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By Charlotte Russell, Senior Director, Management and Risk Services, Chief Information Security Officer and Dr. Philip Baczewski, Senior Director of Academic Computing and User Services and Deputy Chief Information Officer for University Information Technology

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By Cathy Gonzalez, Assistant Director for ITSS Communications, Marketing & Training

The University of North Texas System (UNTS) has launched self-service onboarding for benefits eligible new hires. Availability of the new system for UNT Denton and UNT Dallas was announced on May 29, 2012, by UNTS' Business Service Center (BSC).

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By the Numbers

The Great Migration

Academic Computing and User Services (ACUS) moved to a new building on June 11, 2012. Moving ACUS required the labeling, and transportation of:

- More than 300 boxes including 165 boxes filled with approximately 50 books each (RSS staff).
- 320 large binders (shrink wrapped to their bookcases -- RSS staff).
- Computer equipment and various office furnishings for 19 full-time employees.
- 23 telephones.

After more than 40 years in Sycamore Hall (formerly the Information Science Building), ACUS, for the most part, is now occupying suites 336/338 in Sage Hall (formerly the College of Business). The Helpdesk is in Sage 130, a newly-constructed suite just inside the main entrances. Coinciding with the move, the first large-scale computer testing center on campus was established. This facility, managed by ACUS in Sage Suite 331, will provide a testing location for online, blended, and large enrollment classes. ACUS' General Access/Adaptive Lab remains in Sycamore Hall (SYMR 104).

Summer Hours

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

Summer is here! The summer 2012 class schedule consists of six sessions and not all campus facilities are open during all the sessions. [*](#)

[Read more](#)   BOOKMARK

Today's Cartoon

Click on the link above for an information age laugh.

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Cloud Computing Services are becoming more accessible and are very convenient since they often provide "free" amounts of storage or other services with no direct charge. However, as discussed in last month's issue of *Benchmarks Online*, users of these services should employ caution regarding what kinds of information they commit to cloud services. In most cases, no University data should be stored on cloud services without the appropriate vendor agreements in place that provide for safeguarding UNT data and information.

Legal Issues

Recently, representatives from the Office of General Counsel, IT Compliance, and Information Security met to review language in Texas Administrative Code (TAC), Chapter 202, which governs information security standards for higher education. After a review of the language in the code, all offices agreed that rules regarding data protection apply to 3rd parties, i.e., vendors and cloud computing services. Vendors must adhere to state standards regarding encryption of confidential data, application of non-disclosure agreements, and adherence to University imposed standards. Examples of applicable services include those offered by Dropbox, Google Docs, and other services that provide data storage or offer management of information. University units are required to ensure that vendors agree, in writing, to these protection standards.

In addition, UNT Purchasing Policy 4.0 imposes restrictions on acceptance of contractual terms and similar types of "acceptable use", "terms of use", or "click-through" agreements. Only authorized agents of the University are permitted to obligate the University to contractual terms. Users are not authorized to use personal accounts on third party services for University business.

State of Texas information security standards and University policies governing data protection are numerous, however, the following are applicable to this particular issue:

 TAC 202.75 (2)(B):

(2) Confidentiality of data and systems.

(B) Information resources assigned from one institution of higher education to another, or from an institution of higher education to a contractor or other third party, shall be protected in accordance with the conditions imposed by the providing institution of higher education.

TAC 202.75 (4)(A) and (B):

(4) Encryption. Encryption requirements for information storage devices and data transmissions, as well as specific requirements for portable devices, removable media, and encryption key standards and management shall be based on documented institution of higher education risk management decisions.

 (A) Confidential information that is transmitted over a public network (e.g.: the Internet) must be encrypted.

(B) Confidential information stored in a public location that is directly accessible without compensating controls in place (e.g.: FTP without access control) must be encrypted.

TAC 202.77 (c):

(c) Each institution of higher education head or his/her designated representative and information security officer shall establish a strategy for the use of written non-disclosure agreements to protect information from disclosure by employees and contractors prior to granting access.

UNT Purchasing Services Policy 4.0:

4.0.2 Only the Board of Regents, the Chancellor, and the President have the authority to incur any obligation or enter into a contract, agreement, or purchase on behalf of the University of North Texas unless this authority has been specifically delegated to a designee by one of them in writing. (SEE POLICY 10.4) No commitment for materials, equipment, or services may be made without an approved purchase order or negotiated written contract signed by one of these authorized agents. The designated agents for signing purchase orders on behalf of the University of North Texas are the Chancellor, the President and their designees.

UNT Computer Use Policy 3.10:

Authorized Use: The University of North Texas provides computer resources for the purpose of accomplishing tasks related to the University's mission. It should be noted that the use of some of the computers, networks, and software located on or off the University campus may be dedicated to specific research, teaching missions or purposes that limit their use or access.

In other words ...

As a rule of thumb, it may be acceptable to store personal data on cloud services. Likewise, cloud services may be useful to exchange non-proprietary (no UNT ownership) research or scholarly information, but care should be taken to read and understand any terms of use and end users agreements must not obligate UNT to any legal or contractual terms. University business data or information should never be stored on cloud services unless the appropriate agreements and standards, as described above, are already in place.

Questions regarding compliance with these regulations and policies may be directed to Rachel Burlage, UNT/UNTS IT Compliance Officer.

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http://it.unt.edu/benchmarks/issues/2012/06/campus-computing-news[4/28/16, 3:45:23 PM]

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By Dr. Elizabeth Hinkle-Turner, Director - **Academic Computing Technical Service**

Beginning with the Fall 2012 semester, faculty will have a 136-station academic testing center available for courses needing computerized testing in support of distance, blended, or face to face classes. The facility is located in Sage Hall Suite 331, directly across from the new offices of Academic Computing and User Services (ACUS) and is managed by this division of University Information Technology (UIT).

Curry Searle, technical manager of the Sage Hall Testing Center greets students coming in to take entrance exams.

The testing facility is already being utilized on a limited basis this summer by some faculty and also various orientation services. Freshman participating in orientation activities seem to be enjoying the large, quiet rooms where they are registering for classes and taking entrance exams. Faculty interested in already utilizing the testing center for Summer II courses are encouraged to look at the ever-expanding facility website located at it.unt.edu/test, inquiry about policies and procedures for center utilization, and check out the reservation calendar for available times.

Students line up to take freshmen entrance exams in the new Sage Hall Testing Center

ACUS will formally "open" the reservation site for fall testing scheduling during the week of July 9 and faculty are strongly encouraged to plan ahead and determine what times they may need the facility for their Fall 2012 - Spring 2013 classes. Further questions about the center may be directed to Dr. Elizabeth Hinkle-Turner at ehinkle@unt.edu or 940-565-4808.

Incoming freshmen take their entrance exams in the new Sage Hall Testing Center

A future *second* 100+ seat testing facility is under negotiation and tentative planning for the first floor of Sage Hall as well. Details for this second facility will be announced as they become available. This is a an exciting step forward for student success at UNT!

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Launch of New Employee Onboarding System Reduces Paperwork

By Cathy Gonzalez, Assistant Director for ITSS Communications, Marketing & Training

The University of North Texas System (UNTS) has launched self-service onboarding for benefits eligible new hires. Availability of the new system for UNT Denton and UNT Dallas was announced on May 29, 2012, by UNTS' Business Service Center (BSC). The UNT Health Science Center began using the system on June 1, 2012. The onboarding system allows the multifaceted paperwork and processes of bringing in a new employee to be streamlined into an electronic process and to be completed prior to the first actual day of employment.

A collaborative project involving many different groups of people has been required for the success of the new system. Leadership for the project was provided by Donna Shell, BSC Director of Human Resources, and Ginny Richards, IT Shared Services (ITSS) HR/Benefits Systems Team Manager. The project began February 2, 2012, and involves several different phases. The May 29th go-live completed the first phase of the project. The first phase serves true "benefits eligible" new hires or those that have never been associated previously with any of the UNTS institutions. The next phase (scheduled to be ready by July 1, 2012) involves a smaller amount of effort to allow employees to use the onboarding system that are transferring from one institution to another or are rehires. A third phase with a completion date yet to be determined will be an Employee Onboarding "Lite" created for use by those being hired into hourly jobs and graduate student positions.

Accessing the system

Access to the onboarding system is through the EIS Portal (my.unt.edu, my.hsc.unt.edu). Design and specifications of the system were created by the BSC. The biggest technical challenge for ITSS was creating a way to activate an EUID from employee onboarding rather than the standard procedure which is through the Account Management System (AMS). Expertise from ITSS' Tools Support and Directory Services teams created a solution. The solution offers possibilities for use with other applications in the future. All of the functionality for the onboarding system was custom created and required many IT staff hours to complete. The self-service pages were cloned from delivered or custom pages currently used from my.unt.edu. The overall technique for how the website works was leveraged on what was developed for UNT's Eagle Access (card swipe) and Web Clock.

"ITSS and the BSC worked very closely on this project to create functionality that will make the new employee experience more user-friendly and streamlined while reducing the amount of paper required" reports Richards. "We look forward to continuing our wonderful relationship as we move forward to improve many other cumbersome processes currently drowning in paper."

More information

Detailed information about the New Employee Onboard System is available at https://bsc.untsystem.edu/onboarding.

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By Dr. Philip Baczewski, Senior Director of Academic Computing and User Services and Deputy Chief Information Officer for University Information Technology

Internet News Roundup

June is usually a quiet news month. Public schools have let out. People are planning or taking their summer vacations. Professional basketball and hockey leagues finally finish their seasons long after the ice has melted outside of sports arenas. Hurricane season has started, but major activity is usually a couple months away.

This June, however, has been a somewhat busy month for Internet news. A number of these news stories have the potential to bring significant changes to the Internet as we know it. Others may blow over like the last spring shower before a long hot summer.

IPv6

June 6 (6/6) saw the launch of the IPv6 networking protocol on over 50 service networks and over 2500 web sites. This follows the original IPv6 day on June 6, 2011 which served as a test for using IPv6 on the commercial Internet. Now services like Google, YouTube, Facebook, and Yahoo will provide ongoing access via IPv6 Internet addressing.

As discussed previously in this column, IPv6 provides an alternate method of constructing the numeric addresses on the Internet that computers use to find the web site or service that you request. Development of the IPv6 protocol was necessary because the number of addresses possible using the Internet's original IPv4 protocol could not support a world-wide Internet without depleting the available combination of numbers.

The pool of IPv4 addresses was officially depleted as of January 31, 2012. While this doesn't immediately halt the addition of sites to the Internet, it does mean that large-scale additions will be more dependent upon IPv6 addressing to route traffic. Eventually, IPv6 addresses will outnumber the old IPv4 collection currently in use. (See the previous article in this regard for a more technical explanation.)

The IPv6 launch organized by the Internet Society successfully integrates IPv6 services on the Internet. If all goes well, you may never notice the change, but at some point your computer will need to be configured to use the new addressing schema. For now, however, most Internet use continues to rely on the older IPv4 protocol.

Top Level Domains

Last June, this column first mentioned the idea that ICAAN would be accepting applications for "custom" top level domain (TLD) names to supplement the ".com", ".edu", and ".gov" final segments in Internet URLs. On June 13, ICAANrevealed the first list of applications for these custom names. As expected, there are a number of recognizable national and international brands on the list as well as more generic words like "shop", "song", and "movie."

There was concern among advertisers that there would be undue pressure on corporations to defend their brand by registering their own TLD. However, most of the contention was for the generic labels like "app", "inc", and "home". The only brand that I saw under contention was "SAS" which is the brand for both a Scandinavian airline and a statistical analysis system.

What remains to be seen is how the contention for generic TLDs will be resolved. Who will control the names like "book" and "search". So far, Google and Amazon have the greatest amount competition for these kind of generic TLDs. Given the 60-day comment period and seven month period to file an objection, it may be a year or more before we see any of these new TLDs in action.

More Internet Intrigue

Recently, an AP article has appeared on a number of news sites under the title, "A battle for Internet freedom as UN meeting nears." The opening of this article states, "Secret negotiations among dozens of countries preparing for a United Nations summit could lead to changes in a global treaty that would diminish the Internet's role in economic growth and restrict the free flow of information."

All this controversy surrounds the World Conference on International Telecommunications, an upcoming December 2012 conference sponsored by the International Telecommunication Union (ITU) to renew a global treaty on regulation of international voice, data, and video traffic. Amid the allegations that the new treaty could be used for political oppression, there is a "WCIT leaks" site which states that the planning process for this conference is "marred by a lack of transparency." The leaks site posts documents which have been discovered or leaked in an attempt to "foster greater transparency."

Fortune has an article under the title, "Where's the outcry on the U.N. push to regulate the Internet?" The New York Times has countered with an article entitled, "Debunking Rumors of an Internet Takeover." It states that "Documents prepared for the December meeting, which leaked out last week . . . show that there are no proposals to hand governance of the Net to the I.T.U."

The real argument may actually be about money (surprise!). The New York Times article as well as a detailed report on ArsTechnica.com indicate that telecommunication companies in various parts of the world seek to "ensure an adequate return on investment in high bandwidth infrastructures." In other words, if high-traffic volume services like Hulu, Netflix, and YouTube want to play, they'll have to pay. Stay tuned for further developments.

The Heat is on

As we prepare for the heat of another summer, it's clear that things are yet to cool down where the Internet is concerned. This international network continues to develop and evolve. All of the above stories will also continue to evolve and will be subject to a revisit as new information becomes available. In the mean time, find some shade and enjoy the summer.

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Core   Academy

The Core Academy focuses on innovative, engaged teaching in University Core Curriculum classes and seeks to do this in a manner that increases student success and engagement. According to their website, "students benefit from the University's commitment to supporting full time, experienced faculty who are pursuing the innovative development and re-visioning of lower division courses. Students also benefit from the interdisciplinary nature of the Academy as faculty from across disciplines work closely to share ideas, work through design issues, and where appropriate develop interdisciplinary courses and team teach."

Toward this goal, the Core Academy is launching a program to support the use of Calibrated Peer Review (CPR). A recent article in *InHouse* states "CPR is a web-based software system that allows faculty in classes of any size, from five to 500, to assign short writing assignments. CPR is a model for what the Core Academy hopes will be a first step towards the development of a collection of learning objects that will be relatively easy to implement and can be tied to required core objectives." Free workshops are being offered for those faculty who are interested in using the software in their 2012-2013 classes. Upcoming workshops are on **June 28** and **Aug. 2**. You can **register for workshops online**.

For more information on the Core Academy, visit their website:

http://undergraduatestudies.unt.edu/core-academy

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Helpdesk FYI

By Jonathan "Mac" Edwards, UIT Helpdesk Manager

The UIT Helpdesk has Moved!

If you read *InHouse* you probably saw the article letting you know that Academic Computing and User Services would be moving on June 11th (see the article at http://inhouse.unt.edu/computing-function-moves-new-home). Well June 11th has come and gone and the UIT Helpdesk has now moved.

Our New Location:

We are located on the first floor of Sage Hall, room 130. You can view our location via UNT maps at http://maps.unt.edu/?code=SAGE.

Operations Unchanged

Even though we have moved our hours of operation remain unchanged. We still maintain the following hours:

Our hours are:

   * Monday - Thursday 8 a.m. - Midnight
   * Friday 8 a.m. - 8 p.m.
   * Saturday 9 a.m. - 5 p.m.
   * Sunday 1 p.m. - Midnight

The office (Sage Hall, Room 130) will be closed to **walk-in traffic** each weekday evening at 8pm, and on Saturday and Sunday.
Phone or email support will be available during all regular business hours.

Our New Space

While our service hasn't changed we have a very nice new space for people to visit.   Here is what some of our staff has to say about the new location:

"It's hip and fresh! Quite an update from our old space, and we can see the outside!" - Laura Hernandez

"I love the atmosphere of the new helpdesk office, it is bright and fresh which makes it easy to come in to work!" – Amber Branch
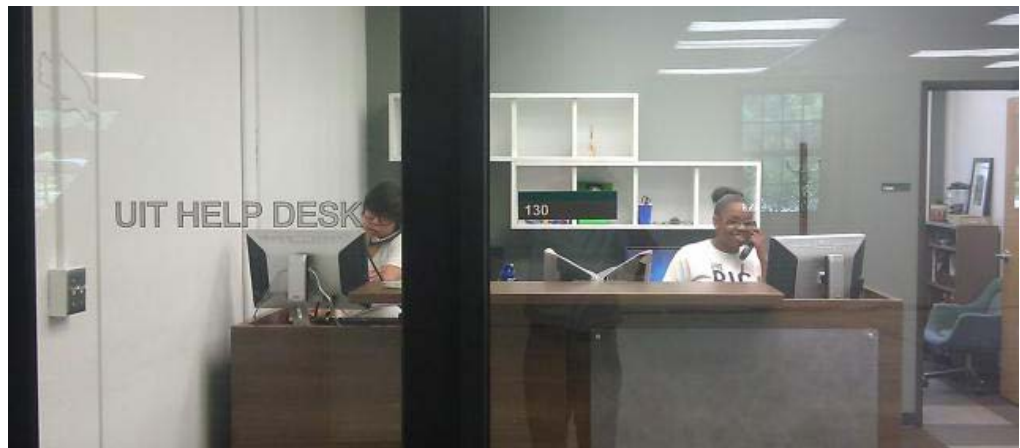
Feel free to visit the UIT Helpdesk in Sage 130, we would be glad to help with your computing questions, and while you are here you can help us name our new plant (we have a window now)!

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Research and Statistical Support
University of North Texas

Step out of the past: Stop using coefficient alpha; there are better ways to calculate reliability.

Link to the last RSS article here: Using RStudio and RStudio Server with R. -- Ed.

By Dr. Jon Starkweather, Research and Statistical Support Consultant

First, let me apologize up front. This will be a short article, in part because the topic is so clearly documented in the literature and in part because Research and Statistical Support has just moved from its home in Sycamore Hall (formerly the Information Sciences Building) to its new home in the 336 suite of offices on the 3rd floor of Sage Hall (formerly the Business Administration Building). So, I apologize for the brevity of this article, but we have got a great deal of unpacking still left to do.

Coefficient Alpha

Coefficient alpha (Guttman, 1945; Cronbach, 1951), from here on referred to as just *alpha*, is one of those statistics which has built up a tremendous amount of momentum since its appearance and acceptance some 60 odd years ago. Momentum, in the previous sentence, refers to the popularity and subsequent intergenerational transfer of this statistic (from advisors to graduate students) which have resulted in the stubborn reliance upon it as a required standard measure of reliability or internal consistency. Unfortunately, over the decades of established use of alpha its assumptions and limitations have been overlooked or swept under the rug so to speak.

Alpha has three core assumptions. The first is the classical test theory assumption which indicates each item's observed score is the result of adding the item's true score and error. Second, alpha assumes Tau equivalency which indicates that all items carry equal loadings (i.e. the same true score contributes equally to the observed scores of all items) and all items have the same amount of variance. Third, alpha assumes uncorrelated error scores. "All three of these assumptions are likely to be violated to some degree in practice, and, therefore, the accuracy of coefficient alpha as an estimate of reliability is problematic" (Yang & Green, 2011, p. 379). The most commonly occurring flaw with alpha is that most social science survey instruments do not fulfill the second assumption. There are three likely reasons for violation of the second assumption. First, more than one latent factor contributes to the observed score of an item (or items) and second; items often do not have equivalent loadings to a single latent factor; and third, items do not have the same variance. In essence, alpha considers all items interchangeable with respect to how they measure a single latent factor. Violation of any of these assumptions leads to a biased estimate of reliability (Shevlin, Miles, Davies, & Walker, 2000). Furthermore, it has been documented (Hattie, 1985; Barchard, & Hakstian, 1997; Raykov, 1997) that alpha is inflated in the following situations: as the number of items increases, as the number of latent factors related to each item increases, as repetitive item content increases, and as item communalities increase. It is relatively common to refer to alpha as a lower bound estimate of reliability, however; given the strict assumptions and the likelihood of violating those assumptions, as well as the ease with which alpha can be inflated, it should greatly unnerve researchers that alpha has remained a standard in social science for so long.

Some researchers have pointed out the limitations of alpha and recognized more appropriate statistics for estimating

reliability (Zinbarg, Revelle, Yovel, & Li, 2005; Sijtsma, 2009; Yang & Green, 2011; Cheng, Yuan, & Liu, 2012), including Cronbach toward the end of his life (Cronbach, & Shavelson, 2004). There are many alternatives to alpha available to the conscientious research. These choices can reasonably be classified as falling into two categories: traditional and contemporary. Traditional procedures of assessing reliability are likely known to anyone reading this, however; these procedures are not widely adopted. These procedures are often covered in a typical first year research methods and/or applied statistics class. Examples of these procedures include test-retest, equivalent forms, and split-half coefficients. Unfortunately, these traditional procedures carry with them their own biases (e.g., memory effects, sample bias) and dilemmas (e.g., how do you decide to split a sample?). For these reasons, it is recommended that researchers adopt the more contemporary estimates of reliability, as discussed below.

Composite   Reliability

Composite reliability is a rather general term which refers to a variety of robust reliability estimates; such as omega (McDonald, 1999) and intra-class correlation coefficient (ICC; Bartko, 1976; Shrout, & Fleiss, 1979). These estimates take account of the individual contribution of each latent factor to each item and each item's error; they are based on proportions of variance, and can be used in situations where hierarchical structure exists in the data. They provide a much less biased estimate of reliability than alpha. Fortunately with the advent of relatively cheap computing resources and open source software (R), the calculation of these estimates is easy. The psych package (Revelle, 2012) in R provides easy to use functions (e.g., function 'alpha' and function 'omega') for calculating these estimates under a variety of psychometric conditions. The psych package also contains a wide variety of useful functions for applying factor analytic models. Revelle has provided lengthy vignettes (overview, input for SEM) and a standard package manual for explaining how to use the functions of the psych package and what they do.

Until next time, *put it all on at a hundred to one…*

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ITC News

According to the Information Technology Council (ITC) website, "As of June 5th, 2008, the IRC (Information Resources Council) became the ITC (Information Technology Council)." * **

Tuesday, April 17, 2012

Members Present: Philip Baczewski (ACUS), Michael Baggett (CVAD), Jim Byford (CENG), Cengiz Capan (COB), Tim Christian (Chair), Matt Cooper (GSC), Katy Gallahan (ITSS/UNTD), Jane Himmel (ITC IPG), Elizabeth Hinkle-Turner (ITC SCG), Paul Hons (COE), John Hooper (CIO), Bruce Hunter (CAS), William "Bill" Moen (VPAA), Jon Nelson (MUSIC), Charlotte Russell (ITC SPPG), Ryan Fellers for Will Senn (VPAA), Chris Stoermer (Staff Council), Ruthanne Thomas (ORED) **Members Absent**: Joe Adamo (CITC), Wil Clark (UNT Dallas), Jim Curry (CITC CSS), Renee Drabier (UNT HSC), Yunfei Du (COI), Dorothy Flores (CITC AIS), Martin Halbert (Libraries), Abraham John (CITC), Troy Johnson (VPAA Enrollment), Scott Krejci (GALMAC), Ramu Muthiah (ITC CPG),), Patrick Pluscht, (VPAA CLEAR), Joey Saxon (Finance), Scott Warren (Faculty Senate), Kiseol Yang (SMHM) **Guest(s) Present**: None

Called to Order: 2:00 p.m. in BLB 115

The minutes of **February 17, 2012** meeting were approved without correction.

IT Governance

John gave a brief history of the IT Governance and provided information about the IT Governance Decision Chart – 2012.

He discussed a portfolio system to demonstrate a "business value statement" by scoring projects and initiatives, legal and regulatory questions, and noted the risk analysis does not affect scoring but gives awareness of the risks. John will make the presentation available to everyone. John stated a minimum of nine people will be hired to be a part of the ITSS Division of Strategic Services to chair the PMC's, and to manage projects for the finance and student administrative groups who have simultaneous projects which will need support, and will work with developing groups. John stated the topic was not discussed in his meeting with the Dr. Burggren when Bill asked, "where does the Research Office belong on the chart, and who is assisting in the higher level decision-making besides the Provost." Ruthanne and John both agreed that Bill had a good point in his concerns. He stated he will take the questions back to Dr. Burggren. He stated Dr. Burggren wants this group to evaluate, prioritize and make recommendations. John requested all questions about his presentation be sent to himself, Tim, and Philip.

ITC members Tim, John, and Philip will meet with the Provost and Vice President for Academic Affairs with the following IT governance charge;

- Develop IT decision-making body with a clear path to resources and funding

- Differentiate IT Governance with UNT SS Governance Roles

- Maintain insight from delivery groups (ITC, DSMT, etc...)

John noted that Service Committees are not shown on the IT Governance draft 4/16/2012. He will define who is to be representing the research neighborhood, the ITC Leadership Committee will be also evaluating and making recommendations, and ITC will be morphing into Research and Learning IT Group. Cengiz recommend not to allow the growth of these groups to interfere with the colleges' decision-making processes, and Tim supported this statement by saying successful governance models have more exceptions (30%) recognized with expected outcomes and Cengiz's concerns are important. John also included with his presentation a view of the IT Services Catalog 4/2/2012.

Business Leadership Building

Cengiz gave a brief history of the construction objectives in creating the ideal student and research-centered Business Leadership Building and gave a presentation of the COB instructional technology plans. Cengiz gave everyone a tour of the new building after the meeting ended.

Open Access Symposium

Bill made an announcement that UNT's Third Annual Open Access Symposium will be held May 21st, 2012 at the UNT Gateway Center. This year's subjects will be the trend in research data access, preservation, and management.

Meeting Adjourned: 4:00 p.m.

---

*For a list of ITC *Regular and Ex-officio Members click* here. *Tim Christian is currently the chair.*

DCSMT Minutes can be found here.

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Columns, June 2012

Training

By Claudia Lynch, *Benchmarks   Online*Editor

Instructor-led courses are offered only by special request. Please contact an RSS member or Claudia Lynch if you are interested in taking such a class or wish to have someone offer a class for your students. **SPSS and SAS courses are now offered *online* only**. RSS staff will be still be available for consultation on those topics, however. Another class available online is *Introduction to R*. Make sure and check out the **RSS Matters** article *Statistical Resources* in the November 2011 issue of *Benchmarks Online*.

Special classes can always be arranged with the RSS staff. Also, you can **always** contact the RSS staff for one-on-one consultation. **Please read the FAQ before requesting an appointment though.**

Especially for Faculty and Staff Members

In addition to the online statistical courses, which are available to students, faculty and staff, staff and faculty members can take courses offered through the Human Resources Department (they have a new comprehensive training curriculum), and the Center for Learning Enhancement, Assessment, and Redesign (CLEAR). Additionally, the Center for Achievement and Lifelong Learning (CALL) offers a variety of courses, usually for a small fee.

EIS training is available and expanding. Please see the article *EIS Training Available Online for New Faculty & Staff* in the August, 2011 issue of *Benchmarks Online* for further information.

Microsoft E-Learning

Microsoft E-Learning courses are now available for **faculty and staff** via our UNT-Microsoft Campus Agreement. Please contact Claudia Lynch at lynch@unt.edu for instructions on accessing this training. If you haven't accessed the training since last year you will need to get a new access code. UNT, UNTHSC and UNTSYSTEM e-mail addresses are now able to access Microsoft E-Learning.

Microsoft Outlook Tutorials and much more

The Enterprise Messaging and Directory Services Group has all sorts of useful information on their website, including tutorials and FAQs. The home page displays a list of their newest tutorials with tutorial topic pages displaying the most accessed pages. You can search the site for whatever you're interested via a Search Box on the left-hand side of the page.

Central Web Support

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

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

CLEAR

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

Faculty meet for lunch once a month during the Fall and Spring sessions in Chilton 245 from Noon-1 p.m for "Brown Bag Seminars". 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.

Click on the box below and check out the Blackboard Learn Boot Camp schedule:

Ed2go

Ed2go are courses that are offered, for a fee, to UNT faculty, staff and students as well as the general public. According to the CALL website:

> CALL has partnered up to provide online learning on a variety of topics. From standardized test preparation to database programming to training for libraries and their staff, there's a variety of areas from which to choose in online learning.
>
> The online minicourses, provided in conjunction with Ed2go, are standardized 12-lesson modules released over a six week period. (Courses are active for eight weeks to provide some flexibility). Each module features a quiz. Lessons are instructor-led and course participants and instructor communicate through a course discussion board. Lessons can be downloaded and saved. At the end of the course there is a final quiz. A passing grade opens a window that allows students to print out a course completion certificate.
>
> All courses are $89, and UNT faculty, staff and students may receive a $10 discount.

For additional information surf over to http://www.ed2go.com/unt/

Information Security Awareness

The UNT Information Security team offers 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.

It is a policy requirement that ALL staff take an information security course at least once a year.

Please contact Gabe Marshall in ITSS Information Security if you have any questions, or would like more information about the online training. **Either attending a live class or going through the online training will count towards your training requirement.** You can also request a customized course to be taught for your department.

Alternate Forms of Training

Many of the General Access Labs around campus have tutorials installed on their computers. See http://www.gacl.unt.edu/ for a list of labs and their locations. The Willis Library, for example, has a list of Tutorials and Software Support. The Library Instructional Unit also offers workshops and training, including "tech skills" training. Visit their websites for more information: http://www.library.unt.edu/library-instruction

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

Gartner Research Services

UNT has offered Gartner Core Research Services to *all* UNT faculty, students, and staff since 2006. All you need to do to access the subscription is to **log into the UNT Gartner portal page** at https://gartner.unt.edu/. Once you have logged in, you can view upcoming webinars: http://www.gartner.com/webinars/ and listen to Gartner podcasts here: http://www.gartner.com/it/products/podcasting/asset_137461_2616.jsp. For more information about Garther Research Services, see the article *Gartner Core Research Services Available to the UNT Community* in the August, 2011 issue of *Benchmarks Online*.

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.

New Horizons Computer Learning Centers

New Horizins is a DIR vendor, which means that state agencies, like UNT, get special pricing for their services negotiated at the State level (click here for more information about DIR vendors). New Horizons offers courses at their own facilities in Dallas and Fort Worth, but will arrange for onsite training as well.

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Staff Activities

Due to organizational changes with regard the dissolution of CITC into IT Shared Services (ITSS) and University Information Technology (UIT), it has been decided that only staff activities for UIT will continue to be be reported in this column. ITSS staff activities will be handled by ITSS Communications.

Transitions

New Employees:

- **Lauren Oliver**, UIT Helpdesk Consultant (part-time).

- **Amber R. Branch**, UIT Helpdesk Consultant (part-time).

- **Daniel Wiersema**, IT Specialist, Fiscal Desktop Support.

- **Adam Burns**, Classroom Desktop Services (part-time).

- **Olukayode Oyeku**, CSS Tech, Classroom Support Services (part-time).

No longer working in UIT:

- **Christopher Lacko**, Classroom Desktop Services (part-time).

- **David Heflin**, UIT Helpdesk Consultant (part-time).

- **Farica Mascarenhas**, UIT Helpdesk Consultant (part-time).

- **Michael Pete**, UIT Helpdesk Consultant (part-time).

- **Evan Fritts**, CSS Tech, Classroom Support Services (part-time).

- **James Collins**, CSS Tech, Classroom Support Services (part-time).

- **Keith Wilson**, UIT Helpdesk Consultant (part-time).

Changes, Awards, Recognition, Publications, etc.

InHouse Prize Winners

We have some more *InHouse* prize winners! **Mark Hurtado**, UNT Administration Support student assistant (part-time), was a winner in the June 4 *InHouse* prize giveaway. **Claudia Lynch**, IT Specialist (ACUS) was a winner in the June 11 *InHouse* prize giveaway.

Soaring Eagles

The following UIT employees were recognized as Soaring Eagles in the June/July 2012 issue of *HR Connections*, the Human Resources Newsletter.

Richelle Ray   *Jennifer Spillman*

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Summer Hours

By Claudia Lynch, *Benchmarks Online* Editor

Summer is here! The summer 2012 class schedule consists of six sessions and not all campus facilities are open during all the sessions.*

Following are the hours for University Information Technology-managed facilities over the summer. The University is officially closed on July 4 (Independence Day).

- The **Helpdesk** will be open 8 a.m. – 5 p.m. on Wednesday, July 4 but will be **closed to walk-in traffic**. They will maintain standard hours and availability for the remainder of the summer. *Please note that the Helpdesk is now in their new location, Sage 130.*

- **Data Management Services** will be **closed** Wednesday, July 4, otherwise they will maintain their normal operating hours. *Please note that Data Management Services are now in their new location, Sage 336.*

- The **ACUS General Access/Adaptive Lab** (SYMR 104) will be open during the summer the following hours:

  Monday - Friday: 9 a.m. - 9 p.m.

  Saturday: 10 a.m. - 9 p.m.

  Sunday: Noon - 9 p.m.

Hours for Other Campus Facilities

According to the Parking and Transportation website, the **Mean Green**, **Centre Place**, **UNT Discovery Park**, **Bernard Street**, **Colorado Express**, and **Sam Bass** routes all have summer schedules. The **North Texan** route has a summer schedule but the route has changed effective 5/14/12. **Eagle Point and t**he **Campus Cruiser** do not have summer service. Be sure and check the website for changes/further information.

General Access Labs

- WILLIS: (normal schedule is 24hr/7 days a week):

  Maintaining normal schedule through the rest of the summer.

- College of Information General Access Computer Lab (CI-GACLab) (B205):

Monday-Friday: 10 a.m.- 6 p.m.
Saturday: ***Closed***
Sunday: ***Closed***

- MUSIC:

  5W1 & 5W2 (10W1):

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

- PACS Computing Center (College of Public Affairs and Community Service, Chilton Hall):

  May 14 - August 10, 2012 - SUM -[***Closed*** Wednesday, July 4 (Independence Day)]:

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

- CVAD:

  5W1 & 5W2 (10W1):

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

  Summer Closings:

  July 4
  July 6 @ 5 p.m. - July 9 @ 8 a.m.
  August 9 @ 5 p.m. - August 29 @ 7:30 a.m.

- COE: Maintain regular hours throughout the summer except: ***Closed*** Wednesday, July 4 (Independence Day).

- COB (BLB 190): Maintain regular hours throughout the summer except: ***Closed*** Wednesday, July 4 (Independence Day).

- CAS:

  5W1 and 5W2 (10W1)

  GAB 330:

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

  Closed: July 4 (Independance Day), August 11-22 (Semester Break)

  GAB 550:

  Monday – Friday: 8 a.m. – 5 p.m.

  Closed: July 4 (Independence Day), August 11-22 (Semester Break)

  Terrill 220:

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

  Closed: July 4 (Independence Day), August 11-22 (Semester Break)

Wooten 120:

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

Closed: July 4 (Independance Day), August 11-22 (Semester Break)

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

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

*Accoding to the Registrar's Office, the terms this year are:

1. **3W1** *(3 week 1) May 14 - May 31, 2012*

2. **8W1** *(8 week 1) May 14 - July ,6 2012*

3. **SUM** *(summer) May 14 - August 10, 2012*

4. **5W1** *(5 week 1) June 4 - July 6, 2012*

5. **10W** *(10 week) June 4 - August 10, 2012*

6. **5W2** *(5 week 2) July 9 - August 10, 2012*

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Visit the Emergency Management website

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

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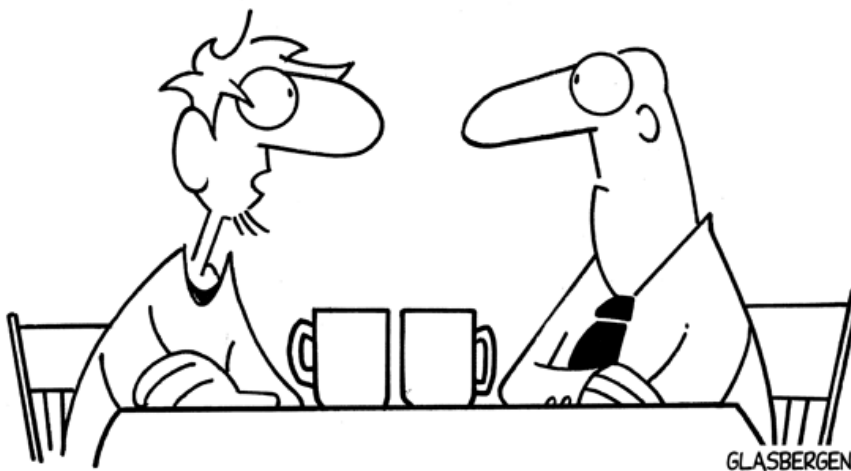## Columns, June 2012

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Today's Cartoon

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"All of my professors told us the key to success is doing something you love. I love living at home with you and mom."

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