Benchmarks Online

Computing and Information Technology Center

| CITC Home | Help Desk | Training | About Us | Publications | Our Mission |

Volume 12 - Number 5 * May 2009

Columns

- NetworkConnection
- Link of the Month
- Helpdesk FYI
- IRC News
- RSS Matters
- Short Courses
- Staff Activities

About Benchmarks

Search Archive

Subscribe to Benchmarks

EagleConnect

The time has come!

By the Numbers

EagleConnect

8704 – number of UNT students who have migrated their Eaglemail accounts to EagleConnect as of 5/15/09.

The time has come!

EagleConnect

Campus Computing News

CITC Reorganizations and Training Initiatives

Going...going...gone: Eaglemail becomes EagleConnect on May 18

Summer Hours

Coming Soon: Microsoft Home Use Program

Today's Cartoon

Don't forget our monthly Columns!

BOOKMARK

[Return to top](#)

UNIVERSITY OF NORTH TEXAS

Network Connection | Link of the Month | IRC News | RSS Matters | Helpdesk FYI | Short Courses | Staff Activities

Computing and Information Technology Center Home | Help Desk | Training | About Us | Publications | Our Mission

Available for RSS/XML syndication. See the list of all available xml/rss feeds.

Questions, comments and corrections for this site: lynch@unt.edu
Site was last updated or revised : May 16, 2009

Benchmarks Online

Campus Computing News

CITC Reorganizations and Training Initiatives[*]

Data Center Operations Reorganized

According to Dr. Maurice Leatherbury, Associate Vice President of Computing and Chief Technology Officer, a consulting group was asked to study the CITC's storage and backup strategies recently, and one of their recommendations was that the data center operations be reorganized to better reflect the changes that are increasingly impacting it. After careful consideration of the recommendations, the following organizational changes have been made:

1. The CITC Operations & Infrastructure Services group has been moved to the Administration and Compliance division.

2. The Infrastructure and Technical Services group has been moved to the Enterprise Technical Systems division.

3. Production Control has been moved to the AIS Application Infrastructure Management group.

The reasons for making those moves are many, including, according to Dr. Leatherbury:

- The CITC's data center operation is expanding rapidly as we add large amounts of storage, virtualization, and a massive new research computing cluster (224 servers!,) and it is less and less dominated by administrative computing needs. Moving it to Administration and Compliance where the other facilities functions reside will consolidate all facilities functions into a single division.

- The rapid expansion of the data center, and the possibility that we'll add yet another data center site at the Health Science Center to house backup disks adds more responsibilities to Steve Vocelka's [Assistant Director, Operations & Infrastructure Services] already full plate, impelled us to free him up from server and applications support to concentrate on maintaining the outstanding service that he and his group give to the CITC and the campus.

- The infrastructure that Nancy Fisher's group [Infrastructure and Technical Services] supports has grown large and well beyond the administrative applications that the current organization structure was designed for when we first put it into place (see the first bullet point above.) Putting her group into the same one that supports other

enterprise-wide services such as e-mail, directory services, WebCT, VMware, etc. aligns her group's mission with similar missions in Tom McElwee's division [Enterprise Technical Systems].

- The job scheduling and report distribution functions supported by the Production Control group are almost exclusively in support of administrative applications and belong in the AIS Application Infrastructure Management Group.

"I sincerely believe that these changes better reflect the changing nature of the CITC than our current organizational structure and that they will streamline the management of our large organization. The ultimate goal, it should go without saying, is to improve the great service we [the CITC staff] already provide to the campus," stated Leatherbury.

AIS Launches Staff Development Training Program

Staff development training tailored specifically for information technology staff is usually not provided by human resource departments. A new training program recently began for Administrative Information Systems (AIS) staff employed by the UNT Computing & Information Technology Center (CITC). The EIS Training, Communications, and Administration (EISTCA) team is responsible for the development and delivery of the classes.

The idea for the program originated with John Hooper, Executive Director for the AIS division. Goals for selecting topics to be taught were enhancement of systems analyst skills, communication within teams and with functional users, and IT management as a career path. Another possible topic in the future could be business analyst skills.

The AIS management team in cooperation with John Hooper decided which learning topics were appropriate for their team members. Programmers and programmer analysts are taking the systems analysis class. The communications topic is open to all AIS staff. Attendance for all nine hours is required for completion of the course. Content is a mixture of lecture and learning activities, supplemented by documentation for each student.

It is expected to take about 12 months for all AIS staff to go through the available training. Feedback from the attendees is sought to ensure staff needs are being adequately met. The instructors for the program are [Cathy Gonzalez](#) and [Martin Richards](#).

---

* Information for this article was provided by Dr. Maurice Leatherbury and Cathy Gonzalez. Dr. Leatherbury provided the information about the Data Center operations and Ms. Gonzalez provided the information about the AIS training initiative. -- Ed.

BOOKMARK

information or account passwords, do not respond. If there is any question regarding the authenticity of an email, please contact UNT Information Security at (940) 369-7800.

Originally published, May 2009 -- 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

Return to top

Benchmarks Online

[Skip Navigation Links](#)

Going...going...gone: Eaglemail becomes EagleConnect on May 18[*](#)

By **[Dr. Elizabeth Hinkle-Turner](#), Assistant Director - Academic Computing and User Services**

Just in case you somehow missed all the [articles](#), posters, banners, USB flash drives, information tables, table tents….(hey, what rock *have* you been under?!:), Eaglemail becomes EagleConnect on May 18. EagleConnect is the new digital communication system used by students (as well as alumni and retirees). Eaglemail users have been switching to the new system and making arrangements to leave the old system since February and as of this date, almost 9,000 persons have migrated to the new service. The remaining qualified users will be switched automatically to the new system on the May 18 deadline date.

Forwarded Eaglemail

Persons who forwarded their Eaglemail are reminded that they must reset their forwarding rules in the new system because all previous forwarding rules will expire. Extensive tutorials on how to do this and also accomplish other tasks in EagleConnect can be easily accessed at http://eagleconnect.unt.edu.

Advantages of EagleConnect

[A recent article in *InHouse*](#) shares *my* thoughts on the matter, "'EagleConnect is powered by Microsoft Live@EDU and is similar to Microsoft Outlook. EagleConnect gives students access to e-mail, chat, calendaring, text messaging and online storage and allows faculty, staff and students to use similar digital message system technology', says Elizabeth Hinkle-Turner, assistant director of academic computing and user services."

The Provost also adds in her official announcement about EagleConnect the following advantages of the system for the UNT community, "The EagleConnect system, a Microsoft product, was selected by a committee of representatives of the Computer Information and Technology Center, other staff and faculty, who carefully reviewed existing products and services to find the right combination of features. EagleConnect was selected to provide electronic communications that will best serve student needs and allow faculty to interact with individuals and classes, and eventually allow such convenient uses as chats with financial counselors and advisors."

Need help?

Current students, alumni, and retirees who have made the switch to EagleConnect or who need further assistance with the new system, are invited to come to the CITC Helpdesk (ISB 119), receive help and get a commemorative 1 GB EagleConnect USB flash drive.

Be on the lookout for further *Benchmarks Online* articles about interconnectivity "how to's" between the student and faculty/staff systems. Any additional questions can be directed to me at ehinkle@unt.edu

---

***Reading this after May 18?** See the Helpdesk FYI article in this issue: *Reprieve! -- Eaglemail is Shutting down, but you can still migrate your messages to EagleConnect for a short time*.

BOOKMARK

Return to top

Benchmarks Online

Page One

Campus Computing News

Going...going... gone: Eaglemail becomes EagleConnect on May 18

Summer Hours

Coming Soon: Microsoft Home Use Program

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

WWW@UNT.EDU

Short Courses

IRC News

Staff Activities

Subscribe to Benchmarks *Online*

Summer Hours

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

The spring semester has ended and SUM , 3WK1, 8WK1 classes* began on Monday, May 18. 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, including on May 25 and July 4. The University is **officially closed** for Memorial Day, May 25 and Independence Day, July 4.

- **Data Management Services** will be **closed** Monday, May 25. Otherwise, they will maintain their normal schedule.

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

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

  Special Closings:
  Closed May 25 and July 4.

Hours for Other Campus Facilities

General Access Labs

- WILLIS:

  Maintains a 24hr schedule *except***:**

  May 17-24
  Sunday: 1-9:50 p.m.
  Monday-Thursday: 7:30 a.m.- 9:50 p.m.
  Fridays: 7:30 a.m.-8:50 p.m.
  Saturday: 9 a.m.-8:50 p.m.

  May 25 (Memorial Day Holiday): 8 a.m.-5:50 p.m.

  May 26-June 4
  Sunday: 1-9:50 p.m.
  Monday-Thursday: 7:30 a.m.-9:50 p.m.
  Fridays: 7:30 a.m.-8:50 p.m.
  Saturday: 9 a.m.-8:50 p.m.
  Friday June 5: **Closed**

Saturday June 6: 9 a.m.-5:50 p.m.
Sunday June 7: Open at 1 p.m. and return to normal 24hr schedule.

- College of Information, Library Science, and Technologies GACL (B205 GACL, formerly SLIS):

  May 18 - August 14:
  Monday - Friday: 10 a.m. - 6 p.m.
  Saturday: **Closed**
  Sunday: **Closed**

  Special Closings:
  May 25 - Memorial Day Holiday

- MUSIC:

  May 18 - August 14:
  Monday-Thursday: 8 a.m.-9 p.m.
  Friday: 8 a.m.-5 p.m.
  Saturday: 10 a.m.-5 p.m.
  Sunday: 1-8 p.m.

- PACS Computing Center (Chilton Hall):

  May 18 - August 13:
  Monday – Thursday: 8 a.m. – 10 p.m.
  Friday & Saturday: 8 a.m. – 5 p.m.
  Sunday: Noon – 10 p.m.

  Special Closings:
  Closed May 25 and July 4.
  Semester Break: August 14 - 23

- **CVAD** (formerly SOVA):

  Hours currently unavailable.

- COE:

  May 18 - August 14:
  Monday- Thursday: 7 a.m.-Midnight
  Friday: 7 a.m.-5 p.m.
  Saturday: Noon-8 p.m.
  Sunday: **Closed**

  Special Closings:
  Friday & Saturday, May 25 & 26
  Saturday, July 4

- COBA:

  May 18 - August 14:
  Monday - Thursday: 8 a.m. - 11:50 p.m.
  Friday - Saturday: 8 a.m. - 7:50 p.m.
  Sunday: Noon - 11:50 p.m.

Special Closings:
May 25 and July 4.

- [CAS](#):

GAB 330

> **May 18 - June 4:**
> 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:**
> Memorial Day: May 25
> Semester Break: June 6 - 7
>
> **June 8 - August 14:**
> 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 15 - 23

GAB 550 - Closed all summer

Terrill 220

> **May 18 - June 7: Closed**
>
> **June 8 - August 14:**
> 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 15 - 23

Wooten 120

> **May 18 - June 5:**
> Monday - Thursday: 8 a.m. - 8 p.m.
> Friday: 8 a.m. - 5 p.m.
> Saturday: **Closed**
> Sunday: **Closed**

Special Closings:
Memorial Day: May 25

June 8 - August 14:
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 15 - 23

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

  May 18 - August 14:
  Monday - Thursday: 7 a.m. - 10 p.m.
  Friday: 7 a.m.- 6 p.m.
  Saturday: 8 a.m. - 5 p.m.
  Sunday: **Closed**

  Special Closings:
  May 25 and July 3 & 4.

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

  May 18 - August 14:
  Monday - Friday: 9 a.m. - 5 p.m.
  Saturday: **Closed**
  Sunday: **Closed**

  Special Closings:
  May 25

---

* 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 will be over by August 14 [this year](#).

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

Remember:

Stay informed!

**Get your alerts fast
in case of inclement weather**

Visit the new Emergency Management website

BOOKMARK

Originally published, May 2009 -- 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

Return to top

Benchmarks Online

Skip Navigation Links

Coming Soon:
Microsoft Home Use Program

By Claudia Lynch, *Benchmarks Online* Editor

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

Now, Microsoft Corporation has informed us that a new program will be available to UNT faculty and staff members next month. It is called "Home Use" and will enable those who are eligible to download and install Microsoft® Office software at a reduced price on their home computers. They will also be able to keep the software on their home machines, even if they leave the university. Employees will still have the option to order a back-up DVD and, the current software purchase program is still available through the UNT Bookstore. If you are using a University computer, you could use the Bookstore's program for it and use the new program for your personal machine, for example.

Anyone interested in getting Microsoft® Office software through this new program should contact their Network Manager after June 1 for further instructions. For further information about the Microsoft products available in the UNT Bookstore you can phone 940-565-3185 and/or visit www.unt.bkstr.com.

BOOKMARK

Return to top

Benchmarks Online

Page One

Campus Computing News

Going...going... gone: Eaglemail becomes EagleConnect on May 18

Coming Soon: Microsoft Home Use Program

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

Subscribe to Benchmarks *Online*

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

Originally published, May 2009 -- 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

Return to top

Benchmarks Online

Page One

Campus Computing News

Going...going... gone: Eaglemail becomes EagleConnect on May 18

Summer Hours

Coming Soon: Microsoft Home Use Program

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

Subscribe to 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:

- **By the Numbers** - Not really a column, rather a feature, giving you a glimpse behind the scenes of the volumes of data, spam, etc. processed, managed, and otherwise handled here at UNT.

- **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 Patrick McLeod is "Introducing AMOS 17 and SPSS 17." 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's gets philosophical and asks "Is E-mail still relevant?." Click on the Network Connection link to see what he thinks.

- **Link of the Month** - As it says on the top of the "Link of the Month" page, "Each month we highlight an online mailing list or website. Frequently the link is associated with UNT." **This month's link is to "myUNT -- The UNT Portal" Click on the link above and check it out!**

- **Helpdesk FYI** - A new monthly feature from the CITC Helpdesk. Each month they will tackle a topic that has been of particular interest to callers/visitors to the Helpdesk. **This month Jonathan "Mac" Edwards, continues the EagleConnect conversation with "Reprieve! -- Eaglemail is Shutting down, but you can still migrate your messages to EagleConnect for a short time." Click on the link above for more information.**

- **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 this semester, but will be back this summer.

Need some research/statistical training? *Special classes* can always be arranged with the RSS staff, and they are always available for consultation. **Click on the Short Courses link above for information about classes likely to be offered next semester and/or other training resources.**

- **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 for Tuesday, January 20, 2009 were published 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 are featured here.

BOOKMARK

Return to top

Benchmarks Online

Skip Navigation Links

Subscribe to
Benchmarks
 Online

Network Connection

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

Is E-mail still relevant?

Everyone has e-mail. Millions, if not billions of e-mail addresses exist on services like Yahoo and GMail. There's one cell phone that's all about making sure you can have your e-mail wherever you go. Moms, dads, kids, grandparents, business people and probably even pets all have their own e-mail addresses. And yet, it somehow feels as if e-mail just doesn't matter as much any more.

Generational boundaries

We may have passed a generational boundary in regard to communication preferences. My mother doesn't use e-mail, preferring telephone conversations instead. Her mother wasn't too comfortable with telephones and like many of her generation, preferred to write letters. I've used e-mail for about 20 years now and it seems like the most natural communication method, but I still have long phone conversations with my parents. My son seems phone-conversation adverse, doesn't yet have an e-mail address, but is quite adept at sending SMS messages on his "telephone."

As discussed recently in this column, new communication methods such as Twitter and Facebook have come to dominate the Internet landscape and the popular imagination. Is it any wonder that previous laments about the depth of e-mail communication seem strangely antique nowadays, even more so than they did 10 years ago. We've long since abandoned depth.

Freed from the shackles of E-mail?

Perhaps Web 2.0 has freed us from e-mail. For example, I think that e-mail has run its course as a reliable communication medium for reaching university students. In fact, universities don't need to push information to students as much as in the past, because they can pull it from us -- they don't have to wait for their grades via the mail, they can just log in and see them -- they don't have to wait for a bill, they can just log in and pay it. Back in the "real world", we don't need to e-mail our friends about our recent vacation because they can just read about it in our blog posting, or more likely via our Facebook page.

Don't get me wrong. I'm not saying that e-mail is no longer useful, but we can no longer assume that it is as important to others as it may be to us. I rarely receive any personal communication via postal mail (other than from one of my Aunts at Christmas). I still get bills, notices, and other such official communication, and fliers, advertising, and other such nuisances. Likewise, in my e-mail, I get notifications from online services and

advertisements and spam, although spam filtering technology has greatly improved these days. In other words, as postal mail has waned, e-mail has picked up the slack. But, where does that leave e-mail in about 10 years? Only a flock of tweets will tell.

BOOKMARK

Originally published, May 2009 -- 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

[Return to top](#)

Benchmarks Online

Link of the Month

Each month we highlight an online website or mailing list. The link is usually associated with UNT.

myUNT -- The UNT Portal

MyUNT is a web portal designed to provide a central location where UNT community members can access the Enterprise Information System (EIS) and other available online services using a single login. You can view university news, events, information resources, schedule of classes, etc. Once you login, information is delivered to you depending your your classification (student, employee). If you don't login you are considered a guest and are presented with general information, available to anyone.

The portal has been upgraded and, as was noted in last month's *Benchmarks Online*:

> The upgrade provides major improvements that make portal navigation easier and more intuitive. A new feature in the improved portal is the "myUNT Message Center." The Message Center allows custom messages to be created and targeted to individuals or groups by UNT student service departments.

Check out the new portal:

http://my.unt.edu

-- Another handy feature found at myUNT

Link of the Month

Benchmarks Online

Page One

Campus Computing News

Going...going... gone: Eaglemail becomes EagleConnect on May 18

Summer Hours

Coming Soon: Microsoft Home Use Program

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

Subscribe to Benchmarks *Online*

Helpdesk FYI

By Jonathan "Mac" Edwards, Assistant Manager of the CITC Helpdesk

Reprieve! -- Eaglemail is Shutting down, but you can still migrate your messages to EagleConnect for a short time.

As you may have heard, Eaglemail is being shut down on May 18th and replaced by EagleConnect. After that date, users will be unable to log into Eaglemail to retrieve their messages. Fortunately, the Eaglemail to EagleConnect migration tool will remain available for a short period of time, allowing users to transfer their messages to the new EagleConnect E-Mail system.

Follow the instructions below to migrate your messages, even after EagleConnect has been shut down. As of May 18th, 2009, all student & alumni Eaglemail addresses will be forwarded to EagleConnect, but the Eaglemail email messages will **NOT be automatically migrated.** UNT Faculty and Staff addresses will be forwarded to their UNT Outlook (Exchange) account.

1. Find your EagleConnect ID. This is the username you will use to access your EagleConnect account.

2. Login to EagleConnect to activate your account.

   Username = EagleConnect ID
   Password = EUID Password.

   If you are having trouble logging into EagleConnect you may need to reset your password to synchronize your EUID account with your EagleConnect account.

   You will be prompted to provide some biographical information, such as first and last name and alternate email address. Scroll down and click the "I accept" button to activate your EagleConnect account.

3. Migrate your Eaglemail messages. This process allows you to copy your Eaglemail messages to your EagleConnect account.

For more information and FAQ's please visit the EagleConnect Website.

Faculty or staff?

If you are a faculty or staff member without an EagleConnect account you can still transfer your Eaglemail messages into your UNT Outlook (Exchange) account until Monday, May 18th. Please click here for instructions.

BOOKMARK

Originally published, May 2009 -- 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

Return to top

Benchmarks Online

IRC News

Minutes provided by Susan Richroath, Recording Secretary*

The IRC -- unofficially now known as the **INFORMATION TECHNOLOGY COUNCIL (ITC)** -- is currently undergoing a reorganization, see the May 20, 2008 minutes for more information.**

Tuesday, January 20, 2009

VOTING MEMBERS PRESENT: JOEL ARREDONDO, WARREN BURGGREN, (CHAIR), JIM BYFORD, CENGIZ CAPAN, TIM CHRISTIAN, KEVIN EADES, NOREEN GOGGIN, DON GROSE, ELIZABETH HINKLE-TURNER, TROY JOHNSON, FRANCES MAY, WILLIAM MOEN, RAMU MUTHIAH, JON NELSON, PATRICK PLUSCHT, RENEE SIMS FOR JOEY SAXON, AND WILL SENN **NON-VOTING MEMBERS PRESENT**: JOE ADAMO, PHILIP BACZEWSKI MAURICE LEATHERBURY, JACKIE THAMES, SUSAN RICHROATH, AND CHARLOTTE RUSSELL **MEMBERS ABSENT**: JUDITH ADKISON, LOU ANN BRADLEY, JIM CURRY, RENEE DRABIER, YUNFEI DU, JANE HIMMEL, JOHN HOOPER, BRUCE HUNTER, MELISSA JACKSON, ABRAHAM JOHN, JOHN PRICE, PHILLIP TURNER, KELLY DONAHUE-WALLACE AND KISEOL YANG

New Secretary

Warren Burggren introduced Susan Richroath as the new secretary for the ITC. Sue Ellen Richey decided to relinquish her ITC duties after many dedicated years of service to the Council.

The minutes of the previous ITC meeting, December 2, 2008, were approved with no recommended corrections.

IT Planning

John Hooper was absent so Maurice Leatherbury reported on the IT planning for the separate identity of UNT-Dallas. The Dallas campus will reach the 1,000 full-time equivalent student enrollment requirement to become a separate institution by fall 2010. All IT units need to be set up as separate systems for reporting and collecting of each institution's data. CITC has funded a new position to support PeopleSoft and RFP's have been issued to consult with this project.

Decision Support Group

Warren Burggren introduced Allen Clark, Assistant Vice President for Institutional Research, to explain the Decision Support Group. Allen Clark and Jean Bush chair the Decision Support Group which has a charge to develop data dashboards for use by the Chancellor, President, Provost, and at college and departmental levels. Prior to EIS, data were collected

in the Fact Book at the end of the year. Currently, the EIS system allows a data warehouse which electronically creates a factbook. The creation of a dashboard (similar concept to the dashboard of an automobile) will increase the collection of data with broader and deeper representation. The dashboard mechanism will be available in 3-6 months. Allen Clark will be invited to return to the ITC to provide a dashboard example and update in a few months.

EagleConnect

Elizabeth Hinkle-Turner provided an update on the student EagleConnect™ migration. February 3 is the official launch date. There have been orientation sessions for resident hall and network managers and general access computer lab employees. There will be tutorials and giveaways to encourage students to begin using EagleConnect™.

Next Meeting, New Location

The next ITC meeting will be February 17, 2009. To allow all members to interact around the table, the Council voted to move the location of the meetings to the General Academic Building, Suite 210 conference room.

There being no further business, the meeting was adjourned at 2:45 pm.

---

[*] For a list of IRC Regular and Ex-officio Members click here (last updated 12/12/08). Warren Burggren is now the Chair.

[**]DCSMT Minutes can be found here.

BOOKMARK

Return to top

![Benchmarks Online]

Research and Statistical Support
University of North Texas

RSS Matters

*Link to the last RSS article here: Data Mining Options for the UNT Community. - Ed.*

Introducing AMOS 17 and SPSS 17

By Patrick McLeod, Research and Statistical Support Services Consultant

Times are always changing here in the Research and Statistical Support area of Academic Computing Services and the late Spring/early Summer of 2009 is no different. Whereas we're usually gathering information on new statistical techniques, discussing their merits and drawbacks and training ourselves on these new techniques, at this point in time we're also adding one new software package and ushering in a new version of existing supported software. It's been a busy couple of months!

AMOS 17

On the new software front, we're happy to announce that UNT now offers a limited-use network license for AMOS 17. AMOS is a software package built specifically for SEM (Structural Equation Modeling). AMOS joins our existing SEM software, LISREL, to provide the UNT research community with two of the leading SEM packages in use today. You can find out more about AMOS by visiting the following link: http://www.spss.com/AMOS/ . Unlike LISREL, which is a syntax-driven package, AMOS offers the researcher a visual interface for building and estimating models:
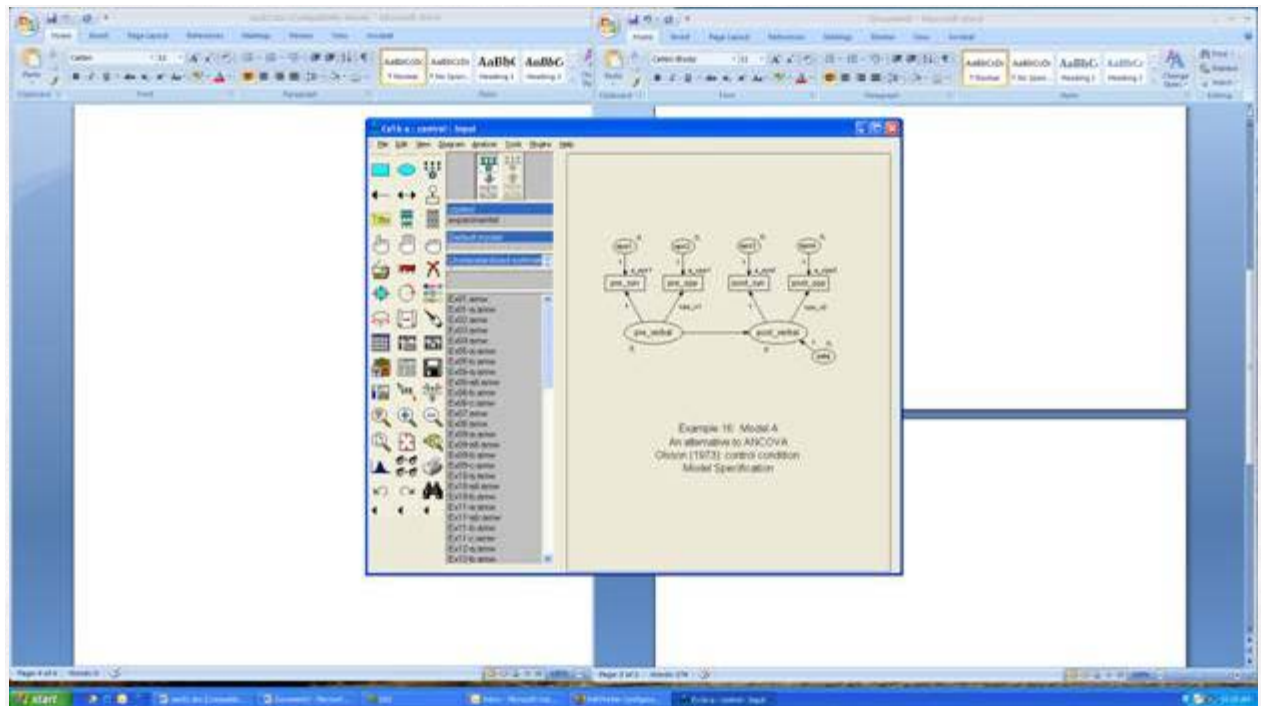
Academic Computing Services currently supports a 15 seat network license for AMOS 17 for Windows. This license is intended for use by the UNT research community and for limited use by faculty to evaluate AMOS for potential course adoption. It is not intended for instructional use at this time due to the limited number of seats available. Any faculty member wishing to adopt AMOS for instructional purposes should contact Dr. Philip Baczewski, Director of Academic Computing and User Services, to discuss his or her instructional needs. As a network licensed product, AMOS will only work on machines connected to the UNT network.

One statement of caution from all of us in RSS to anyone thinking about using AMOS: SEM is a complex estimation technique. While you may find AMOS' graphical approach more intuitive than LISREL's syntax, the AMOS approach should not be construed as being in any way a substitute for understanding SEM before you begin your work. You can draw a model in AMOS and have AMOS estimate it, but unless your model is informed by the principles and best practices of SEM, you will end up with estimates that are at best meaningless and at worst misleading. Software should never be a substitute for understanding but rather a tool to implement understanding.

SPSS 17

The first of our two updates to existing software is the new version of SPSS, SPSS 17. SPSS 17 is the currently supported version of SPSS and Academic Computing Services offers SPSS 17 for both Windows and for OS-X. Below is a screenshot of creating a new variable for validation purposes:
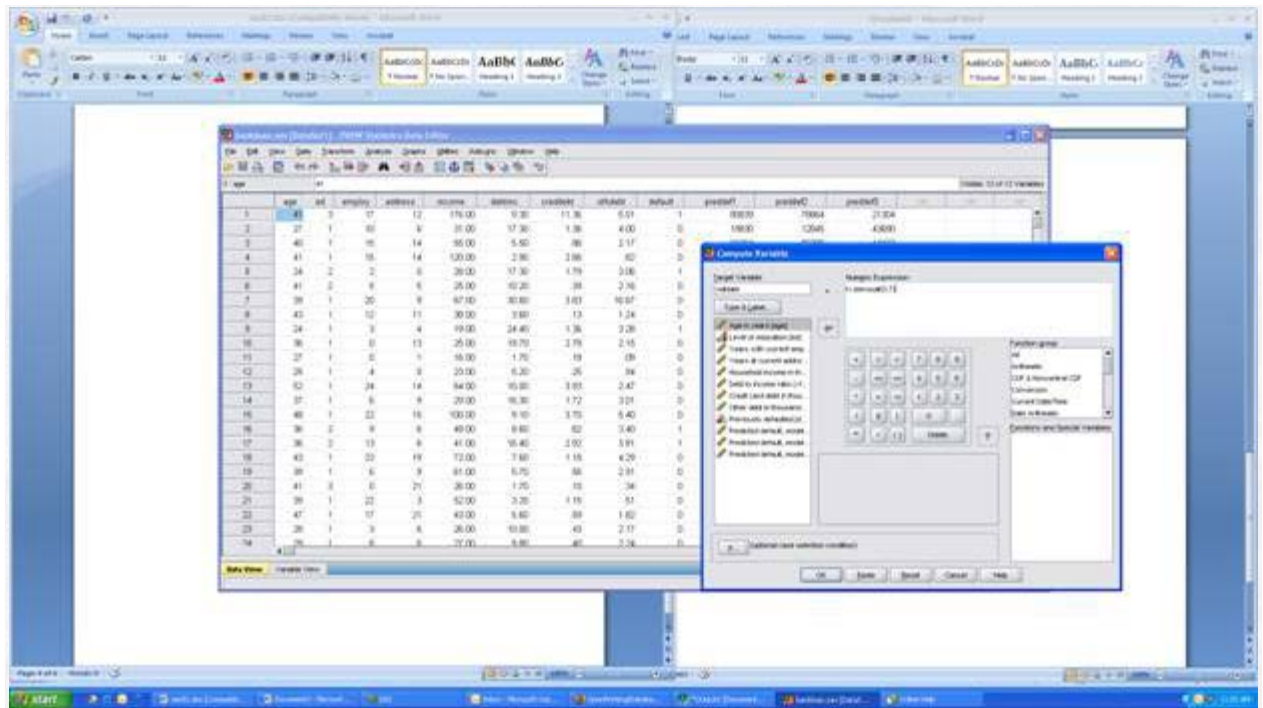
SPSS 17 is available for Windows as both a site license installation (installation on a single machine such as a laptop) or as a network installation (installation that acquires licensing from a license server on the UNT network). SPSS 17 is available for OS-X as a site license installation only. On a related note, SPSS is rebranding its products from SPSS to PASW, but the content of the products remains the same. For continuity I will continue to refer to PASW products as SPSS for the time being in my communications with the campus research community. You can read more about SPSS 17 at the following link: http://www.spss.com/statistics/ .

Return to top

Benchmarks Online

Page One

Campus Computing News

Going...going... gone: Eaglemail becomes EagleConnect on May 18

Summer Hours

Coming Soon: Microsoft Home Use Program

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

Subscribe to Benchmarks Online

Short Courses

By Claudia Lynch, *Benchmarks Online* Editor

Short courses are over for this semester, but will be back this summer. Surf over to the Short Courses page to see what sort of classes are likely to be taught.

Special classes can always be arranged with the RSS staff. See "Customized Short Courses" below for further information. Also, you can *always* contact the RSS staff for one-on-one consultation. **Please read the FAQ before requesting an appointment though.**

Customized Short Courses

Faculty members can request customized short courses geared to their class needs from ACS. 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 (they have a new comprehensive training curriculum), and the Center for Learning Enhancement, Assessment, and Redesign. Additionally, the Center for Achievement and Lifelong Learning offers a variety of courses, usually for a small fee.

EIS training is available. Questions or comments relating to EIS training should be sent to EIStrn@unt.edu.

Microsoft E-Learning

Microsoft E-Learning courses are now available for *faculty and staff* via our UNT-Microsoft Campus Agreement. Please contact Claudia Lynch at lynch@unt.edu for instructions on accessing this training.

Microsoft Outlook Training and more

The Messaging Systems Group has all sorts of useful information on their website, including training information.

Central Web Support

Consult Central Web Support for assistance in acquiring "Internet services and support." As described on their newly re-designed website:

> CWS provides Internet services and support to UNT faculty, staff and students. Services include allocating and assisting departments, campus organizations and faculty with web space and associated applications. Additionally, CWS assists web developers with databases and associated web applications, troubleshooting problems, support and service.

Tutorials are available from CWS on a variety of topics.

CLEAR (was Center for Distributed Learning)

CLEAR offers courses especially for Faculty Members. A list of topics and further information can be found here.

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 CLEAR Website.

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.unt.edu/minicourses/

Information Security Awareness

The UNT Information Security team has been offering Information Security Awareness courses to all UNT faculty and staff. Topics to be covered will include workstation security, sensitive data handling, copyright infringement issues, identity theft, email security, and more.

For more information, or if you would like to request a customized course to be taught for your department, contact Gabe Marshall at x4062, or at security@unt.edu.

Also, Information Security Training is now available through WebCT Vista.

Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers. See http://www.gal.unt.edu/ for a list of labs and their locations. The Willis Library, for example, has a list of Tutorials and Software Support.

The Training Website has all sorts of information about alternate forms of

training. Computer Based Training (CBT) and Web-based training are some of the alternatives offered, although due to the rising costs of training, shrinking budgets and changing technology, computer-based training at UNT is in a state of transition. For up-to-date information on CBT at UNT, see the CBT website.

State of Texas Department of Information Resources

Another possible source of training for staff and, perhaps, faculty members is the Texas Department of Information Resources. A look at their Education and Training website reveals some interesting possibilities. For example, under Conferences, Briefings, and Events is a "Microsoft Training Series" described as "free training classes ... delivered by Microsoft and hosted by DIR as part of the Technology Today Series (TTS)."

BOOKMARK

Return to top

Benchmarks Online

Skip Navigation Links

Subscribe to Benchmarks Online

Staff Activities

Transitions

New Employees:

- **George "Rusty" Garber**, Telecom Student Employee (part-time -- came back in May).

- **Nikhil C. Rachakonda,** Student Assistant, Computing & IT Planning and Administration (part-time).

No longer working in the Computing and Information Technology Center:

- **George "Rusty" Garber**, Telecom Student Employee (part-time -- left in April).

Changes, Awards, Recognition, Publications, etc.

Congratulations!

- Wedding bells rang last month for **Richard Sanzone**, User Services Manager, Academic Computing and User Services and **Jane Himmel**, Associate Director, CLEAR and a frequent contributor to *Benchmarks Online*.

- **Zachary "Zac" Sprague**, Data Management Student Assistant, graduated with a BA in English and RTVF.

Fun Fact Winners

CITC staff continue to bring home the prizes! Congratulations to **Lynne Sinclair,** Programmer Analyst, EIS Application Infrastructure Management (AIS), She was a winner in the April 22 *InHouse* prize giveaway.

BOOKMARK

Staff Activities