Information Technologies Activity Report
APRIL–JUNE 2010

Student email moved successfully to Google Apps @UDel.edu

As of June 1, all UD undergraduate email accounts were moved to Gmail at Google Apps @UDel.edu. Students will continue to log in with their UDelNet IDs and passwords, but all their email will be handled through Gmail. A new feature is that students will retain their @udel.edu email addresses after they graduate and access their accounts through Gmail.

In response to a promotional campaign that included *UDaily* articles, *Review* ads, and email messages sent to students, about 15,000 of UD's 21,000 undergraduate students moved their email to Google Apps prior to June 1.

- About 4,000 users (students, faculty, and staff) moved their email during beta testing in January.
- By the time we sent our first email reminder of the upcoming move, over 5,300 undergraduates had moved their email.
- Between 500–1,000 undergraduate students moved to Google Apps @UDel.edu after each email reminder (March–May).
- IT staff switched the remaining undergraduate student accounts on June 1.

In addition to Gmail, Google Apps @UDel.edu offers Google Calendar for organizing schedules, Google Docs for creating and sharing documents, and Google Sites for creating and sharing Web pages.

Faculty, graduate students, and staff are welcome to switch their email to Google Apps @UDel.edu. However, you may still use your UDelNet ID to log in to Google Apps @UDel.edu to use Google Calendar, Docs, and Sites even if you don't switch. In particular, we remind faculty that Google Docs and Sites provide opportunities to share resources and foster collaboration among your students.

More information is available at the Google Apps @UDel.edu Web site.

HR onboarding receives CUPA-HR award

Last spring, new hires used the new online HR onboarding system, which moves all hiring forms to the Web. The system was designed and implemented by Human Resources (HR) and IT Web Development (IT-WD). In addition to creating a "greener" process, the University received an "Excellence in Human Resource Practices Award" from the College and University Professional Association for Human Resources (CUPA-HR), a national higher education human resources professional organization. (More information is available in this UDaily article.)

HR and IT plan continued improvements to this system—enhancements are already underway for the peak hiring periods (July and September).

Productivity tip: Need to schedule a meeting?

A variety of calendars are used on campus: Paper and pencil, Outlook on an Exchange server, Google Calendar, iCal, etc. What can you use to schedule a meeting when the attendees use different calendar systems? What if the meeting includes people from other organizations?

Several free tools are available on the Web for this dilemma. IT staff use three such tools to schedule meetings. All these tools allow you to propose multiple meeting times and email a link to participants, so they can select the time(s) they are available.

- Doodle (http://www.doodle.com): A free polling site that allows you to set up a scheduling poll. Includes support across multiple time zones and support for three meeting options: "Have time," "Do not have time," and "Could make time if absolutely necessary."
- Tungle (http://www.tungle.me): A more sophisticated tool that allows you to create a profile that can upload availability from another calendar. If your contacts have Tungle accounts, you can preview meeting availability before sending out a meeting request. If you give Tungle access to your calendar, Tungle can also schedule the meeting and add it to your calendar once all the invitees have checked in.
- When Is Good (http://whenisgood.net): An easy tool that lets you drag your mouse over a grid to select times. The least sophisticated of these three tools, When is Good requires you to write down a "results code" so that you can view the results.

Try these free tools and share your experiences with other members of the UD community on IT's TechQuest Forum. If you know of other free tools to use when you can't sync calendars, share that information as well.

Security, Privacy, and Safety

ECCE updated

On June 9, we released a revised version of the Electronic Community Citizenship Examination (ECCE), which all students must complete before selecting a UDelNet ID and password. ECCE is designed as an interactive exercise to teach students about their computing responsibilities. In addition to information about UD's Policy for Responsible Computing, copyright infringement, and security measures to keep students' computers safe from viruses and other malware, the new ECCE exercise includes:

- Information about UD email and Google Apps @UDel.edu.
- More discussion of students' responsibilities on our wireless networks.
- Tips about avoiding phishing scams and preventing identity theft.
- Cautions about using social networking sites.

Research Support

Research Computing Task Force

The University's Research Computing Task Force was convened about a year ago to recommend what is needed to support research computing to meet Path to Prominence™ goals and how to accomplish those goals. Peter Monk, Chair of the Department of Mathematical Sciences, heads the Task Force; Dick Sacher is IT's Task Force representative. The group plans to draft a report late this summer.

The Task Force met in May and is organizing its activity around three themes:

1. Creating an inventory of UD's current research clusters' capabilities.
2. Developing and locating training for new cluster users.
3. Assessing needs and operational models for a community-based cluster composed of hundreds to thousands of processors.

IT's research support staff are working collaboratively with the Task Force and campus IT Professionals to develop the online inventory. We are trying to coordinate a July meeting of UD and Purdue faculty and computing support representatives to examine a successful research computing infrastructure developed at Purdue. This summer, IT will also be developing a training program to help graduate students become functional users of Linux-based departmental clusters.

Teaching and Learning

Summer Faculty Institute

The 2010 Summer Faculty Institute (SFI), coordinated by IT Academic Technology Services (IT-ATS) in partnership with other campus units and departments, added a new twist to the 16th annual event. This year, the entire program was faculty generated, from a recommendation for the keynote speaker to the development of five conference tracks. As a result, faculty members were able to bridge the connection between technology and best practices in teaching.

Track 1: "Global connections in the classroom," focused on techniques that map to Path to Prominence™ goals of global awareness and citizenry.

Track 2: "Real educational experiences in virtual worlds," spanned three days of exploring the Second Life experience for faculty interested in adding Second Life to their curriculum.

Track 3: "Effective instruction online," addressed the theme of online learning led by a team of experienced UD instructors.

Track 4: "Engaging assignments and presentations," focused on key concepts for teaching excellence and included faculty multimedia project ideas.

Track 5: "University Museums African American Art Collection," was a tandem workshop using VisualCat that focused on the online database for objects in the UD collection with an emphasis on African American art objects.

UD Capture recorded most sessions, which can be viewed at the IT-ATS Web site.

We were pleased to see comments like these from faculty who attended:

- "It was great to see how faculty have applied what they have gotten out of previous institutes. I now have a better sense of how I can apply technology to my future classes."
- "I'm glad that so many videos and other resources will be available afterwards. Later this summer, I know I'll be looking at some of the presentations I missed and reviewing some I attended. Very cool!"

Summer Faculty Institute Technology Fair

IT-ATS organized a multi-department technology fair held in Daugherty Hall on June 5. The fair fostered an atmosphere of relaxed, informative conversation that allowed faculty to see new and emerging technologies and ask questions about tools they already use. As one faculty member said, "This was great. I got my Sakai questions answered and learned about UD Capture all in one room."

Faculty learned about the i>clicker response system, video conferencing, Sakai support, UD Capture, Student Multimedia Design Center equipment, and other technologies, several of which were available for hands-on exploration. Just as important was the opportunity for faculty to discuss the different technologies with UD staff or vendor representatives.

UD Capture: Spring 2010 semester snapshot

UD Capture continues to become an integral part of the teaching and learning process. Students and faculty members tell IT-ATS that the system is praiseworthy because it is reliable and easy to use. During the spring 2010 semester, UD Capture automatically recorded and posted 1,213 individual class sessions from 47 different courses representing almost 1,500 hours of instruction.

- UD Capture has the ability to extend the usefulness of class lectures. By recording content now, instructors can reuse the lecture content in future semesters by assigning a stored lecture as homework, which frees up class time for discussion or other activities.
- UD Capture can help student athletes succeed: Blue Hen athletes can "rewind" a class when they are away from class, at home, or traveling.

- UD Capture can record regular meetings. If participants are unable to attend a meeting, they can visit the Web site to catch up on items they missed.
- IT-ATS and IT University Media Services (IT-UMS) will continue to install new UD Capture systems in more classrooms this summer. If you have a room request, you can email it to udcapture@udel.edu.

Document camera available for use with UD Capture

Faculty members who wish to use UD Capture to record their classes but don't use a laptop for instruction now have another option. IT-ATS can loan a document camera to you for use in your class.

The document camera is lightweight, easy to set up, and offers sharp visual clarity. The picture quality looks great both in the classroom and in the online recording. The camera also features an auto-focus button, zoom in/out, and brightness up/down. The camera can be positioned to capture demonstrations such as chemical reactions, graphing calculators, pages from books, or guest speakers.

Document cameras are available for long-term loan for the duration of a semester to faculty wishing to participate in UD Capture. If you'd like to join, please contact ats-info@udel.edu or call (302) 831-0640 for more information.

You can watch a recording that uses this document camera, courtesy of Dana Chatellier from his spring CHEM 102 course. This example shows prepared transparencies, handwriting, and a chemical reaction.

Classroom clicker vendor selected

We selected i>clicker as the new classroom personal response system on the UD campus beginning fall 2010. The selection of i>clicker was based on a 6-month evaluation process that involved three vendors, four pilot faculty with 247 students in five courses, two events open to the campus community, 23 individual demonstrations, and frequent email updates to the 124 members of the clicker mailing list.

The principal strength of the i>clicker system is ease of use. The system features intuitive software and simple hardware and is compatible with Mac and Windows computers. Additionally, it offers on-the-fly polling and a polling overlay for any application, stores grades in CSV format, integrates registration information with Sakai, takes attendance, allows students to participate anonymously, and supports Web-enabled devices. Compared to the current InterWrite PRS product, the i>clicker system offers the potential for widespread adoption on campus.

Faculty and students involved in the pilot of i>clickers were enthusiastic about the product. "Ease-of-use" and "engaging" were two of the top positive qualities reflected by the 64 students surveyed in HRIM 187: "Introduction to Hospitality Technology."

Business Systems

Student Services Initiative update

For UD's continuing effort to produce the most accurate billing statements possible and to continually improve business processes, Human Resources, Student Financial Services, and IT-WD have moved the "Education Benefits Course Fee Waiver Web Form" from paper to the Web. The Web form expedites processing, ensures a more accurate request from the employee with precise validation on the form, and improves bill accuracy. The Education Benefits Course Fee Waiver Web Form went live on April 2 and is already in use. It is available at the UD Web Forms site.

PeopleSoft HR maintenance bundles

PeopleSoft HRMS is now current on all maintenance releases. On the weekend of May 7, 2010, IT Management Information Services (IT-MIS) and HR successfully applied maintenance bundles 20, 21, 22 and tax update 10B to PeopleSoft HRMS. The next tax update is due out in June; the next maintenance bundle is due out in November.

WebEvent and GSA contracts renewed

IT has renewed its contracts with WebEvent, used for UD's calendar of campus events system, and with Google for the Google Search Appliance (GSA), used on the UD Find It Web page. The calendar and search appliance are used on UD-wide and departmental Web sites. The new search appliance license has been implemented, and we expect to implement the new WebEvent license and patches in June.

Returning student housing application improved

UD's Returning Student Housing Application process has been restructured for a more intuitive interface for students. The challenge on the housing application is to enable students to identify other students as roommates and save those associated requests. The Housing Application was changed to simplify this choice for students and to save better data behind the scenes for processing. Students may indicate their preferences for location, roommate, hall type, and room type and can name up to three building choices. These preferences are used to match roommates. The preference process was also simplified, resulting in better data for Housing Assignment Services (HAS) to use to pair roommates. This spring, the room assignment process run by HAS automated the assignment process for suites and eliminated manual suite assignments. Billing improvements were made to the housing deposit process for better fund allocations, resulting in more accurate billing. These enhancements provided better service for the students as well as improved roommate matching and more efficient processing.

Graduate student contract and funding

Changes were made to the Graduate Contract and Funding process during April and May as directed by a multi-unit UD team. These changes improved the flow of approvals and information to appropriate units. Additionally, some functions were changed to automate the funding of the Delaware Residency Scholarship for graduate students who have been "grandfathered" for resident tuition. Also, the options available to colleges on the Web forms for tuition funding have been expanded to include multiple percentages and fixed amounts. One of the biggest changes is that contracts are routed and approved online by students. Improvements to this process are planned for the next month, and The Office of Graduate and Professional Education will provide information to departments as features become available.

New environments for the database role in Disaster Recovery

The database administration (DBA) team in IT-MIS has nearly completed the set up of the database environments for the overall Disaster Recovery project at UD. The near-term goal is to have an environment ready to test critical Human Resource processes that must continue in the event of an emergency. The development of the database environment is one of the critical early steps in UD's ongoing Disaster Recovery project. Mock testing will begin in early summer.

Database security/audit compliance

The DBA team continued working with the IT Information Security Office to define and refine plans for compliance with external audits regarding monitoring and resolving data access and security procedures. The work involves upgrading and expanding internal auditing processes and reports and discussing and demonstrating industry-standard software tools to assist in the effort. All of the tools and procedures will be evaluated to ascertain the appropriate response to the audit findings.

New financial data warehouse environment

The DBA team also redesigned and configured the Data Warehouse environment for Human Resources, Financials, and Student Administration. There is now a new quality assurance and production financial data warehouse environment on the server that will isolate financial data processing within its own space, in keeping with the ongoing project to separate the three major warehouse repositories. Next, a new student quality assurance and production environment will be configured on its own server.

Event Production and Media Services

UMS support of major UD events

During April, May, and June, IT-UMS provided technical and audiovisual support for dozens of events in Mitchell Hall, the Roselle Center for Fine Arts, the Bob Carpenter Center, and many other on-campus venues. We supported these recent events:

- **Commencement 2010**: On May 31, IT-UMS provided audiovisual and logistical support for the University-wide commencement exercise and for over 20 individual school, department, and college convocation ceremonies on May 30 and 31. At commencement, we fed live video from four on-field cameras to three large video screens, including the Daktronics video screen embedded in the stadium's new scoreboard.

- **Forum & Reunion Weekend 2010**: During Forum & Reunion Weekend, June 4-6, IT-UMS provided the following support for the entire weekend:

    o Live multi-camera video feeds and pre-produced content for eight screens in the main tent and four screens in the hospitality tent.
    o Live video feed of the Flyers vs. Blackhawks Stanley Cup Finals game in the hospitality tent.
    o Audiovisual and stage support for events in Mitchell Hall and the Roselle Center for the Arts.
    o Video footage and coverage of all events and activities.
    o Projection, audiovisual, and classroom support for the registration in Gore Hall and classroom support for showcases.

- **Ag Day**: On April 26, outside Townsend Hall, IT-UMS provided audio support for two stages and the UDairy Creamery groundbreaking ceremony at the College of Agriculture and Natural Resources annual Ag Day event. This was the first year we'd been involved in running the concert stage; some of the musicians who had performed at Ag Day in previous years commented very favorably on the improved sound—on stage and for the audience.

- **iMusic3: Ode to Earth**: In addition to producing the videos used for the "iMusic3: Ode to Earth" performances on April 16 and 17, IT-UMS staff provided audio, lighting, and technical support for the live concerts held in Mitchell Hall.

- **High school commencements**: Between May 12 and June 17, IT-UMS staff provided audio and technical support for 19 high school commencements held in the Bob Carpenter Center. June 5 and 6 were our busiest days: We were at the Bob to support six separate high schools' commencement activities while also supporting Forum & Reunion Weekend.

Video production highlights

Our video production staff has supported a number of college, departmental, and outreach projects during this report period. Highlights include:

- Technical work on the audio and video for Admissions' "Delaware: The Musical" production.
- Streaming video from men's home lacrosse games.
- Final production work on the College of Earth, Ocean, and Environment and College of Agriculture and Natural Resources videos used in the "iMusic: Ode to the Earth" events on April 16 and 17.
- Production work on videos for Admissions, the Lerner College of Business and Economics, Black American Studies, Cooperative Extension, Art Conservation, Athletics, and the Office of Communications and Marketing.

In addition, we continued our production support for Comcast Cablevision's *Newsmakers* program in our East Hall studio. *Newsmakers* features regional politicians, community leaders, and members of the business community. Each 5-minute *Newsmakers* segment airs twice per hour on regional Comcast channels.

Training Opportunities

LearnIT@UD

We often get feedback from our clients saying they want to come to our training, but that it's sometimes difficult for them to get away from their work to come to an instructor-led session. One solution is the recent addition of UD Capture to our training facility in Smith Hall. We've added real-time streaming capabilities to this room, so you can now participate in most of our instructor-led sessions without leaving your office. One participant from Lewes said,

> "What a wonderful service. I felt like I was in the classroom. I was able to follow along and participate in the class demonstration in the moment. The University as a whole will benefit. Now employees in positions away from the main campus can participate in the IT learning experience without the travel."

If you have a time or date conflict, we also record all classes and link to the recordings from our LearnIT@UD Web site Courses and Resources page.

Our Web site also links to IT training and education resources we subscribe to (i.e., VTC.com and Lynda.com). Both offer a wide range of IT topics. Our goal is to provide the campus with a variety of learning opportunities. We want you to be able to master the technology tools you need, anytime and anywhere. To request real-time streaming, use the Contact Us form on the LearnIT@UD Web site.

IT Help Center

Information Technologies assisted 2,142 individual clients during April and May. The heaviest volume of requests related to email (which reflects the move of undergraduate email from Mirapoint to Google Apps @UDel.edu), access to central systems, and desktop support (including virus cleanup).

There were 1,665 telephone calls and 799 email contacts during the period, resulting in the creation of 2,464 trouble tickets and 545 network requests. Help Center staff assisted approximately 51% of the clients on the first contact. Overall statistics can be found at http://www.udel.edu/help/stats.

Personnel

Craig Clark joined IT Network and Systems Services (IT-NSS) as a Computer Operator in May. Craig's work, during the second shift in the Computing Center at 192 S. Chapel Street, primarily involves monitoring the central systems, running the administrative production, and operating peripheral equipment.

Sally Ann Warren joined the IT-NSS Telephone Services group in April as a Service Representative. Sally has a Bachelor's degree in Art History and Journalism from Temple University and brings her experience with administrative support, writing, coordination, and customer service to her job in Telephone Services.

The IT Activity Report is published 4-6 times a year. Archived reports are located at http://www.it.udel.edu/activity-reports. If you have comments, questions, or suggestions for future articles, contact the IT Communication Group at it-commgroup@udel.edu.