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Questions, comments and corrections for this site: lynch@unt.edu
Site was last updated or revised : May 14, 2006

Benchmarks Online

Campus Computing News

Who Are You?
Computer User Identification at UNT

By **Dr. Maurice Leatherbury**, **Associate Vice President for Computing and Chief Technology Officer, CITC**

To many people on the UNT campus, there seems to be a bewildering number of ways that they have to make themselves known to the computers that they use in their everyday work. Here are the most common login identifications that UNT users encounter:

- Novell network login – this is the identification that you use to get access to UNT's network on a daily basis. In addition to your user name, you must use your Novell password to get into your computer.

- GroupWise login – some users must enter a user ID and password to get access to UNT's official faculty and staff e-mail system, GroupWise, particularly if they're working from home or access GroupWise over the Web

- "EUID" – this is UNT's Enterprise User IDentification, which usually takes the form of "MCL0002" (your initials and a number). The EUID is used to authenticate to the Enterprise Information System (EIS), Eaglenet (our wireless network), the Library's online databases, WebCT, our computer based training systems, Eaglemail (the student e-mail system), and Web-based student storage. A password must also be entered to get access to these systems, and that password is different from the Novell one unless you specifically assign the same password to each system.

- "EMPLID" – the EMPLoyee IDentification number that is assigned by EIS to each person in the system. You generally don't need the EMPLID to log in to any system, but you do sometimes need it to access your record(s) in EIS. The EMPLID is the number that is printed on your UNT photo ID card, although a recent ruling by UNT's attorneys may result in the EMPLID being removed from future ID cards.

Why?

You're probably wondering by now why we have so many digital identities and why we have to remember so many passwords. The simple answer is that each of the systems described above stores its own user ID's and passwords and thus you must supply that system's credentials to access it. We've done a lot of work to hide the complexities of different authentication systems from UNT's computer users, work that for example automatically logs you into the Cognos reporting system if you're already logged into UNT's portal (http://my.unt.edu) But we've only been able to go so far in shielding our users from multiple logins, hence the various logins described above.

The "holy grail" of authentication systems at many institutions and businesses is "single sign on", meaning that you only have to log in only once and your login credentials are supplied by your local computer to any system from that point on that needs to know your identification. If we could reach that goal at UNT, the EUID would be our preferred credential since it's stored on a system that uses open standards ("LDAP", for those who care) and is easier for programmers to write code for than Novell's system. But it's unlikely that we'll be able to use a single user ID and password for Novell, GroupWise, and the various systems that attach to your EUID because of the complexities of the Novell system, which is arguably one of the more secure systems in use today. However, there is some hope for the beleaguered computer user at UNT, at least as far as having to remember user ID's and passwords is concerned.

Your future may be synchronized

We have been working for literally years to make it possible to synchronize Novell login ID's with EUID's so that the password for those two ID's at least could be synchronized. That requires that we know, for example, that "mauricel" in Novell's directory refers to the same person as "MCL0002" in the EUID directory, and it's surprising how difficult that seemingly simple matchup has proven to be. Automated attempts to match them (on the user's name, for example,) have resulted in about 60% of the user identities being matched, but that's not good enough for us to start synchronizing passwords on only two-thirds of our users. To improve the matches, we recently asked everyone to verify their identification when they changed their passwords in the EUID system, but we still can't match about 15% of the users in the Novell directory. And while you might be thinking that a solution would be to change either the Novell user ID ("mauricel") or the EUID name ("MCL0002") to match them, neither of those systems allow the "key value" (name) to change once it's initially created.

This summer, we'll be asking the network managers to work with the CITC to finish the task of matching all Novell accounts with users in the EUID system, at which time you'll be able to change your password and have that change reflected in both the Novell login and any login that relies upon your EUID. While you'll still have to remember to use your Novell login to get started each morning and your EUID to get logged into the UNT portal, etc., you'll only have to remember one password. We're hoping that that step will convince everybody on campus that they don't have to resort to taping their passwords to the bottom of their keyboards in order to remember them!

THE ENTERPRISE
Enterprise Information Systems Status Update

Get up-to-date EIS information with the *Enterprise Information Systems Status Update*. Click here for the latest issue.

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Peer-to-Peer Software and You

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

Governor Rick Perry issued an [executive order](#) on April 5 that prohibits the unauthorized or illegal use of peer-to-peer (P2P) software on state computer systems. According to an [article](#) published on the *Federal Computer Week* website April 13, the executive order directs "the state Department of Information Resources to devise a policy prohibiting the unauthorized or illegal use of such software programs and also permitting their use for government business and law enforcement purposes that won't pose a risk to computer systems." The policy does not directly apply to the legislative or judicial branches of Texas government or to Constitutional state officers, although they could adopt it.

What UNT Says about P2P Software

The [Information Security User Guide](#) has this to say about P2P software:

Peer to Peer Software (e.g. Kazaa) and Copyright Infringement

Peer-to-peer (P2P) software such as Kazaa allows millions of people to swap music, movies, and other file types. While this is not strictly a security issue, it does violate the Computer Use Policy if an excessive/unnecessary amount of bandwidth is consumed. These programs can make the network and Internet speeds crawl for anyone using the same network. P2P software has also become the medium of choice for hackers to quickly disseminate viruses and other "malware." In addition, the Digital Millennium Copyright Act ([DMCA](#)) has made it illegal to share copyrighted materials, which happens to be almost all the movies you watch, the music you listen to, the games you play, and the programs you use. So if you use P2P software, you now know that you are in danger of becoming infected with a virus and violating both University [policy](#) and federal law.

ResNet

All P2P programs are banned on UNT's ResNet network as they facilitate the exponential growth of viruses at UNT. (Source http://www.tams.unt.edu/resnet/newnewnew/misc/glossary.html)

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Summer Hours

By Claudia Lynch, Benchmarks Online Editor

The spring semester ended Friday, May 12. SUM , 3WK1, 8WK1 classes* begin on Monday, May 15. Following are the hours for Computing and Information Technology Center-managed facilities during this time period and, in some cases, the summer. The **Helpdesk** plans, at this point, to be open their normal hours. The University is officially closed for Memorial Day, May 29 and Independence Day, July 4.

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

  May 14 - May 28:

  Sundays: 1 - 9:45 p.m.
  Monday - Thursdays: 8 a.m. - 9:45 p.m.
  Fridays: 8 a.m. - 8:45 p.m.
  Saturdays: 10 a.m. - 8:45 p.m.

  May 29 (holiday): **open** 9 a.m. - 5 p.m.

Hours for Other Campus Facilities**

General Access Labs

- WILLIS:

  Hours for minimester (3 Week 1 - 3W1):

  Friday, May 12: Close at 5:50 p.m.
  Saturday, May 13: 9 a.m. - 5:50 p.m.

  Sunday, May 14: 1 p.m. - 9:50 p.m.
  Monday-Thursday, May 15 - May18: 7:30 a.m. - 9:50 p.m.
  Friday, May 19: 7:30 a.m. - 8:50 p.m.
  Saturday, May 20: 9 a.m. - 8:50 p.m.

  Sunday, May 21: 1 pm-9:50pm
  Monday-Thursday, May 22 - May 25: 7:30 a.m. - 9:50 p.m.
  Friday, May 26: 7:30 a.m. - 8:50 p.m.
  Saturday, May 27: 9 a.m. - 8:50 p.m.

  Sunday, May 28: 1 p.m. - 9:50 p.m.
  Monday, May 29 (holiday): 8 a.m. - 5:50 p.m.

Tuesday-Thursday, May 30- June 1: 7:30 a.m. - 9:50 p.m.
Friday, June 2: 7:30 a.m. - Noon: **Closed for training**
Saturday, June 3: 9 a.m. - 5:50 p.m.

Sunday, June 4: open at 1 p.m. and *return to our 24hr schedule*.

- SLIS:

  Summer Hours:

  Monday - Thursday: 10 a.m. - 2 a.m.
  Friday - Saturday: 8 a.m. - 10 p.m.
  Sunday: Noon - Midnight

- MUSIC:

  Summer Hours:

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

- PACS Computing Center (formerly SCS & SMHM):

  Summer Hours:

  Monday - Thursday: 8 a.m. - 10 p.m.
  Friday - Saturday: 8 a.m. - 5 p.m.
  Sunday: 12 p.m. - 10 p.m.

- SOVA:

  Summer Hours:

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

- COE:

  Friday, May 12 : **Close** at 5 p.m.
  Saturday, May 13: **Closed**
  Sunday, May 14: **Closed**

  Monday, May 15 - Thursday, August 10:
  Regular hours.

  Friday, August 11: **Close** at 4 p.m.

  Special Closings:

  Memorial Day: May 29

- COBA:

Summer Hours:

Monday, May 15 - Thursday, August 10:
 Regular hours.

- [CAS](#):

GAB 330:

Friday, May 12 : **Close** at 5 p.m.

Saturday, May 13: **Closed**
Sunday, May 14: **Closed**

Monday, May 15 - Sunday, June 4 (3 Week 1 - 3W1):

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

Special Closings:

End of 3W1: June 2 - 4

Monday, June 5 (5 Week 1- 5W1) - Friday, August 11 (5 Week 2 - 5W2):

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

Special Closings:

Independence Day: July 4
 Semester Break: August 12 - 27

GAB 550:

Friday, May 12 : **Close** at 5 p.m.

Monday, May 15 - Sunday, June 4 (3 Week 1 - 3W1): **Closed**

 Monday, June 5 (5 Week 1- 5W1) - Friday, August 11 (5 Week 2 - 5W2):

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

Special Closings:

Independence Day: July 4
 Semester Break: August 12 - 27

Terrill 220:

Friday, May 12 : **Close** at 5 p.m.

Monday, May 15 - Sunday, June 4 (3 Week 1 - 3W1): **Closed**

Monday, June 5 (5 Week 1- 5W1) - Friday, August 11 (5 Week 2 - 5W2):

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

Special Closings:

Independence Day: July 4
 Semester Break: August 12 - 27

Wooten 120:

Friday, May 12 : **Close** at 5 p.m.

Monday, May 15 - Sunday, June 4 (3 Week 1 - 3W1):

Monday - Thursday: 8 a.m. - 6 p.m.
 Friday: 8 a.m. - 5 p.m.
 Saturday: **Closed**
 Sunday: **Closed**

Special Closings:

Memorial Day: May 29
 End of 3W1: June 2 - 4

Monday, June 5 (5 Week 1- 5W1) - Friday, August 11 (5 Week 2 - 5W2):

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

Special Closings:

Independence Day: July 4
 Semester Break: August 12 - 27

- **UNT [Dallas Campus](#) - 155A**

Summer Hours:

Monday, May 15 - Friday, August 11:

Monday - Thursday: 8 a.m. - 10 p.m.
 Friday: 8 a.m. - 6 p.m.
 Saturday: 9 a.m. - 5 p.m.

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

  Summer Hours:

  Monday, May 15 - Friday, August 11:

  Monday - Friday: 9 a.m. - 5 p.m.
  Saturday: **Closed**
  Sunday: **Closed**

  Fridays may become closed days or shorter hours, depending on classes/needs.

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* Terminology and schedules for classes offered in the summer has changed in recent years:

- SUMmer=Entire Summer Session, 3WK1 = 3-week 1, 8WK1=8-week 1, 5WK1= 5-week 1, 10WK1= 10-week, 5WK2= 5-week 2. All summer sessions end on August 11 this year.

- Summer Session 3W1: formerly May Minimester
- Summer Session 5W1: formerly Summer I
- Summer Session 5W2: formerly Summer II.

** Hours for additional areas and services are discussed in this recent *InHouse* article, "Operating hours to change for many campus services during summer".

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EDUCAUSE in Dallas This Year

EDUCAUSE 2006
DALLAS OCTOBER 9-12
Spurring Innovation & Marshalling Resources

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

The EDUCAUSE annual conference will be in Dallas this year. Mark your calendars for October 9-12. As you can see below, the General Session speakers are not to be missed! More information can be found at the conference website.

General Session Speakers

TUESDAY OCTOBER 10, 2006 — VINTON G. CERF — VICE PRESIDENT AND CHIEF INTERNET EVANGELIST, GOOGLE

WEDNESDAY OCTOBER 11, 2006 — RAY KURZWEIL — FOUNDER, CHAIRMAN AND CEO OF KURZWEIL TECHNOLOGIES

THURSDAY OCTOBER 12, 2006 — GEORGIA NUGENT — PRESIDENT KENYON COLLEGE

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Network Connection

By Dr. Philip Baczewski, Director of Academic Computing and User Services

Finding a Neutral Corner

The Internet never ceases to surprise me. It has grown to be such an international resource, that we take for granted we can access web pages published in Moscow Idaho as easily as Moscow Russia. This was illustrated when, in looking for quotes about the role of free information in a free society, I stumbled across a long list published at http://www.democracy.ru/english/quotes.php. In case you hadn't noticed, that's *democracy.ru*, a site devoted to promoting democracy in Russia.

A couple of my favorites from that site include, "Whenever the people are well-informed, they can be trusted with their own government," attributed to Thomas Jefferson, and "It is the mark of an educated mind to be able to entertain a thought without accepting it," attributed to Aristotle. Another is, "A free society is one where it is safe to be unpopular," attributed to Adlai Stevenson. These remind us that free access to a variety of ideas forms one basis for an open and democratic society.

As we increasingly rely on the Internet for sources of information, the idea that we have free access to a variety of ideas becomes increasingly important. It's also important to be able to discern any bias or attribution of a particular piece of information. This has become standard practice in news print publications, with advertisements being identified as such especially if they appear in the form of news stories. Google has extended this practice to its online search pages, by distinguishing between search results that are paid advertisements and those which are regular Internet search results.

Recently, the notion of neutrality on the Internet has been highlighted by some activity in the U.S. Congress. At the end of April, an amendment to a U.S. House telecommunications bill, proposed by several Democratic congressmen, was defeated by a vote in the House Energy and Commerce Committee. The amendment would have prevented Internet bandwidth providers from "charging Web sites for faster data transmission or blocking their online competitors' content and services."[1] A bill with similar provisions was previously introduced in the Senate by Oregon Democrat Ron Wyden. On May 2, Representative Ed Markey introduced a free-standing net neutrality bill in the U.S. House.

According to Representative Markey's web site, executives from SBC (now AT&T), Bell South, and Verizon have made statements indicating that their companies would "give certain Web sites priority treatment in reaching computer users."[2] To understand why this is now an issue, you need to look back to a ruling by the Supreme court in June of 2005. In what was called the "Brand X" case, the court ruled that cable Internet providers did not have to give equal access to their broadband infrastructure to independent service providers. This means that cable companies can limit web page and e-mail services to their own

sources, and discourage (by cost) or prevent companies like EarthLink or Brand X from having access to their customers.

In August of 2005, the FCC reclassified DSL services as information services rather than telecommunications services, effectively exempting those broadband service providers from the common carrier rules that would require them to share their infrastructure. This increased ability of broadband providers to control access, has caused concern among a number of companies who depend upon that access to reach their customers, including Amazon.com, Microsoft, and Google. Also a coalition to "save the Internet" has been formed, with membership as diverse as the Gun Owners of America and the Organic Consumers Association (gun stocks meet Birkenstocks?). The battle of heavyweights has been joined and the outcome has yet to be determined. By one measure, the broadband service companies have an edge. According to a CNet article, "AT&T, Comcast, Time Warner, and Verizon spent $230.9 million on politicians from 1998 until the present, while Amazon, eBay, Google, Microsoft and Yahoo spent only a combined $71.2 million."[3]

It seems as if we live in the irony age, so it should not be surprising that AT&T, Verizon, and Bell South were just revealed to have provided (without any warrant) millions of U.S. citizens' phone calling records to the U.S. National Security Agency. Only Qwest refused the NSA's request for the records. This raises the question, in whose interest are these companies operating and is it possible anymore to distinguish U.S. Industry from U.S. Government? Is it industry's right to control its capital without government interference or should government guard the rights of its citizens? Would there be an Internet industry if government (i.e. tax paying citizens) hadn't funded its development?

I close with a couple more quotes from that Russian web site:

"A patriot must always be ready to defend his country against his government." - Edward Abbey
"They that can give up essential liberty to obtain a little temporary safety deserve neither liberty nor safety." - Benjamin Franklin

In the irony age, there are more questions than answers.

References

1. Democrats introduce new Net neutrality bill, *ComputerWorld*, May 2, 2006.
2. Introduction of the Network Neutrality Act of 2006, *http://markey.house.gov/*, May 2, 2006.
3. Republicans defeat Net neutrality proposal, News.com, April 5, 2006.

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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).

UNT — UNIVERSITY OF NORTH TEXAS — "Serving the University's most valuable resource...ITS PEOPLE" — **Human Resources** Employment Opportunities

UNT is Open for Business at jobs.unt.edu

Human Resources has a new career website at http://jobs.unt.edu/ . At jobs.unt.edu internal and external applicants can:

- Check the new website for current UNT staff position vacancies.
- Complete the on-line application and apply for selected current vacancies.
- Add attachments to your application file.
- Check the status of your applications.
- Apply for additional vacancies.
- Link into other UNT HR webpages for the latest in HR information.

UNT Hiring Managers can also:

- Communicate electronically with HR Employment regarding the posting of vacancies and screening of applications.
- Retrieve and review on-line applications instantly as they are referred.
- View applications on-line and/or print applications for your use or for review by others.
- Document your selection of a candidate, and the reasons for non-selection of other applicants, all on-line.

Further information can be found at the jobs.unt.edu website and the article "Human Resources to roll out new online job application site, jobs.unt.edu, Monday, May 1."

Link of the Month

Benchmarks Online

IRC News

Minutes provided by Sue Ellen Richey, Recording Secretary*

January 17, 2006

VOTING MEMBERS PRESENT: PHILIP TURNER, PAUL HONS (for JUDITH ADKISON), PATRICK PLUSCHT, JENNIFER LAFLEUR (for GUILLERMO OYARCE), TIM CHRISTIAN, CHUCK FULLER, JONEEL HARRIS, LOU ANN BRADLEY, JIM CURRY, TOBYE RAE NELSON **NON-VOTING MEMBERS PRESENT**: MAURICE LEATHERBURY, JAMES STRAWN, PHILIP BACZEWSKI, SUE ELLEN RICHEY (Recording Secretary) **MEMBERS ABSENT**: JOE ADAMO, MARGARET AMBUEHL, RAMU MUTHIAH, ROBERT NIMOCKS, MAX KAZEMZADEH, UWE ROSSBACH, CENGIZ CAPAN, ELIZABETH HINKLE-TURNER, JOHN HOOPER, BRUCE HUNTER, CHRISTY CRUTSINGER, DON GROSE, RAY BANKS, JON NELSON, ABRAHAM JOHN, DOUG MAINS, BOBBY CARTER

Because there was not a quorum present, the minutes of the December 20, 2005 meeting were not approved.

IR Steering Committee

The Chair reported that there has not been an IR Steering Committee meeting but one is scheduled for Friday, January 20th.

Distributed Computing Support Management Team**

Philip Baczewski reported for the Distributed Computing Support Management Team that the group has not met since the last IRC meeting, but plans to meet on Friday, January 20th.

Learning Enhancement Planning Group

Patrick Pluscht reported for the Learning Enhancement Planning Group that the group has not met; however, a group of CDL representatives met with the learning enhancement grant recipients in a retreat to orient them to the process, to CDL's services, and to get their accounts set up.

Communications Planning Group

Lou Ann Bradley reported for the Communications Planning Group that the group has not met.

EIS Planning Group

Joneel Harris reported for the EIS Planning Group that at a meeting on Thursday, January 12, Robert Jones demonstrated a product that has been developed using the Cognos business intelligence tools to make the account balance reports more user friendly. The new reports will have drill-down capabilities. They will distribute the new reporting tool to the 20 people who were involved in the development and let them test it before rolling it out to the rest of the campus. Joneel also reported that Catherine Gonzalez has reported that she is successfully using WebCT to incorporate the existing online documentation to develop courses for EIS training. The courses are helpful not only for new users of EIS but as refresher courses for existing users. In addition, the Planning Group is proceeding with the initiative of talking with vendors, related to the CRM modules, to replace the advance recruitment functionality and initiate new advance recruitment functionality, particularly in the areas of graduate and international admissions to make better use of the electronic means of communicating with students through the internet and through email. We have obtained a revised list of the software upgrade and maintenance schedules and that will be very important when many of the group attend the Aliance Users Group meeting to be held in March. This is also important in planning upgrades to the PeopleSoft software in talking about what can be accomplished around those upgrades in the next several years.

Standards & Policy Planning Group

Tim Christian reported for the Standards & Policy Planning Group that the group has not met and asked for input of any new issues they should consider at their February meeting.

WebCT and QEP

Dr. Turner reported that this is the last semester for the use of the Campus Edition of WebCT; as of May 31st no courses will be on that version. During the break they installed the Vista Service Pack 5 and will now begin to test 6. There were problems in the upload of Campus edition courses for the spring but someone is working on that now.

Dr. Turner also reported on the QEP (Quality Enhancement Plan), which is the accreditation effort by UNT in the redesign of its large enrollment undergraduate classes. For the five classes that have been identified, Dr. LaBrecque is putting together a proposal from all of the different groups and the IRC will have a draft of that proposal by next month's meeting.

There being no further business, the meeting was adjourned at 2:15 pm.

February 21, 2006

VOTING MEMBERS PRESENT: PHILIP TURNER, JUDITH ADKISON, PATRICK PLUSCHT, GUILLERMO OYARCE, TIM CHRISTIAN, SCOTT JOYCE (for CHUCK FULLER), LOU ANN BRADLEY, JIM CURRY, TOBYE RAE NELSON, RAMU MUTHIAH, ROBERT NIMOCKS, ELIZABETH HINKLE-TURNER, JOHN HOOPER (for JONEEL HARRIS), BRUCE HUNTER, CHRISTY CRUTSINGER, UWE ROSSBACH, RAY BANKS, JON NELSON, WIL CLARK (for JOHN PRICE) **NON-VOTING MEMBERS PRESENT**: MAURICE LEATHERBURY, JAMES STRAWN, PHILIP BACZEWSKI, JOE ADAMO, SUE ELLEN RICHEY (Recording Secretary) **MEMBERS ABSENT**: MARGARET AMBUEHL, MAX KAZEMZADEH, CENGIZ CAPAN, DON GROSE, ABRAHAM JOHN, DOUG MAINS, BOBBY CARTER **GUESTS**: TOM MCELWEE, CHARLOTTE RUSSELL, JENNIFER LAFLEUR

Minutes Approved

Lou Ann Bradley moved for approval of the minutes of the December, 2005 meeting; the motion was seconded, and the minutes were approved as distributed. Judith Adkison moved for approval of the minutes of the January, 2006 meeting; the motion was seconded, and the minutes were approved as distributed.

IR Steering Committee

The Chair announced that the IR Steering Committee has met since the last IRC meeting. Maurice Leatherbury reported that at that meeting there was a review of the Information Security Policy and the Web Publishing Policy. The Security Policy was approved with one change which changed the idea of "immediate" penalties for violations to "possible" penalties for violations. A matching change was made to a similar clause in the Web Publishing Policy. There was some discussion regarding corporate websites being linked to the UNT website without approval by University Relations, Communications and Marketing; therefore, the policy was sent back to the IRC for further review. The Standards & Policy Planning Group has been advised and will re-work the policy for presentation at a later IRC meeting.

Distributed Computing Support Management Team**

Philip Baczewski reported for the Distributed Computing Support Management Team that they have has met three times since the last IRC meeting. On January 20, the main topic of discussion was the expected dramatic 60% increase in the cost of licensing McAfee anti-virus software. This was caused by McAfee's desire to move from the current annual lease license model to a fixed permanent license model. A subcommittee of DCSMT was formed to evaluate alternatives to McAfee products should it be financially necessary to drop support. However, at the February 3 meeting of DCSMT, Richard Anderson reported that UNT has been offered a renewal of the 2 year lease license agreement on McAfee software that is affordable under the CITC budget. The group appointed from the last meeting will remain in operation, but now has additional time to look into other software products, if necessary to anticipate future license changes. Also discussed at the February 3 meeting were ways to improve management of GroupWise archives and issues surrounding Dell on-site printer maintenance, in advance of a meeting with Dell to address their processes for obtaining support.

DCSMT met again on February 17. Bahram Paiani provided an overview of top-level unt.edu mail routing. Currently, we are seeing as many as 750,000 messages per day pass through the top-level mail hosts. Although there are multiple machines handling this load, a large volume message being processed by one of these may delay messages queued after it. Bahram provided an overview of measures he is taking to improve e-mail processing. Also discussed at that meeting was a report generated to show terminations and retirement among staff that would help network managers withdraw services for ex-employees. A demo of the Cognos/Reportnet system was given by Robert Jones in anticipation of its use for distributing budget reports, and Maurice Leatherbury gave an overview of server hardware support by the CITC and possibilities for changes in the current model of support. The CITC may no longer stock spare parts for newly purchased HP servers.

Learning Enhancement Planning Group

Patrick Pluscht reported for the Learning Enhancement Planning Group that there is a new initiative by Apple called iTunes University and he has asked for information on that. This is an offer by Apple to extend free hosting space for our educational materials, lectures, etc. What Apple would get out of it is traffic to their iTunes music store. Students would have to log in but there would be no cost. It can be downloaded to an iPod, but also to any computer. The Planning Group has also looking at a product called Intelligent Essay Assessor which can be used by students and faculty to submit papers for content analysis and grading, etc. They plan to have this technology demonstrated soon. Dr. Turner pointed out that Florida Gulf Coast University already uses this product. Another product the Planning Group has looked at is called Grade Mark, produced by "Turn It In." This product

is used for grading papers and in addition to grades, provides analytical comments about the paper. This product can produce an analytical report of errors, etc. The cost is approximately $.50 per student. The English Department has expressed an interest in the product so the Planning Group is looking into the possibility of getting the software company to do a 2-month pilot program with the English Dept. The product integrates with WebCt Vista, also.

Patrick also mentioned that he had been sent an article from Philip Baczewski that there has been some negative feedback from students about the clicker technology being used in some classes at other institutions. There was some discussion about this and Patrick stated that, in addition to the two student response system vendors currently under consideration, his committee would look into other technologies that would utilize tools that students already have rather than asking them to purchase new or different technological tools unnecessarily. Jon Nelson commented that the College of Music already uses iTunes for audio content of classes. Ray Banks commented that he is able to use pod casting to export lectures on his iPod so that he can listen to them away from campus. Tobye Rae Nelson commented that the SGA has podcast now, as well.

Communications Planning Group

Lou Ann Bradley reported for the Communications Planning Group that their committee now has a faculty member who has agreed to serve on it. At their most recent meeting they heard an update on the status of the firewall and telephones, LEARN, and the National Lambda Rail.

EIS Planning Group

John Hooper reported for the EIS Planning Group that the new budget reporting system is being presented to the Budget Committee and so far is being received well. They plan to roll out a pilot group and work out bugs, then in April distribute it more widely across campus. They also plan a portal upgrade in April, which he said should be transparent. In addition, the Learning Solutions upgrade is being planned with a target of next Spring to go to version 8.9.

Standards & Policy Planning Group

Tim Christian reported for the Standards & Policy Planning Group that he is presenting a draft of a Computing General Policy for a first reading.   Basically, the policy states that in the future, computing policies will be referred to the Vice President of the affected area for approval, rather than to the IR Steering Committee. He asked for suggestions and comments to be sent to him prior to the next IRC meeting. He will also get the Planning Group together to work on a revision of the Web Publishing Policy, as requested by the IR Steering Committee. Tim said that he has been made aware of an issue regarding photo ID cards for distance learning students who may only come to campus one time in a semester and they are here after normal operating hours of the ID card office and therefore cannot get a photo ID card made. Dr. Turner commented that up to now, this type of student could just send an email to UNT and request a non-photo UNT ID. He questioned how, under the new ID card system, this type of student might obtain a photoless ID and secondly how can this type of student be assured of access when using a photoless ID. There was some discussion and it was pointed out that there is already an ID policy in existence so there would be no need for a new policy; however, Tim Christian stated that he and his committee would take it upon themselves to address this issue and take some steps to generate some understanding in the campus community about it.

Student Computing Planning Group

Elizabeth Hinkle-Turner reported for the Student Computing Planning Group that she has written an article for *Benchmarks* regarding the new mapping project for the General Access Labs, wherein she gives a link to a PDF file of the campus map of all the labs as well as bus stops to the Research Park. Elizabeth has visited the various colleges to see where the maps are being displayed there.

WebCT and QEP

Dr. Turner reported that on February 13th some campus courses were inadvertently deleted from WebCT Vista and he plans to post a statement to faculty on WebCT listservs to summarize what happened and to apologize. Dr. Turner distributed a draft that has been developed with the assistance of DLS (WebCT Admin) of a WebCT Problems Communication Protocol which will be distributed to faculty and students to facilitate prompt notification when there are problems with the WebCT system (see Attachment #2). He plans to publish this Protocol by March 7th and asked for comments or suggestions to be sent to either himself or Tom McElwee before that date. Discussion followed.

Dr. Turner reminded the council that all courses on WebCT Campus Edition will have been switched over to Vista by May 31st, 2006. It was pointed out that the merger between WebCT and Blackboard has been completed. Dr. Turner stated that over the next 2 years, they plan to investigate alternatives to the Vista product and will form a learning management advisory group to assist with this in the near future.

Dr. Turner reported that an 11-member team will soon be here to conduct the accreditation review. In anticipation of this, a Quality Enhancement Plan has been developed which will be in place for 5 years, the goal of which is to make large enrollment classes better. Five large classes have been re-designed with this goal in mind. He encouraged everyone to go to the web site to read about the plan. Dr. Turner made a presentation to SGA last week, and according to Ray Banks, the IRC SGA representative, the President of SGA is quite excited about the plan.

There being no further business, the meeting was adjourned.

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

**DCSMT Minutes can be found here.

IRC Meeting Schedule

The [IRC](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. The schedule can be found here. All meetings of the IRC, its program groups, and other committees, are open to all faculty, staff, and students.

Please note that information published in *Benchmarks Online* is likely to degrade over time, especially links to various Websites. To make sure you have the most current information on a specific topic, it may be best to search the UNT Website - http://www.unt.edu . You can also search **Benchmarks Online** - http://www.unt.edu/benchmarks/archives/back.htm as well as consult the UNT Helpdesk - http://www.unt.edu/helpdesk/ Questions and comments should be directed to benchmarks@unt.edu

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RSS Matters

Link to the last RSS article here: Publishing HTML Documents on the Web2survey Zope Server - Ed.

New Developments with Web Based Surveys on the Web2Survey Zope Server

By Dr Rich Herrington, ACS Research and Statistical Support Services Consultant

RSS has previously published tutorials on creating HTML surveys/questionnaires on the Zope server, Web2survey (*Benchmarks Online - Dec. 04*). This month we are going to review some of the changes that have been implemented with the web application software QSurvey. Additionally, we will highlight some of the "Gotchas" that can be avoided when implementing HTML surveys on https://web2survey.unt.edu, as well as provide some helpful hints. **So what is Zope and QSurvey anyway?** To address this question, we first spend some time discussing the notion of: content management systems; content management frameworks; and web-application frameworks.

Overview of CMS, CMF, and Web Application Frameworks

 Content Management Systems (CMS) have become increasingly important in managing the rapidly increasing volumes of information available to organizations. Simply put, CMS allow the creation and maintenance of documents in a collaborative environment. The popularity of web-based collaboration has spawned numerous CMS based on web browser technology and related protocols (e.g. HTTP, WebDAV). These browser based interfaces allow users to interface with content, and the functionality necessary to manage that content.   Related Content Management Frameworks (CMF) are application programming interfaces (API) underlying these CMS (e.g. the CMS Plone uses the CMF Zope which is implemented in the programming language "python"). CMS are often utilized to manage wikis, learning environments, online communities, Enterprise Content Management (ECM - e.g. record management; workflow management), and digital libraries of various sorts (e.g. images). Notably, there a number of the CMS and CMF projects are organized as open-source or free/open-source (FLOSS).   Indeed, with so many CMF/CMS available (both proprietary and free), it can be difficult to choose and commit to a solution that can meet your content management needs. Making the "commit" decision even more unclear, are the many lightweight, "web application frameworks", that allow rapid pro-typing and deployment of web applications. These web application frameworks allow for database access, session management, web-interface templating, and some security provisions. Less comprehensive than the CMS frameworks, the web application frameworks aim at rapid deployment through architecture templating or design patterning (e.g. general repeatable solutions to a commonly-occurring problems). Some of the more visible projects are Turbo Gears, Ruby on Rails, Django, CherryPy, CakePHP, and Java EE (for a complete listing, see the Wikipedia entry on Comparisons of Web Application Frameworks). Finally, to "seal our confusion", a few of the CMF cross-over the CMS/CMF and web

application framework categories we have outlined. Two such notable products are the CMF Zope (for more details, see the free book: The Zope Book) and the related CMS Plone (for more details, see the free book: The Definitive Guide to Plone).

Zope and the Related CMS Plone

The CMF Zope is an free/open-source object oriented web-application server that is written in the programming language python. Zope comes with the Zope Object Database (ZODB) which allows objects (e.g. web pages, python programs, URL's, folders, etc.) to be stored or persist in a transactional database. As such, operations performed on objects in this database can be "undone" if needed. Basic "object" types are provided for users to create and manage through a point-and-click web interface (e.g. web-pages, page templates, folders). This basic functionality is extended through add-on products that are specialized to implement more advanced functionality: wikis, blogs, forms creation, database API connections to RDBMS, etc.   Hundreds of such products have been created in a highly visible community of developers, most of who, have licensed their software as free/open-source projects (e.g. see http://www.zope.org/Products/ - note: the QSurvey product is merely one such product among hundreds of add-on products). One product that deserves singling out is the open-source CMS product, Plone. Plone is a CMS built on top of the CMF Zope. Plone can be used as document publishing system or as a part of a more extensive groupware solution.   One of the exciting characteristics of the Plone system is the rapidity with which one can bring a fully functioning CMS on-line. Our RSS Plone site (which we haven't really found the time to develop more fully, as we are mostly under-staffed in our office):

Through the use of dynamic web pages, templating, and object code reuse (e.g. using DTML), it is relatively easy to customize and maintain large scale web sites that serve dynamic content backed by databases whose content changes on a frequent basis. While dynamic templating or server-side scripting languages have been greatly utilized in web development, projects such as Zope and Plone combine the idea of a web development framework (complete with deeply integrated security provisions and session management/user management), with dynamic templating - all backed by a built-in, persistent, transactional database. (e.g. DTML and ZPT web page tags; a notable series of Zope tutorials on DevShed). Furthermore, the fundamental object scripting language that is used in implementing Zope and Plone is the highly regarded python language.   A recent review of CMS systems ranked the Zope/Plone combination highly in a review of 15 CMS products (on this same site there are a number of

 other CMS reviews as well). NASA's JPL (the Object Oriented Data Technology (OODT) subgroup) has produced an informative (at least entertaining) comparison of a number of CMS and web-app. frameworks. The comparison is available as a QuickTime movie - careful, this is a large download of about 390 megabytes!

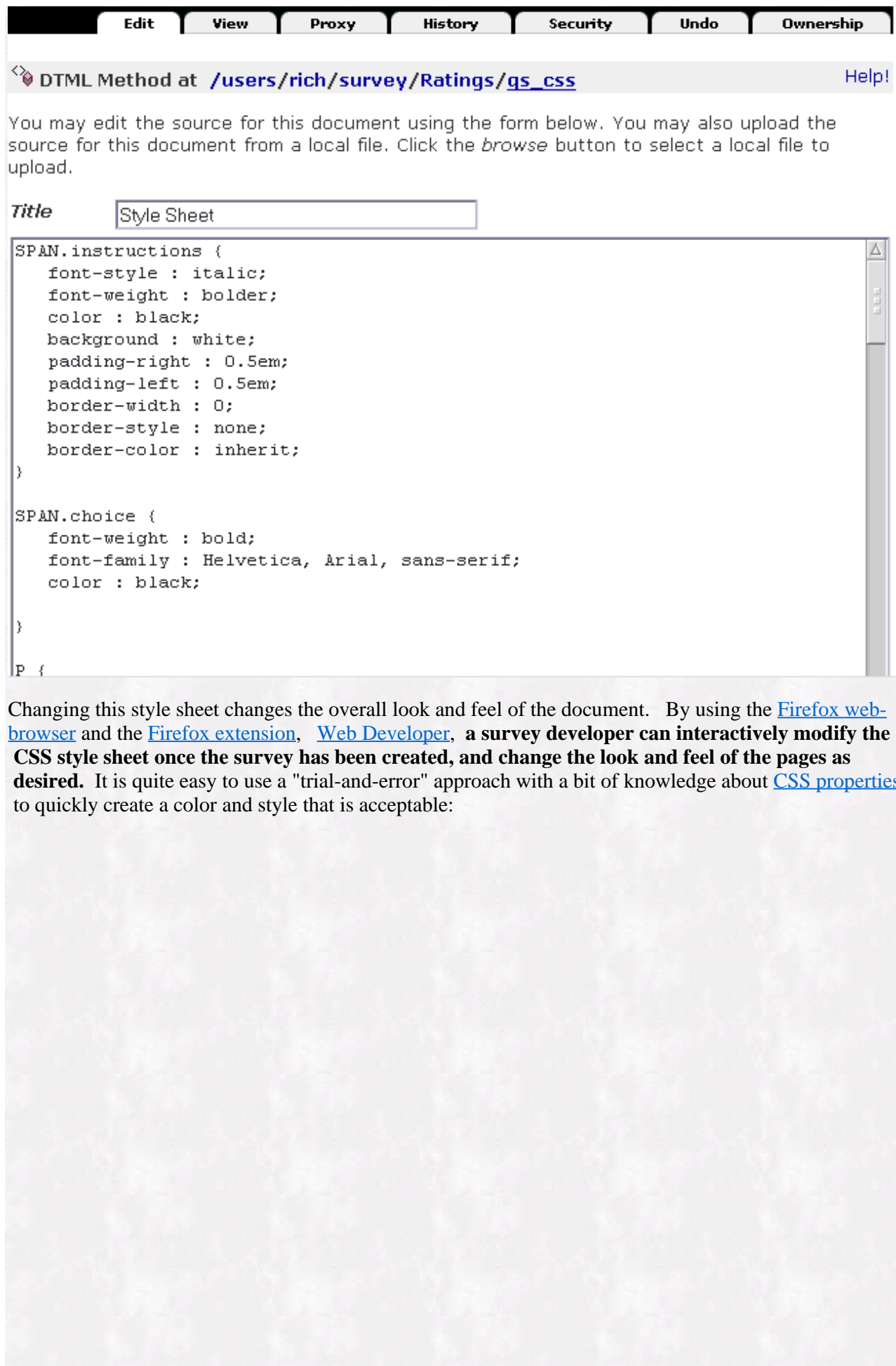## QSurvey - A Simple Zope Application for Creating HTML Forms Based Surveys

The QSurvey product is only one of hundreds of products available at http://www.zope.org. The original idea behind QSurvey was to let Zope take care of the storage (e.g. ZODB), while the user focused on design issues - creating the survey with a tab-based, point-and-click interface:

The design of the survey is organized such that a "QSurvey" object contains "QPages" and QPages contain question types and DTML documents and/or images (i.e. additional HTML pages). The styling of the HTML pages are accomplished by the use of default Cascading Style Sheets (CSS) templates that can be modified as desired:

| Edit | View | Proxy | History | Security | Undo | Ownership |

DTML Method at /users/rich/survey/Ratings/qs_css   Help!

You may edit the source for this document using the form below. You may also upload the source for this document from a local file. Click the *browse* button to select a local file to upload.

Title   Style Sheet

```
SPAN.instructions {
    font-style : italic;
    font-weight : bolder;
    color : black;
    background : white;
    padding-right : 0.5em;
    padding-left : 0.5em;
    border-width : 0;
    border-style : none;
    border-color : inherit;
}

SPAN.choice {
    font-weight : bold;
    font-family : Helvetica, Arial, sans-serif;
    color : black;

}

P {
```

Changing this style sheet changes the overall look and feel of the document. By using the [Firefox web-browser](#) and the [Firefox extension](#), [Web Developer](#), **a survey developer can interactively modify the CSS style sheet once the survey has been created, and change the look and feel of the pages as desired.** It is quite easy to use a "trial-and-error" approach with a bit of knowledge about [CSS properties](#) to quickly create a color and style that is acceptable:

Edit CSS

qs_css

```
SPAN.instructions {
    font-style : italic;
    font-weight : bolder;
    color : black;
    background : white;
    padding-right : 0.5em;
    padding-left : 0.5em;
    border-width : 0;
    border-style : none;
    border-color : inherit
}

SPAN.choice {
    font-weight : bold;
    font-family : Helvetic
    color : black;

}

P {
    font-family : Utopia,
    border-width : 0;
    border-style : none;
}

H2 {background-color:ligh
font-family : Utopia, Ver
border-width : 0;
border-style : none;
```

What Characteristics do you find important in choosing a university to attend?

Which US State do you reside in?

Texas

Mark the what you believe is the most important characteristic in the following list of characteristics

○ Reliability ○ Service ○ Quality ○ Price

Please select the most appropriate response

Results from submitted surveys are available in XML format or in TAB delimited format for download, which allows easy import into other software systems such as SPSS and Excel:

Below: a smaller section of tabs at the top of the RESULTS folder. These tabs allow download of TAB delimited files of single select, multiple select, and text responses. "Count" gives a count of the total submitted records to date:

| tsv_multiple | tsv_single | tsv_text | show_text | Count |

Below: a larger window of the RESULTS folder. (notice that the username (e.g. -1497893754) is a hashed representation of an authenticated user (in this case it is "anonymous", the last one is an EUID that was authenticated):

Contents	View	Properties	Security	Undo	Ownership	Find	tsv_multiple	tsv_single

QSurveyResultsFolder at **/users/rich/survey/Ratings/RESULTS**

Accelerated HT

Type Name	Size	Last M
☐ -1497893754_2006_05_10_13_54_58_4543 ✎		2006-
☐ -1497893754_2006_05_11_16_59_32_5725 ✎		2006-
☐ -1497893754_2006_05_11_17_05_11_5511 ✎		2006-
☐ -1497893754_2006_05_11_17_05_51_1023 ✎		2006-
☐ -1497893754_2006_05_11_17_06_53_4799 ✎		2006-
☐ -1497893754_2006_05_11_17_08_24_6802 ✎		2006-
☐ -1497893754_2006_05_11_17_09_20_5535 ✎		2006-
☐ -1497893754_2006_05_11_17_12_50_7008 ✎		2006-
☐ -1497893754_2006_05_11_17_19_32_2056 ✎		2006-
☐ -1497893754_2006_05_11_17_20_32_223 ✎		2006-
☐ -454732910_2006_05_11_17_26_17_6366 ✎		2006-

Rename	Cut	Copy	Delete	Import/Export	Select All

Because survey page presentation in **QSurvey is based on standard HTML,** it supports single and multiple select radio button and checkbox fields, and list drop downs. Additionally, "OTHER" textbox fields can be combined with the radio and checkbox type multiple choice items; of course QSurvey supports textbox only items as well. **The survey designer has control over whether items are presented vertically, horizontally, or in columns. Images can be combined in the body of the survey pages to create interesting arrangements of the anchors for the scale items, or for other purposes.** For example, below we have a "matrix" type set of single select items, with the item anchors angled above the fields:

Please select the most appropriate response

Important   Somewhat Important   Not Very Important   Not Important At All

○ ○ ○ ○ ....Reliability

○ ○ ○ ○ ....Quality

○ ○ ○ ○ ....Price

○ ○ ○ ○ ....Service

Again, since survey page presentation in **QSurvey is based on standard HTML** (with some backend Zope scripting for the data collection into the ZODB), JavaScript can be combined with the HTML pages to obtain interesting DHTML effects on survey pages. In the figure below, the first item is a TEXT box only item (ArticleFeedback); the second item is a HTML page only (Introduction - this page can contain images, JavaScript, web-links, etc; basically most valid HTML constructs); the next six items are multiple choice items (both single and multiple select types); the tenth item is an HTML page with a URL link to an external web page - in order to access that web page users have to authenticate in using their EUID username (e.g. LDAP Database); the eleventh item is a list drop down with a pre-selected entry of "Texas". The final item is a HTML page with image that has anchors for items Q2, Q3, Q4, and Q5.

	Contents	View	Transition	Sub-item_Sequence	Button_Text	freq

QPage at **/users/rich/survey/Ratings/QPage1**

DTML Document ▼ [Add]

Type	Name	Size	Last Modified
☐ ▭	ArticleFeedback (Please add any comments that you wish to share concerning ...)		2006-05-10 14:56
☐ ⟨⟩	Introduction (Intro) ✎	1 Kb	2006-05-10 13:39
☐ ≡	Q1 (Mark the what you believe is the most important ...)		2006-05-10 13:43
☐ ≡	Q2 ( )		2006-05-10 13:42
☐ ≡	Q3 ( )		2006-05-10 13:17
☐ ≡	Q4 ( )		2006-05-10 13:43
☐ ≡	Q5 ( )		2006-05-10 13:16
☐ ≡	Q6 (Please check all that apply)		2006-05-10 13:53
☐ ▭	Q7 (Please explain how or why you rated the above ...)		2006-05-10 13:15
☐ ⟨⟩	Ratings (Ratings) ✎	1 Kb	2006-05-10 14:58
☐ ≡	State (Which US State do you reside in?)		2006-05-10 14:54
☐ ⟨⟩	image (image) ✎	1 Kb	2006-05-10 13:28

[Rename] [Cut] [Copy] [Delete] [Import/Export] [Select All]

Advanced functionality in QSurvey allows, multiple page surveys with branching from single questions to different pages depending on the users selection:

The_Question	View	Choices	Custom_Values	Options	Branching	Security

MultipleChoiceQuestion at **/users/rich/survey/Ratings/QPage1/Q1**

To branch:

1. Check branch_on_this_question, below
2. Choose the next location the survey should go after each user response.

Note: Only one question on a page should do branching

See the branching for the page this question is on.

branch_on_this_question ☑

user response	next page selection
Reliability	QPage1 ▼
Service	Finish ▼
Quality	QPage1 ▼
Price	QPage1 ▼

[Save Changes]

Authentification can be controlled through assigned Zope permissions (e.g. student, faculty, anonymous, manager, etc) which can be created by the survey researcher as needed:

QSurvey at /users/rich/survey/Ratings

The listing below shows the current security settings for this item. Permissions are rows and roles are columns. Checkboxes are used to indicate where roles are assigned permissions. You can also assign **local roles** to users, which give users extra roles in the context of this object and its subobjects.

When a role is assigned to a permission, users with the given role will be able to perform tasks associated with the permission on this item. When the *Acquire permission settings* checkbox is selected then the containing objects's permission settings are used. Note: the acquired permission settings may be augmented by selecting Roles for a permission in addition to selecting to acquire permissions.

Acquire permission settings?	Permission	Anonymous	Authenticated	Manager	Owner
☐	Access Contents Information	☐	☐	☐	☐
☐	Access RSession Methods	☐	☐	☑	☐
☐	Access Transient Objects	☐	☐	☑	☐
☐	Access arbitrary user session data	☐	☐	☑	☐
☐	Access contents information	☑	☑	☑	☑
☐	Access future portal content	☐	☐	☑	☐

For example, a survey researcher can leave the survey as accessed anonymously, or can create their own username and passwords for assignment. For on-campus surveys, the Zope product LDAPUserFolder, can be used with the campus LDAP database to authenticate users on their EUID username and password:

Configure	**LDAP Schema**	**Caches**	**Users**	**Groups**	**Log**	**Undo**	**Ownership**	**Security**

⚠ LDAPUserFolder at /users/rich/survey/Ratings/acl_users   Help!

Change the basic properties of your LDAPUserFolder on this form.

Title	ldap test
Login Name Attribute	uid (uid)
User ID Attribute	uid (uid)
RDN Attribute	uid (uid)
Users Base DN	ou=people,o=unt **Scope** SUBTREE
Group storage	Groups not stored on LDAP server
Groups Base DN	ou=people,o=unt **Scope** SUBTREE
Manager DN	cn=courseeval,ou=directory users,o=unt *Password* **********
Manager DN Usage	Never **Read-only** ☑
User object classes	top,person
User password encryption	SHA
Default User Roles	Anonymous

Apply Changes

Since QSurvey is a free/open-source product, **the complete program code listings (python and Zope DTML) are available for modification and improvement.** The following appears in the QSurveyClass folder of QSurvey Product folder:

| Methods | Basic | Views | Property Sheets | Permissions | Define Permissions | Subo |

Z Class at
/Control_Panel/Products/QSurvey/QSurveyClass/propertysheets/methods

Accelerated HTTP Cache Manager ▼

Type **Name**		Size	Last Modified
☐ allquestions		1 Kb	2006-02-20 19:58
☐ aqnew		1 Kb	2006-02-20 19:58
☐ branchme		1 Kb	2006-02-20 19:58
☐ countableitems		1 Kb	2006-02-20 19:58
☐ dateid		1 Kb	2006-02-20 19:58
☐ default_css		1 Kb	2006-02-20 19:58
☐ default_url		1 Kb	2006-05-09 07:27
☐ filethedata		1 Kb	2006-02-27 05:52
☐ filethedatapersistent		3 Kb	2006-05-09 16:55
☐ index_html		1 Kb	2006-02-20 19:58
☐ pagelist		1 Kb	2006-02-20 19:58
☐ passwordform		1 Kb	2006-02-20 19:58
☐ set_next_page		1 Kb	2006-02-20 19:58
☐ standard_html_footer		1 Kb	2006-02-20 19:58

| Edit | Bindings | Test | Proxy | History | Undo | Security |

Script (Python) at
/Control_Panel/Products/QSurvey/QSurveyClass/propertysheets/methods/filethedatapers

Title	
Parameter List	

Bound Names context, container, script, traverse_subpath
Last Modified 2006-05-09 16:55

```python
import string

tab = '\t'
newline = '\n'
carriage = '\r'
space = ' '

data = container.session_data_manager.getSessionData()
if data:
    surveyid=data.get('surveyid')
    #see if the id is in RESULTS, if not create it
    if surveyid not in container['RESULTS'].objectIds():
        container['RESULTS'].manage_addProduct['QSurvey'].QSurveyResultsItemClass.
    resultsItem=container['RESULTS'][surveyid]
    ipaddress = ''
    if context.REQUEST.has_key('HTTP_X_FORWARDED_FOR'):
      ipaddress = context.REQUEST['HTTP_X_FORWARDED_FOR']
      if not ipaddress:
```

While the original product hasn't been modified by the original author since 2003 (and as it turns out, that change was prompted by me; prior to that, changes had not been made since 2001); **we here at RSS have been fixing minor design limitations and adding features as we can.** The changes have been

slow and incremental (did I mention that we are mostly understaffed?), with a list of changes being implemented in their order of importance. The first changes that we added were to **allow completely anonymous responses, even though "authentification" was being utilized.** While this may seem implausible, it is possible in that authenticated usernames are set up to be ["hashed"](#) so that the original authenticating username could not be retrieved (backtracked). However, this hashed representation is unique in that it would allow the same user to be identified upon re-authentification but without gaining the actual identity of the original username (or user).   Additionally, the original product did not allow the final survey page to be customized so that upon completion (e.g. submit button being clicked), the user could be re-directed to a customizable URL (e.g. all survey researchers using QSurvey would have to use the same ending page). To change this behavior, a "qs_url" DTML method object was added as an object in the original product folder (i.e. the root folder inaccessible by Zope account holders) so that upon the first submission of a survey researcher's survey, a corresponding "qs_url" object is created in the survey researcher's survey folder. **This "qs_url" file can be edited and changed to re-direct a user to a URL of choice after the "submit" button is clicked (note: there are some important considerations with regard to this file and its contents, that if not heeded, could cause potential data loss problems).** Currently, **we are experimenting with adding an "automatic form creation and submission" section of code to this qs_url file so that collected results can be submitted to a [RDBMS](#) if desired.** Other possibilities that we are experimenting with **involve using AJAX design templating procedures** to write data to persistent objects (using an [XMLHttpRequest](#) API) as data are collected, so that if the server/browser "connection" is broken that partial results can be saved to the file system.   A few projects based on Zope (e.g. [Zope-React](#)) are underway to bring the ["Model-view-controller"](#) design pattern that characterizes a number of currently popular web application frameworks (e.g. [Ruby-on-Rails](#)). Zope-React provides Zope with the same Ajax actions implemented by the library used in Rails. **Another high priority on the agenda of changes we are wanting to implement, is creating the "real-time" reporting of survey results** as they are collected in the survey folder. We already have this ability to some degree, but we are still looking to improve this. Our hope is to utilize DHTML techniques to create dynamic reporting that uses the [R statistical programming environment](#) as the backend computational engine. One such possibility is to use the ["Rpad" library](#). Another is to use the python interface to R - [Rpy](#) - to call R for data processing within a Zope python script method.

Some "Gotchas" to Avoid When Using QSurvey

Folks new to QSurvey will need to [consult the AVI tutorial series](#) on the exact steps in setting up an initial survey. So this next section is going to be more meaningful for those who have already created a QSurvey before, or have just viewed these tutorials. There are some potential problems that could occur if not addressed: **1) Blank HTML text boxes that consist of only 1 line can submit upon a carriage return, resulting in empty fields in items below that text field with the carriage return. It would be safer to not use "small text" boxes with 1 line.** It would be better to use "large" text boxes that consist of one lines. One of the first things that I changed on the default behavior of QSurvey was that large textboxes could have no smaller than 2 lines. **HOWEVER, NOTE THAT YOU CAN STILL CREATE SMALL TEXT BOXES WITH 1 LINE! THIS COULD RESULT IN MISSING DATA!** For example:

Large Text box 1 line:

Small Text box 1 line:

The second box will result in lost data in subsequent items on the page if the end of the line is followed here by a carriage return. Next Gotcha: **2) Make sure to edit the qs_url file so that it has nothing in it other than an redirect to a url. The default is:**

This segment of tags causes a pause of less than a second after the "submit" button is clicked, then redirects the user to http://www.unt.edu. This url (http://www.unt.edu) can be changed to a URL that you select. **Under NO circumstances should you have "clickable URL links" on this page (e.g. href), or other submit buttons (e.g. other forms).** If the user closes the window after the "submit button" is clicked BEFORE the redirection to the URL, then data loss could occur. You might change the 0 to some other number like 2, 3, 4 (second delay before redirect), but just realize the user might close the window during this pause. **3) Never set the transition on the last page (the Final page should NOT have the transition set. In other words, do not set the "transition to the next page", on the page that has the "click to submit survey button").** Setting the transition on the last page WILL NOT ALLOW THE DATA TO BE SUBMITTED TO THE ZODB. Finally, **4) Never use "spaces" or "special characters" in the ID field's for the names of your pages or questions. TITLE** fields are just strings or descriptors and can be anything. I usually stick to "camel-hump" notation in my naming conventions: DemographicsPage1; Question1Part2; etc. Don't use spaces or underlines.

Some Helpful Hints

Here are some helpful hints rather than Gotchas: **You can use the Zope management interface: "Rename, Cut, Copy, Delete and Paste" functions with both question pages and questions.** If your questions or pages have very similar content but only differ by the actual wording of the question, then use the "Copy" button, and then "Paste" the original template question or page however many times you need to. Then "Rename" the items as needed and edit the question content - this is a GREAT time saving trick. For example, Q1 is checked, Click the "Copy" button below and a "Paste" option will appear. Clicking the "Paste" button will give a version with the following name:

Copy that appears:

```
☐ ▤ copy_of_Q1 (Mark the what you believe is the
       most important ...)
```

Where the original was:

Type	Name	Size
☐ ▭	ArticleFeedback (Please add any comments that you wish to share concerning ...)	
☐ ◈	Introduction (Intro) 🖉	1 Kb
☑ ▤	Q1 (Mark the what you believe is the most important ...)	
☐ ▤	Q2 ( )	
☐ ▤	Q3 ( )	
☐ ▤	Q4 ( )	
☐ ▤	Q5 ( )	
☐ ▤	Q6 (Please check all that apply)	
☐ ▭	Q7 (Please explain how or why you rated the above ...)	
☐ ◈	Ratings (Ratings) 🖉	1 Kb
☐ ▤	State (Which US State do you reside in?)	
☐ ◈	image (image) 🖉	1 Kb

| Rename | Cut | Copy | Delete | Import/Export | Select All |

For that matter, **you can copy an ENTIRE survey and paste it again to create a copy of the original survey**. This is useful for creating slightly altered versions of the entire survey; or for backing up a survey that you don't want to risk losing or corrupting. **Additionally, by using [WebDAV](#) folders or Netdrive ([see last month's column](#)), you can upload, copy, and replicate items using WebDAV clients.**   The image that appears at the top of every QPage:

can be customized or removed entirely. The reference to this image, unt_logo (which is in the main QSurvey product folder), can be removed from the qs_css file:

```
BODY {
   color : black;

   background-repeat: no-repeat;
   background-color : rgb(17,114,67);
   background-image: url(unt_logo);
   background-color : white;
   margin-top : 5em;
   margin-right : 11em;
   margin-left : 3em;
}
```

Just remove the entire line: "background-image: url(unt_log);". Or you can upload a different image into the QSurvey object folder and change the reference to something like: "background-image: url(my_image);".

The Final Product (the survey)

The use of the QSurvey product and the [Zope Survey Server](#) in general has increased on campus.

QSurvey is used in student dissertations, faculty projects, administrative projects (e.g. Center For Distributed Learning (CDL) web- based evaluations). Last spring (2005), I taught a survey research design course for the SLIS department, and Zope/QSurvey was utilized quite a bit. Recently, RSS was involved in working with the UNT Faculty Senate in implementing a university-wide faculty evaluation of administrators at UNT (the results have been reported in UNT's InHouse publication). To give readers a feeling for how the overall product feels, I have assembled a mock survey, based on a marketing theme. The live, assembled version of the survey can be found at this address: https://web2survey.unt.edu/users/rich/survey/Ratings/ Note that this address is on an SSL enabled website so that all HTTP calls are directed to the HTTPS port.   In the end, QSurvey is only a small part of a number of useful free/open-source tools available to researchers on http://web2survey.unt.edu. Researchers at UNT not only have access to an enterprise level web application server that is backed by a built in object database, but have access to RDBMS (e.g. MySQL and PostgreSQL). In addition to having access to https://web2survey.unt.edu (contact Rich Herrington at 940-565-2140), researchers have access to http://zope.unt.edu/. This Zope server is supported by Web Support Services (contact: Shannon Peevey at 940-369-8876)

One last thing to note: RSS currently teaches a set of two short-courses - two 3 hour classes - on creating surveys using Zope and QSurvey.

References (Warning: these references are not thorough, and to some degree represent my personal biases!)

Books & Articles

 Please Teach Me Web Frameworks For Python! - Guido van Rossum (BDFL)

 The Zope Book - Amos Latteier, Michel Pelletier, Chris McDonough, Peter Sabaini

 The Definitive Guide To Plone - Andy McKay

 Content Management Systems - Paul Browning, University of Bristol
                                                            Mike Lowndes, Natural History Museum, London

 Open Source Content Management Systems - James Robertson

The Object Oriented Thought Process - Matt Weisfeld (article)

 The Objected Oriented Thought Process, 2nd Edition - Matt Weisfeld (book)

 Web Design Frameworks: An Approach
 to Improve Reuse in Web Applications   - Schwabe, Rossi, Esmeraldo, Lyardet

Related Websites

OSCOM - The International Association for Open Source Content Management

CMS Watch - Provides Independent Evaluations of Content Management Systems

Python Org - Official Python Website

Django - Python Based Web Framework

 Django Intro. Video - Hosted by Google's Tech Talk

Zope/Plone Communities

Zope Org

[Plone Org](#)

[Zope Labs](#)

Please note that information published in *Benchmarks Online* is likely to degrade over time, especially links to various Websites. To make sure you have the most current information on a specific topic, it may be best to search the UNT Website - http://www.unt.edu . You can also search *Benchmarks Online* - http://www.unt.edu/benchmarks/archives/back.htm as well as consult the UNT Helpdesk - http://www.unt.edu/helpdesk/ Questions and comments should be directed to benchmarks@unt.edu

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Benchmarks Online

WWW@UNT.EDU

Central Web Support Staff Update

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

As we reported [last month](), Shane Jester has been promoted to Manager of Distributed Learning Support. We are pleased to announce that Charity Beck has also been promoted, to Manager of Central Web Support. Following is the current "cast of characters" in the Central Web Support (CWS) area:

- [Charity Beck]()– Central Web Support Manager.

- [Shannon Peevey]() – Web Developer. Shannon is in charge of running our database and dynamic content servers.

- [Scott Simon]() – Portal Administrator. Scott works with the EIS project on all things portal, including design implementation and application integration.

- [JPWilliams]() – Web Developer. JP works with special projects in CWS as well as assists with system administration duties.

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Short Courses

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

Short Courses are over for the spring. Surf over to the [Short Courses]() page for a sample of the sorts of courses that will be offered this summer (starting, probably, in early June).

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

Questions or comments relating to EIS training should be sent to the EISTRN GroupWise account. Upcoming EIS training events may be found at:

- Learning to Use EIS: [http://www.unt.edu/eis/WebHelp/EIS_Training/Training_Start.htm]()

- EIS Timekeeper Training Schedule: [http://www.unt.edu/hr/eis/timetrain.htm]()

- EIS ePro Training Calendar: [http://www.unt.edu/pps/trainingcalendar.htm]()

- Ongoing training is available on WebCT at: [http://web2.unt.edu/eis/Training/signup_form.php]()

GroupWise Training

Information about GroupWise training can be found at the GroupWise Support site. A list of GroupWise 6.5 "Tutorial Topics" can be found here: [http://ncs.unt.edu/gw/howto/index.htm]() A GroupWise 6.5 Training CD-ROM is

also available. See "Installing and Using GroupWise 6.5 CD-ROM Training from Thomson NETg" in the June issue of *Benchmarks Online* for more information.

GroupWise 6.5 Seminars

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. 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, see the CBT website. Note also, two articles in the November issue of *Benchmarks Online*, "Using the Adobe Education Website - Revised November 2005" and "SkillPort and Thomson NETg Offer Easy-to-use Browser Compatibility Testing for Online Learning." The recently published article "Project Management Courses Added to the SkillPort CBT Website" may also be of interest.

The article Tracking Progress in New KnowledgeNet Courses in the January issue of *Benchmarks Online* gives instructions on how to set up tracking for each course. The article SkillSoft Site Re-organized With New Course

Offerings in the April issue of *Benchmarks Online* should also be noted. This information is also available on the CBT website.

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Staff Activities

Transitions

New Employee:

- **Stormy Shippy**, formerly employed here when he was a student as a CITC LAN Technical Assistant (part-time), Computer Support Specialist, Telecommunications.

- **Christopher Demont**, Telecom Specialist, Telecommunications.

- **Matthew Carter**, Position: Computer Equipment Operator, Computer Operations.

- **Zhihua (Jackie) Ehinger**, Programmer, Student Finance Team, AIS.

Changes:

- **Charity Beck**, has been promoted to Manager of Central Web Support. For further information, see WWW@UNT.EDU in this issue of *Benchmarks Online*.

Awards, Recognition, Publications, etc.

More New Babies!

Congratulations to **Sue Ellen Richey**, Administrative Services, on the birth of her first great-grandchild, Tyler Thomas Rumfield, born on 4/23/06.

Congratulations also go to:

- **Jason Emanuel,** Unix Support services**,** and his wife Amanda on the birth of their son Lannie Nathan Emanuel on 05/01/06.

- **Shannon Peevey,** UNT Central Web Support, and his wife Cecilia on the birth of their daughter Clara Emberlynn Peevey on 5/6/06.

- **Christopher Demont,** Telecommunications**,** and his wife Samantha on the birth of their son Lucas Benjamin Demont on 5/8/06.

Staff Council

Scott Windham, Data Communications, and **Dr. Elizabeth Hinkle-Turner**, Student Computing Services Manager, were elected to the Staff Council. Hinkle-Turner was

subsequently elected historian of the Staff Council.

Furthermore ...

Dr. Hinkle-Turner, had her video piece "Finish Line" presented at the Collin County Community College Spring Creek Campus (April 26) and at Texas A and M University - College Station (May 1) and **Mr. Windham** was honored at the President's Sack Lunch on May 10. He was given a "Steve Miller Outstanding Employee Award," recognizing his work in setting up and managing a computer network at Camp Copass that housed more than 300 Katrina evacuees. More about the efforts of Windham and others during that time can be found in the *Benchmarks Online* article "Winds of Change" that was published in October, 2005.

Retirees Honored

As was recently reported in *InHouse*, sixty retiring (2005-06) UNT faculty and staff members were honored with a luncheon and reception April 25 in the University Union**.** Among those honored were former CITC employees **Sandy Burke,** who had been Manager of the CITC Helpdesk and **Nola Campbell**, who was a systems programmer with the Enterprise Systems Technical Support group.

And the winner is ...

- **Brenda Kirk,** CITC Desktop Support, Network Computing Services, won an International Week T-shirt and a package of tickets for the International Food Festival luncheon. **Karl Pienkoss,** Student CPU Operator, Computer Operations, won tickets to see *Scapino or the Trickster.* (*InHouse* prize winners from the week of March 29).

- **Mike Shirley**, programmer/analyst on the AIS Student Records Data Systems team, won a **UNT Beautification Day** T-shirt (*InHouse* prize winner from the week of April 5).

- **Nola Campbell**, former systems programmer with the Enterprise Systems Technical Support group, won tickets to see the **UNT Wind Symphony and Symphonic Band** perform. (*InHouse* prize winner from the week of April 12).

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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, Dr. Rich Herrington has a doozy of an article for you: "New Developments with Web Based Surveys on the Web2 Survey Zope Server." Read all about it!**

- **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 wonders if "Finding a Neutral Corner" is possible. This article will get you up-to-date on the latest challenges facing the Internet and those who use and rely on it.

- **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. **The "Link of the Month" headline declares "UNT is Open for Business at jobs.unt.edu." Read all about it!**

- **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 more changes in Central Web Support are chronicled in the article "Central Web Support Staff Update."**

- **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. Short Courses are over for the spring. Surf over to the Short Courses page for a sample of the sorts of courses that will be offered this summer (starting, probably, in early June).

- **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. **The minutes published this month were for January 17, 2006 and February 21, 2006.**

- **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. This month there are some new babies to report.

Please note that information published in *Benchmarks Online* is likely to degrade over time, especially links to various Websites. To make sure you have the most current information on a specific topic, it may be best to search the UNT Website - http://www.unt.edu . You can also search *Benchmarks Online* - http://www.unt.edu/benchmarks/archives/back.htm as well as consult the UNT Helpdesk - http://www.unt.edu/helpdesk/ Questions and comments should be directed to benchmarks@unt.edu

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