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Campus Computing News

Peer-to-Peer Traffic on UNT's Network: Issues and Concerns

By **Maurice Leatherbury**, **Associate Vice President and Chief Technology Officer**

Background

Peer-to-peer traffic on universities' networks around the United States has long been a concern for copyright holders such as music, film, and game companies because "P2P" (peer-to-peer) software is commonly used to swap materials without the permission of the copyright holders, in violation of U.S. law. The entertainment industry has strenuously defended its rights to make a profit from its products and for years has mounted educational as well as legal efforts to stop P2P on college campuses. More recently, entertainment industry groups have stepped up their efforts against illegal file sharing on campuses by lobbying the U.S. Congress to take action against such sharing. The Chronicle of Higher Education reported on September 27th, 2006, that "During several previous hearings, industry representatives had sought to portray colleges as partners in the fight against piracy. But on Tuesday, the heads of the largest music and movie trade groups sharply criticized institutions that have chosen not to adopt antipiracy tactics endorsed by the industry."

Additional evidence of increasing legislative interest in the subject of file sharing at colleges and universities is the fact that UNT was one of 100 U.S. universities randomly selected to respond to a Government Accountability Office survey of file sharing in August 2006. UNT did respond to that online survey.

Like almost all other universities in Texas and most universities around the country, UNT has not adopted the antipiracy tactics that the entertainment industry has insisted were the only way to stop illegal file sharing. There are many legal, fair rights, and technical issues that we feel are yet unresolved in stopping P2P traffic on our network, but the increasing pressures from the entertainment industry and potentially from the federal and/or the state government may force us to take some additional steps.

Legal Liability

Legally, UNT is defined as an Internet Service Provider (ISP) under the terms of the Digital Millennium Copyright Act (DMCA) and as an ISP, the University is currently not held liable for the content of P2P files traversing our network. Our responsibilities to copyright holders is to comply swiftly when we receive an "immediate takedown notice" from the holder of the copyright of material that is distributed over our network. Such notices require us to remove the copyrighted material from the network. Here is an extract from one such notice:

> "We have a good faith belief that this activity is not authorized by copyright owners, their agent, or the law. We are asking for your immediate assistance in

stopping this unauthorized activity. Specifically, we request that you remove or disable access to the infringing sound recording.

You should understand that this letter constitutes notice to you that this network user may be liable for the infringing activity occurring on your network. In addition, under the Digital Millennium Copyright Act, if you ignore this notice, your institution may also be liable for any resulting infringement. This letter does not constitute a waiver of any right to recover damages incurred by virtue of any such unauthorized activities, and such rights as well as claims for other relief are expressly retained. Moreover, this letter does not constitute a waiver of our members' right to sue the user at issue for copyright infringement."

UNT has developed procedures to respond to takedown notices, which are almost exclusively directed at students in the dormitories. Maurice Leatherbury is registered as the DMCA contact for UNT, so he receives the notices and forwards them to the CITC's security team, which investigates the source of the offending file. They then contact the network manager (again, almost always the network manager in Housing) to remove the user from the network and to take any other disciplinary action deemed appropriate. This process usually takes from one to three business days. If the takedown notice requests UNT to respond with the action we have taken, then Charlotte Russell, Director of Administration and Compliance in the CITC*, sends that response.

Recent Developments

During the year ending around August 2006, UNT received 45 takedown notices from copyright holders. However, since the beginning of the Fall 2006 semester, we've received more than 65 of them. SUNY Geneseo, Northwestern University, Keene State University, the University of South Carolina, and Florida Atlantic University all reported an unprecedented increase in the number of takedown notices since the beginning of the fall semester according to discussions on the EDUCAUSE Security mailing list. Only SUNY Geneseo reported data (3 notices in August to 32 in the first three weeks of the semester. This data is consistent with the trend we've been seeing.

An inquiry to our colleagues at other universities in Texas revealed that some of them (not all, however) have seen increasing numbers of takedown notices recently, but no one in Texas reported the percentage increase that UNT has experienced. Interestingly, the CIO for the UT system responded as follows:

Actually, I met with attorneys for RIAA [Record Industry Association of America] and the MPAA [Motion Picture of Association of America] this morning and they reported that number of illegal uses of P2P this year has increased substantially over last year. They also said their monitoring tools are much improved.

The actual topic was the Governor's Executive order from last Spring and the subsequent DIR guidelines for AUPs, which can be found at http://www.dir.state.tx.us/pubs/acceptableuse/20060724.pdf. These are guidelines, which means we are free to use or not. The RIAA and the MPA said very pointedly that they want the AUP to address P2P specifically. You might want to check that your AUP addresses lawful copyright at a minimum.

The MPA and RIAA did approach this meeting with a slightly different tack. They stated that many universities are finding that their network costs are reduced by blocking illegal P2P. The encouraged us to watch the testimony of

> Illinois State next week before a congressional committee as a case of one of the worst offenders that has reformed to great savings. The attorneys repeatedly mentioned the cost dealing with takedown notices as one of the costs eliminated.

UNT's Efforts to Stop Illegal File Sharing

UNT does have a specific policy that deals with the sharing of copyrighted files: Policy 3.10 states that

> The following actions constitute misuse of the University's computer resources and are strictly prohibited for all Users:
>
> … 9. Unauthorized duplication and distribution of commercial software and other copyrighted digital materials. All commercial software and many other digital materials are covered by a copyright of some form. The unauthorized duplication and distribution of software and other copyrighted materials (including copyrighted music, graphics etc) is a violation of copyright law and this policy. Exceptions to this are specific authorization by the copyright holder or use under the fair use provisions of the copyright law.

To date, UNT's efforts to stop illegal file sharing have involved three strategies: (1) educating students about the illegality and risks of sharing copyrighted files (2) removing access to the UNT computer network when a violation occurs and (3) limiting the bandwidth available to file sharing services. We have an extensive educational program, including briefings at student orientations and dormitory meetings, handouts in the computer labs, posters in dormitories and computer labs, and e-mail messages to all students about the issue. We are currently stepping up our efforts to let students know that sharing copyrighted music, etc. files is illegal and subject to penalties.

Using Packeteer Packetshaper devices on UNT's network, we can usually detect when peer-to-peer traffic is sent to or received from the Internet, and we generally limit detectable P2P traffic to a maximum of about 100Kbps (we have 200Mbps available,) under the assumption that if that traffic is too slow our users will become frustrated at the slowness of transfers and won't resort to sharing of files. This same tactic is what most universities currently use. The Packetshapers that we have deployed both on the dormitory network and the campus border were mentioned by name in [Cary Sherman's (President of the RIAA) testimony to U.S. House of Representative committee on September 26, 2006](). Sherman objected to the fact that some universities relax the restrictions on P2P traffic during non-peak hours. Our implementation, however, maintains the same restrictions at all times.

Action Alternatives

It seems apparent that the volume of illegal file sharing traffic flowing out of UNT is either increasing or the copyright holders have become more adept at detecting such traffic and notifying us of it. We want to stop that traffic, and are considering several alternatives:

1. Blocking peer-to-peer traffic altogether. One problem with this tactic is that P2P protocols are used for legal purposes, such as our music students sharing recordings of their performances with others. Another problem with this approach is that the P2P networks that share files adapt faster to blocking tactics than the blocking software and appliances do. This essentially amounts to a game of "whack-a-mole" for those of us that have to deal with the appliances and software. While it is not a

completely futile effort to try to solve the problem with technology, technological solutions to the P2P problem are not as effective as the marketing literature would lead one to believe. In addition, many P2P programs are moving toward encrypting their traffic, which will effectively break the bandwidth limiting products. We are investigating software and appliances that purport to block *illegal* files from being transmitted on our network, though.

2. Subscribing to one of the commercial services that sell music. Apple's iTunes, Napster, cDigix, and Ruckus are among such services, and these services do offer special programs to universities. The costs of those services varies significantly, from upwards of several hundreds of thousands of dollars for services that would consist of UNT giving the students the music, to less than $10,000 (and even free) for services that simply consist of UNT endorsing a particular service and directing students to that service, at which students can purchase music. The effectiveness of those services at preventing illegal sharing is open to question, however, as reported in the Chronicle of Higher Education in August 2006.

3. Outsourcing UNT's dormitory network to a commercial provider. The University of Texas at San Antonio employs this strategy, and thus the University doesn't receive the takedown notices. We don't know, though, whether the commercial provider that UTSA uses limits or denies P2P traffic and thus students in the dormitories might experience reduced service from the commercial provider. In addition, the commercial service provider would probably be much more expensive than UNT's Internet service (the CITC charges the housing department $70,000 per year for Internet service.)

CITC is investigating the adoption of a device that has the ability to prevent distribution of copy protected materials. The device is approved by the RIAA and could potentially reduce the number of incidents of illegal file sharing. Prior to implementation, more investigation is warranted, however, we plan to make a decision on adopting this technology within the next few months.

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* Charlotte Russell was interviewed for and quoted in the October 11 *InHouse* article "UNT seeks to educate community about issues surrounding illegally downloading copyrighted materials" on this topic also.

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Winter Break Hours

By Claudia Lynch, *Benchmarks Online* Editor

The University is officially closed December 25 through January 1 and January 15.* Following are the hours for Computing and Information Technology Center-managed facilities during the break.

- The **Helpdesk** plans to be open as follows:

  Saturday, December 23: 9 a.m. - 5 p.m.
  Sunday, December 24 - Tuesday, December 26: **Closed**
  Wednesday, December 27 - Saturday, December 30: 9 a.m. - 5 p.m.
  Sunday, December 31: **Closed**
  Monday, January 1: 9 a.m. - 5 p.m.
  Tuesday, January 2: Resume normal hours.

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

  Friday, December 15: 8 a.m. - 5 p.m.
  Saturday, December 16: 10 a.m. - 5 p.m.
  Sunday, December 17: **Closed**
  Monday, December 18 - Friday, December 22: 9 a.m. - 5 p.m.
  Saturday, December 23 - Tuesday, December 26: **Closed**
  Wednesday, December 27 & Thursday, December 28: 9 a.m. - 5 p.m.
  Friday, December 29 - Monday, January 1: **Closed**

  Tuesday, January 2 - Friday, January 5: 9 a.m. - 5 p.m.
  Saturday, January 6 - Sunday, January 7: **Closed**
  Monday, January 8 - Friday, January 12: 9 a.m. - 5 p.m.
  Saturday, January 13: 10 a.m. - 5 p.m.
  Sunday, January 14: 1 p.m. - 10 p.m.
  Monday, January 15: 9 a.m. - 5 p.m.
  Tuesday, January 16: Resume normal hours for spring semester

Hours for Other Campus Facilities

General Access Labs

- WILLIS:

  Friday, December 15: Close at 5:50 p.m.
  Saturday, December 16: 9 a.m. - 5:50 p.m.
  Sunday, December 17: **Closed**
  Monday, December 18 - Friday, December 22: 8 a.m. - 5:50 p.m.
  Saturday, December 23 - Monday, January 1: **Closed**

Tuesday, January 2 - Friday, January 5: 8 a.m. - 5:50 p.m.
Saturday, January 6 - Sunday, January 7: **Closed**
Monday, January 8 - Thursday, January 11: 8 a.m. - 5:50 p.m.
Friday, January 12: **Closed**
Saturday, January 13: 9 a.m. - 5:50 p.m.
Sunday, January 14: 1 p.m. - 9:50 p.m.
Monday, January 15: 8 a.m. - 5:50 p.m.
Tuesday, January 16: Resume 24 hour schedule

- [SLIS](#):

  Friday, December 15: 8 a.m. - 5 p.m.
  Saturday, December 16 - Sunday, December 31: **Closed**

  Monday, January 1 - Sunday, January 7: **Closed**
  Monday, January 8 - Friday, January 12: Noon - 8 p.m.
  Saturday, January 13 - Monday, January 15: **Closed**
  Tuesday, January 16: Resume normal hours

- [MUSIC](#):

  Friday, December 15: 7:30 a.m. - 5 p.m.
  Saturday, December 16 - Monday, January 15: **Closed**
  Tuesday, January 16: Resume normal hours

- [PACS Computing Center](#) (formerly SCS & SMHM):

  Friday, December 15: close at 6 p.m.
  Saturday, December 16 - Monday, January 15: **Closed**
  Tuesday, January 16: Open 7 a.m., resume normal hours

- SOVA:

  Friday, December 15: close at 5 p.m.
  Saturday, December 16 - Monday, January 15: **Closed**
  Tuesday, January 16: Open 8 a.m., resume normal hours

- [COE](#):

  Friday, December 15: Close at 4 p.m.
  Saturday, December 16, 2006 - Monday, January 15, 2007 : **Closed**
  Tuesday, January 16: Open at 7 a.m., resume normal hours

- [COBA](#):

  Friday, December 15: Close at 4 p.m.
  Saturday, December 16, 2006 - Friday, January 11, 2007 : **Closed**
  Saturday, January 11: Resume normal hours

- [CAS](#)**:**

  GAB 550

  Friday, December 15: Close at 5 p.m.

Saturday, December 16, 2006 - Monday, January 15, 2007 : **Closed**
Tuesday, January 16: Resume normal hours

Terrill 220

Friday, December 15: Close at 5 p.m.
Saturday, December 16, 2006 - Monday, January 15, 2007 : **Closed**
Tuesday, January 16: Resume normal hours

Wooten 120

Friday, December 15: Close at 5 p.m.
Saturday, December 16, 2006 - Monday, January 15, 2007 : **Closed**
Tuesday, January 16: Resume normal hours

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

  Friday, December 15: Close at 5 p.m.
  Saturday, December 16, 2006 - Monday, January 1, 2007 : **Closed**

  Tuesday, January 2, 2007: Reopen at new location, 7300 Houston School Rd. [map]

  Tuesday, January 2 - Friday, January 5: 9 a.m. - 6 p.m.
  Saturday, January 6 & Sunday, January 7: **Closed**
  Monday, January 8 - Friday, January 12: 9 a.m. - 6 p.m.
  Saturday, January 13 - Monday, January 15: **Closed**
  Tuesday, January 16: Resume normal hours

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

  Saturday, December 16, 2006 - Monday, January 15, 2007 : **Closed**
  Tuesday, January 16: Open at 7 a.m., resume normal hours

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* *InHouse* recently offered these , ["Tips to help you prepare for Winter Break"](#) Also, in planning for inclement weather (["Winter weather brings possibility for closures"](#)) , you might want to register [here](#) to receive an email or text page for a UNT and/or local school district closing, should they occur.

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Horizon Wimba's Voice Tools Now Available on WebCT Vista

By **Jane Himmel**, Associate Director, Center for Distributed Learning

The Center for Distributed Learning (CDL) is pleased to announce that Horizon Wimba's Voice Tools Suite is now integrated with WebCT Vista and is ready for you to use for your Spring 2007 classes.

About the Voice Tools

"Voice Tools" is the name given to a suite of four tools developed by Horizon Wimba (a web-based collaboration software company) that enables you to add voice to your online classes. The four components of the Voice Tools Suite are:

- **Voice Board**: A threaded voice discussion board that allows both instructor and student to post vocal messages along with accompanying text. (You can export and download these messages to your desktop or any MP3 player too!

- **Voice Direct**: A live voice chat application that provides a forum for one-on-one and group discussions.

- **Voice E-Mail**: An enhanced e-mail application with a vocal element.

- **Voice Recorder**: An easy-to-use, standard voice recorder that can be embedded directly into the course homepage. (You can use this tool to make voice-based announcements to your class in the online environment.)

Demos and Training

Horizon Wimba provides recorded demos as well as free, live desktop lectures. You can view demos and register for the lectures by going to http://www.horizonwimba.com/products/voicetools/. To learn more about how to incorporate voice in your online courses using Wimba Voice Tools, see Voice and Online Pedagogy - An Introduction to Wimba's Voice Toolset http://www.horizonwimba.com/docs/Introduction_to_Wimba_Voice_Tools.pdf.

To help you learn more about how to use Voice Tools within WebCT Vista, CDL has created a short, self-paced mini-course within the Vista course called UNT Vista Village - Faculty Support Center. This tutorial will introduce you to each of the Voice Tools and allow you to practice using them. You will need

headphones and a microphone connected to your computer to practice using the Wimba Applications. To locate the tutorial, please follow the instructions below:

1. Log in to WebCT Vista and look for UNT Vista Village - Faculty Support Center on your course list. (If you do not see UNT Vista Village on your course list, please request to be added by sending an email to vistafac@unt.edu.)

2. Click the link UNT Vista Village to enter the course.

3. Click the icon for Tools & Tutorials.

4. Click the icon for Horizon Wimba Voice Tools.

Once you are in the training area for Voice Tools, be sure to complete the Horizon Wimba Voice Tools Setup Wizard before proceeding to the short lessons.

For quick access to printable instructions, please go to Use the Horizon Wimba Voice Tools in Vista page on the Faculty Resources section of UNT's WebCT Vista support site (http://courses.unt.edu/webct/vista/faculty/voice_tools.html).

If you have any questions or would like assistance, please feel free to e-mail the Faculty Helpdesk at vistafac@unt.edu or your Instructional Consultant, and we will be glad to help!

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Benchmarks Online

Voyage of *the Enterprise*

By Claudia Lynch, Benchmarks Online Editor

Last December *the Enterprise,* the quarterly web-based publication containing EIS-specific information, was launched. It hardly seems like it has been a year, but the December 2006 issue of *the Enterprise* was just published. There's lots of interesting and useful information in this issue including, in their "Success Gallery":

- Improved Version of Online Class Rolls

- Institutional Research Reports Available Through EIS Portal

- Admissions Prospects Created from Institutional Student Information Report

- Innovative Encumbrance Solution Developed

You can read those articles and more here.

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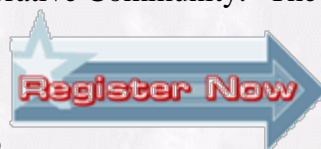
EDUCAUSE Southwest Regional Conference

By Claudia Lynch, Benchmarks Online Editor

If you are thinking about attending the EDUCAUSE Southwest Regional Conference, now is the time to register and take advantage of the "early-bird rates." This year's theme is "Strategic Collaboration Is the Competitive Advantage: Leading, Understanding, and Building the Collaborative Community." The dates are February 21–23 in Austin, Texas, click on the arrow to

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Today's Cartoon

Copyright 2006 by Randy Glasbergen.
www.glasbergen.com

GLASBERGEN

"My iPod has a special playlist for days like this: The Heat Is On, Light My Fire, Hot Hot Hot, Warmth of the Sun, Disco Inferno..."

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

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Network Connection

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

I think I'll Wait for 2.1

Recently a colleague of mine brought the Wikipedia article about Web 2.0 to my attention. In case you missed it, Web 2.0 is a buzzword that describes the "new" world wide web that is more social, more participatory, more of a platform, and is a data driven engine. Of course, Web 2.0 is really a marketing term, like "tween", "generation X", or "baby boomer". Rather than coming into gradual use, however, Web 2.0 was born of O'Reilly media, apparently around 2004.

Tim O'Reilly has a good explanation of the phenomenon he's trying to label Web 2.0. For example, instead of personal web sites, we now have blogging, instead of Britannica Online, we have Wikipedia (which apparently, is just as good), and the list goes on. The big differences are more direct participation by individual users providing data (not necessarily information) and collection of data to enable enhanced "services" (like Amazon's "you might also be interested in..."). In case you doubt the power of such data, just be reminded of the U.S. government's attempts to get it's hands on it.

All of this started me thinking about what was Web 1.0, anyway? Why was it a web? In it's simplest form, a web page is a series of links to other web pages. We take that for granted now, but the reason the Web became such a success was that it could aggregate sources of information in a way previously not possible and allow that information to exist on a distributed network. No single MultiVAC controlled it all.

I'm left with the impression that what we have in Web 2.0 is a bunch of MultiVACs. Google has the collection of what anyone in the world might want to search for, so Google can find it faster than any other service. YouTube is on its way to holding every video that's ever been made digital. MySpace has all the friends you'll ever need. The list goes on.

So what's the real value of all that data? The answer would be, marketing. Amazon.com knows the reading or listening tastes of its customers and may make more sales based on it's suggestions. You define yourself on the Web, and suddenly selling to you becomes much easier.

Don't get me wrong, I'll still Google with the rest of them (only on google.com, of course). I'm just not sure that Web 2.0 is quite as participatory and social as it is described to be. It seems to be less about information and more about data. At some point, more is less. Everyone has a right to express their opinion, but if everyone is talking at once, all you hear is noise. Pardon me if I don't get too excited about Web 2.0. Maybe Web 2.1 will have 3D.

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Link of the Month

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

COMPUTING *and* INFORMATION TECHNOLOGY ▪ CENTER

The semester is over and it is time, once again, to get your GroupWise mailbox in order. Fortunately there are some tutorials on Workflow available to help you accomplish this task:

GroupWise Workflow

Cleaning your Archive (52) - It may have happened that you have accidentally deleted a column from one of your GroupWise folders and you would like to get it back. In this tutorial you will learn how to work with columns by adding, deleting, and ordering them in your message window. You will also learn how to sort your mail in ascending or descending order by columns.

Creating a Vacation Rule (31) - The concept is simple, send a reply to whomever sends you an email letting them know that you are out of the office. By far the easiest way to create this rule would be to use the GroupWise Web interface rule creator that has a preconfigured vacation rule (see Tutorial 17). This tutorial does essentially the same thing, though it does it from the GroupWise client itself. Here is how...

Working With Columns - It may have happened that you have accidentally deleted a column from one of your GroupWise folders and you would like to get it back. In this tutorial you will learn how to work with columns by adding, deleting, and ordering them in your message window. You will also learn how to sort your mail in ascending or descending order by columns.

Unread Mail Search Folder - If you have used GroupWise on the web you might have noticed that there is a folder that displays all your unread messages. You may have also noticed that this folder disappears when you

view your mailbox using the GroupWise 6.5 client. How would you like to have this folder available to your when viewing your mail using the normal GroupWise client?. This tutorial will show you how to create a find results folder that will display only your unread messages.

 Autofile Tutorial Mail - This tutorial will show you how to create a rule that will have GroupWise automatically file the weekly GroupWise Tutorials into a folder within your cabinet.

Auto Archiving - This tutorial will teach you how to configure GroupWise to archive your mail for you, automatically each time you login. Also learn about the 180 day rule.

Backing up your archive. - It is important to make sure that you backup your archive. Remember, the process of archiving pulls the actual messages out of the GroupWise system and places them in your archive location.

 Viewing your archive. - GroupWise 6.5 makes it really easy to get in and out of your archive. Learn how to "unarchive" your mail too. Messages placed in your archive are for reading only, you'll have to unarchive them into your mailbox if you want to reply to them. Don't forget to archive them again, especially if they are older than 180 days.

More GroupWise tutorials are available here:
http://ncs.unt.edu/gw/howto/toc.htm

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Helpdesk FYI

By Richard Sanzone, CITC Helpdesk Manager

Welcome to the 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. -- Ed.

Configuring Outlook Express for use with your Eaglemail Account

Your Eaglemail account is accessible through the web interface at http://eaglemail.unt.edu . However, you can use a local email client, such as Outlook Express, to access your Eaglemail.

An Outlook Express configuration walkthrough can be found on the Helpdesk website at http://www.unt.edu/helpdesk/Eaglemail/outlook.htm . The walkthrough applies to Outlook Express versions 4.x, 5.x, and 6.x.

There are a few key pieces of information that you will be required to enter during the Outlook Express configuration process:

During the server configuration step make sure to select IMAP and type "eaglemail.unt.edu" as the incoming mail server. If you are directly connected to the UNT network your outgoing mail server is "mailhost.unt.edu". However, if you are using an external internet service provider you will be need to specify the outgoing mail server (SMTP) of that provider. Most internet providers have their SMTP information listed on their website.

You will also need to provide your Eaglemail username (EUID) and password (for help with your username and password visit the Account Management System at http://ams.unt.edu). If you select the "save password" option make sure to update the saved password in Outlook Express each time you reset your EUID password to avoid your account from being locked for failed login attempts.

At the end of the configuration process make sure to select the secure "SSL" option and specify port 993 for incoming mail.

Please contact the CITC Helpdesk if you have any questions about this process.

Helpdesk FYI

Benchmarks Online

IRC News

**Minutes provided by Sue Ellen Richey,
Recording Secretary***

November 21, 2006

VOTING MEMBERS PRESENT: PHILIP TURNER, CHAIR, PAUL HONS (for JUDITH ADKISON), PATRICK PLUSCHT, TIM CHRISTIAN, JOE ADAMO (for LOU ANN BRADLEY), JIM CURRY, RICHARD SANZONE (for ELIZABETH HINKLE-TURNER), UWE ROSSBACH, BEN BIGBY (for JON NELSON), CENGIZ CAPAN, JOHN HOOPER, GUILLERMO OYARCE, RAMU MUTHIAH, ABRAHAM JOHN, STEVEN KING, CHRISTY CRUTSINGER, MARGARET AMBUEHL, DON GROSE, WIL CLARK (for JOHN PRICE), SCOTT WINDHAM **NON-VOTING MEMBERS PRESENT**: MAURICE LEATHERBURY, PHILIP BACZEWSKI, CHARLIE ANDREWS, SUE ELLEN RICHEY (Recording Secretary) MEMBERS ABSENT: GINNY ANDERSON, SARA WILSON MCKAY, ROBERT NIMOCKS, BRUCE HUNTER, RAY BANKS, BOBBY CARTER **GUESTS PRESENT**: BRUCE POLLOCK, JIM BYFORD, CHARLOTTE RUSSELL

The minutes of the October 17, 2006, meeting were approved with the following correction:

> "Tim Christian reported that the Standards & Policy Planning Group has not met, and there are no pending items." (pg. 2, paragraph 4)

Distributed Computing Support Management Team**

Philip Baczewski reported that the Distributed Computing Support Management Team (DCSMT) has met twice since the last IRC meeting. On November 3, Maurice Leatherbury gave a presentation about the UNT IT infrastructure and explained that the IRC will vote about UNT moving off the Novell and GroupWise platforms and onto Windows Server and to an Exchange/Outlook platform. Also at that meeting, Joe Adamo discussed the proposed LAN Upgrade Project to replace most of the data network switches on campus. In a follow-up to old business Charlotte Russell stated that she had talked with Renaldo Stowers in the General Counsel's office who said it was his opinion that EUIDs and EmplIDs are protected under FERPA but that he will try to get an answer from the UNT General Council office regarding the nature of the protection they should be afforded on IT systems. She then said that there are no required changes, at this time, to the procedures used to handle EUIDs and EmplIDs.

At the November 17 meeting, Philip Baczewski presented preliminary results from the DCSMT assessment survey of Novell and Microsoft software use. Twenty-one responses were received which represented feedback from each DCSMT represented area. Results were summarized on a handout Philip provided. DCSMT also discussed a methodology for determining Active Directory design requirements for distributed area support and will meet at a later date to further discuss the issue. DCSMT will next meet on Dec. 1 at which time a

representative from Intel will be on hand to present a processor roadmap and to discuss their VPro technology.

Philip highlighted a couple of points on the survey results stating that even though more Windows Servers are reportedly in use than Novell servers, it should be noted that the Novell servers in use were in more robust configurations or clusters with SAN attachments. As expected, the top services for Novell based systems were file directory and print services, as well as desktop authentication. Windows servers were employed primarily in server and active directory installations with Microsoft SQL Server and IIS web servers.

Migration from Novell and GroupWise to Microsoft Exchange and Outlook email

Maurice Leatherbury presented the proposed resolutions regarding a migration from Novell and GroupWise to Microsoft Exchange and Outlook email. Copies of the resolutions were distributed, and read as follows:

1)   The Information Resources Council concurs with the Computing and Information Technology Center's recommendation that the University of North Texas System migrate its Novell file and print services and directory services to corresponding Microsoft services as soon as the migration can prudently be begun.

2)   The Information Resource Council concurs with the Computing and Information Technology Center's recommendation that the University of North Texas System migrate its Novell GroupWise e-mail service to Microsoft's Exchange server and Outlook e-mail client as soon as the migration can prudently be begun.

In response to a question as to the cost of this migration, Maurice replied that they are still getting quotes from various vendors, and still trying to figure out what hardware and software will be needed, but preliminary estimates are between $400,000 and $450,000. In addition, he has asked for special funding to set up a file and print server farm in CITC which departments can take advantage of. There will be some surplus machines which CITC will share with departments that need additional hardware. Cengiz Capan noted that COBA has a lot of different platforms being used in their college and he asked about the interoperability of the new system with Linux and Unix. Maurice stated that CITC currently makes all of these platforms work together, and will continue to do so. Everything used now, including the EIS data, will have to be synchronized. Maurice stated that he doesn't see this as an insurmountable problem. Capan asked what "prudently be begun" means. Maurice said he didn't want to give a definite start date, but essentially the plan is to involve the Network Managers in determining the timeline. Conversations have already taken place with Dell and Microsoft. Maurice assured the group that he intends to involve the whole campus in the planning and implementation process.

Maurice stated that his best guess would be to begin active directory migration early next calendar year and wrap that up by the beginning of the second quarter of the year. He stated that he wants to get off of the Novell contract before the end of this fiscal year.

The Chair called for a second to the presentation of the proposal. Don Grose offered a second. Capan commented that he would like to see a test lab created, and a committee to deal with all of the patches and updates, to avoid problems with the implementation. Maurice stated his agreement that there will be additional procedures put in place so as not to put departments' operations in jeopardy. Uwe Rossbach expressed his skepticism about

making this major shift and stated his fear of a loss of departmental controls. Maurice assured that there is no intention to centralize control over desktops, and further stated that departments will maintain control over their own directory tree. Maurice stated that he wanted the IRC to be sure to factor in the fact that Exchange/Outlook doesn't support message statusing; i.e., the ability to tell whether a message has been read. The attendees stated that this was an implementation detail that didn't have a bearing on the decision whether to proceed with the migration. A vote was taken with a result of 16 for, no votes against and no abstentions; therefore, the proposal was accepted.

Course Management System

Patrick Pluscht distributed a timeline for the Course Management System Evaluation. Through Spring of 2008 UNT will have access to WebCT Vista supported by BlackBoard. However, at that point, UNT needs to be in a position to make a decision as to whether or not to continue with Vista or switch over to a BlackBoard product or switch to a totally different course management system. They have identified the products to be evaluated, and are looking at making a decision by July of next year. This timeline is being distributed just for information purposes to the IRC.

Following a survey, conducted on e-Campus, it was determined that 75% of UNT students have taken at least one on-line course.

Patrick also reported that Live Classroom Web Conferencing is now out of the Legal Department, and the new server is being built. They will announce when the server will be available. Patrick stated that there will not be a need for a lot of training to use this product. In response to a question from Cengiz Capan, Patrick responded that the license will allow for 2,000-2,500 simultaneous users initially. They will increase that number as needed; and Patrick added that the server is hosted externally. In response to a question from Paul Hons, Patrick added that there is no client required; the product works with standard browsers.

Uwe Rossbach asked when Patrick expects WebCT Vista to be compliant with IE7. Patrick said they ask WebCT this question every week, and to date they have not given a satisfactory answer. Patrick further explained that before they put any of WebCT's fixes into production, they load them and test them properly first. Patrick stated that there is a selection committee made up of representatives of DCSMT, Center for Distributed Learning, the Learning Enhancement Planning Group, and students that will be looking at continuing with WebCT or changing to some other product. This committee will be looking at the University of Central Florida who is considering a similar decision to see what they can learn from them since that institution is very much like UNT in size and usage.

Rossbach asked if UNT could test the WebCT Vista product to see if it is compliant with IE7, and Patrick replied that UNT won't certify use of WebCT Vista with IE7 until WebCT certifies it.

Communications Planning Group

Joe Adamo reported for the Communications Planning Group that they met and discussed the firewall implementation. The firewall is now in place with very limited restrictions at the present time. Discussion focused on how to implement the firewall. A subcommittee has been formed, which will work with DCSMT to discuss rules for the firewall and how to move forward with the implementation.

EIS Planning Group

John Hooper reported for the EIS Planning Group that they have done some testing and found that PeopleSoft is not compliant with IE7. He stated that the implementation project has begun for part of a CRM product purchased from PeopleSoft in support of graduate prospecting and recruiting. An RFP is out for budget preparation services to help implement the Cognos Enterprise Planning software. They are also developing a charter for the 8.9 upgrade of the Learning Solutions system that has been planned for quite a while. A final project they're planning is to have a Cognos representative come in around the first week of December to help fine tune their product and its performance.

Standards and Policy Planning Group

Tim Christian reported for the Standards and Policy Planning Group that they have not met and that they have no current agenda items.

Student Computing Planning Group

Philip Baczewski reported for the Student Computing Planning Group that the Chair of the Planning Group was approached by the regional sales representative for RUCKUS, an entertainment content provider, who currently serves several universities including the entire University of Oklahoma system. The sales rep informed her that several members of the Student Government Association had sent him queries about RUCKUS and its services. She has referred the RUCKUS sales rep to Ray Banks who is the SGA representative for the IRC and also on the Student Computing Planning Group.

Elizabeth asked that if the SGA does, indeed, want to look into RUCKUS' services for UNT that it would be most appropriate for UNT to examine this through the

Student Computing Planning Group of the IRC. The SCPG consists of representatives from the SGA, the General Access Lab Managers Committee, Academic Computing Services, Housing and ResNet, and the Graduate Student Council thus assuring a thorough representation of UNT student interests and considerations as well as administration considerations in this area. The SGA rep will be keeping the SCPG informed and updated on this and, if necessary, the SCPG will convene and become involved in this issue.

In response to a question about what Ruckus is, Philip explained that it is a media download service similar to Napster. These are services that can be funded on a "pay as you go" basis by students, or a university adopts their services and pays a flat fee. Philip commented that there is some sentiment that a service of this type would mollify the RIAA in regard to their attitude about universities and the whole issue of file sharing.

Maurice Leatherbury interjected that there has been a huge increase in the number of media take-down notices since August. CITC is close to getting a trial device that will lock the transmittal of copyrighted materials off the internet. There was some discussion about how such a device would work, and its desirability.

The Chair reminded IRC members that the University Attorneys will be attending the January meeting.

North Texas Gigapop

Maurice Leatherbury reported that last week a North Texas Gigapop consolidated its Internet2 traffic with the Southeast Texas Gigapop and the UT/Texas A&M System, and so that all Gigapop members now go through a common link to Internet2. That has the effect of

reducing the Gigapop's cost of Internet2 and subsequently UNT's cost of Internet2. Very soon now that same device will give us access to the NLR. Patrick Pluscht asked if there would be any implications to SEGP members. Maurice replied that it will provide unimpeded access between SEGP members.

There being no further business, the meeting adjourned at 3:10 p.m.

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

**DCSMT Minutes can be found here.

IRC Meeting Schedule

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

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RSS Matters

This is a is a revision and republication of December 2004's RSS Matters, You can link to the last RSS article here: Using Statistical Software in Classroom Instruction: S-Plus/R, An Accessible, Low Cost Alternative - Ed.

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

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

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

Figure 1. From "Using the Internet for Quantitative Survey Research", by James H. Watt (1997).
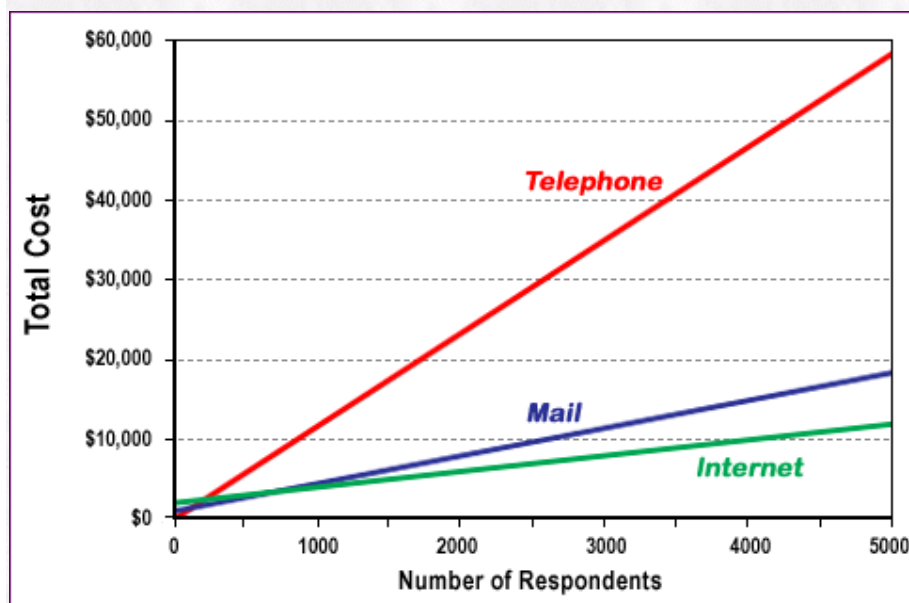
Additional reasons for implementing a web-based survey include the speed with which: 1) a survey can be created, 2) a survey can be distributed, 3) the data can be collected and put into a form which can be analyzed. Furthermore, as survey data are collected, the survey can be modified if problems arise during

the survey process. Potential drawbacks with internet surveys can involve biased survey responses if the population under study is not representatively sampled via an internet medium.

Implementing a Web Survey

The typical approach to implementing a web survey will usually involve a combination of HTML and CGI programming. This can potentially involve a fairly substantial skill base: administering a webserver, HTML programming skills, and Perl or Python programming skills. In Table 1., a comparison of the strengths and weaknesses of the different survey technologies is provided:

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

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

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

Zope

Zope is a web publishing system. Zope consists of an optional webserver, a middle layer which coordinates communication between, for example, external databases and the Zope object database. The Zope default webserver is optional, and in lieu of the Zserver, Zope can function behind Apache or IIS. Zope was designed publishing dynamic content. Using Zope for a single, simple website would be inefficient; however, for hundreds and thousands of pages, many users, and the need for a publicly accessible web site, Zope is a scalable, effective solution. Zope is an open-source project, which has been crucial in its success. ("Zope" is an acronym: it stands for Z Object Publishing Environment.) The

programming languages used to build Zope are Python and C. The majority of Zope code is written in Python, with performance sensitive written in C. Zope has been described as Python's showcase application. In summary:

Zope (Z Object Publishing Environment

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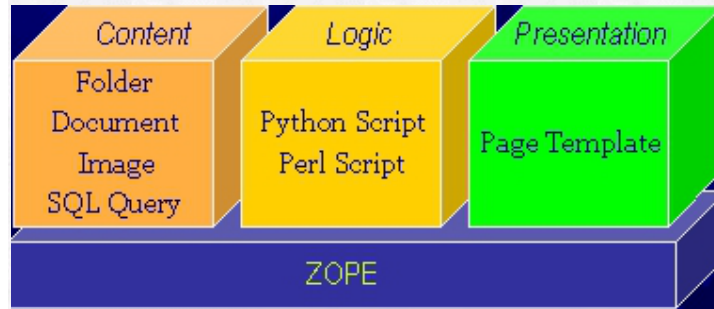
Component Features

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

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

QSurvey

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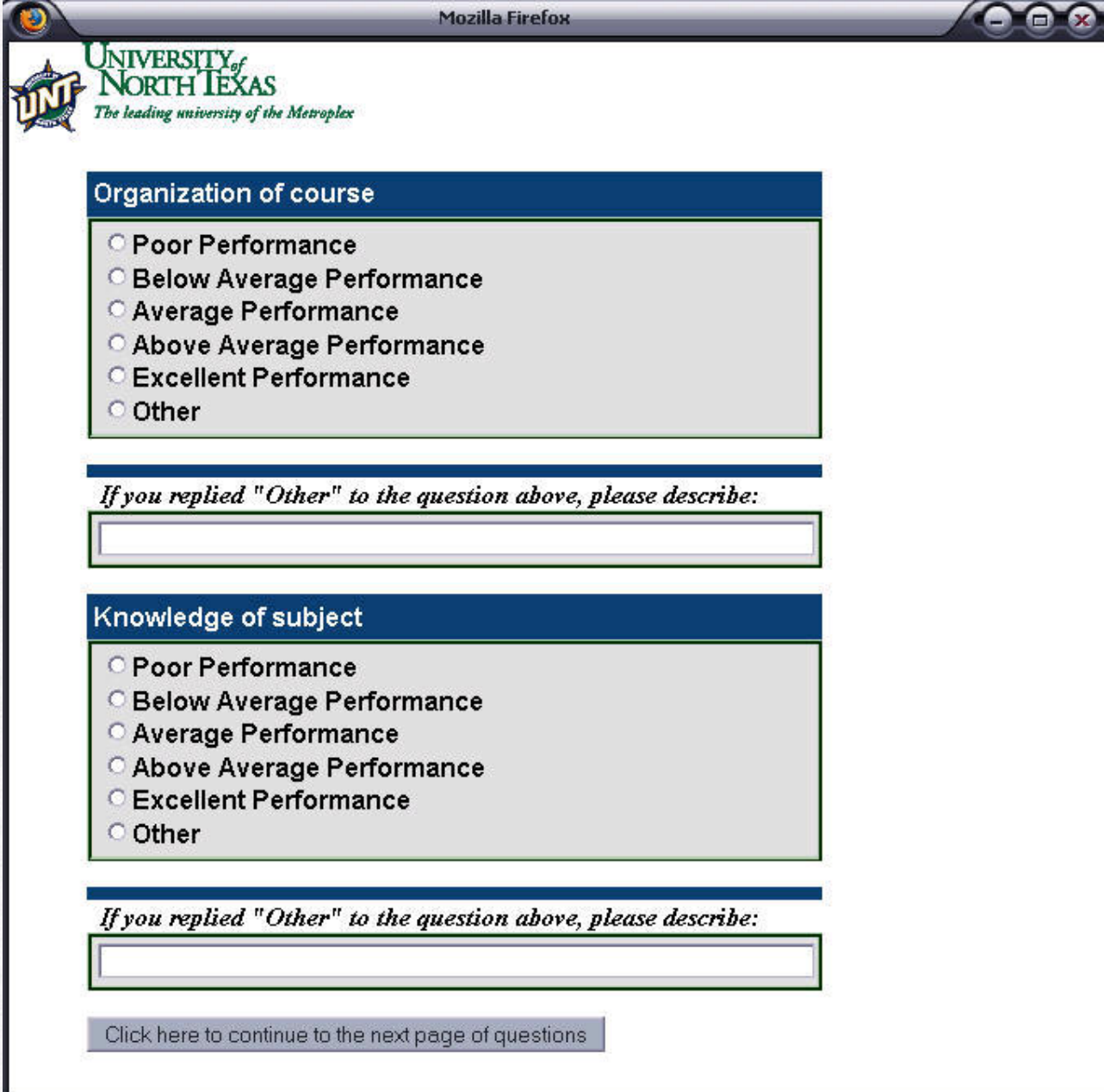
QSurvey features:

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

A set of introductory lessons (AVI videos) on using Zope and QSurvey can be found at AVI tutorials.

Example of a QSurvey Survey

The following is an example survey created with QSurvey:

Mozilla Firefox

UNIVERSITY *of*
NORTH TEXAS
The leading university of the Metroplex

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

Thank you for participating

Click here to submit your completed survey
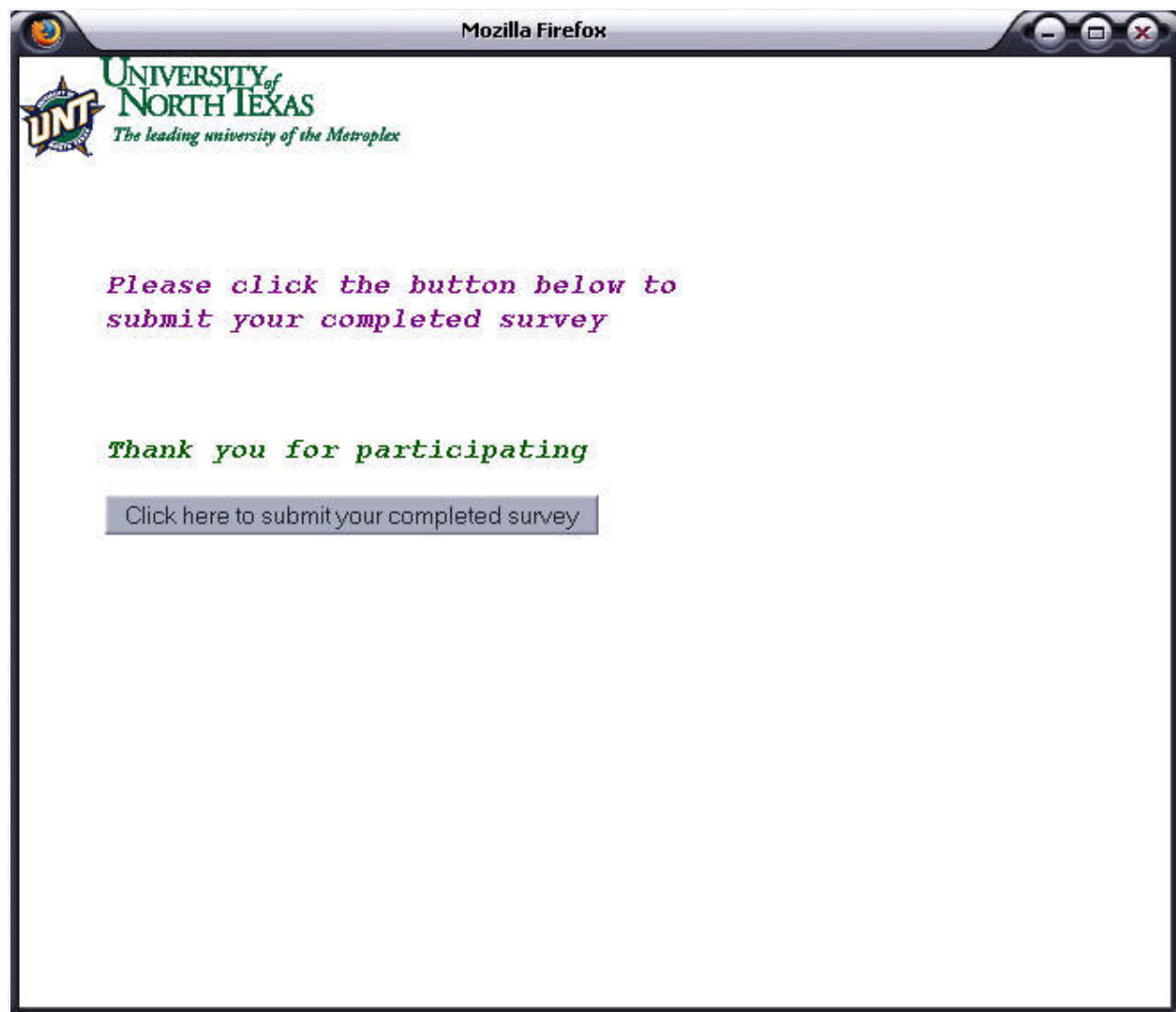
Resources

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

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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Skip Navigation Links

WWW@UNT.EDU

Website Registration*

By Kenn Moffitt, Director of University Online Communications

Website registration is a new requirement for any member of the community that publishes or maintains an official UNT website. A website registration system was developed and is available at www.unt.edu/webinfo for required site registration. For the purpose of registration, a website is defined as any key entry point or destination on the unt.edu domain (or that is hosted on UNT Web servers) that has its own home page (index page), unique Web address, distinct business function, or a navigational structure that differs from its parent site (such as an academic departments website that is a part of a college or school parent site).

An official website is any website that is created by a department, college, school or organizational unit to provide services or information necessary in the course of doing business (more explanation later in the article).

website registration requirement is part of an updated UNT Web Publishing Policy 3.9. The policy is still under review but is expected to pass soon. Existing official UNT websites as well as forms that capture user data need to be registered by **December 22, 2006**. Any new forms or new or updated sites need to be registered in the system before going live. A single website registration takes about 5 minutes.

Why is registration now being required?

Security compliance

First and foremost, security is a priority across the internet. As you might know, UNT had a security breech last summer related to personally identifiable information being accessed through the web. Though UNT handled the issue immediately and has made numerous changes to address the cause of the issue, situations could arise again if UNT does not address the need for oversight and education. Not all UNT web developers are aware of best practices relating to data security. Additional resources must be committed to help those who do not have the experience or training. In fact, multiple colleges and universities have had to address the same problems with the security of confidential information being breeched.

Any web page or form on a UNT website that collects personally identifiable information of any type must be registered separately before it is made available to the public. Though it is the primary responsibility of the web developer, information manager and information owner to make sure that the information collection and storage procedures meet UNT, state and federal requirements, the registration of each form can assist the university in

performing audits and programmatic checks. Computing and Information Technology Center (CITC) personnel can use the system to alert developers as new attacks or vulnerabilities are discovered.

Alternative navigation

The UNT website including all sites and pages has had amazing growth over the years. The entire website includes hundreds of sites with millions of visits. Unfortunately, not all sites have the same level of findability in search engines or from site navigation. There are many factors that lead to a visitor having success in locating a site. These factors range from page design decisions made by developers to information architecture and navigational structures.

UNT needs to provide multiple methods for our visitors to locate sites. Having a comprehensive site registry for websites will allow the Office of Online Communications in the Division of University Relations, Communications and Marketing to build and maintain an alphabetical directory of websites that is available from the UNT home page (www.unt.edu). This allows our visitors multiple navigation methods to achieve success locating websites. A website visitor can utilize navigation, the UNT search or the alphabetical directory depending on their individual needs or experience level.

Accessibility compliance

Web accessibility and universal design are well-known in the professional web design community. There are multiple guidelines such as the Web Content Accessibility Guidelines versions 1.0 and 2.0 published by the World Wide Web Consortium and the Section 508 guidelines posted by the U.S. federal government. While the WCAG 1.0 was published in 1999, many of the reasons and methods for creating universally accessible websites are still misunderstood across campus. The good news is that most of the techniques utilized to provide access to websites are simple to implement and not very time consuming if they are addressed during the design process.

Web accessibility means that people with disabilities can perceive, understand, navigate and interact with websites or web applications. Disabilities that affect access to the web can include visual, auditory, physical, speech, cognitive and neurological impairments. The Rehabilitation Act of 1973 established fundamental civil rights protections for peoples with disabilities. Federal funding would be revoked for those entities that violated the act and discriminated based on disability in regard to physical access and services. In 1990, Congress passed the Americans with Disabilities Act and extended civil rights protection to the private sector, meaning that public places and physical locations must be accessible to people with disabilities.

Currently a case is pending against Target.com that is testing whether non-physical (virtual) spaces such as websites fall under the ADA in the United States. On September 7, 2006, a federal district court judge ruled that a retailer may be sued if its website is inaccessible to the blind. Other countries have similar laws and guidelines that consider access to virtual spaces on par with providing access to physical locations.

The web registration system will allow the URCM Office of Online Communication to audit new and existing websites to target issues that impact persons with disabilities. In some cases, just a number of small fixes will greatly increase the usability of the site for those with impairments and will bring the site into compliance with the UNT Web Accessibility Policy 5.1 that was published in July 2003.

Increased communication

In a university that is roughly the size of a small city, there will be communication challenges. The fact that there is no single list of contact information for web developers across UNT makes the challenge even more difficult. UNT currently has several listservs that target small groups of interested developers, but not all developers are even aware that these lists exist. In order to improve training and education, especially for part-time students hired to do a one-off web job for a department, the university must become more proactive in communicating policy changes, training opportunities, vulnerabilities and web address changes across the entire campus.

The web registration system allows for e-mail to be sent to all developers across campus to better inform the community. The system also allows for targeted e-mails to be sent to specific groups of developers that are using a particular technology or have a specific compliance issue.

Increased awareness, education and training

UNT has web developers with varying experience levels. Some web developers are paid to work full-time in technology or the web. These developers usually have a background in technology and have had the opportunity, resources, and experience to keep up with professional standards dealing with website creation, compliance and security. They are often comfortable with the daily changes related to the web, technology and security and realize that web standards change often.

Some departments cannot afford these resources and employ part-time students or delegate the web to workers that already have other full-time duties. Neither of which has had the opportunity to work on professional websites before. These part-time developers have a need for information and training.

The web has changed drastically since the web was first introduced at UNT. It started as a novelty where the technically inclined could find additional information and has become UNT's center of gravity for providing information and services. Future students are visiting the website and making decisions about applying to UNT before they ever contact a person. Class registration and payment are available 24/7 through the web. We are providing information, experiences and services to a generation of students that have always had the web and their expectations are high. They know what a professional and usable website is. They have little tolerance for useless forms, difficult applications or ill-conceived websites. Increased opportunities for training and education can fill the gap when it comes to web designers with little professional experience.

What needs to be registered?

Any official website at UNT and any forms that capture user information will need to be registered in the website registration system. Official websites are defined as websites on the UNT domain that contain information that is published as part of the normal course of doing business. Web pages containing official information generally are authored by or for departments, colleges, schools, and administrative offices at the university.

Examples of personal information being captured that require form registration include student's name, address, grades, e-mail and phone numbers.

What doesn't have to be registered?

Sites or pages containing **personal information**, that is, information published by individuals unrelated to the official work role at UNT do not have to be registered. Examples of personal information include are student pages, faculty members' vitas that are published independently of their department's pages information about their faculties, and staff members' pages that represent personal interests such as hobbies. Personal publishers are responsible for the content of the pages they create, and the views and opinions expressed on a personal page are strictly those of the page author and do not represent the University. However, personal publishers must comply with all University rules and policies as well as state and federal laws concerning appropriate use of computers.

Sites or pages created for **research and teaching** may be published on UNT websites by faculty members and/or students in the course of conducting research or fulfilling class assignments requiring the development of web content. The content and structure of those sites are outside the scope of this policy, **except that forms collecting personally-identifiable information** must meet the form registration requirements. Faculty members who publish research on UNT websites or assign web development projects to students are responsible for complying with all University rules and policies as well as state and federal laws concerning appropriate use of computers.

Who registers a site in the system?

We are requesting that multiple contacts be identified for each website that is registered. The main contacts to be entered are the:

- Primary web developer- responsible for the creation and updating of web pages or the development of forms or applications on a website;

- Information manager (referred to as the data custodian in security contexts) - department heads, deans, or directors, as appointed by their vice president (or president in the case that the area does not report to a vice president), responsible for the supervision of developer(s) and the management of information and resources for a website

- Information owner (referred to as data owners in security contexts) - UNT vice president (or president in the case that an area does not report to a vice president) ultimately responsible for the sites information, purpose or data collected in support of business functions in their area.

Any of the people with the above roles can register a website. Once someone registers the site and designates the additional contacts, the additional contacts for the other roles will be given access to the site registration records and can log into the system to view or update information.

Multiple contacts allow the site registration system administrators to maintain contact with a site's personnel, even if the main developer is away from campus or has left UNT (such as a student who has graduated).

Contact for more questions

If you have any questions about using the registration site, please contact Darren Petersen at dpetersen@unt.edu or (940) 369-8360. For security and web form questions contact Richard Anderson at randerson@cc.admin.unt.edu or (940) 369-7800. For questions about branding, web accessibility and web guidelines contact Kenn Moffitt at moffitt@unt.edu or (940) 565-3476. For questions about UNT web hosting and server resources contact Charity Beck at cbeck@cc.admin.unt.edu

or (940) 369-7440.

We're counting on the cooperation of everyone who develops websites at UNT to improve both our security as well as our compliance with state and federal regulations by registering their sites. Please pass this message along to anyone you know in your area who maintains websites and who should register.

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* Website registration was discussed in a recent *InHouse* article "Registration now required for all UNT-related web sites."

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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Short Courses

By Claudia Lynch, *Benchmarks Online* Editor

Short Courses are over for the fall. Surf over to the Short Courses page for a sample of the sorts of courses that will be offered for the spring semester (starting, probably, at the beginning of February).

Customized Short Courses

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

Especially for Faculty and Staff Members

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

EIS Training

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

- Learning to Use EIS

- EIS Timekeeper Training Schedule:

- EIS ePro Training Calendar

- Ongoing training is available on WebCT

GroupWise Training

Information about GroupWise training can be found at the GroupWise Support site. A list of GroupWise 7.0 "Tutorial Topics" can be found here: http://ncs.unt.edu/gw/howto/index.htm See "What's New in GroupWise 7" here: http://ncs.unt.edu/gw/howto/info/whatsnew/index.htm also.

GroupWise 7.0 Seminars

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

Center for Distributed Learning

The Center for Distributed Learning offers courses especially for Faculty Members. A list of topics and further information can be found 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 Center for Distributed Learning Website.

Center for Teaching, Learning, and Assessment

The Center for Teaching, Learning and Assessment describes itself as offering "a range of services to faculty and Teaching Fellows and Assistants to facilitate teaching and the measurement of learning at the class, department, and college level." The are currently offering "PowerPoint Training for Use in the Classroom."

Technical Training

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

UNT Mini-Courses

There are a variety of courses offered, for a fee, to UNT faculty, staff and students as well as the general public. For additional information surf over to http://www.unt.edu/minicourses/

Center for Media Production (CMP)

According to their website:

CMP Certified Software Training

Software training is available for UNT students at the Center for Media Production on campus at affordable prices. Upon completion, students will receive a certificate from CMP that can be recorded in Eagle Transcripts through Student Activities at the request of the student. Training is hands-on and class sizes are small.

E-mail inquiries to cmptraining@unt.edu

Recently, courses have been offered in Adobe Creative Suite (CS2) software, including InDesign and Illustrator (at both Introductory and Advanced levels). Although the training is designed for students who are required to show competency in these applications as part of their course of study, others in the UNT community may participate if space is available.

Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers. The Library has a Computer Training Resources webpage with lots of resources listed. The Training website also has all sorts of information about alternate forms of training. Computer Based Training (CBT) is one of the alternatives offered.

For further information on CBT at UNT, see the CBT website. Note, also, the articles in last months issue of *Benchmarks Online*, "One CBT to Rule Them All': SkillSoft Acquires Thomson NETg" and "No-Hassle CBT: Library Online Tech Book Resources".

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Benchmarks Online

Staff Activities

Transitions

New Employees:

- **David Wright**, Computer Support Specialist, EIS Technical Services, AIS.

- **Golda George**, Programmer, Student Records Data Systems, AIS.

- **Donna Cagle**, Administration and Planning Administrative Assistant.

No longer working in the Computing and Information Technology Center:

- **Jeremy Adams**, Helpdesk Consultant (part-time).

Awards, Recognition, Publications, etc.

Dr. Elizabeth Hinkle-Turner, Student Computing Services Manager, Academic Computing Services, had a book published earlier this year. ***Women Composers and Music Technology in the United States** Crossing the Line* has received the 'Highly Recommended' rating from CHOICE magazine (20006 October issue). CHOICE is a publication of the Association of College and Research Libraries, a division of the American Library Association, and, according to their website:

> More than 35,000 academic librarians, faculty, and key decision makers rely on the reviews in Choice magazine and ChoiceReviews.online for collection development and scholarly research. Choice reaches almost every undergraduate college and university library in the United States.

Soaring Eagles

The following people will be recognized at the President's Staff Lunch on March 1, 2007. Their names appeared in the December, 2006/January 2007 *Human Resources Newsletter*:

- **Jonathan (Mac) Edwards**, Assistant Manager of the CITC Helpdesk.

- Scott Windham, Communications Analyst, Data Communications.

Service Recognition Awards

The following people were recognized for their years of service at the Service Recognition Awards ceremony on December 12, 2006:

5 Years of Service

- **Danja Franklin,** Production Control Specialist, Production Control Services.

- **David Franklin,** Computer Equipment Operator, EIS Computer Operations.

- **David George,** Production Control Specialist, Production Control Services.

- **Jon Ingle,** Computer Systems Manager, Distributed Learning Support.

- **Silvester Montalvo, Jr.,** Telecommunications Specialist.

10 Years of Service

- **Patricia Bell,** Inventory and Timekeeping Assistant, Administration and Planning.

- **Bryan Galloway,** Customer Service Representative, Telecommunications.

- **Duane Gustavus,** Research Computing Support Manager, ACS.

- **Joann Luksich,** Data Management Supervisor, ACS.

- **Saeid Parivash,** Programmer/Analyst, Enterprise Systems Technical Support.

- **Vicky Walker-Brooks,** Computer Systems Manager, EIS Security Administration.

- **Yancey Yeargan,** Network Computing Services, LDAP/ID Management.

15 Years of Service

- **Dowl Morrow,** Telecommunications Technician.

- **Roy Rivoire,** Communication Systems Manager, Data Communications.

- **Tammy Sprabary,** Campus Information Operator Supervisor, Telecommunications.

- **Larry Vick,** Telecommunications Technician.

20 Years of Service

- **David Walden**, Telecommunications Specialist.

25 Years of Service

- **Mike Maner**, Manager Data Communications.

30 Years of Service

- **Don Butler,** Application Team Manager, UNT Student/Contributor

Services.

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Benchmarks Online

Don't Forget Our Monthly Columns!

By Claudia Lynch, *Benchmarks Online* Editor

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

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

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

  This month, Dr. Baczewski declares "I think I'll Wait for 2.1" Click on the Network Connection link above to find out what he's talking about.

- **Link of the Month** - As it says on the top of the "Link of the Month" page, "each month we highlight an Internet, USENET Special Interest Group (SIG), or similar mailing list(s) or Website(s)." Lately we have been confining ourselves to featuring UNT specific sites. **This month's focus is on GroupWise Workflow tutorials.**

- **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 find out about "Configuring Outlook Express for use with your Eaglemail Account."**

- **WWW@UNT.EDU** - "WWW@UNT.EDU" is a monthly column written by the Central Web Support Group in Academic Computing Services. The topics usually focus, in some way, on World-Wide-Web-related issues. **This month Kenn Moffitt, UNT Director of University Online Communications tells you all about "Website Registration."**

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

opportunities. Check it out!

- **IRC News** - As their Webpage says, "the IRC is an advisory and oversight body created to foster communication and cooperation between and among UNT information resources providers and users." We publish the minutes of the IRC meetings each month, when they are available. **The November 21, 2006 minutes are included this time.**

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

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