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Campus Computing News

Leatherbury to head UNT's Computing and IT Center

We announced in last month's "Staff Activities" that Dr. Maurice Leatherbury had accepted the position of Associate Vice President for Computing and Chief Technology Officer for the Computing and Information Technology Center (CITC). The following press release (November 19, 2004), provides further information in this regard. Dr. Leatherbury has plans to do a slight reorganization of the CITC, as can be seen by the attached January 2005 CITC Organization Chart. The current (2004) organization chart can be found here: http://www.unt.edu/ccadmin/ccorgcht.htm -- Ed.

DENTON (UNT), Texas, UNT News Service -- Dr. Maurice C. Leatherbury, former University of North Texas assistant professor of library and information science, has been named the associate vice president for computing and chief technology officer. His appointment will be effective Jan. 1, 2005.

Leatherbury, who currently serves as executive director of information technology and academic computing, replaces Richard Harris, who is retiring after 42 years of university service.

In his new position, Leatherbury will manage the UNT Computing and Information Technology Center, with a budget of more than $13 million and a staff of more than 170. The center provides information technology services for instruction, research and administration throughout the UNT System, which includes the Denton campus, UNT Dallas Campus and the UNT Health Science Center.

Phil Diebel, UNT vice president for finance and business, recognizes Leatherbury's current contributions as executive director as extraordinary and invaluable. Diebel believes Leatherbury will bring the same level of excellence to his new position.

"The university is extremely fortunate to have someone of Maurice's caliber available to take on this heavy responsibility," Diebel said. "He is extremely well qualified for the position and will do a wonderful job for the university."

Leatherbury said he is honored to serve in both capacities as associate vice president and chief technology officer.

"The Computing and Information Technology Center is already in fantastic shape and acknowledged around the state as one of the best run of its kind," he said. "My job will be mostly to continue the good work done by Richard Harris."

Leatherbury joined the UNT faculty in 1993 as an assistant professor of library and information science. Two years later he became the UNT senior director of academic computing. In addition, in 1997 he also served as UNT assistant to the associate vice president for computing and communications services.

During his time at UNT, Leatherbury has served as secretary of LEARN, the statewide organization of 31 institutions of higher education in Texas that are developing a high-speed fiber optic network linking the state's major educational institutions.

Leatherbury is also the secretary of the North Texas Gigapop, the seven-member organization that aggregates Internet2 traffic in North Texas. He also developed and managed the university's Teaching with Technology Grant Program, which distributed more than $800,000 to faculty members in the past seven years.

He received his bachelor's degree in English from the University of Southwestern Louisiana, a master's degree in library science from Florida State University and a doctoral degree in library and information science from the University of Texas at Austin.

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Staff Activities

Transitions

New Employees:

- **John Paul (J.P.) Williams**, Computer Support Specialist in Central Web Support.

- **Vicki Epting**, University Information Operator.

No longer working in the Computing and Information Technology Center:

- **Melissa Glossup**, I/O Operator, Printing Services, MTS (part-time).

- **David Ross**, I/O Operator, Printing Services, MTS (part-time).

- **Patrick Dolan**, Information Security Intern, Information Security (team), CCA (part-time).

- **Mike Williams**, Computer Support Specialist, Network Computing Services.

- **Dennis Scroggins**, Program/Project Specialist, EIS Project.

Changes:

- **Irene Valdez** transferred from Computer Operations to EIS Training/Computing Administration.

- **Rhonda Holmes** has transferred from a part-time position in EIS Training/Computing Administration to a full-time position in CITC Administrative Services.

Awards, Recognition, Publications, etc.

Richard Harris, Associate Vice President for Computing and Chief Technology Officer, was named the IT Executive of the Year for the Dallas-Ft. Worth area by the Society for Information Management on December 13, 2004. According to the Society's press release, "this is one of the most prestigious awards for an IT Executive in the Dallas/Ft Worth Area. It recognizes those individuals who have: (1) used IT to significantly improve the competitive advantage of their organizations; (2) demonstrated how they have used IT to significantly improve

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their organizations efficiency and effectiveness; and, finally, (3) demonstrated outstanding leadership and management skills within the IT professional community."

Star Performers

Chris Strauss, ACS Support Database Administrator, **Elizabeth Hinkle-Turner**, Student Computing Services Manager, **Sandy Burke**, Manager, Support Services Help Desk, and **Sue Ellen Richey**, Administrative Services, have been recognized as Star Performers and were honored at the President's Sack Lunch on October 26, 2004.

Soaring Eagles

- **Eric Duchemin**, EIS Project Team Leader, was recognized in the October, 2004 *Human Resources Newsletter* for his taking the time to teach seminars to computer operators to help them in their work. **Jason Myre**, Network Computing Services Messaging Support Manager, was recognized in that same issue for his help in resolving an e-mail account problem for a staff member. **Gary Primeaux** and **Larry Vick**, both Telecommunications employees, were also recognized for their speedy transfer of phone lines the week before school started. **Larry Vick** was also praised for "taking customer service to another level." Similarly, **Dan Strange**, UNT Fiscal Data Systems Manager, was praised for giving up his spare time to work on EIS implementation issues.

- Employees honored as Soaring Eagles in the December 2004/January 2005 Human Resources Newsletter were **Sharon McLaughlin**, **Jason McMullen**, **Gary Primeaux** and **Larry Vick**, who all work in Telecommunications. Sharon McLaughlin was thanked for her assistance with telephone number issues during recent office changes in COBA. Jason McMullen was praised for providing extra personal service by picking up pagers that needed to be replaced. Gary Primeaux went out of his way to fix a misprinted telephone number, even though it required a lot of extra work. Larry Vick, was also thanked for his assistance to COBA when their many line and number changes caused a problem with their fax machine, which he fixed.

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Student EUID Passwords May Require Resetting as of December 31, 2004

By **Dr. Philip Baczewski, Associate Director of Academic Computing**

On December 31, 2004, student EUID password will be expired *unless you've changed it since October 18, 2004.* If your password expires, you will need to reset it before you can log in to central computing systems such as my.unt.edu, EagleMail, and WebCT. Once you set a new password, it will be valid for 120 days.

To change or reset your password open the following URL in any web browser: http://ams.unt.edu/

- To change your password, log by entering your EUID and current password where it says "Please login to access your account", and then select "Change Password" from the menu on the left side of the page.

- To reset your password, select "Reset Password" from the left side of the page and follow the instructions.

Detailed instructions for changing or resetting your password can be found on the CITC helpdesk page: http://www.unt.edu/helpdesk

Just one password . . .

Most students at UNT now must only remember one password to access all of their student computing resources. The new password policy is intended to protect those resources as well as all student's individual data resources at the University. While it may be an inconvenience, it is not an impossibility to create a strong password that is also memorable.

Some techniques for doing so include using the first letter of each word in a phrase with capitalization and punctuation, intermingling two words while including capitalization and punctuation, or intermingling letters of a word with numbers (but not birthdates or other personal information), while including capitalization or punctuation.

This new policy supports the convenience of using one password for all access while taking the best measures possible to keep that password secure. By using the new password standards, we are all doing our part to help secure the campus computing environment.

For assistance with the Account Management page, you can contact the CITC Helpdesk via e-mail (helpdesk@unt.edu) or phone (940-565-2324). For more information, please see the password FAQ below. We appreciate your help in maintaining a secure computing environment at UNT.

Password FAQ

Q. *Why must I reset my password?*

    A. Passwords need to be reset to increase data security at UNT and protect your personal information and the computer systems you count on to do your course work here at UNT. New EUID passwords must now consist of "strong values" which are not easily guessed by people or automated computer programs. To fully implement strong passwords and password expiration, it is necessary for UNT to expire any passwords which have not been recently reset.

Q. *What's a strong password?*

    A. A strong password is a sequence of characters which contains a variety of upper and lower case letters, numbers, and punctuation.

Q. *Does this only apply to students?*

    A. No. All EUID passwords must meet these standards. Faculty and staff have already been required to reset their passwords.

Q. *Do I have to change my password right away?*

    A. You do not need to reset your password until it is expired, however, it may be easier to change your password before the expiration date, rather than waiting to reset it after it expires.

Q. *How can I tell if I need to change my password now?*

    A. If you are unsure whether or not you need to change your password now, log in to the ams.unt.edu web page with your EUID and current password. If you've changed your password since October 18, a 2005 password expiration date will be shown with your other account information. Otherwise, you may wish to change your password now to prevent it from expiring on December 31.

Q. *The Account Management System won't accept the password I like. Now what do I do?*

    A. Your password needs to have at least two of either a capital letter, a number, or a punctuation mark. If the password you tried is not accepted, try clicking on the "strengthen" button to have the system suggest a password. Or, by substituting numbers or punctuation marks for some characters of the password you like, your password can be made a strong and memorable password.

Q. *I need to reset my password and I've forgotten my secret answer. What do I do now?*

    A. You can call (940-565-2324) or come by (ISB 119) the CITC helpdesk and once you properly identify yourself to a helpdesk staffer, they can clear the secret question and let you set a new question/answer.

Q. *Where can I find out more about UNT's password policy?*

    A. For more information on this new password policy, please see the following articles:

        http://www.unt.edu/benchmarks/archives/2004/november04/comp.htm

Student EUID Passwords may require resetting as of December 31, 2004

 http://www.unt.edu/benchmarks/archives/2004/august04/comp.htm

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Winter Break Hours

By Claudia Lynch, Benchmarks Online Editor

Following are the hours for Computing Center-managed facilities over the Thanksgiving break. The University is officially closed December 24 - December 31, 2004. The University is also closed for Martin Luther King, Jr. Day Monday, January 17, 2005. The spring semester starts on Tuesday, January 18. Additionally:

- **Print Services** -- Since the mainframe has shut down, Print Services (I/O) is no longer operational.

- The **Helpdesk** will be maintain their normal hours until Friday, December 24. The schedule that day is 8 a.m.-Noon, then **closed** Saturday, December 25 and Sunday, December 26. **Open** Monday, December, 27 through Friday December 31 from 9 a.m. - 5 p.m. **Closed** Saturday, January 1. Regular hours resume Sunday, January 2.

- The **ACS General Access/Adaptive Lab** (ISB 110):

  December 17 (Friday): 8 a.m. - 5 p.m.
  December 18 (Saturday): 10 a.m. - 5 p.m.
  December 19 (Sunday): **Closed**
  December 20 - 23 (Monday-Thursday): 9 a.m. - 5 p.m.
  December 24-26 (Friday-Sunday): **Closed**
  December 27-28 (Monday-Tuesday): **Closed**
  December 29 - Jan 2 (Wednesday - Sunday): **Closed**
  January 8/9 (Saturday/Sunday): **Closed**
  January 3-7 and January 10-14 (Monday-Friday): 9 a.m. - 5 p.m.
  January 15 (Saturday): 10 a.m. - 5 p.m.
  January 16 (Sunday): 1 - 9 p.m.
  January 17 (MLK day): 9 a.m. - 5 p.m., resume normal schedule.

In case of inclement weather

Before venturing out in bad weather, check to make sure the University will remain open (if it is scheduled to be). According to the article "Winter's chill brings possibility of weather-related university closures" in the December 10 issue of *inhouse*:

> University Relations, Communications and Marketing staff members will notify area media if UNT is closing. Before you begin driving to work or class, visit www.unt.edu or listen to radio and television stations for announcements of closures. Click here to view a list of media announcing

closures.

Hours for Other Campus Facilities

General Access Labs

- [WILLIS](#):

  December 17: Close at 5:50 p.m.
  December 18, 9 am- 5:50 p.m.
  December 19: **Closed**
  December 20-23, 8 a.m.-5:50 p.m.
  December 24-26: **Closed**
  December 27: Open 8 a.m. - 12:50 p.m. then **Closed** until 3 p.m. for work on the building, Open 3-5:50 p.m.
  December 28: 8 a.m.-5:50 p.m.
  December 29-January 2: **Closed**
  January 3-7: 8 a.m.- 5:50 p.m.
  January 8: 10am-? CLEANING
  January 9: **Closed**
  January 10-13: 8 a.m.- 5:50 p.m.
  January 14: **Closed**
  January 15: 9 a.m.- 5:50 p.m.
  January16: 1 p.m. - 10 p.m.
  January 17: 8 a.m. -5:50 p.m.
  January 18: 6 a.m. - Resume 24hr schedule

- [SLIS](#):

  Friday, December 17: close at 6 p.m.
  Saturday, December 18 through Sunday, January 9: **Closed**
  Monday, January 10 through Friday, January 14: 10 a.m. to 6 p.m.
  Saturday, January 15 and Sunday, January 16: **Closed**
  Monday, January 17: **Closed**

- [MUSIC](#):

  Close at 5 p.m. Friday, December 17, re-open at 7:30 a.m. Tuesday, January 18.

- [SCS](#):

  Close at 5 p.m. Friday, December 17, re-open at 8 a.m. Tuesday, January 18.

- [SOVA](#):

  Close at 5 p.m. Friday, December 17, re-open with regular hours on Tuesday, January 18.

- [COE](#):

  Close at 5 p.m. Friday, December 17, re-open at 7 a.m. Tuesday, January 18.

- [COBA]():

    Close at 4 p.m. Friday, December 17, re-open with regular hours on Tuesday, January 18.

- [CAS]():

    GAB 330, GAB 550, Terrill 220, and Wooten 120:

    Closed Saturday, December 18 - Monday, January 17.

- **UNT Dallas Campus- 155A**

    - December 19: **Closed**
     December 20 - 23: 9 a.m. - 6 p.m.
    - December 24 - Jan. 2: **Closed**
     January 3 - 7: 9 a.m. - 6 p.m.
     January 8 - 9: **Closed**
     January 10 - 14: 9 a.m. - 6 p.m.
     January 15: 9 a.m. - 5 p.m.
     January 16, 17: **Closed**

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

    Close at 5 p.m. Friday, December 17, re-open with regular hours on Tuesday, January 18.

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New Adaptive Technology Specialist Welcomed at the O.D.A.

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

Kristina Clark began work at the University of North Texas as the Adaptive Technology Specialist and Testing Coordinator for the Office of Disability Accommodation in November. Clark comes to her UNT job after serving four years as testing coordinator at the University of Texas at Arlington. At UTA, her primary duties were the proctoring, scheduling, and handling of exams for students who needed accommodations due to a disability. These disabilities create problems in classroom testing arrangements and require specialized skills and adjustments to solve.

Examples of the accommodations Clark implemented and managed at UTA included: a quiet, distraction free, testing area for students who have ADD/ADHD; conversion of tests, textbooks, and other written materials for students who are blind; and use of text to speech software allowing students who cannot use a keyboard to enter data. She also maintained various adaptive hardware and software technologies used to accommodate students with disabilities.

Mission at UNT

Clark's mission at UNT is to use her knowledge and experience to first ensure that O.D.A. testing accommodations continue to be delivered in the most effective and secure manner possible. Once this is accomplished, she will use her technology skills to implement wide scale production of text books and materials in digital format. The digital texts (or *e-texts*) offer tremendous benefits to UNT's students with disabilities, especially for those who are completely blind. Digital texts allow them to customize the reading experience to their tastes, using their own computer and adaptive software instead of being forced to listen to one human reader. Additionally, e-texts are much more flexible for students; by simply using a lap top they can jump to any portion of the text. Traditionally, such students had to use cumbersome tape recorders, which they could navigate only by using the fast forward and rewind buttons.

There may very well be students who are not familiar with these types of technologies. Ms. Clark plans to eventually be able to offer training to these students. Students who master adaptive technologies are greatly enhancing their independence and their chances of success both at UNT and in the workplace. In fact several UNT graduates with disabilities now serve as sales representatives and technical support for some of the largest adaptive technology companies in the country.

Ms. Clark will endeavor to ensure that UNT stays on the cutting edge of technology, and that our students actually understand how to use these tools. The number one reason people with disabilities do not use adaptive technology is because they can't find anyone to spend time offering them one on one training. Few people have the skills to share this knowledge, and relate the benefits to the students while encouraging them not to give up. There is a wealth of resources and funding available to actually get technology into the hands of our students but there are very few people like Ms. Clark who can actually teach students how to use it. With these skills, Ms. Clark will provide a unique and invaluable service to UNT students.

The Adaptive Technology Lab Connection

Much of the work that Clark will be overseeing will be done in connection with the Adaptive Technology General Access Lab run by Academic Computing Services. In addition to having much of the adaptive hardware and software needed to accomplish many of her projects, the lab will help provide workspace for O.D.A. personnel and the students who use their services and support and encourage the acquisition of new technical skills and resources. Lab personnel will continue to be thoroughly trained on all adaptive technology used in the ISB 110 facility and the lab will assist in coordinating teaching and help sessions.

Any and all university community members needing adaptive technology assistance and instruction are encouraged to contact the O.D.A. and/or Dr. Elizabeth Hinkle-Turner, the manager of the Adaptive Technology General Access Lab. [Thank you to Ron Venable for contributing the information for this article.]

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Video Relay Phone for the Deaf is Newest Service in ACS/Adaptive Lab

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

The Sorenson VRS camera "observes" the ACS Adaptive lab consultants and manager taking pictures of it!

In November, the ACS/Adaptive General Access Computer Lab located in ISB 110 received a video relay service (VRS) phone from Sorenson Media of Salt Lake City, Utah. As described by the company's website, "Sorenson Video Relay Service (VRS) is a free service for the deaf and hard-of-hearing community that enables anyone to conduct video relay calls with family, friends, or business associates through a certified ASL interpreter via a broadband Internet connection and a video relay solution (or VRS call option). " This service is already in use throughout North Texas and its implementation in the Lewisville Independent School District was recently featured in the *Dallas Morning News*.

The Sorenson media website further describes how the system works and provides a diagram: "Video relay calls are placed over a high speed or broadband Internet connection (i.e. DSL, cable, or T1 line) through an easy-to-use Sorenson VP-100 videophone appliance connected to a TV, or through a personal computer equipped with a Web camera and Sorenson EnVision SL (or Microsoft NetMeeting) software. The deaf user sees an ASL interpreter on their TV and signs to the interpreter, who then contacts the hearing user via a standard phone line and relays the conversation between the two parties. Hearing customers can also place video relay calls to any deaf or hard-of-hearing individual by simply dialing the toll free number with a standard telephone."

What makes this system so terrific is that it cannot only be used by students who are deaf to communicate with other deaf persons using the language they know best; it also allows hearing persons to communicate with the deaf more effectively. Additionally, students who are deaf will be helped considerably in all their phone transactions as they can sign to the Sorenson ASL interpreter and have that employee then talk to a hearing person on the other end. This is a great improvement over the dated TTY system because there is no need to wait for typed input and no need for a special TTY number or service to be provided by a company on the other end.

All ACS/Adaptive lab consultants have been thoroughly trained on the Sorenson VRS and are ready to help patrons use this new free service. Additionally, the lab technology team is preparing a step-by-step tutorial on using the system which will be featured in the January issue of *Benchmarks Online*. In the meantime, any and all interested UNT community members can come in for one-on-one instruction from the lab consultants. The carpentry shop is busy building a privacy screen for the VRS station so that patrons can have privacy and confidentiality when using the phone. For additional information about this great new hardware contact Elizabeth Hinkle-Turner for details.

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An Information Technology Christmas

By Cathy Gonzalez, EIS Training/Computing Administration Manager

Some of us celebrate the Christmas season and others of us do not; however, December is known as the month of thoughtful deeds and gift exchange. For many people, a Christmas wish list emphasizes technology and the latest electronic gizmo; you begin the search for the ultimate Christmas gift. Recently I began thinking of a different spin on how the holiday season and the topic of gift giving relate to the computing/IT world. What would it be like if you could give a gift that taps into your skill set and is not a drain on your bank account? The following examples help provide an answer:

A story was published in a Seattle newspaper about a man, named Mark, who had made a trip to Mexico and saw an old man on the street, sitting behind a card table that bore a sign: "*escritor público*" ("public writer"). Mark did not think much more about the old man until he was downtown at lunchtime one day and happened past a homeless lady standing by a mailbox. She asked Mark if he could spare a stamp; she had made a birthday card for a friend out of old newspaper and wanted to mail it but had no envelope or stamp. He took the letter and mailed it for her at his own expense. The next Saturday found Mark sitting behind a card table at the Urban Rest Stop in downtown Seattle, helping homeless men and women find the words to tell their loved ones how they are, where they are — and perhaps who they wish they could be. On his table he had placed a laptop and portable printer, a stack of paper and stamped envelopes, and a bowl of Hershey's kisses to break the ice. "We are in one of the most wired cities in the country," Mark was quoted. "and here are these homeless people wandering around without the means." The chair in front of his story table doesn't stay empty long. Folks come in for a shower or some laundry. Then they spot Mark, read his sign ("Want to write a letter?") and pause.

On a more personal note, my 27-year-old son recently met some of his girlfriend's family for the first time. The family members manage a Salvation Army shelter in a small Texas town. A small group of networked computers was available in the shelter to assist with job skills training. For seven months the network had not been working and half of the workstations consistently crashed. No technical support person could be found that would service the computers for the amount of money available for that sort of thing. In 4 hours my son had all of the machines working and network accessible. He said he thinks he made a big hit with the family. I can certainly see why.

A friend of mine started a volunteer program spending two Saturdays a month at retirement homes helping senior citizens use email services to communicate with loved ones not living close by. My friend guides the residents through logging in to their email and reading the nuggets of love that reside in each mailbox. Then time is taken to type replies for the stiff, arthritic fingers that can no longer navigate a keyboard. Often the resident proudly says "I want to click the mouse on Send" and exclaim in a surprised voice to the next resident waiting in line about the amazing fact "I sent this for free!"

One of my fondest memories in my early days of administering networks and supporting

desktops was configuring a lab over several Saturdays that was to be used for job skills training. The recipients of the training were victims of domestic violence. Once I saw the immense appreciation of the lab's users, I volunteered to participate in the instructional effort needed in the lab. Self-esteem rose as computing skills increased.

By now I'm sure you are getting the picture of how an IT Christmas really can happen. The best part is these gifts last much longer than December. For some people, they are life experiences that will never be forgotten. What do you have hidden in your computing skill set that would make a wonderful gift for someone? Once you find it, wrap it up with sincerity and commitment, then deliver it with a smile. It will cost you far less but be worth much more than anything you will find at Best Buy or CompUSA!

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Today's Cartoon

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Network Connection

By Dr. Philip Baczewski, Associate Director of Academic Computing

A Mainframe Memoir

As of December 1, for the first time in over 30 years, the University of North Texas is without an operational IBM Mainframe system. Some might mark this as a long overdue move on the University's part, but to me, it's a sign of how much has changed over the course of my computing career and, in some ways, how much has not changed.

My first exposure to a UNT IBM mainframe was running geography population simulation software in a sophomore honor's seminar. We punched our cards according the professor's specifications and, remarkably, got an understandable result on glorious over-sized green-bar paper. My first full-time job on campus was to operate one of that early mainframe's successors. When the opportunity arose, I applied for and won a position in Academic Computing providing user services to faculty and students who used The Computer (the mainframe) for their research or teaching, and the rest, as they say, is history.

"The Bitnet Connection"

So what's the network connection, you ask? The mainframe was also the first widely available networked computer on the UNT campus. Before DecNet, or the wildly new ArpaNet, the mainframe was connected to Bitnet, a project which started as an experiment to link up computers at CUNY and Yale. It went on to become the first widespread network of university
computers linking all major institutions in the U.S. and many abroad, and finally faded against the blaze that was the late 1990s Internet. Back in 1987, I was named the Bitnet education representative for UNT. It was my job to teach people how to use this new network technology, and part of that effort was the establishment of this column as "The Bitnet Connection."

A lot of wide area network "firsts" happened on the UNT mainframe. The first network e-mail, the first network file transfer, the first Listserv mailing list access, the first instant message capability, and the first online chat program. That's right. I was chatting with students and other computer operators all over the U.S. via my mainframe account long before today's "kewl kidz" were AAK (that's "alive and kicking" for you parents) on IM connections and in chat rooms. (There were chat rooms back then too, except in true mainframe fashion, they were called "channels".)

While Bitnet was not as technologically forward-looking as the eventual Internet, it was a useful tool which began the revolution in scholarly communication. It provided the first e-mail address many people ever had, and provided a good laboratory for working out many of the challenges that wide area networking first provided. The same Listserv software which

still manages much Internet mailing list traffic was first developed as a Bitnet mainframe application.

Another kind of Network

But, in spite of my fond, and sometimes not so fond, memories of the old mainframe, it's not the data network I'll most remember. Rather, it's the network of people I came to know and had the pleasure of working with that will remain a presence in my memory. We (and they, I assume) celebrate retirement this month for three of those people.

Steve Minnis, in my experience, has always been the person ultimately in charge of the UNT mainframe systems programming and operations staff, and with his sharp intellect seemed to be able to solve any problem that presented itself on the mainframe systems. **Don Swatloski** was the database guru who seemingly had the entire Software AG Adabas technical library committed to memory and who could quote passages from the appropriate volume when an application unexpectedly failed at 3:00 a.m. **George Williams** managed a diverse set of mainframe applications and a programming team to go with them; he and I happened to end up in the same San Francisco restaurant one spring break when I was visiting my sister he was on his honeymoon, one of those cosmic coincidences that even a mainframe can't help you explain.

So, technology marches on, but its nice sometimes to remember that not everything is new and that a lot of people did a lot of good work to bring computing and networking technology to the current levels of operation and access. Their efforts laid the foundation for the connections we have to information and people around the world. And, I think it's the connection to people that is the most important network connection.

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Link of the Month

Each month we highlight an Internet, USENET Special Interest Group (SIG), or similar mailing list(s) or website(s).

Account Management System Password Change/Reset Program

Are you a student? If so, don't forget to change your EUID password **BEFORE** December 31, 2004! This poster has been placed around campus to help remind students to change their passwords. Complete instructions can be found here: http://www.unt.edu/helpdesk/AMSStrong_Passwords.htm See also, "Student EUID Passwords may require resetting as of December 31, 2004" in this issue of *Benchmarks Online*.

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

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Link of the Month

Benchmarks Online

IRC News

Minutes provided by Sue Ellen Richey, Recording Secretary*

VOTING MEMBERS PRESENT: PHILIP TURNER, ELIZABETH HINKLE-TURNER, LOU ANN BRADLEY, COY HOGGARD (for JONEEL HARRIS), JIM CURRY, PATRICK PLUSCHT, ROBERT NIMOCKS, JON NELSON, SANDRA TERRELL, RAMU MUTHIAH, BRUCE HUNTER, JUDITH ADKISON, SCOTT JOYCE (for CHUCK FULLER) **NON-VOTING MEMBERS PRESENT**: SUE ELLEN RICHEY (Recording Secretary) **MEMBERS ABSENT**: JONEEL HARRIS, JOE ADAMO, MAURICE LEATHERBURY, MARGARET AMBUEHL, KATHY SWIGGER, MAX KAZEMZADEH, DON GROSE, ABRAHAM JOHN, CENGIZ CAPAN, JOHN PRICE, RICHARD HARRIS, KENN MOFFITT, CHRISTY CRUTSINGER, DOUG MAINS, BOBBY CARTER, CHUCK FULLER **GUESTS**: JENNIFER LAFLEUR

There are no minutes to report this month due to a lack of quorum at the last meeting. There should be several sets of minutes in the next issue *Benchmarks Online*.

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* For a list of IRC Regular and Ex-officio Members click here.

IRC Meeting Schedule

The IRC generally meets on the third Tuesday of each month, from 2-4 p.m., in the Administration Building Board Room. From time to time there are planned exceptions to this schedule. All meetings of the IRC, its program groups, and other committees, are open to all faculty, staff, and students.

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Research and Statistical Support
### University of North Texas

RSS Matters

Link to the last RSS article here: The Ins(heet) and Outs(heet) of Importing and Exporting non-Stata Formatted Data - Ed.

Creating Web Based Surveys with Zope - An Open Source Application Server

By Dr. Rich Herrington, Research and Statistical Support Services Manager

Web based surveys are becoming more popular as an alternative to conventional surveys. A major reason for this is cost. In Figure 1. we see that an Internet based survey is always cheaper by a substantial margin:

Figure 1. From "Using the Internet for Quantitative Survey Research", by James H. Watt (1997).
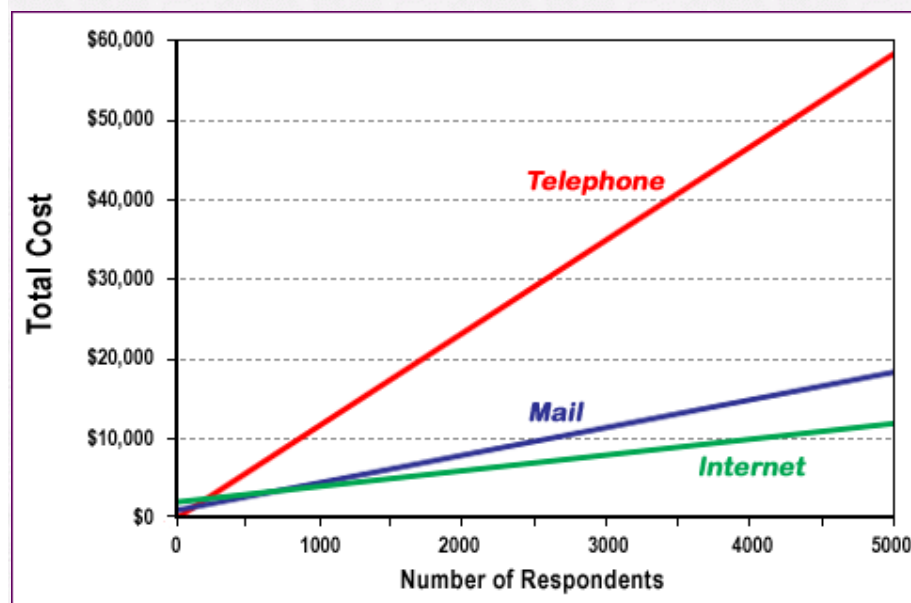
Additional reasons for implementing a web-based survey include the speed with which: 1) a survey can be created, 2) a survey can be distributed, 3) the data can be collected and put into a form which can be analyzed. Furthermore, as survey data are collected, the survey can be modified if problems arise during the survey process. Potential drawbacks with internet surveys can involve biased survey responses if the population under study is not representatively sampled via an internet medium.

Implementing a Web Survey

The typical approach to implementing a web survey will usually involve a combination of HTML and CGI programming. This can potentially involve a fairly substantial skill base: administering a webserver, HTML programming skills, and Perl or Python programming skills. Many web-based services exist in taking care of the server administration functions and will even provide survey creation tools for a fee (e.g. survey monkey).   In Table 1., a comparison of the strengths and weaknesses of the different survey technologies is provided:

Table 1. From "Using the Internet for Quantitative Survey Research", by James H. Watt (1997).

	E-Mail	Converted CATI	Converted Disk-By-Mail	Web CGI Programs	Web Survey Systems
Ease of creation / modification	Excellent	Fair	Good	Poor	Excellent
Ease of Access to Preliminary Data	Poor	Fair	Good	Excellent (w/ extra programming)	Excellent
Sample Quota Control	Poor	Excellent	Fair	Excellent (w/ extra programming)	Excellent
Data Validity Checks	Poor	Good	Good	Excellent (w/ extra programming)	Excellent
Demand of Respondent's Attention	Excellent	Good	Good	Good	Good
Personalization of Questionnaires	Fair	Fair	Poor	Excellent (w/ extra programming)	Excellent
Conversion of Existing Questionnaires	Fair	Excellent	Good	Good	Good
Expertise Required by Questionnaire Creator	Low	High	Moderate	Very High	Moderate
Cost per completion	Inexpensive	Expensive	Expensive	Very Expensive	Moderate to Inexpensive

In the subsequent portions of this article, we examine the use of an open source web application server (Zope), and an open source Zope based survey application (QSurvey), in providing HTML based survey services here at the University of North Texas.

Zope

Zope is a web publishing system. It consists of an optional webserver, a middle layer which coordinates getting things into and out of the database, and an object database. You can leave out the webserver and run Zope behind Apache or IIS. Zope is designed to, and excels at, publishing dynamic content. If you have a three page website, Zope is overkill. If you have hundreds and thousands of pages, lots of users, and impatient readers, Zope is a very good thing. Zope is also open-source, which is crucial to its success. (Zope is actually an acronym: it stands for Z Object Publishing Environment.) The programming languages used to build Zope are Python and C. Most of Zope is written in Python, and any bits where performance is crucial have been rewritten in C. Zope has been described as Python's

killer application; that is, the one application that makes it well worth learning Python and which best shows off the power of Python. In summary:

Zope (Z Object Publishing Environment

- Digital Creations (1998) → Zope Corporation. (2001)
- Originally Used for Newspaper Publishing
- Zope is Based on Python; Cross-Platform
- Zope uses an Object-Oriented Web development Model
- Content, Logic, & Presentation are separated

Component Features

- ZServer + Apache - Can be used alone or in conjunction with Apache
- Through-the-Web Management - Zope Management Interface (ZMI)
- Integrated Control: Undo, Security
- ZODB + SQL Database Adaptor - Built in Object Database and API's for Popular Databases
- Built-in Search Tools: ZCatalog
- Safe Delegation: acl_users folder allows management of usernames and passwords
- Extensible Modules: Products - QSurvey is one example

Next, we look at a particular Zope application - QSurvey.

QSurvey

The QSurvey product is designed to make on-line surveys easy to write. Instead of having first to develop the backend for the storage, then adapt the questions to the storage available, this product allows you to concentrate on the survey and its questions. Zope takes care of the storage. The page-centric model with optional branching determines at run-time which page to display next. If you need more than simple questions, you may include DTML Document material interspersed with your questions. This means that Images and other content are allowed inside a QPage.

QSurvey features:

- A page-oriented model, with the QSurvey holding QPages, and QPages holding DTML Documents and Questions.
- Multi-page interaction is possible with branching dependent on the values of a multiple-choice question.
- All Multiple-Choice are a single type. Select listbox, radio, checkbox, formatting from a single "options" tab.
- Ordering of things within a page from a management tab in the QPage object.
- Uses css instead of tables. Looks very nice in IE4+, Mozilla. Acceptable on NS4. Degrades nicely for Lynx. Deliberately ugly default css provided to encourage customization.
- Pays attention to AUTHENTICATED_USER for results ID creation .
- RESULTS available in various tab-delimited formats.

Screen shots of the Zope and QSurvey web interfaces can be found at the UNT short course notes web page.

Example of a QSurvey Survey

The following is an example survey created with QSurvey:

Mozilla Firefox

UNIVERSITY of NORTH TEXAS
The leading university of the Metroplex

Organization of course

- ○ Poor Performance
- ○ Below Average Performance
- ○ Average Performance
- ○ Above Average Performance
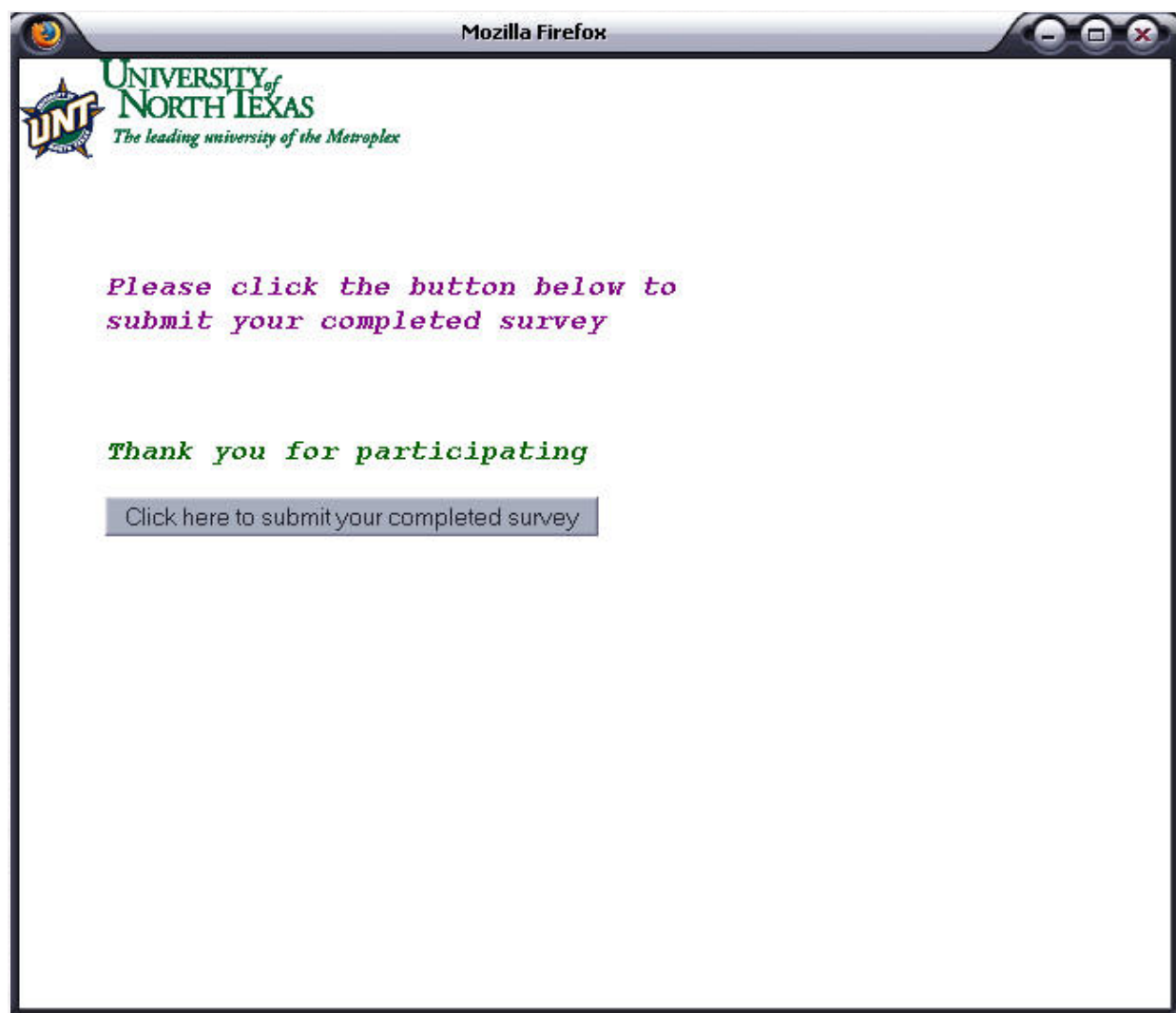- ○ Excellent Performance
- ○ Other

If you replied "Other" to the question above, please describe:

[   ]

Knowledge of subject

- ○ Poor Performance
- ○ Below Average Performance
- ○ Average Performance
- ○ Above Average Performance
- ○ Excellent Performance
- ○ Other

If you replied "Other" to the question above, please describe:

[   ]

Click here to continue to the next page of questions

Mozilla Firefox

UNIVERSITY of
NORTH TEXAS
The leading university of the Metroplex

*Please click the button below to
submit your completed survey*

Thank you for participating

Click here to submit your completed survey

Resources

If you are interested in attending a [short course](#) devoted to [Zope and QSurvey](#), contact [Claudia Lynch.](#) If you are interested in obtaining a Zope account on the UNT Zope survey server http://web2survey.unt.edu/ , contact [Rich Herrington.](#) Enjoy the holidays!

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Benchmarks Online

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 Campus Computing News

Student EUID Passwords May Require Resetting

Winter Break Hours

New Adaptive Technology Specialist Welcomed

 Video Relay Phone for the Deaf is Newest Service in ACS/Adaptive Lab

An Information Technology Christmas

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A Holiday Card from cbeck@unt.edu...

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Benchmarks Online

Short Courses

By Claudia Lynch, *Benchmarks Online* Editor

The fall Short Courses are over. Surf over to the Short Courses page to see they types of classes that we offered. We plan to offer similar classes next semester. The schedule should be out in mid-January.

Customized Short Courses

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

Especially for Faculty and Staff Members

In addition to the ACS Short Courses, which are available to students, faculty and staff, staff and faculty members can take courses offered through the Human Resources Department, the Center for Distributed Learning, and the UNT Libraries' Multimedia Development Lab. Additionally, the Center for Continuing Education and Conference Management offers a variety of courses to both UNT and the general community, usually for a small fee.

EIS Training

Student Records Level I Training

The Registrar's Office will continue to offer EIS Student Records Level I Training throughout the Spring 2005 semester. Please review the training schedule below for available times and dates.

STUDENT RECORDS LEVEL I TRAINING: Level I Student Records Training is a hands-on training session that concentrates on basic view access in EIS. In addition to discussions on basic EIS academic structure the users will view student personal information, FERPA status, residency status, registration eligibility, study lists (schedules), grades, enrollment requests, programs/plans, service indicators (blocks) and print unofficial transcripts. Users will also learn how to search for classes and rooms, view class rosters and look up instructor schedules and view the my.unt.edu student portal.

TO REGISTER: Email Sara Akers at sara@acad.admin.unt.edu with your preferred training time. Please include your EUID, full email address and position at UNT. If you do not know your EUID please go to: https://ams.unt.edu/whatsmyeuid.php

Dates for Level I training in ESSC 152 lab:

- January 24, 2005: 8:30 a.m. -1:00 p.m.
- February 8, 2005: 1:30-3:00 p.m.
- March 29, 2005: 8:30 a.m. -1:00 p.m.
- April 14, 2005: 1:30-3:00 p.m.
- May 4, 2005: 8:30-11:00 a.m.

GroupWise Training

Information about GroupWise training can be found at the GroupWise course site.

If you missed the class, the handout for the GroupWise 6.5 JunkMail Class is online at http://basicgroupwise.unt.edu/downloads/PDF/Dealing_with_SPAM.pdf.

If would like to have a Basic GroupWise seminar for your area, please contact Jason Gutierrez, Network Computing Services, jasong@unt.edu.

Center for Distributed Learning

The Center for Distributed Learning offers courses especially for Faculty Members. A list of topics and further information can be found at http://www.unt.edu/cdl/training_events/index.htm

The center also offers a "Brown Bag" series which meets for lunch the first Thursday of each month at Noon in Chilton 245. 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 Center for Distributed Learning Website.

Technical Training

Technical Training for campus network managers is available, from time to time, through the Network Computing Services (NCS) division of the Computing and Information Technology Center. Check the NCS site to see if and when they are offering any training.

UNT Mini-Courses

There are a variety of courses offered, for a fee, to UNT faculty, staff and students as well as the general public. For additional information surf over to http://www.pware.com/index.cfm?clientid=2694a

Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers. For example, the College of Education has Macromedia Tutorials for DreamWeaver 4.0, Flash 5.0 and Fireworks 4.0.

The [Training](#) Web site has all sorts of information about alternate forms of training. Computer Based Training (CBT) is one of the alternatives offered.

For further information on CBT at UNT, *Check Out the CBT Website for all Your Online Training Needs* in the July issue of *Benchmarks Online*.

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Benchmarks Online

Don't Forget Our Monthly Columns!

By **Claudia Lynch**, *Benchmarks Online* Editor

In addition to our feature articles, *Benchmarks Online* publishes monthly columns that are focused on specific aspects of computing here at UNT (and beyond, in some cases). Check out what is waiting for you this month:

- **RSS Matters** - "RSS Matters" is the monthly column written by the Research and Statistical Support **Group** in Academic Computing Services. Their articles focus on topics of a statistical and/or research methods nature. **This month's article is by Dr. Rich Herrington and is titled "Creating Web Based Surveys with Zope - An Open Source Application Server."**

- **The Network Connection** - "The Network Connection" may well be the longest running column in computer publishing history. Certainly in University of North Texas computer **publishing history**.

  This month, Dr. Baczewski serves up "A Mainframe Memoir." Don't miss this walk down memory lane.

- **Link of the Month** - As it says on the top of the "Link of the Month" page, "each month we highlight an Internet, USENET Special Interest Group (SIG), or similar mailing list(s) or Website(s)." Lately we have been confining ourselves to featuring UNT specific sites. **This month learn about the "Account Management System Password Change/Reset Program."**

- **WWW@UNT.EDU** - "WWW@UNT.EDU" is a monthly column written by the Central Web Support **Group** in Academic Computing Services. The topics usually focus, in some way, on World-Wide-Web-related issues. **This month, treat yourself to a holiday greeting from Charity Beck.**

- **Short Courses** - Every semester, Academic Computing Services (ACS) offers short courses on computer-related topics, many of them having to do with statistical research. This column keeps you up-to-date on what is being offered and when as well as other training opportunities. Fall Short Courses are over, but there is still training in other areas available and listed on this page.

- **IRC News** - As their Webpage **says**, "the IRC is an advisory and oversight body created to foster communication and cooperation between and among UNT information resources providers and users." We publish the minutes of the IRC meetings each month, when they are available. There

Don't Forget Our Monthly Columns!

are no minutes this month.

- **Staff Activities** - This column focuses on new employees, people who are no longer employed at the Computing and Information Technology Center, awards and recognitions and other items of interest featured here.

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