software/analytics/spss/products/statistics/missing-values/>

IBM® SPSS® Forecasting: <http://www-01.ibm.com/software/analytics/spss/products/statistics/forecasting/>

IBM® SPSS® Decision Trees: <http://www-01.ibm.com/software/analytics/spss/products/statistics/decision-trees/>

IBM® SPSS® Direct Marketing: <http://www-01.ibm.com/software/analytics/spss/products/statistics/direct-marketing/>

IBM® SPSS® Complex Samples: <http://www-01.ibm.com/software/analytics/spss/products/statistics/complex-samples/>

IBM® SPSS® Conjoint: <http://www-01.ibm.com/software/analytics/spss/products/statistics/conjoint/>

IBM® SPSS® Neural Networks: <http://www-01.ibm.com/software/analytics/spss/products/statistics/neural-networks/>

IBM® SPSS® Bootstrapping: <http://www-01.ibm.com/software/analytics/spss/products/statistics/bootstrapping/>

IBM® SPSS® Categories: <http://www-01.ibm.com/software/analytics/spss/products/statistics/categories/>

IBM® SPSS® Exact Tests: <http://www-01.ibm.com/software/analytics/spss/products/statistics/exact-tests/>

PRODUCTS ONLY SUPPORTED ON WINDOWS:

IBM® SPSS® Visualization Designer: <http://www-01.ibm.com/software/analytics/spss/products/statistics/vizdesigner/>

IBM® SPSS® SamplePower: <http://www-01.ibm.com/software/analytics/spss/products/statistics/samplepower/>

IBM® SPSS® AMOS: <http://www-01.ibm.com/software/analytics/spss/products/statistics/amos/>

Each of the links provided above not only gives you an overview of the product, but also provides you with a link to check the System Requirements. ACUS strongly encourages all users to verify that their system meets system requirements for these products before you attempt to install these or other products.

Are you qualified?

Our license covers both authorized use (individual installations) and concurrent use (installations depending upon our license server for authentication) for IBM SPSS products. For computers with a dedicated wired connection to the UNT network, we offer both concurrent use and authorized use IBM SPSS products. For large scale deployments such as computer labs or networked faculty machines with a common image, we recommend the concurrent use option. Under the authorized use option, qualified members of the UNT community can install copies of IBM SPSS products on their UNT computers as well as installing one copy on their home computers or personal laptops without cost. Qualified members of the UNT community are 100% FTE benefits-eligible faculty and staff who are engaged in academic instruction utilizing IBM SPSS products and/or academic non-commercial research utilizing IBM SPSS products. Please note that these license terms do not include administrative non-academic use of IBM SPSS products nor do they include graduate students, unless the graduate student in question is a 100% FTE benefits-eligible employee of the University engaged in instruction or non-commercial research.

Happy computing!

 *This is a slightly edited version of an *RSS Matters* article published in the October 2011 [issue](#) of *Benchmarks Online*, originally titled "Under New Ownership." -- Ed.



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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)." * * *

No ITC minutes were available for publication this month.

*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 July 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](#).

Blackboard Learn 9.1 Migration

Are you ready? Click on the box below and find out:



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



CLEAR wants to make you aware of TWU's Sixth Annual Online Educator Symposium. For more information, please contact the TWU Office of Distance Education at (940) 898-3411 or DE@twu.edu.

[Register today](#) for the Sixth Annual Online Educator Symposium that will be **Thursday, August 23** from 8:30 a.m. – 1:45 p.m. on the Denton Campus of Texas Woman's University. The event is free, and lunch will be provided!

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](#).

Info~Tech, UNT's new IT Research Partner

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

State of Texas Department of Information Resources

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

New Horizons Computer Learning Centers

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

SPECTECHULAR

A TECHNOLOGY EXTRAVAGANZA

2012

Don't miss **SpecTECHular** on September 13th.

At our 5th annual technology open house, we will highlight the latest in IT Process Management and Microsoft Technologies. You'll be able to choose your own learning path by attending educational breakout sessions that are relevant to your specific needs. Also enjoy a complimentary lunch and be eligible to win terrific prizes!

Topics covered include:

- SharePoint 2013
- Windows 8
- Office 2010
- Adobe CS6
- Consumerization of IT
- Office 365



Event Details

Cost: FREE

When: September 13th, 8:00 - 4:00

Where: New Horizons of Fort Worth [Map](#)



P.S. Sessions will fill up fast so be sure to [REGISTER](#) today! View the agenda [here](#).



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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:

- **Elizabeth Hahn**, CSS Tech, Classroom Support Services (part-time).
- **John Wasson**, CSS Tech, Classroom Support Services (part-time).
- **Henry Boston**, Web Development, Administrative Services Support (part-time).
- **Longhui Zhang**, ACUS/Adaptive Lab consultant (part-time).
- **Molly Yocum**, Fiscal Desktop Support, AITS (part-time).
- **Hysen Tmava**, IT Specialist, Business Services Support/Student Development, AITS. [Name correction from [last month](#)]
- **Alan Garrison**, IT Specialist, Business Services Support/Student Development, AITS.
- **Srinithya Kakani**, ACUS/Adaptive Lab consultant (part-time).

No longer working in UIT:

- **Anh Nguyen**, ACUS/Adaptive Lab consultant (part-time).
- **Shelby Bellah**, ACUS/Adaptive Lab consultant (part-time).
- **Justin Peterson**, CSS Tech, Classroom Support Services (part-time).
- **Alexander Mathews**, CSS Tech, Classroom Support Services (part-time).

- **Olukayode Oyeku**, CSS Tech, Classroom Support Services (part-time).

- **Diana Haynes**, CSS Tech, Classroom Support Services (part-time).

- **Richard Velazquez**, CSS Tech, Classroom Support Services (part-time).

Changes, Awards, Recognition, Publications, etc.

- **Congratulations to Dr. Jon Starkweather for the recommendation of his *Benchmarks Online* [article](#)** "Go Forth and Propagate: Book Recommendations for Learning and Teaching Bayesian Statistics" in the Yale University Press [publication](#) **The Theory That Would Not Die** *How Bayes' Rule Cracked the Enigma Code, Hunted Down Russian Submarines, and Emerged Triumphant from Two Centuries of Controversy* by Sharon Bertsch McGrayne. They sent him a copy of the book too!

- **Maurice Leatherbury retires (again)** -- From the "we knew him when" department via the [ITSS Community Update](#): The president of UT Arlington announced on July 24th that Maurice Leatherbury, Vice President for Information Technology and Chief Information Officer, will soon be retiring. Maurice served for 17 years in senior positions at the University of North Texas, including Vice President for Information Technology and Chief Information Officer in the Computing and Information Technology Center (CITC). John Hooper stepped into Maurice's position as Interim VP & CIO until organizational changes were made to the CITC department.

Maurice joined UT Arlington in October 2010 as Senior Advisor for Technology and was named to his current post in January 2011. He has agreed to continue serving in his position until a successor is named.



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End of Summer Hours

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

Summer school is over and fall classes are set to start at the end of the month. Many computer labs use this time to close and take care of various computer upgrades and other maintenance issues before the fall semester starts. The University is [closed for Labor Day](#) on Monday, September 3.

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 Monday, September 3 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 August 29, when the fall semester starts. At that time they will return their their regular 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

Be sure and check the Parking and Transportation [website](#) for bus schedules.

General Access Labs

- WILLIS is now [24 Center](#) (normal schedule is 24hr/7 days a week). Check out their hours today here: <http://www.library.unt.edu/location-hours/willis-library>
- [College of Information General Access Computer Lab \(CI-GACLab\)](#) (B205):

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

Saturday: **Closed**

Sunday: **Closed**

- [MUSIC](#):

Closed: August 11-28 (Semester Break), then resume [normal hours](#).

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

Closed: August 11-28 (Semester Break), then resume [normal hours](#).

- [CVAD](#):

Closed: August 9 @ 5 p.m. - August 29 @ 7:30 a.m., resuming [normal hours](#).

- [COE](#): Maintain regular hours.
- [COB](#) (BLB 190): Maintain regular hours.
- [CAS](#):

GAB 330:

Closed: August 11-28 (Semester Break), then resume [normal hours](#).

GAB 550:

Closed: August 11-28 (Semester Break), then resume [normal hours](#).

Terrill 220:

Closed: August 11-28 (Semester Break), then resume [normal hours](#).

Wooten 120:

Closed: August 11-28 (Semester Break), then resume [normal hours](#).

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

Closed: August 11-28 (Semester Break), then resume [normal hours](#).

Remember:



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ITSS Community Update

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

The *ITSS Community Update* is a monthly communication resource designed to highlight important and interesting information relevant to the Information Technology Shared Services community. The first issue was published in July and it is slated to be a monthly publication, according to Cathy Gonzalez, ITSS Communications, Marketing, and Training Manager.

In one sense, the *ITSS Community Update* is an extension of *theEnterprise*, *EIS Quarterly Status Report* that [ceased publication](#) last February. Find issue 1 of the *ITSS Community Update* here: <http://itss.untsystem.edu/itss-community-update/2012/07/>

The ITSS News page is also a good source of information on ITSS and current information technology related issues: <http://itss.untsystem.edu/news>



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Today's Cartoon



“Tom, this is Kate from the office. Boy, you’re a hard person to reach when you’re on vacation!”

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



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