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

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Site was last updated or revised : August 18, 2009

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Benchmarks Online

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Campus Computing News

Password Stealing Zbot Trojan Spams Campus

By Gabe Marshall, Information Security Analyst

In the past month we (CITC Information Security) have noticed a larger than normal amount of emails containing a popular trojan by the name of Zeus Zbot.[*] The bot has been around for some time in many different variants, but most recently has been coming in the form of "eCards" or fake Microsoft updates. Once the trojan has infected a machine, it will open up remote access to whomever distributed this variant. With remote access, this nefarious program will be able to steal user credentials as well as capture web traffic data.

We would like to remind everyone to take **extreme caution** when opening attachments you may find in the emails you receive. Remember, the source of an email can easily be forged in order to trick you into believing the email and its attachments are legitimate. Lastly, email notices of Microsoft updates (or any software, actually) are most likely malicious whether they contain file attachments or links to external websites.

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[*]Number of UNT workstations infected in June 2009 (various malware): 5

Number of UNT workstations infected in July 2009 (due to Zbot trojan): 21

BOOKMARK

Please Note: The University of North Texas will never ask for personal information by e-mail. If you receive an e-mail purporting to be from the University that asks for personal 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.

Eagle ALERT Update your contact information

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# Contact Students in an Instant with EagleConnect!

**By Dr. Elizabeth Hinkle-Turner, Assistant Director - Academic Computing and User Services**

One of the reasons the new student digital communications system, EagleConnect, is powered by Microsoft is because of the variety of 'digital bridges' that could be easily built between the students, faculty, and staff at UNT due to our use of Exchange and Outlook. Plans to make digital communication easy and ubiquitous throughout the UNT community have taken a big leap forward with the addition of the students' directory to Outlook and related applications and services.

Finding students now is a piece of cake!

EagleConnect addresses for current students (and alumni and retirees) follow the format **FirstnameLastname@my.unt.edu**. These EagleConnect users and addresses are included in a separate Students addressbook that can be accessed in a variety of ways in the Outlook client, on Outlook web access, and in Entourage (if you are a Mac user). To find the Student Address Book in Outlook, simply go to Tools-->Addressbook and select Students from the pull down menu of your available address books:
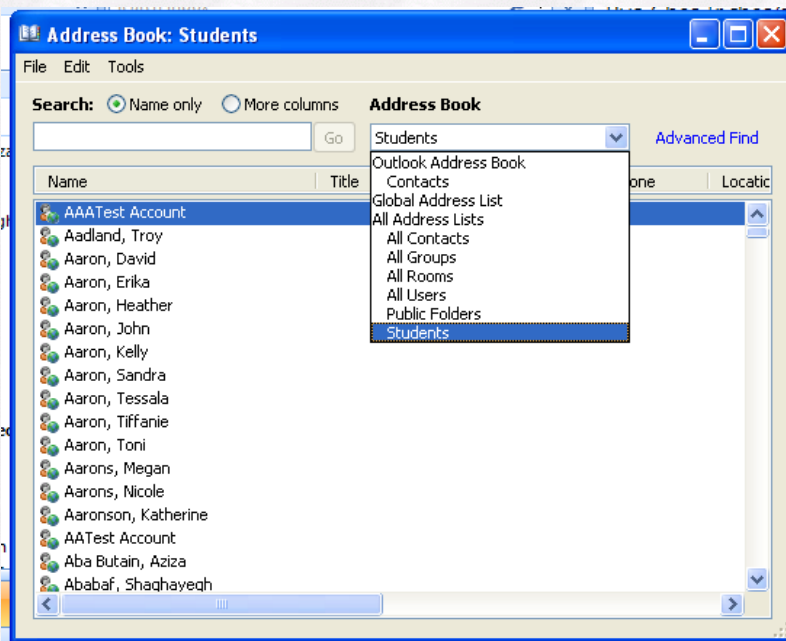

You can easily find the students when making an appointment as well:
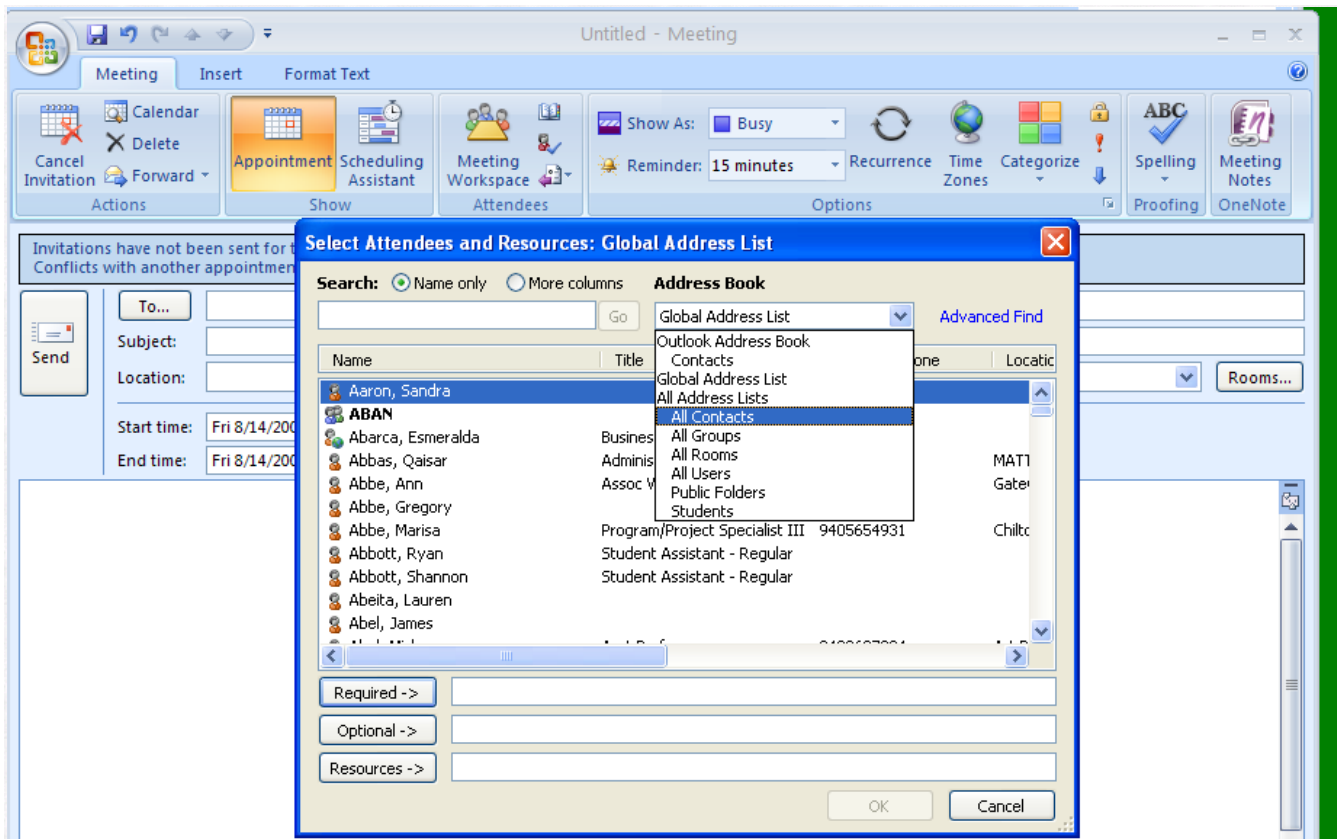
This is especially handy for calling meetings of groups of students in one's classes, setting up training sessions for your student employees and a variety of other options where you need to publish items to a student's calendar and also have them accept or decline such calls. Unfortunately, faculty and staff cannot see a student's availability in the Scheduling Assistant but students CAN give rights to view their calendars. Remember that students can forward their EagleConnect items (appointments and emails) to another account (such as a Gmail account) so they should get these requests forwarded to their preferred system.

It is easy to find and use the Student Address Book in Outlook Web Access as well whether you are using Internet Explorer (I searched for my husband and his alumni account showed up easily!):
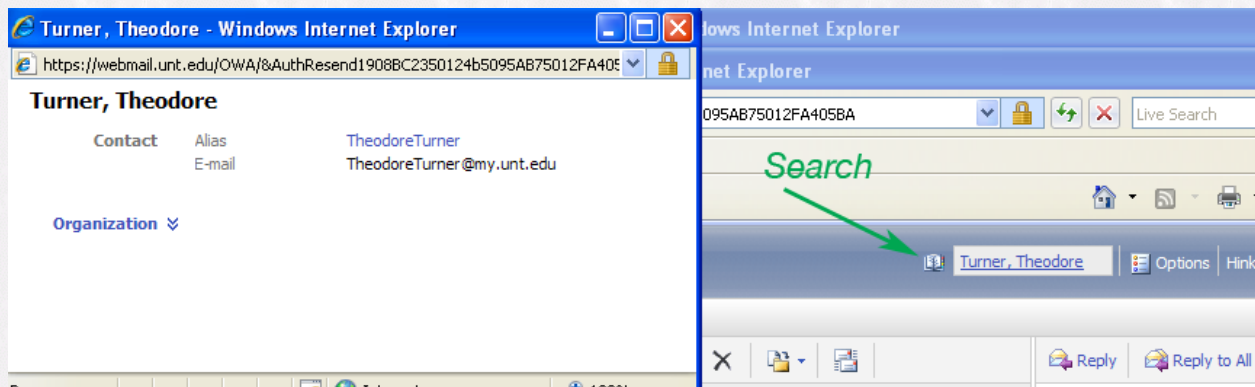
or other browsers like Firefox and Safari:
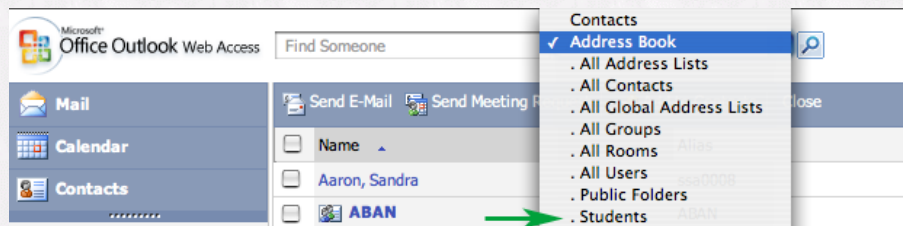
One small 'gotcha' at this time

One thing to watch out for: multiple students with the same name. As of right now, there is no way of distinguishing between the many 'John Smiths' we have at UNT but the CITC Messaging Team is working on a solution for this. For right now, in order to find out WHICH John Smith of the many in the address book you want, you will need to click on the name to get its properties and look for the specific email address

to find your student (you will have to know their email address - whether YOUR John Smith is JohnSmith09 or JohnSmith14). So, it is not perfect but the information on your particular individual is certainly attainable with a little pre-planning:
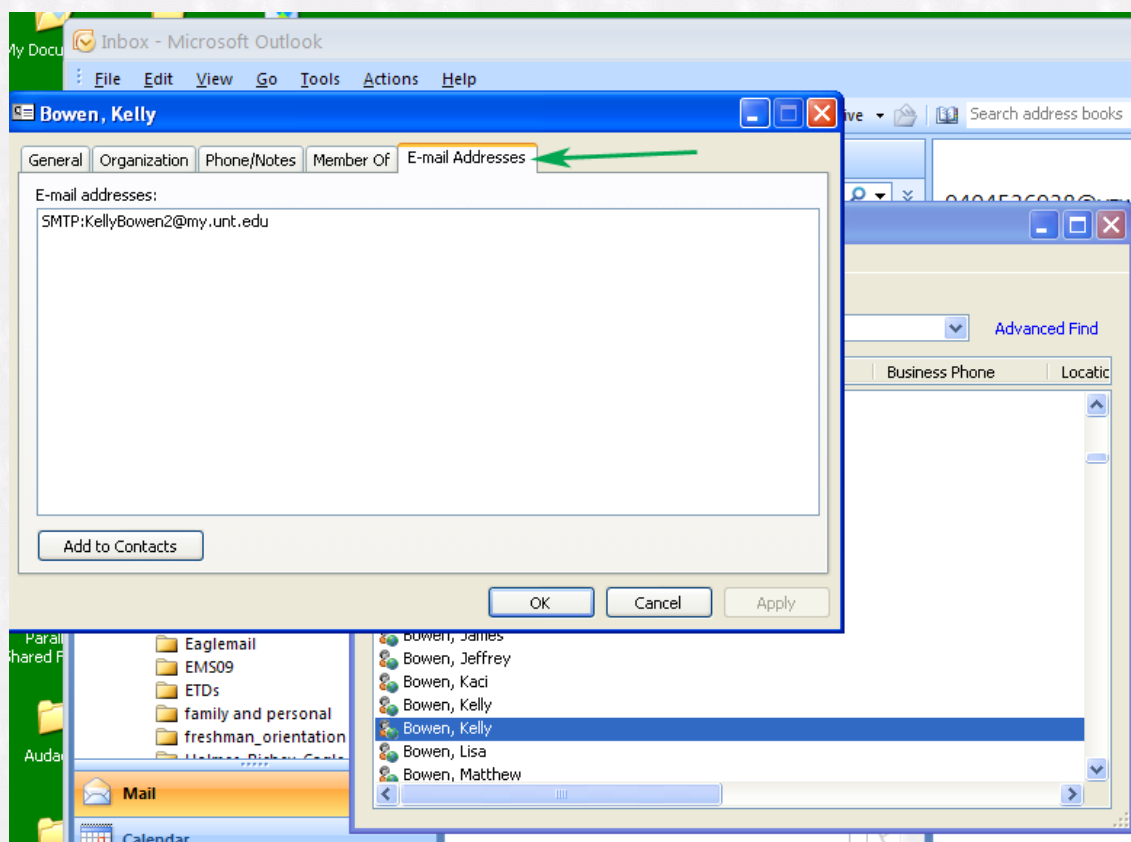
For you Macintosh folks, the Student Address Book can be easily accessed in Entourage:
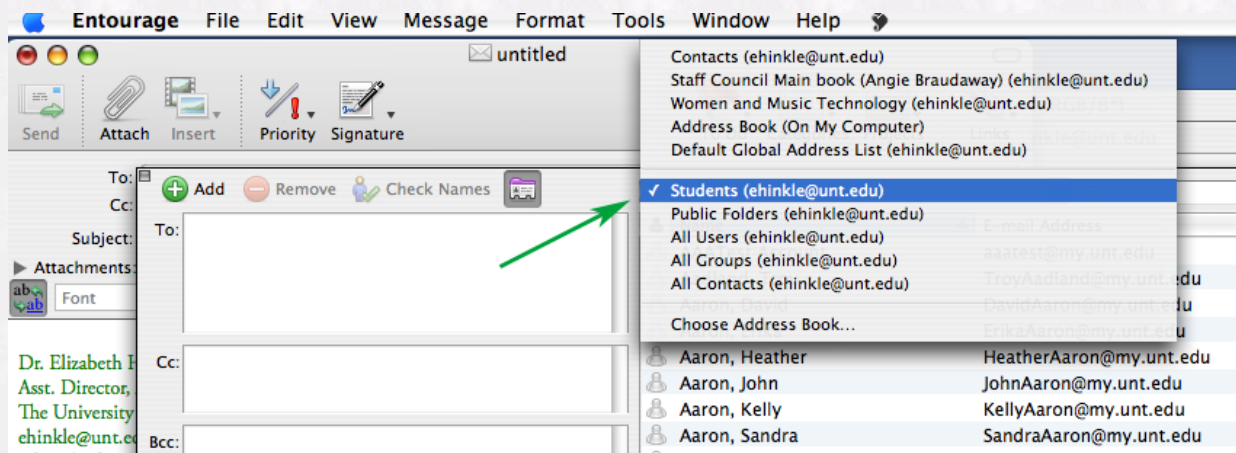
All this and you can chat with the students too!

You can easily chat with the students as well. UNT faculty and staff use Windows (or Mac) Office Communicator and the students' EagleConnect accounts (which are named the same as their email addresses) can be added to your chat contacts as well and students can indicate their 'presence' too so you know if they are online and logged in, busy, in a meeting or currently offline. This should be especially helpful for quick communications with student workers.

Mobile Options - Communicate anytime and anywhere

One of the most popular features so far with EagleConnect and the students is the fact that they have been easily able to sync all EagleConnect features with their cell phones. This means that no matter how YOU prefer to communicate digitally (via email for most of us UNT faculty and staff), your students can get and respond to your communications via their mobile, wireless device of choice.

But can they easily find *me*?

Though some faculty and staff may welcome the idea that their digital contact information might be only a click away for the students, this was

determined to not be optimal. The faculty and staff address book is NOT accessible to the students in EagleConnect! You would need to share that information with appropriate students as needed. EagleConnect *does* have a pre-loaded address book of general contacts on campus which includes accounts from areas like the Registrar, the Helpdesk, Housing and many academic departments. These 'general accounts' for this address book were developed when EagleConnect was first provisioned and were done in cooperation with these offices. So, no one should have to worry about their student texting them at 3:00 AM asking a question about an assignment! That being said, if you *want* that level of communication with your students, you are certainly welcome to give them your account info!

For more information

Students who have questions about using all of the EagleConnect and digital communications features listed above can contact the UNT CITC Helpdesk and/or check out the extensive EagleConnect tutorials at eagleconnect.unt.edu. Faculty and staff who want to learn more about integrating their Outlook email etc. with the student EagleConnect system can contact the Helpdesk as well. More general questions can be issued to me at ehinkle@unt.edu. Additionally, the CITC Messaging Team has a variety of tutorials and features about all these email and chat resources at messaging.unt.edu.

There are several other integration initiatives on the horizon including collaborating and viewing documents using the Office Live component of EagleConnect and publishing calendars. Future *Benchmarks* articles will appear as this functionality is added to what is proving to be a very flexible and powerful system for faculty, staff, and student communication at UNT!

BOOKMARK

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Benchmarks Online

Computing Resources at UNT - Finding Your Way Around

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

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

Welcome, or welcome back, to UNT! If you're new, or if you've just been away for awhile, it is our hope that this article will serve as a handy starting point to get you acquainted (or re-acquainted) with the resources that are available to you here at the University. Students, faculty and/or staff members should all benefit from the information that follows.

When all else fails ...

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

The Computing and Information Technology Center (CITC) Helpdesk is located in room 119 of the Information Sciences Building (ISB), directly beside the Science and Technology Library. Their hours are listed on the Helpdesk website: http://www.unt.edu/helpdesk. Besides stopping by or searching for answers on the website, you can call the Helpdesk at 940-565-2324 or send mail to helpdesk@unt.edu.

Speaking of the Helpdesk, *Benchmarks Online*, publishes a column each month called "Helpdesk FYI." This month's article is Activating Your EUID account. Following is a selection of articles published this year. Perhaps one of these topics is something you've been wondering about:

- EagleConnect for Alumni and Retirees
- Configuring your Mail client to check EagleConnect
- Creating an Appointment in EagleConnect
- EagleConnect Redirect
- Windows Vista Wireless Issue

New students are probably familiar with the *Tour of Student Computing Services at UNT*. There are lots of topics touched on that are of interest to non-students also. Check out the website: http://www.unt.edu/helpdesk/studenttour/

In addition to this article, **faculty members** can find lots of helpful information here (Please note that CDL is now CLEAR). The Bits -n- Bytes article in this issue also has some handy links that may be of interest.

General Access Computer Lab System

The UNT General Access Computer Lab System is a collection of 14 computer labs spread across the UNT Denton campus, with one lab in Dallas. They have been set up to provide computing to the University community. The GACL website states:

> The labs are intended to meet the general academic computing needs of UNT students. These labs are supported and maintained primarily through a portion of the Technology Use Fee.
>
> Students with a valid UNT photo ID card may use any General Access Lab except where noted.

A list of labs and their locations and operating hours is available from the GACL website. The lab in ISB 110 is an *Adaptive Lab*. As the website states:

> The University of North Texas Academic Computing Services General Access Lab is located in the Science and Technology Library in ISB 110. The mission of this lab is to provide general services to the UNT community with an emphasis on the special features that Academic Computing Services has to offer including helpdesk support and research assistance. Additionally the ACS lab is the designated adaptive lab on campus providing state-of-the-art adaptive equipment for those who need it. For more information about adaptive services on the UNT campus visit the Office of Disability Accommodation at http://www.unt.edu/oda.

Computer Based Training

Due to the rising costs of training, shrinking budgets and changing technology, computer-based training at UNT is in a state of transition. The Computer-Based Training website has a list of training resources currently available to the UNT community.

Online Learning/UNTeCampus

For students, a good starting place is found on the *student tour*. Faculty will want to visit the Center for Learning Enhancement, Assessment, and Redesign (CLEAR) website and/or the Center itself. The recent *Benchmarks Online* article, How Green is Our Learning?, about, in part, Blackboard Vista (our centrally-supported learning management system), may be of interest to faculty members.

Other Items of Interest

- **Gartner Research** -- UNT students, faculty, and staff have access to Gartner Research at: https://gartner.unt.edu/ CITC also sponsors direct access to Gartner researchers. For more information see Gartner Research Services.

- **Statistical and Research Support Services** -- "The mission of the Research and Statistical Support (RSS) group at the University of North Texas (UNT) is to facilitate access to current research tools and statistical methodologies and to promote these methods to the research, instructional, and administrative communities at UNT; to encourage a collaborative research environment for researchers through the development and use of innovative computing technologies; to provide training and consultation in the appropriate use of statistical methodologies and computer software; and to facilitate access to data collection and data management technologies." [From the Research and Statistical Support website]. The RSS Group publishes a monthly column in *Benchmarks Online*. This month's column is: Moving On Up: SPSS 15 Bids Adieu, PASW Statistics 17 Waves Hello.

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

   1. **Exam Grading/Analysis:** NCS Forms 4521 & NCS Form 106173. Exams can be processed within 15 minutes while you wait, or you can drop off and have results e-mailed for your convenience. Analyses' include Detailed Item Analysis, Frequency Distribution, and General Test Analysis (indicates which question(s) missed most).

   2. **Departmental Course Evaluation Processing:** Departmental evaluations processed using NCS scantrons. Reports are produced using customized SAS programs, and delivered electronically in Excel and text format.

   3. **Research Projects:** Key-Entry of survey or research projects (grad student dissertation research allowed!) into a custom data file, ready for analysis.

   4. **Scannable Form Design:** Customized survey or evaluation "bubble" forms created using any current form, or just a new idea!   Our service includes scanning the completed forms into a data file, ready for analysis, quick and easy! For more information on this service: Joann.Luksich@unt.edu

- **High-Performance Computing Initiative** - "Academic Computing Services supports multiple clusters of 32 and 64-bit processor systems running Linux for compute-intensive scientific research. Cluster computing provides dedicated systems for concurrent processing of jobs in a batch environment." A new High Performance Computing Cluster is currently being installed. Read all about it here.

- **Information Security** -- "The UNT Information Security Team's purpose is to provide support to University academic and administrative departments for the protection of UNT computing information resources from misuse, abuse, unauthorized access or unauthorized disclosure. Computing information resources include all equipment, facilities, software, data and procedures which are designed, built, operated and maintained to collect, record, process, store, retrieve, display and transmit information. The mission of the Information Security Team is to educate and assist administrators and users of the UNT computing community in

assessing, implementing, and maintaining their information security needs." [From the Information Security Website]. **If you are a faculty or staff member**, please read this article on Information Security Awareness.

- **Campus VPN** -- The Campus VPN is an interface that will allow you to connect remotely to on-campus resources. For more information click here.

- **Free or cheap software**

  - **McAfee VirusScan** -- Free download or $3 purchase.

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

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

  - **The Microsoft Home Use Program** -- Reduced price software for faculty/staff home use.

  - **Student discounts in the UNT Bookstore** - As described on the StudentTour.

  - **DreamSpark** -- UNT students can take advantage of DreamSpark, Microsoft's program that provides free development software to students. Click here for more information.

  - **Free/Open Source software** -- Two articles on that topic from the RSS staff:

    1. Free ! = Cheap: Open Source and/or Free Alternatives in Statistical Analysis.

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

- **Photoshop Express** - [Free Online 'Photoshop' is a pretty good deal](#).

Originally published, August 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

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Benchmarks Online

More ... Bits-n-Bytes

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

So helpful we decided to publish it again, with a few changes and additions. -- Ed.

Listed below are some things we've published within the last six months or so but warrant a reminder: Just in case you forgot or missed it the first time around:

Faculty and Staff

- **SharePoint and UNTranet** - According to this article, Microsoft SharePoint is a browser-based product that facilitates the sharing of files, calendars, tasks, and other information. CITC's SharePoint system is dubbed "UNTranet" ("UHN-truh-net") and all UNT faculty, staff, and hourly employees should have access to the "UNTranet Portal" at http://untranet.unt.edu.

- **CITC Portfolio and Project Management -** The CITC has instituted a more formal approach to managing IT projects that is in compliance with Texas Administrative Code (TAC), chapter 216. Keep reading here for more information on this topic.

- **UNT Deploys New Encryption Product** - If you are interested in encrypting your desktop or laptop machine read on ...

- **The Microsoft Home Use Program** - "Home Use" enables those who are eligible to download and install Microsoft® Office software at a reduced price on their home computers. Keep reading here for more information on this topic.

Students

- **What the New Students are Learning about Computing this Summer** - Details within.

- **What to Buy Your New or Returning UNT Student This Year** - If this piques your interest, keep reading here.

EagleConnect

- **Contact Students in an Instant with EagleConnect!** -- In this issue, [check it out](#)!

- **EagleConnect for Alumni and Retirees** - UNT alumni and retired employees can now request an account on the new EagleConnect system. The EagleConnect system is a communications suite that includes Outlook Web Access, SkyDrive file storage, and more. [Read all about it!](#)

- **Configuring your Mail client to check EagleConnect -** EagleConnect supports both IMAP and POP3 accounts. For most IMAP or POP3 devices the settings set forth [here](#) should work.

- **Creating an Appointment in EagleConnect** - Another "how to" article from the CITC Helpdesk. Click [here](#) for detailed instructions.

- **EagleConnect Redirect** - it is fairly simple to redirect or forward your email to other accounts. [Read all about it!](#)

Research

- **UNT Installing a new High Performance Computing Cluster** -- Read all about it [here](#). Installation is almost complete.

- **Gartner Research Services --** Gartner is one of the world's largest information technology research and advisory consulting firms. Their "Research for Higher Education" section is designed to meet the specific needs of students, faculty and staff as well as technology professionals within the University. Click [here](#) for further information, including how to access the services.

- **UNT Library Electronic Resources: There When You Need Them!** - Check out these [search instructions](#) for the UNT Libraries' electronic resources.

- **Free your research: Open source and other alternatives to cut your costs and improve productivity as a graduate student** - If that sounds good to you, click [here](#) and keep reading.

- **Data Mining Options for the UNT Community** - There are several data mining options available to the UNT research community that, depending on your classification (full-time faculty, academic, etc.), might be a good fit for your data mining needs. If you're interested, click [here](#) and keep reading.

- **Introducing AMOS 17 and SPSS 17** - New software, [read all about it](#)!

Green Computing

- **UNT Computing Goes Green!** - Click [here](#) to read about all the ways UNT computing is going green.

- **How Green is Our Learning?** - Find out [here](#).

Originally published, August 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

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Benchmarks Online

Summer Break Hours

By Claudia Lynch, *Benchmarks Online* Editor

Summer classes are over and fall courses don't begin until August 27. Following are the hours for Computing and Information Technology Center-managed facilities during this time period. The Helpdesk plans, at this point, to be open their normal hours.

- **Data Management Services** will maintain their normal schedule throughout the summer.

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

  Monday - Friday, August 17-21: 9 a.m. - 6 p.m.
  Saturday, August 22: **Closed**
  Sunday, August 23: **Closed**
  Monday, August 24: 9 a.m. - 6 p.m.
  Tuesday, August 25: 9 a.m. - 6 p.m.
  Wednesday, August 26: 9 a.m. - 10 p.m.
  Thursday, August 27: 8 a.m. - Midnight (resume normal schedule)

Hours for Other Campus Facilities

General Access Computer Labs (GACL)

- WILLIS:

  Monday-Friday, August 17-21: 8 a.m.- 5:50 p.m.
  Saturday-Sunday, August 22-23: **Closed**
  Monday-Tuesday, August 24-25: 8 a.m.-5:50 p.m.
  Wednesday, August 26: **Closed**
  Thursday, August 27: Open at 7:00 a.m. and return to 24hr schedule

- College of Information GACL (B205 GACL, formerly SLIS):

  Lab Closed - Reopen 8 a.m. August 27

- MUSIC:

  Break Hours are currently unavailable; check the website and/or phone (940)565-3765 for further information.

- PACS Computing Center (Chilton Hall):

  Lab Closed - Reopen 7 a.m. August 27

- **CVAD** (formerly SOVA) Art Building 232
  (940) 565-2470:

  Break Hours are currently unavailable.

- [COE](#):

  Lab Closed - Reopen 7 a.m. August 27

- [COBA](#):

  Special Closings:
  Semester Break: August 15 - 26

- [CAS](#):

  GAB 330

  Special Closings:
  Semester Break: August 15 - 23

  GAB 550 - Closed all summer

  Terrill 220

  Special Closings:
  Semester Break: August 15 - 23

  Wooten 120

  Special Closings:
  Semester Break: August 15 - 23

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

  Break Hours are currently unavailable; check the website and/or phone (972) 780-3600 for further information.

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

  Lab Closed - Reopen 9 a.m. August 27

Remember:

[Get your alerts fast](#)

Stay informed!

Faculty/Staff Announcements

in case of inclement weather
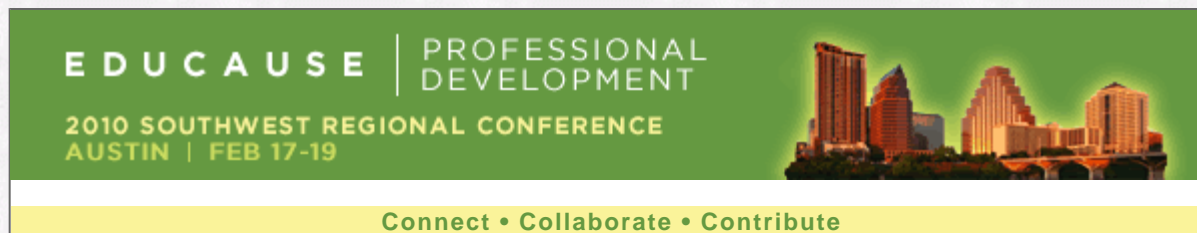
Visit the new Emergency Management website

City of Denton Residents, sign up **for the
CodeRED Emergency Notification System**

announce.unt.edu

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EDUCAUSE | PROFESSIONAL DEVELOPMENT
2010 SOUTHWEST REGIONAL CONFERENCE
AUSTIN | FEB 17-19

Connect • Collaborate • Contribute

EDUCAUSE Southwest Regional Conference 2010

By Claudia Lynch, *Benchmarks Online* Editor

The Southwest Regional EDUCAUSE Conference is in Austin, Texas *next year*, February 17–19, 2010. **The deadline for submission of proposals is September 16, 2009**, however. If you think you might want to make a presentation at the conference but are unsure of how to proceed, you might want to listen to a podcast on "Writing a Successful Proposal for a Conference Presentation."

The program is slated to follow these tracks:

- E-Research and E-Scholarship
- The Evolving Role of IT and Leadership
- Managing the Enterprise
- Teaching and Learning
- Corporate and Campus Solutions

Visit the conference website for more information: http://net.educause.edu/SWRC10

You might also want to consider submitting your material for publication in *EDUCAUSE Quarterly*. *According to EDUCAUSE, EQ* authors receive full editorial support and gain valuable exposure and recognition in a professional forum.

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

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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:

- **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, feeling nostalgic perhaps, wrote "Moving On Up: SPSS 15 Bids Adieu, PASW Statistics 17 Waves Hello." 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 asks the rhetorical question "Where in the World are You?" Click on the Network Connection link for his answer. It might surprise you.

- **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 "Student Success and Parent Programs." 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 Richard Sanzone returns and gives instruction on "Activating Your EUID account." Click on the link above and read all about it.**

- **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.

Summer short courses are over, but there's lots more training information available.

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. **No IRC/ITC minutes were available for publication 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.

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Network Connection

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

Where in the World are You?

Where in the world is Carmen Sandiego? Palm Inc. may know, especially if Carmen's carrying one of the new Palm Pre smart phones. One tech-savvy blogger noticed recently that the Palm Pre was uploading information to Palm on a regular basis that included GPS location, applications used, and certain log files. Palm would tell you that they are doing so to provide you with better service and they may very well be sincere in their assertions to that effect. Given the best of intentions, or even the incentive to preserve market share by not making customers mad, companies like Palm may indeed be using such personal information in benign ways.

Privacy?

As we've seen, however, sometimes not all parties have the best of intentions. In a case related to the warrantless wiretapping that was reported to have occurred during the recent Bush administration, it is alleged that AT&T "provided the NSA with its customers' phone and Internet communications for a vast data-mining operation." If recent events have taught us anything (and if Americans haven't displaced those memories already with the latest season of American Idol), it's that individual privacy along with the truth may be among the first casualties of war.

But as pointed out in this column before, just the expansion of our information technologies makes the preservation of privacy more problematic without even bringing the complicated equation of human behavior into the picture. And, not even companies espousing the best of intentions are immune to questions regarding the information related to you that they collect and use. So what are we to do?

Go off the grid?

As an IT aficionado, I'm not ready to recommend that you abandon all this technology, but it is an option. Turn in your cell phone, disconnect the Internet, put away your credit cards and just pay with cash, and move out of the watchful eye of Google. This might get you a bit of privacy for a while. But if you're not ready to give up all of the convenience we've become used to, as Ronald Reagan was fond of saying, "Trust, but Verify" which is another way of saying don't really trust anyone.

Reading the fine print ...

How many of us have taken the time to read the usage and privacy terms that we agree to when we use our iPhone, or Pre, or Gmail? You don't have to be a lawyer to understand most of them, but you do need to apply a degree of common sense in interpreting them. Some online services will tell you that they will not share your personal information. In the case here of the Pre, Palm defines personal information as "information directly identifiable to you, such as your name, address, email address, and phone number, as well as other non-public information associated with such information." They further state that they will potentially share that information with affiliates, subsidiaries, third party services, and possibly in response to lawsuits or law enforcement requests. If you use Palm's backup service, then anything on your phone could possibly be shared by Palm in this way. I'm not saying they would do so, but they are certainly absolved by their one-sided privacy policy if they do.

Palm collects data via "Remote Diagnostics and Updates", "Back-up and Restore", and "Location Based Services". One of the objections raised by this recent issue, is that there's no apparent way to opt out of the data collection other than to "hack" the phone's OS. In other words, the normal consumer is not provided a way to manage their privacy and thus is forced to provide Palm with a great deal of trust.

Who can you trust?

Ultimately, it is up to the individual to decide who to trust and how much trust should be given. This is a balance between what's at stake and what's to gain. The potential for personal information collection on an iPhone is the same or more than on the Pre, but at least Apple states, "Apple takes your privacy very seriously. Apple does not sell or rent your contact information to other marketers." If companies want our trust, they need to at least provide assurances that they can be trusted. And, in spite of missing out on the coolest new thing, if their assurances are not sufficient for your trust, don't use the product. You can choose to trust, but first you must verify.

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Link of the Month

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

Student Success and Parent Programs

According to their website:

Student Success Programs, resources and services are provided to help students establish and attain their educational goals. Beginning with first-year students, the office serves as a central location to help students connect with their peers, faculty, staff, and parents. These connections help guide and direct students throughout their educational experience at UNT and facilitate their success.

Visit the website and see what all they have to offer:

http://www.unt.edu/ssp/

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Helpdesk FYI

By **Richard Sanzone**, User Services Manager

Activating Your EUID account*

EUID (Enterprise User Identification) accounts are used to login to most UNT systems, including the MyUNT online registration system. Every student and employee has an EUID account.

To activate your EUID account:

- Go to the Account Management System website at http://ams.unt.edu

- Click the "Activate Account" link on the left side of the page.

- Enter the requested biographical information to confirm your identity.

- If you are a student you will be prompted for a PIN (Personal Identification Number). This is a one-time use number that was mailed to you by the Admissions office. If you do not know your PIN, please contact the UNT Helpdesk at 940-565-2324. The Helpdesk will need to speak to the student to retrieve the account PIN.

- You will be prompted to create a Secret Question and Answer. This question and answer combination is saved in your EUID account for additional security. The correct answer will need to be provided to reset the EUID password so please remember the answer you create. Also, do not create a question and answer combination that someone can easily guess.

- You will then be prompted to create your password. The system will not accept passwords that do not meet the strength requirements (see http://security.unt.edu/resources/passwords for details). If your password is not accepted because it is weak, you will be given the option to run a password wizard that will create a list of modified passwords that you can choose from. Please remember that this password will expire after 120 days, at which point you will need to create a new password.

The activation process is complete! Please wait 10 minutes for your activation to be fully processed.

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* This is an informational article that is run periodically.

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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.**

No IRC/ITC minutes were available for publication this month.

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* 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.

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Research and Statistical Support
University of North Texas

RSS Matters

Link to the last RSS article here: *Announcing SAS 9.2 For Windows. - Ed.*

Moving On Up: SPSS 15 Bids Adieu, PASW Statistics 17 Waves Hello

By Patrick McLeod, Research and Statistical Support Services Consultant

At the end of this month, we will bid farewell to another version of SPSS while welcoming a new version. Well, perhaps 'welcoming' isn't quite accurate since PASW Statistics 17 is not exactly new to the UNT research community; as SPSS 15 rolls off the support grid, we will be making PASW Statistics 17 our new officially supported version of the SPSS Statistics/PASW Statistics software.

As referenced in the March 6, 2009 DCSMT meeting, SPSS 15 will no longer be available after August 31, 2009 and PASW Statistics 17 will be the currently supported version of the SPSS/PASW software. SPSS, Inc. moved to a 2 version support window two years ago. What this means is that SPSS supports the current version of their Statistics software (as of August 2009, this version is PASW Statistics 17) and one version prior to the current version (SPSS 16).

In order to better support the community of SPSS users at UNT, RSS will move our SPSS support window to SPSS 16 and PASW Statistics at the end of August. Attempting to support versions of SPSS that are no longer in "the support window" according to SPSS, Inc. (recently acquired by IBM, by the way) is a very inefficient process through which we cannot support users of SPSS versions outside the support window in a timely manner. Our existing SPSS 15 license will expire at 11:59pm August 31, 2009 and it will not be renewed. As of 12:00am September 1, 2009, we will be supporting SPSS 16 and PASW Statistics 17 on both Windows and Intel-based OS-X operating systems.

Are you a current SPSS 15 user?

If you are currently using SPSS 15, what does this mean for you? First and foremost, it means you need to upgrade your SPSS 15 installation to PASW Statistics 17 before August 31, 2009! You can do this in one of two ways: The official way that you should upgrade

your SPSS 15 installation to PASW Statistics 17 is to contact your area's computing support staff and request PASW Statistics 17. Be sure to tell them that you already have SPSS 15 and need PASW Statistics 17 before the end of August. There is a second way, an unofficial way, for you to upgrade your SPSS 15 to PASW Statistics 17. If you are upgrading your SPSS 15 installation on a UNT machine not on campus (i.e. a UNT laptop) or a personal machine that you use for research that is not on campus, you can check out a PASW Statistics 17 DVD from me or one of the other two members of the Research and Statistical Support group (Drs. Richard Herrington and Michael Clark). We check these DVDs out on a 48 hour basis during the week or over the weekend (check out Friday, return Monday). These DVDs have all the files necessary for you to install PASW Statistics 17 on your personal or UNT machine.

On a final note, our licensing has not changed in moving from one version to another of SPSS/PASW Statistics. UNT has an enterprise license of SPSS/PASW Statistics that is free to qualified members of the UNT community. In order to qualify for SPSS/PASW Statistics, you must be a full time faculty or staff member (full-time being defined as being 100% FTE, or retirement-eligible) engaged in teaching and/or research activities at UNT. Research assistants and graduate assistants do not qualify for SPSS/PASW Statistics software, although they may use it under the direction of a qualified professor or staff member. SPSS/PASW Statistics is available to all UNT students in most of the General Access Labs on campus.

Questions? Concerns?

If you have any questions or concerns about this transition, please contact me at Patrick.Mcleod@unt.edu . Until next month, happy computing!

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Short Courses

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

Summer short courses are over. Surf over to the [Short Courses](#) page to see the sorts of courses that will likely be offered in the fall.

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)."

Gartner Research Services

Not exactly training, but training could be involved depending on the topic you are interested in. Gartner Research Services are available to UNT faculty, staff, *and* students.

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Staff Activities

Transitions

New Employees:

- **Hemangi Galinde**, Programmer Analyst, Student Records Systems Development (AIS).

- **Ravikanth Kukudala**, Programmer Analyst**,** Student Records Systems Development (AIS).

- **Anne Ngo**, Programmer Analyst, Student Records Systems Development (AIS).

No longer working in the Computing and Information Technology Center:

- **Martin Richards**, Consultant, AIS, EIS Training, Communications, and Administration (part-time).

- **Chris Gathright**, Security Intern, Information Security (part-time).

Changes, Awards, Recognition, Publications, etc.

It's official!

Mary Ann Neuroth, Programmer Analyst, Finance & Administration, Budgets & Business Intelligence (AIS) graduated with her **Masters Degree in Library Science** on August 14. Congratulations Mary Ann! Don't worry, she plans to continue working in CITC.

Service to UNT

Chandrabhan R. Chevli, Data Communications Group Manager, was recognized in the August 10 *InHouse* for **25 years of service** to the University. Congratulations C.R.!

Fun Fact Winners

Continuing the CITC tradition, we have another "Fun Fact Winner." Congratulations to **Yoke Teo**, Messaging Computer System Manager (ESTS) who was a winner in the July 29 *InHouse* prize giveaway.

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