Benchmarks Online

Computing and Information Technology Center

Volume 11 - Number 9 * September 2008

Columns

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

About Benchmarks
Search Archive
Subscribe to Benchmarks

Back to School Spirit!

By the Numbers

CITC Helpdesk Statistics for August 2008
(Things definitely heat up in August)

Total Phone Calls Answered: 3277 (74% increase from previous month)
HELPDESK E-mails Received: 788 (8% increase from previous month)
eCampus E-mails Received: 325 (190% increase from previous month)
Total Trouble Tickets Worked: 520 (44% increase from previous month)

Campus Computing News

Merger of Faculty Support Units – CDL and CTLA now CLEAR

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at Discovery Park

The General Access Computer Lab Managers: What Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

Don't forget our monthly Columns!

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.

Return to top

UNIVERSITY OF NORTH TEXAS

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 : September 19, 2008

Originally published, September 2008 -- 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

UNT home page | Search UNT | UNT news | UNT events

Benchmarks Online

Skip Navigation Links

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

Campus Computing News

Merger of Faculty Support Units – CDL and CTLA are now CLEAR

From the Office of the Provost and Vice President for Academic Affairs
http://www.vpaa.unt.edu/

For the past 10 years, UNT has benefited from the support of the Center for Distributed Learning (CDL), and has emerged as a leading provider of online courses. More recently, the Center for Teaching, Learning and Assessment (CTLA) was created to provide support for UNT's Quality Enhancement Plan, Next Generation Course Redesign and, more generally, improvements in classroom instruction. UNT continues to be a national leader in the redesign of large enrollment classes and has recently received a 1.8 million dollar grant to enlarge and extend this effort.

Effective September 1, the two centers merged into a single faculty support unit named the Center for Learning Enhancement, Assessment, and Redesign (CLEAR).

CLEAR will offer the same services that CDL and CTLA offered independently in the past, but will also be introducing new services with the addition of Dr. Bradley Shope, who has joined CLEAR as a faculty professional development specialist.

Dr. Philip Turner, formerly Vice Provost for Learning Enhancement, has returned to a faculty role with the School of Library and Information Sciences, but he will remain involved with UNT's Quality Enhancement Plan and Next Generation Course Redesign. The University is grateful for his 12 years of visionary leadership. Due in large part to Dr. Turner's focused attention to learning enhancement, UNT has gained a position at the forefront of distance learning and course redesign.

CLEAR will be led by Patrick Pluscht, the former Director of CDL. In his new role as the director of CLEAR, Patrick will serve on the Provost's Senior Staff and assume most of the responsibilities previously handled by the Vice Provost for Learning Enhancement. Patrick's leadership team will include associate directors, Jane Himmel and Dr. Kelly McMichael, and assistant director, Joseph Hoffmann. It is with great pleasure that I introduce CLEAR to the UNT campus community.

Originally published, September 2008 -- 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

Subscribe to Benchmarks *Online*

Return to top

BenchmarksOnline

Skip Navigation Links

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

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

SkyDrive - the first part of the new student communication system replacing Eaglemail at UNT - has arrived and is ready for use. All current students have accounts for the Sky Drive which supplants UNT Student Storage and gives them 5 gigabytes (and as of a couple of days ago - 10 gigabytes are promised!) of online, web-accessible storage space for their documents.

Students should not fear that their documents on UNTSS are gone forever. UNTSS is still up and running but students **DO** need to move their documents to the new Sky Drive soon. Additionally, though Sky Drive *is* a Microsoft product, it works great on Macintosh computers as well. The UNT Helpdesk provides all the information needed by students to make the move to Sky Drive and this info is located at helpdesk.unt.edu on the home page. A further link to a Sky Drive Information Page is provided with more documentation by the UNT Helpdesk.

The Sky Drive screen has a 'no frills' look at the moment but will soon feature UNT-specific artwork.

Subscribe to Benchmarks *Online*

The entire student communication system is in a state of construction, innovation, and transition. Everyone is strongly encouraged to check the CITC Helpdesk page regularly for the latest updates and tutorials on this project. Also, the Student Tour Website will be regularly edited and updated to reflect these changes. And as always - additional questions and clarifications can be directed to the Helpdesk itself by calling **940-565-2324**.

Stay tuned for more exciting student communication developments including a new email system, calendar service, instant messaging and more!

Originally published, September 2008 -- 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

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

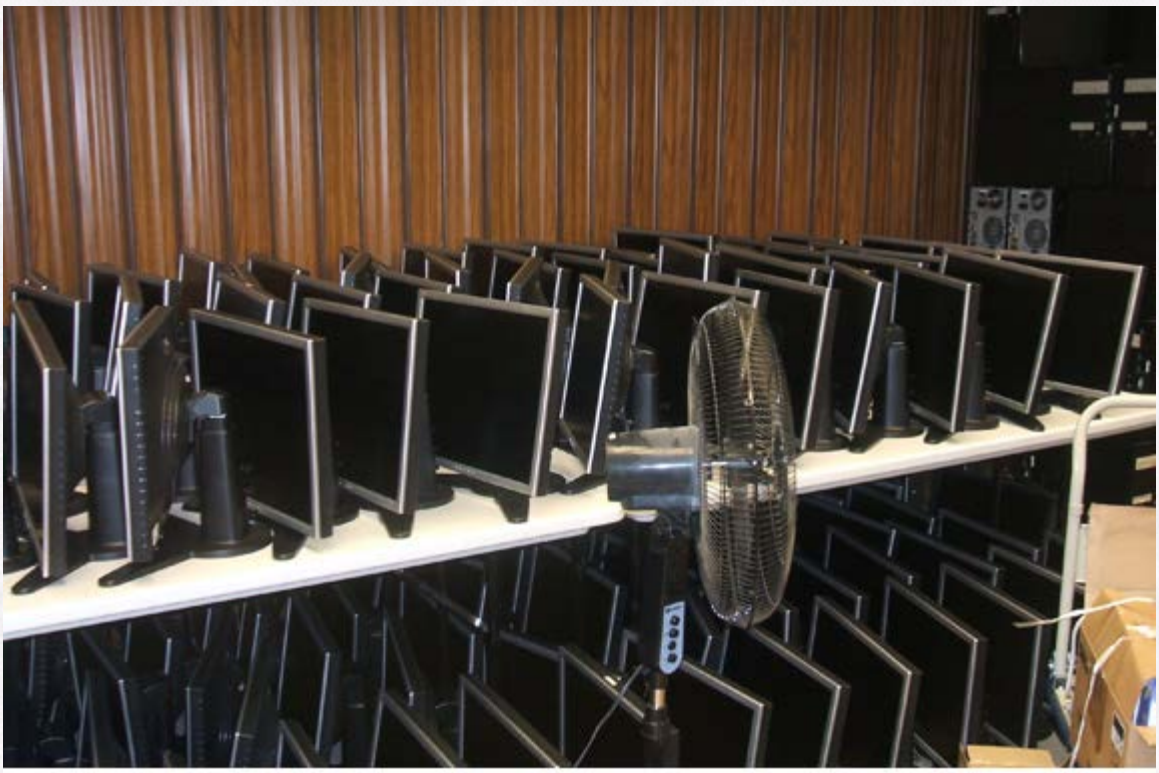
Staff Activities

New Computer Classrooms for General Use Being Developed at the Discovery Park

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

Upon request from and in collaboration with the Office of the Provost, Student Computing Services of CITC ACS has begun developing several general use computer classrooms with the first four facilities built and housed at the Discovery Park. As '110 classrooms' these computer rooms can be reserved by anyone for a class. Interested personnel should contact the Registrar's Office.

These rooms are still being developed and fine-tuned, though two 48-seat downstairs PC classrooms and one 24-seat upstairs PC classroom have been finished for the most part. New 'hide-away' computer desks will arrive in December for the downstairs rooms making them even more flexible for classes.



Look at all the equipment going into the new computer classrooms!

A fourth room will have iMacs in a 'pod' format with multiple large screens for sophisticated projection and small group collaboration. This room is currently being

Subscribe to Benchmarks *Online*

completed by the seemingly tireless classroom desktop support crew of computer systems manager, Curry Searle, and his assistant, Chris Lacko.

Classroom Desktop Services Manager, Curry Searle, and assistant, Chris Lacko, still have alot of boxes to unpack!

Interested faculty and staff are strongly encouraged to contact either Elizabeth Hinkle-Turner, Curry Searle, or the Registrar's Office for more information about these classrooms. Come see and use them soon - they are providing much flexibility to general class lecturing here at UNT!

Originally published, September 2008 -- 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

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

Subscribe to

The General Access Computer Lab Managers: What We Did This Summer

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

It is hard to believe that another September has rolled around and it is time to do my 'What we did this summer' lab manager report. Boy, were we busy! And in many cases we will continue to be busy updating, rebuilding, and improving throughout the rest of the year.

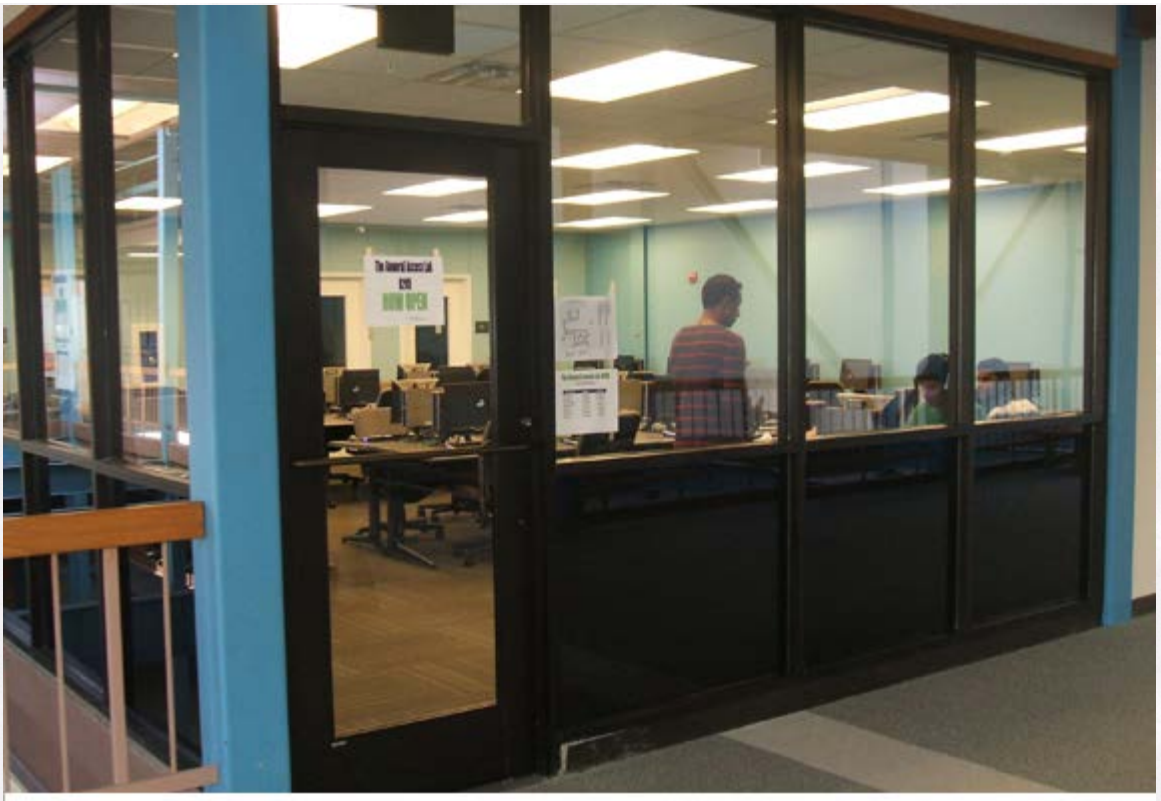
This article begins with the massive amount of work done at the Discovery Park by the Engineering General Access Computer Lab and new Discovery Park occupants, the SLIS lab. The two labs are located above and below each other so if one is full just go up or down the stairs to the other lab. Between the two facilities, 60 machines as well as many printers and scanners are available for student use.

The Engineering Lab got new paint, furniture, and carpet and is currently installing new machines:

Benchmarks *Online*

The Engineering computer lab got new paint and carpet and new machines are being installed soon.

As reported above SLIS has a brand new facility fully featured in these photos:



The new SLIS lab is open for business!

View of the new SLIS computer lab

View of the new SLIS lab

Closeup of the SLIS workstations

A few *Benchmarks* ago I did a feature on the College of Education General Access Computer Lab which was able to complete its renovation work early in the season. Since that time, however, COE has replaced all UPS units and purchased 6 small Dell printers for its team area.

The lab in Chilton Hall did much work adding new desks, computers...you name it! They installed 62 Dell OptiPlex 755 SFF Q6600 2.4 GHz computers with 4 Gb memory, and 22" wide flat panel monitors; a smaller check-in counter in preparation for their transition to self-service checkin, and heavy-duty printer cabinets. Plus new art work is on loan from the UNT Art Gallery:

The Chilton Lab has cool new artwork to go with its great new look.

The Chilton lab has brand new Dell desktop workstations.

Lots of comfortable walking space in the Chilton lab.

The College of Arts and Sciences replaced G4 Macs with 24” Intel iMacs. Old LCD monitors have been replaced with 24” wide screens, except in Wooten Hall where there is space for only 21” monitors. Another place you will find new iMacs is in the Willis 24-hour lab. These iMacs are 'dual boot' so students can use either the Macintosh or Windows operating system. And they look awesome too!

The College of Business labs have all new PCs: 285 machines and stands with 22” monitors, and new Dell 5310 printers. Labs in Art, Music, and at the System Center Dallas only had minor upgrades and changes this year.

Finally, the ACS / Adaptive Lab had no new equipment changes for now but has a PERSON change instead. The new manager of the ACS GAL is Mikal Hensarling - congratulations Mikal! Mikal is rolling up his sleeves and getting ready for next spring when this lab will begin building a new facility in a new location with a move-in date of late May 2009. More on the ACS / Adaptive renovation and move as the info becomes available. Well - that's all for this last summer. We still haven't caught our breath! As always check out the UNT General Access Computer Lab Website for all lab information including hours, location, and software and hardware availability.

Originally published, September 2008 -- 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

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

Subscribe to Benchmarks *Online*

JAWS 9.0 and MAGic 11.0 Have Arrived!

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

JAWS 9.0 and **MAGic 11.0** from Freedom Scientific have arrived and are now available for on-campus distribution. Licensing for the products is also installed on a new server in a more stable location. Network managers needing to install JAWS or MAGic in their areas can get the new server name by contacting Elizabeth Hinkle-Turner. Network managers will also need to be put in the appropriate A/D group by Elizabeth in order to access the installation files available on the new Microsoft Student Computing Services server..

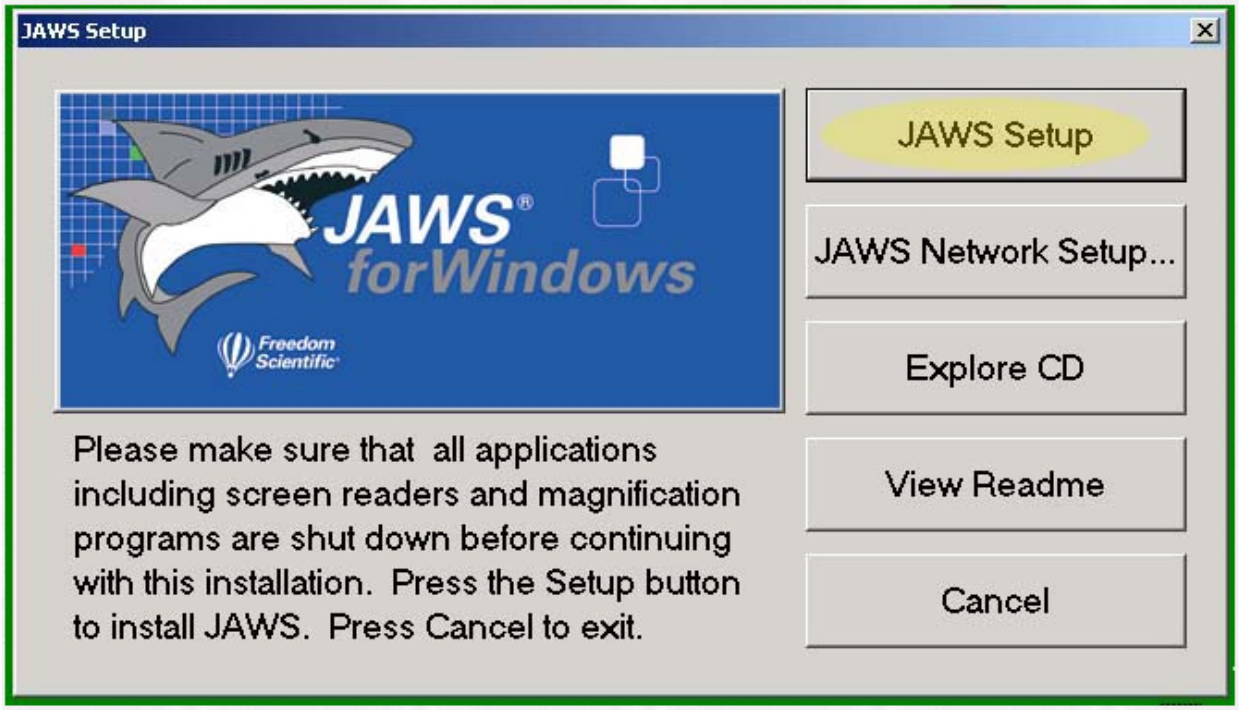
User instructions on how to work with JAWS and MAGic are available at www.unt.edu/ACSGAL - the ACS/Adaptive General Access Lab website.

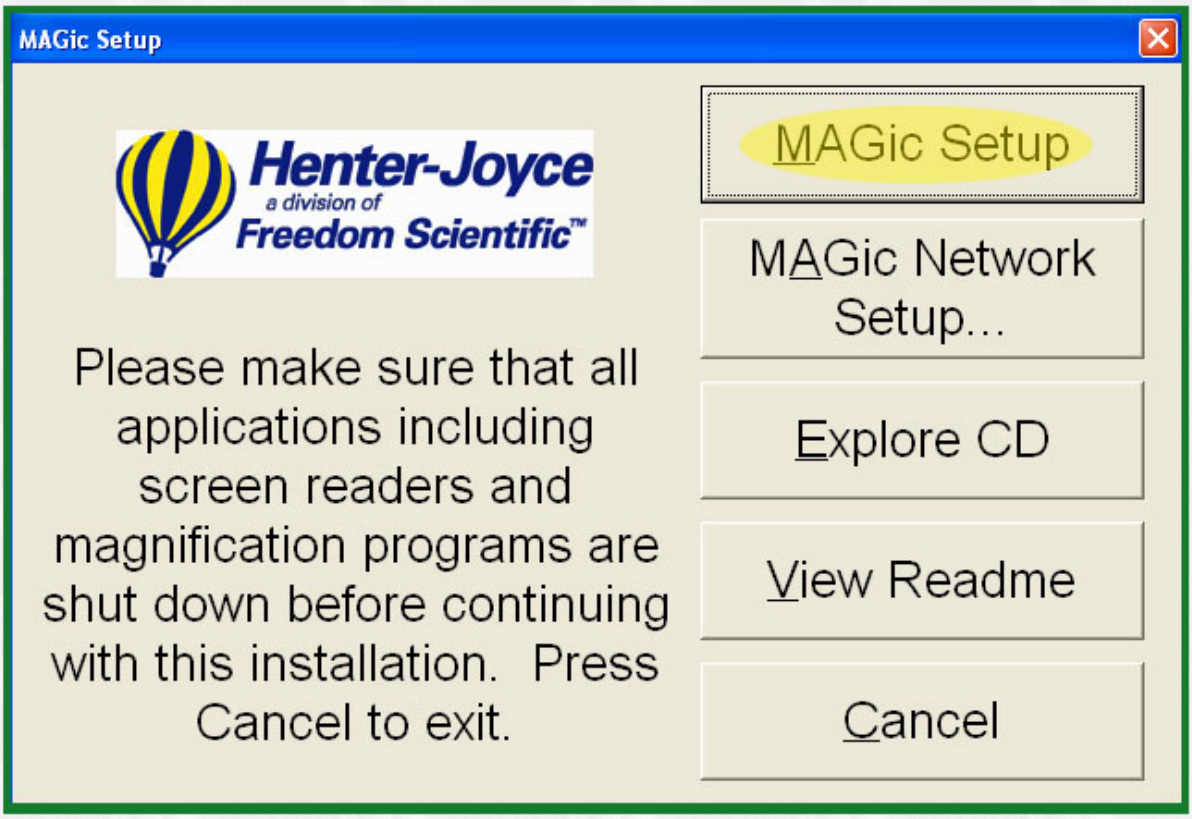
Instructions for Computing Support Personnel on installing JAWS and MAGic

1. Log in with admin rights to the Windows XP machine upon which you wish to install JAWS and/or MAGic (according to FS they do not work with Win2000 or NT).

2. You must first set up the workstation to look for the correct location for the license server **[note: you must contact the license server manager at ehinkle@unt.edu to get the name of the license server]**: To force the workstation to look for the correct location for the JAWS (MAGIC) license, add the environment variable **LSFORCEHOST=*nameofserver*.acs.unt.edu** as a system variable. [How to do this: Right-click MY COMPUTER and then click PROPERTIES; click the ADVANCED tab; Click ENVIRONMENT VARIABLES; click NEW to add a new system variable name and value : **name=LSFORCEHOST and value=*nameoflicenseseserver*.acs.unt.edu**]

3. Insert JAWS (or MAGic) application CD into the machine. Choose JAWS SETUP (NOT JAWS network setup!) from the menu:





4. Choose 'Continue without Speech' (no need to reboot)

5. To begin installation, press Enter

6. For most installations, choose 'Automatic' is appropriate (answer ‘no’ to any additional options or freebies it might ask you about – you just want the application)

7. JAWS or MAGic will be installed / you may be prompted to reboot (I wasn't)

8. Open up JAWS or MAGic on your machine and voilà! it starts and it works! :-)

Originally published, September 2008 -- 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

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

More Important Back to School Information

In case you missed this last month, "Important Information" is back for an encore, with a few minor changes and updates. See the webpage "Resources for New Students" for more helpful information. - Ed.

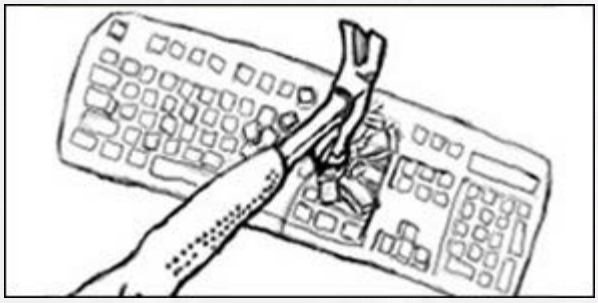
By Claudia Lynch, *Benchmarks Online* Editor

Fall is approaching, but we're still officially "in" summer and this summer, in particular, has been a time of change for the UNT Denton campus. Even if you're not new here, you may be surprised at the number of things that have changed and/or are in the process of changing. For example:

- The old Chemistry Building (Masters Hall) is gone. It will be integrated with the existing Biology Building to form a new Life Sciences Complex. For more information on this project see this UNT News Service article.
- Entire departments are relocating.
- UNT has contracted with a new mail service provider, Pitney Bowes, in the University Union. This means that UNT addresses will change since the USPS will not permit box holders to use “P.O.” as part of their mailing address. Additionally, the new extended zip code for UNT is 76203-5017.

Now for the specific computing services information:

The CITC Helpdesk



- The CITC Information Technology Helpdesk -- http://www.unt.edu/helpdesk -- is located in the Information Sciences Building (ISB) room 119, directly across from the Science and Technology Library. ***If you don't know where else to call, or when no one else can help you with your***

Subscribe to Benchmarks *Online*

computer on campus, call, go by, or send mail to the Helpdesk: 940-565-2324 helpdesk@unt.edu.

- **Students**, take a tour of Student Computing Facilities at UNT: http://www.unt.edu/helpdesk/studenttour/index.htm

- **Faculty**, please read http://www.unt.edu/documentation/newfaculty.htm

Illegal File Sharing

Make sure you are aware of the consequences of illegal file sharing and also available alternatives:

- my resnet student center
- Copyright and Peer-to-Peer Use in the Dorms and Elsewhere at UNT
- UNT Copyright Compliance Policy
- UNT Copyright Resources

Benchmarks Online

Benchmarks Online is a monthly publication of Academic Computing and Services, a division of the University of North Texas Computing and Information Technology Center. You are reading the August issue now. :)

Informative items from recent issues of *Benchmarks Online*:

- **Wimba Classroom Provides Green Alternative to Campus-Based Meetings** - Wimba Classroom is a web conferencing tool that supports audio (using VOIP or telephone), video, application sharing, and other interactive features for online classroom environments. Although Wimba was designed for online classes and blended learning situations, it serves business needs equally well.

- Licensed and Metered Applications Update - Some enterprise and limited site licensed applications are available for installation by distributed IT support personnel on University desktop and lab computers.

- **Get it while it lasts! UNT Support of SkillPort Computer-Based Training Ends November 2008** - Free online training is highlighted in this article.

- **The College of Education General Access Computer Lab Renovation: Creating a welcoming environment for all learners.**

- **Student SAS Distribution Policy Changed** - As of the end of the Spring 2008 semester, on May 12, 2008, Academic Computing and User Services will no longer distribute SAS to students via the UNT Bookstore. Students who wish to acquire SAS to complete class assignments are recommended to purchase the SAS Learning Edition which is available via e-Academy, where the SAS Learning Edition for Students is available for $60. More information can be found at the SAS Learning Edition webpage and in the April issue of *Benchmarks Online*.

- **Photoshop Express - Free Online 'Photoshop' is a pretty good deal** - If that sounds interesting, click here to keep reading.

UNT, Microsoft partner to give students free access to top software development programs -- Through its participation in DreamSpark, Microsoft's program that provides free development software to students, UNT's Computing and Information Technology Center is allowing students to download full professional versions of Visual Studio 2008, Expression Studio, Windows Server 2003 and XNA Game Studio 2.0. For further information, click here.

- **IT Help is Here** -- A new resource is available for those needing help with Information Technology at UNT. The Helpdesk Central page has been replaced with a new "IT Help Center" site which will make it even easier for customers (anyone with an EUID and password) to submit a request for IT support. The IT Help Center is one-stop shopping for making requests for IT support. Click here to read more about the IT Help Center.

- **Information Security Awareness** -- If you are a faculty or staff member who comes into contact with University data (e.g., student records, personnel information, financial data, etc.), you should read this article.

- **Do you need to configure a Debian PXE server to automate installs?** If so, then you're in luck! Details here.

- **Are you a staff or faculty member who owns a cell phone?** Click here to find out all about "Discounts for UNT employee personal cell phones."

- **Managing your Spam** - We've made the transition from GroupWise to Outlook, but the rest of the information in this article is still relevant. Click here for further information.

- **Other Items of Interest** - From the article "Computing Resources at UNT - Finding Your Way Around":

  - **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 Getting Direct Access to Gartner Researchers.

  - **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: *Statistics*: a Clarification. [See "Past Research and Statistical Support (RSS) articles of possible interest" below for more articles.]

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

    1. **Exam Grading/Analysis:** NCS Forms 4521 & Self-Score 106273. 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."

- **Past feature articles of possible interest**:

Links of the Month worth a second (or more) look:	Helpdesk FYI articles of possible interest:	Past Research and Statistical Support (RSS) articles of possible interest:
• The University Union Information Center • The Center for Achievement and Livelong Learning • Lost and Found at UNT has [virtually] re-located to Facebook • CITC Messaging Systems Group • The Center for Student Rights and Responsibilities	• Microsoft Outlook's Task System • RSS Feeds in Microsoft Outlook • Phishing • Recalling a Message in Outlook • IT Help Center • Outage Calendars • Preferred UNT Email Address	• SPSS: Yesterday, Today and Tomorrow • New Developments With R - version 2.6.2 • Mapping And Data Representation In Stata: Part 1 • Mapping And Data Representation In Stata: Part 2 • Getting Started with a Modern Approach to Regression • How Long Should My Data Analysis Take? • Overview of ACS-Supported Software for Fall 2008

Stay informed!

Faculty/Staff Announcements

announce.unt.edu

Get your alerts fast in case of bad weather

Originally published, September 2008 -- 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

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

maincontent

Today's Cartoon

"You've got to stop blaming everything on your parents.
You're old enough to start blaming your computer!"

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

Originally published, September 2008 -- 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

Staff Activities

Subscribe to Benchmarks *Online*

Benchmarks Online

Skip Navigation Links

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

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, but a new 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 talks about "Creating Maps With GIS Data in SAS 9.1.3, Part 1" Check it out!**

- **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 talks about a "Brave New Browser." A white paper aimed at Generation X? A bedtime story? Click on the Network Connection link above to find out.

- **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 "Six Degrees of UNT." You've probably heard of "six degrees of separation," but what in the world is "six degrees of UNT"? Click on the link above and find 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 tells you how to "Configure Entourage for Eaglemail." Check it out!**

- **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.

  We hope to be offering short courses again some time in October, we apologize for the delay. Special classes can also be

Staff Activities

Subscribe to Benchmarks *Online*

arranged with the RSS staff. Also, you can always contact the RSS staff for one-on-one consultation. Click on the Short Courses link above for more information.

- **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 minutes were available for publication this month, there was no meeting in August, and there will be no meeting in September.**

- **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.

Originally published, September 2008 -- 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

Network Connection

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

Brave New Browser

Google recently made a splash in the Web world with the introduction of a new browser. Named Chrome, Google's entry into the Web browser world boasts a new approach to browser code. While Firefox and Internet Explorer owe their heritage and much of their code to NCSA Mosaic, developers at Google took a look at what browsers typically do these days and have optimized their new browser for robust and efficient operation.

A beta test version of Chrome for Windows was released on September 1. In their announcement of the new browser on their official blog, Google states that their reason for developing Chrome was "Because we believe we can add value for users and, at the same time, help drive innovation on the web." Of course, who else is innovating on the web besides Google? It appears that the innovation they are talking about is Google search, Gmail, Google Apps, etc. But since they know the most popular web sites, they can easily test their browser to see if it will support the browsing needs of most people using the Web.

A white paper aimed at Generation X?

Many people's first introduction to Chrome was in the form of a comic book (or graphic novella, if you prefer) released before Chrome was made available. The book introduces the rationale for creating Chrome and then discusses, in a simplified form, some of the technical challenges and decisions encountered during Chrome's development. It reads like a white paper aimed at Generation X.

Google's Chrome introduction was not without some controversy. Someone apparently read Google's terms of use and discovered that by using Chrome, users "give Google a perpetual, irrevocable, worldwide, royalty-free, and nonexclusivelicense to reproduce, adapt, modify, translate, publish, publicly perform, publicly display and distribute any Content which you submit, post or display on or through, the Services." If this sounds familiar, then you may have read this column before. Loyal readers will remember that this is the same language that Google maintains in its terms of use for it's online services, including Gmail and Google Apps. For some reason, the language in the Chrome terms of use came under greater scrutiny by the online community, and after a bit of an uproar, Google eliminated that language from the Chrome terms of use which now in that section simply reads "You retain copyright and any other rights you already hold in Content which you submit, post or display on or through, the Services."

Patience and a bunch of money

Staff Activities

Subscribe to Benchmarks *Online*

While met with enthusiasm in some circles, Chrome was met with skepticism in others. Not surprisingly, Microsoft devotees will be quick to point out that Google's applications are not as feature rich as Microsoft Office. But one thing Google seems to have is patience (and a bunch of cash to sit on.) They've done pretty well in perfecting the concept of web search over the years and the browser/cloud experience may receive the same careful development.

So rather than heralding the doom of the browser, Google seems to want to celebrate it. As discussed in this column previously, some would see new technologies supplanting the traditional browser experience. They would reinvent the Internet to displace the browser. Google seems to have taken the opposite approach. They have reinvented the browser to suit today's Internet. It's a good idea, and as long as they don't make a claim to your first-born child for doing so, they may just succeed at bringing people over to their new way of browsing.

Originally published, September 2008 -- 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

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Link of the Month

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

Six Degrees of UNT

Help keep the world connected to UNT and UNT connected to the world by joining the "Six Degrees of UNT" project:

Originally published, September 2008 -- 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

Staff Activities

Subscribe to Benchmarks *Online*

Benchmarks Online

Skip Navigation Links

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

Helpdesk FYI

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

Configure Entourage for Eaglemail

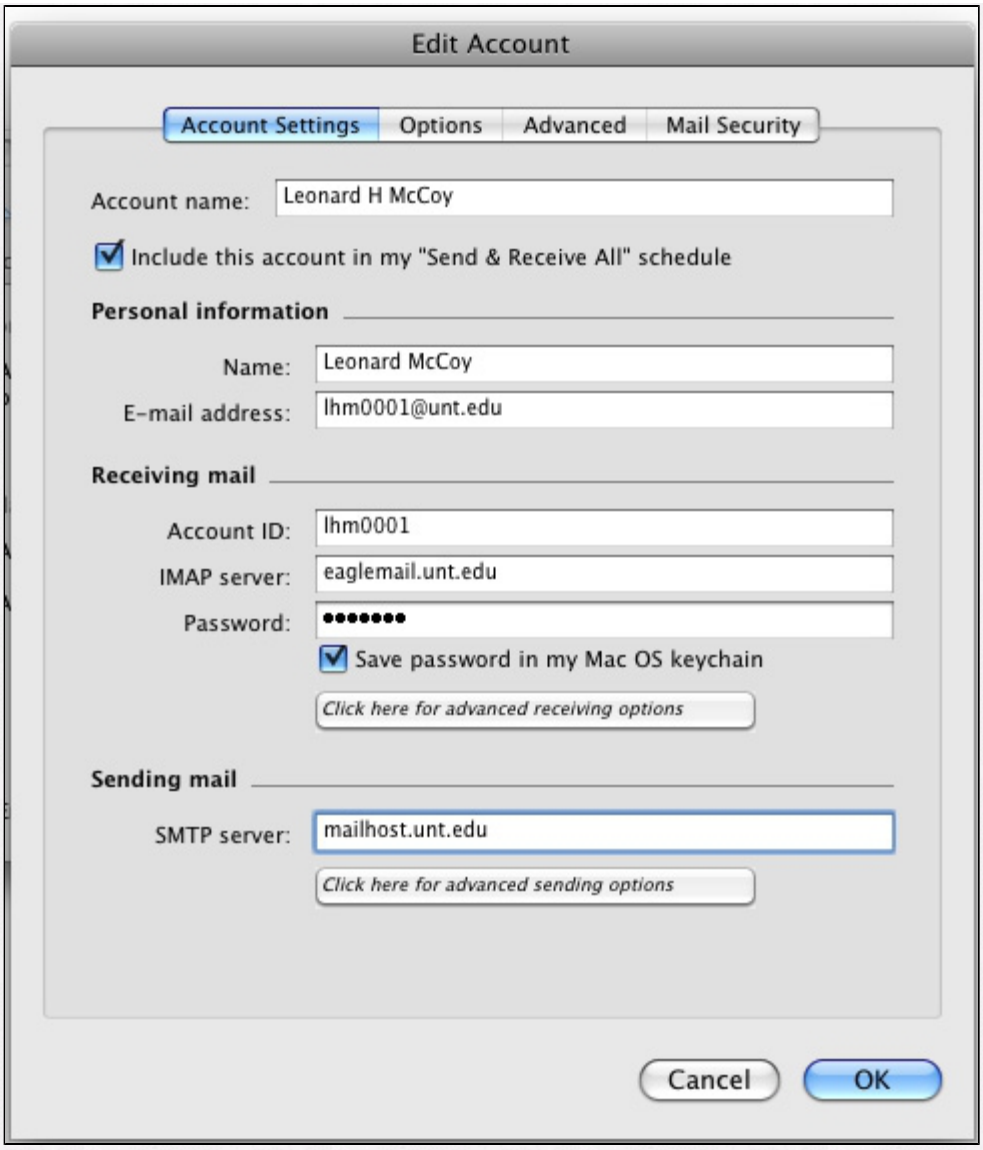
You can configure Entourage to send and receive mail from your Eaglemail account through IMAP. In addition you can now securely connect to mailhost, for outgoing messages, even when not connected to the UNT Network.

To do this, first open Entourage
Click on the Entourage Menu and choose *Account Settings*
When the New Account window appears chose *Account type: IMAP.*
Click *OK*

When the New Account Screen appears fill it out as pictured below.

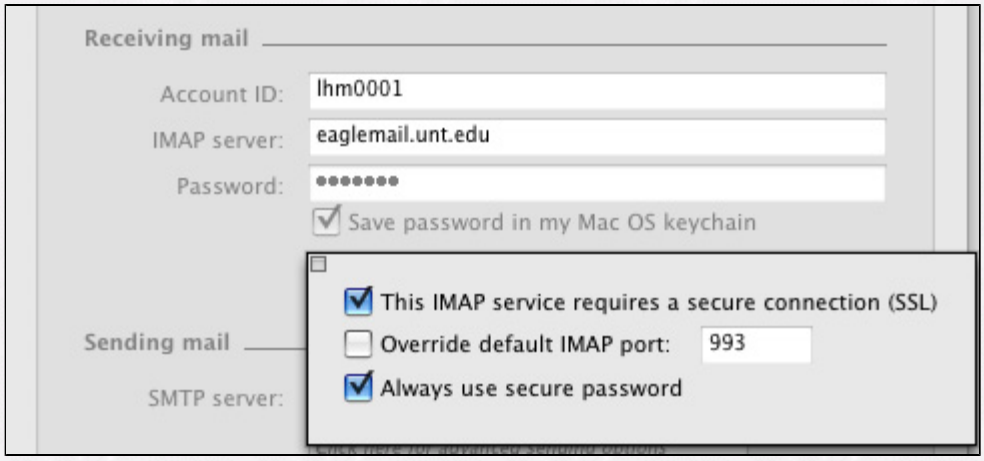
- Account Name: Enter the name of the account as you wish it to appear in Entourage.
- Name: Your name.
- E-mail address: Your Eaglemail address
- Account ID: Your EUID.
- IMAP server: eaglemail.unt.edu.
- Password: Your EUID Password.
- SMTP server: mailhost.unt.edu

Subscribe to Benchmarks *Online*



Receiving mail

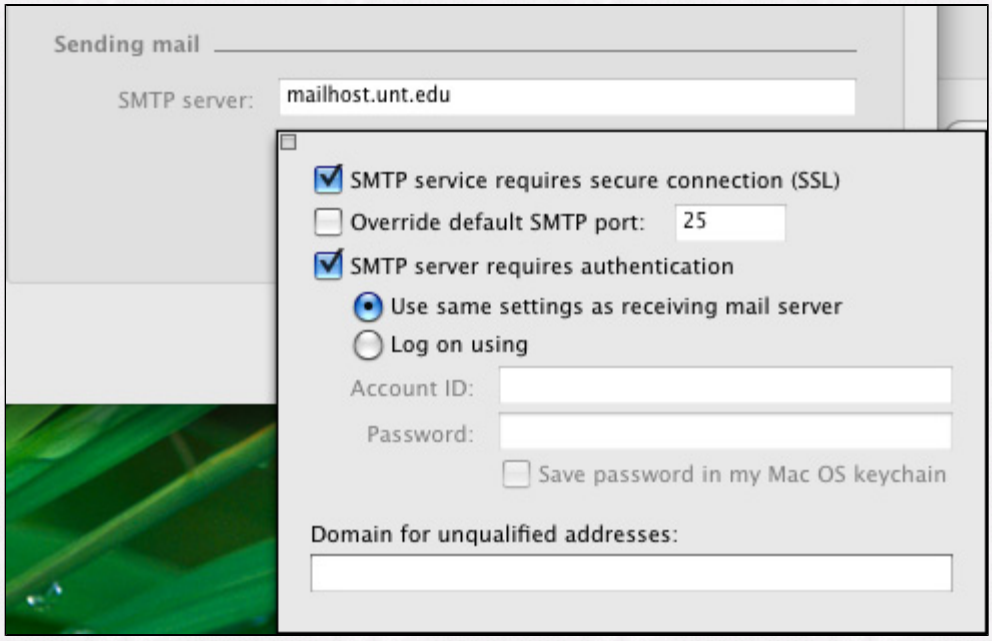
Click on the *Click here for advanced receiving options* button.
Select: *This IMAP service requires a secure connection (SSL).*
Always use secure password.



Close the advanced option window.

Sending mail

Open the Sending Mail advanced option window.
Choose: *SMTP service requires secure connection (SSL) & SMTP server require authentication.*
Use the same settings as receiving mail server.



Close Sending mail advanced options.

Advanced

Click on the Advanced tab.
Select *All options* under the Special Folders heading.
You can then select your Delete options.

Ready to Go

Click *OK.*
Entourage should now import your mailboxes.

Authentication

If you are using a wireless network that requires authentication, such as Eaglenet, you will need to log in before Entourage can receive or send mail.

Originally published, September 2008 -- 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

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

IRC News

Minutes provided by Sue Ellen Richey, Recording Secretary*

No IRC minutes were available for publication this month, there was no meeting in August, and there will be no meeting in September.

---

* For a list of IRC Regular and Ex-officio Members click here (last updated 3/14/08).

**DCSMT Minutes can be found here.

IRC Meeting Schedule

The IRC generally meets on the third Tuesday of each month, from 2-4 p.m., in the Administration Building Board Room. From time to time there are planned exceptions to this schedule. 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.

Originally published, September 2008 -- 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

Staff Activities

Subscribe to Benchmarks *Online*

Benchmarks Online

Skip Navigation Links

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Research and Statistical Support
University of North Texas

RSS Matters

Link to the last RSS article here: Overview of ACS-Supported Software for Fall 2008 - Ed.

Creating Maps With GIS Data in SAS 9.1.3, Part 1

By Patrick McLeod, Research and Statistical Support Services Consultant

I've recently begun writing about using GIS data to create maps in the statistical packages that Academic Computing Services supports. I've already covered choropleth maps in Stata and with this column, we'll be moving on to creating maps in the SAS System with GIS data. SAS is no newcomer to the GIS integration market; under our Academic Computing Option license with SAS, UNT's academic SAS license covers three products that can be used in combination with ESRI's ArcGIS products or on their own to produce publication quality maps. In Part 1 of this look at SAS, we're going to cover the SAS Bridge For ESRI and SAS Enterprise Guide.

SAS Bridge For ESRI is exactly what the name sounds implies: A linkage between the SAS system and ArcGIS. ESRI, an acronym for Environmental Services Research Institute, is the company that created, sells and supports the ArcGIS family of software. ESRI is more than just a software company, though; I don't think it's too much of a stretch to say that ESRI is to the GIS community what Microsoft is to the computing community. ESRI's core suite of software products, the ArcGIS family, are considered the industry standard in GIS software.

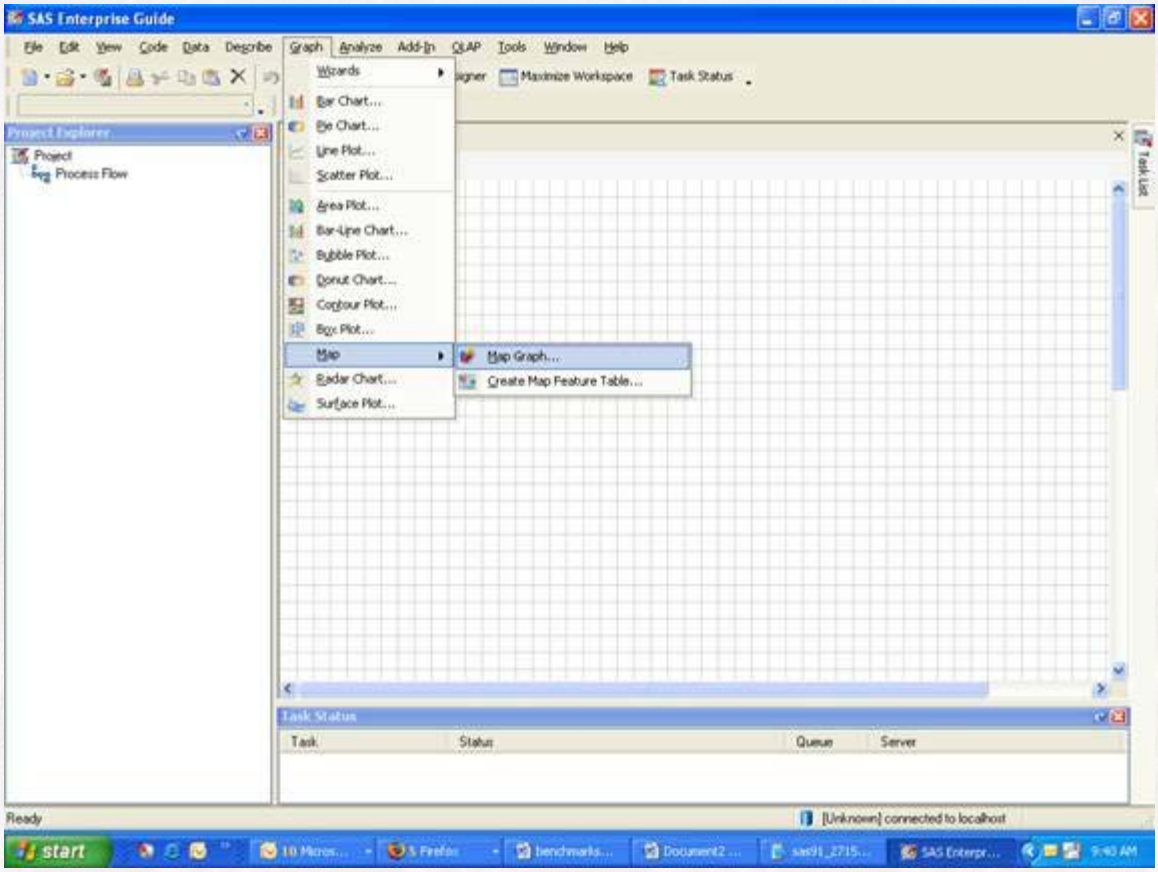
SAS Bridge For ESRI allows a SAS user with ArcGIS Desktop installed on his or her computer or access to ArcGIS Server to integrate tabular data from SAS into the ArcGIS environment for mapping and allows a SAS user to pull raster data from ArcGIS into SAS for analysis. You can find more information about SAS Bridge For ESRI at the SAS Support page for this product[1].

SAS Enterprise Guide provides much more than GIS mapping capabilities for the SAS user; Enterprise Guide is an entire GUI front end to the SAS System. In previous versions of SAS there was a basic GUI available for the statistical analysis portions of the SAS System called SAS Analyst. Enterprise Guide is a separate product from Base SAS that provides extensive menu capabilities as well as syntax integration.

To create maps in SAS Enterprise Guide, select the following menu options:

Staff Activities

Subscribe to Benchmarks *Online*



On a closing note, Academic Computing Services expects that we will be supporting SAS 9.2 in Spring 2009. To learn more about new features and changes to existing features in SAS/GRAPH under SAS 9.2, please visit SAS' support site http://support.sas.com .[2] Coming next month in this column in Part 2 of our look at SAS, we will discuss SAS/GRAPH's capabilities for creating maps and walk through the steps of creating a map using SAS/GRAPH. As always, thank you for reading and happy computing!

---

[1] http://support.sas.com/rnd/datavisualization/BridgeForESRI/V2/ .

[2] http://support.sas.com/kb/31/addl/fusion_31476_1_changesinsas92robertallison.pdf .

Originally published, September 2008 -- 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

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

Short Courses

By Claudia Lynch, *Benchmarks Online* Editor

We hope to be offering short courses again some time in October, we apologize for the delay. Surf over to the Short Courses page to see what sort of classes will likely be offered. Special classes can also 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, and the Center for Distributed Learning. 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 Outlook Training and more

The GroupWise to Microsoft Exchange Migration is complete. 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

IRC News

Staff Activities

Subscribe to Benchmarks *Online*

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 is currently 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.

Upcoming courses:
Wed - Sept 24th - 2:00 - 3:30 PM ESSC 152

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.

For further information on CBT at UNT, see the CBT website. Note, also, some *Benchmarks Online* articles that have been published in the recent past:

- Get it while it lasts! UNT Support of SkillPort Computer-Based Training Ends November 2008
- Computer-Based Training for Microsoft Project 2007 is Now Available
- More Windows Vista and Microsoft 2007 Server Courseware Added
- SkillPort Training Site Update
- Free and Legal: Copyright Advice and Training Online
- The Gift that Keeps on Giving: Even More Outlook and Office 2007 Training Posted on the CBT Website
- New Titles Added in SharePoint Server 2007, Publisher, Project, and Office 2007

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)."

Originally published, September 2008 -- 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

Page One

Campus Computing News

Live@edu Student Communication Update: SkyDrive Replaces UNT Student Storage

New Computer Classrooms for General Use Being Developed at the Discovery Park

The General Access Computer Lab Managers: What We Did This Summer

JAWS 9.0 and MAGic 11.0 Have Arrived!

More Important Back to School Information

Today's Cartoon

RSS Matters

The Network Connection

Link of the Month

Helpdesk FYI

Short Courses

IRC News

Staff Activities

Staff Activities

Transitions

New Employees:

- **Angela Moore**, Student Assistant, Administration and Planning (part-time).
- **Thomas Barrows**, Telecom Student Employee (part-time).
- **Rusty Garber**, Telecom Student Employee (part-time).
- **Ellen Akin,** Datacomm Student Employee (part-time).
- **Adam Jensen**, Computer Systems Manager, Central Web Support, Enterprise Systems Technical Services.
- **James Nunn**, Student Assistant in Computing and IT Planning and Administration (part-time).
- **Martin Richards**, Consultant, AIS, EIS Training, Communications, and Administration (part-time).
- **Christopher Lacko**, Student Assistant, Student Computing Services, Academic Computing and User Services (part-time).
- **Payal Khimani**, ACS GAL Consultant (part-time).
- **Benjamin Barkin-Wilkins**, Computer Support Specialist, Data Communications.
- **April Cavins**, Student Assistant**,** Data Communications (part-time).
- **Brandon Potter**, Computer Equipment Operator, Computer Operations (part-time).
- **Tomas Gonzalez**, CSS Tech, Classroom Support Services. (part-time).
- **Tony Varghese**, Communications Analyst, Data Communications.

No longer working in the Computing and Information Technology Center:

- **Sara Pinckard**, Helpdesk Consultant (part-time).

Subscribe to Benchmarks *Online*

- **Keenan Hooper**, Telecom Student Employee (part-time).
- **Dayanand "Dave" Jhingade**, ACS GAL Consultant (part-time).
- **Matthew Barnhart**, Computer Systems Manager, Distributed Learning Support (ESTS).
- **William Ryan Mason**, Computer Equipment Operator, Computer Operations (part-time).

Changes, Awards, Recognition, Publications, etc.

- Congratulations to **Dr. Elizabeth Hinkle-Turner**, Student Computing Services Manager (ACS). Her piece *EvenMoreduSt* was released on the CD compilation *In Celebration of the 50th Anniversary of the University of Illinois Experimental Music Studios*. The piece was commissioned by the studios for this CD compilation.

  Dr. Hinkle-Turner received a 2008 ASCAP Music Award of $500 for her work in music composition.

- Congratulations to **Mikal Hensarling**, the new manager of the ACS General Access Lab. He had been a part-time consultant in the ACS GAL.

Fun Fact Winners

CITC staff have been particularly lucky winning *InHouse*'s "Fun Fact" drawings recently. Congratulations to:

- **Janice Madlock**, CITC Infrastructure & Technical Services Programmer/Analyst - a winner in the Aug. 20 *InHouse* Fun Fact giveaway.
- **Yoke Teo**, Computer Support Specialist, **OS and Directory Services** (ESTS) - also a winner in the Aug. 20 *InHouse* Fun Fact giveaway.
- **Elizabeth Hinkle-Turner**, Student Computing Services Manager (ACS) - a winner in the Sept. 3 *InHouse* Fun Fact giveaway.
- **Ronnie Seay**, Production Control Specialist, CITC Operations & Infrastructure Services - a winner in the Sept. 10 *InHouse* Fun Fact giveaway.

Service to UNT

Congratulations to **Barbara Heffley**, Student Financials Systems Development Programmer/Analyst (AIS), who was recently recognized for her **20 years of service** in *InHouse*.

Originally published, September 2008 -- 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