Google Apps @UDel.edu

The University of Delaware is committed to providing an exciting new service to students—Google Apps for Education. We have teamed up with Google to provide their Google Apps package customized for UD students. Students will keep their @udel.edu e-mail addresses but access their e-mail through Google's Gmail interface.

Gmail offers large storage capacity (more than 94 times the current UD student e-mail quota), voice and video chat, mobile access, spam and virus protection, and a powerful search engine. And rather than lose their @udel.edu address after they graduate, students can retain their address for life.

Google Apps offers students much more than Gmail. Students will have access to Google Calendar for organizing their schedules, Google Docs for creating and sharing documents, Google Sites for creating and sharing Web pages, and Google Talk for communicating with others.

Beginning in mid-November, students may participate in a pilot project to move to Google Apps @UDel.edu. All students will have the opportunity to select this service beginning January 2010. For more information, visit http://www.it.udel.edu/googleapps.

Planned Outages

UDSIS
UDSIS will be unavailable one weekend in January 2010 to apply patches and fixes that will affect Financial Aid and 1098-T forms processing. Once a date has been negotiated with administrative user departments, the date will be announced on the log in page.

Security, Privacy, and Safety

IT develops copyright and phishing educational materials
IT Systems Security and Access implemented two Sakai projects aimed at remediation of, and education about, two of the most commonly reported security issues at UD. Students who respond to phishing attacks and those implicated in copyright infringement are enrolled in one of two Sakai projects: "Phishing Education" or "Copyright Education." Educational materials are provided for self-study, and network privileges are suspended until the student receives a score of

80 or better on the appropriate quiz. Students may take the quiz as often as necessary to achieve a passing score and then use an automated Web link to let us know they have passed.

National Cyber Security Awareness Month
Since 2001, EDUCAUSE, the National Cyber Security Alliance (NCSA), and other national organizations have declared October to be National Cyber Security Awareness Month. Again this year, UD joined the effort by promoting cyber security to the campus community. IT published a series of UDaily articles with supporting Web pages (http://www.udel.edu/ncsam), placed advertisements in the *Review*, and displayed new posters in campus computing sites. IT also published an additional UDaily article warning about identity thieves who use phishing scams to harvest personal information (http://www.udel.edu/udaily/2010/nov/phishing110209.html).

Infrastructure

IT using EPSCoR grant to upgrade campus backbone
The University has received a Federal Experimental Program to Stimulate Competitive Research (EPSCoR) grant to fund "*Building Research and Education Infrastructure to Enhance Environmental Science and its Application in Delaware.*" IT will receive $270,000 of this EPSCoR grant and apply those funds to the Network and System Services (NSS) project to upgrade the Newark campus backbone's speed tenfold—from 1GB to 10GB.

UDSIS data availability
The PeopleSoft Student Administration database has joined the Financial and Human Resources databases in 24x7 availability to accommodate international partnerships with the University and to contribute to the database component of the Disaster Recovery initiatives. As in the other PeopleSoft environments, daily online backups are executed, which allow full database availability during the process. Each Sunday during the early morning hours, an offline backup is executed as a fail-safe option. This option also facilitates the need to rebuild the Quality Assurance database instances used for final testing and approval of application program changes prior to the move to production.

Wiring upgrades completed
During September and October, NSS completed wiring upgrades to four buildings:
- Rewiring the Amy du Pont Music Building for voice and data;
- Completion of rewiring Smith Hall for voice and data;
- Voice and hard-wired/wireless data service installation for ELI leased spaces at 57 and 119 Elkton Road; and
- Voice, hard-wired/wireless data, CATV service installation for construction at 459 Wyoming Road.

The upgrades in Smith Hall, the Amy du Pont Music Building, and 459 Wyoming Road were completed in conjunction with the Facilities, Planning, and Construction Department renovations of those buildings. NSS installed new cable that will support higher network speeds, consolidate telecommunication equipment, resolve maintenance issues within the buildings, and configure the buildings so that future changes to the infrastructure are more easily completed. The upgrades in the ELI spaces will provide faster network access for students in that program.

State pension upgrade
To accommodate the State Pension Office's upgrade to PeopleSoft 9.0, we revised the files we submit about University employees who participate in the State Pension. The monthly deduction file was broken up to run every pay, and the employee demographic data was removed from that process and now runs weekly. These changes replaced the monthly file being sent to The Hartford for our disability deductions as well.

IT responds to new operating systems (Microsoft and Mac OS)
Microsoft and Apple have both released major operating system upgrades this fall.

Microsoft Windows 7 promises performance and usability enhancements over the previous Windows Vista product, along with a host of new features. Windows 7 is available for all UD-owned computers under the terms of the University's Microsoft Campus Agreement. However, Client Support and Services (CS&S) is advising caution when considering an upgrade, especially on older computers. Microsoft provides a Windows 7 Upgrade Advisor to help determine if your computer is ready and/or able to use Windows 7 at http://www.microsoft.com/windows/windows-7/get/upgrade-advisor.aspx. Contact the Help Center at 831-6000 to request advice about upgrading.

Apple has released the next iteration of Mac OS X for Macintosh computers—Snow Leopard (v.10.6). Again, performance enhancements, due in part to a GUI rewritten from the ground up, are the big draw along with interface tweaks and refinements. Snow Leopard is the first Mac OS X release that is only available for Macintosh computers with Intel processors. The upgrade can be purchased online through our Apple Store at http://www.tsc.udel.edu/special-pricing-agreements (click the Apple link).

Research Support

Geospatial Research Day
Research & Data Management Services (RDMS) staff in CS&S have been heavily involved in designing and coordinating UD's Geospatial Research Day. The November 19 event in the Trabant University Center showcases projects and research of UD faculty, staff, and students. Visit http://www.udel.edu/grd to see more details about the day and to register for the event. For more information, see the announcement in UDaily at http://www.udel.edu/udaily/2010/oct/geospatialresearch100609.html.

Multimedia mapping project
The multimedia mapping project "Newark, Delaware: A Story of People and Place," is the result of last semester's discovery-learning class led by April Veness, Professor, Department of Geography. RDMS staff provided comprehensive GIS and Web support along with consultation on appropriate use of University and public data resources. The staff provided the technical vision and assisted many of the students with the project's implementation. To view the project, visit http://www.udel.edu/Geography/Newark/ or read the article at http://it.udel.edu/news/it-assists-newark-multimedia-mapping-project on the new IT Web site.

Teaching and Learning

IT solutions help faculty with H1N1 preparedness

Over the summer, UD's Communicable Disease Working Group began to assess the possible impact of an H1N1 outbreak on campus. One concern was how the University could continue to conduct classes and stay in touch with students should there be an extended, health-mandated disruption during a semester. In September, Academic Technology Services (ATS) published a list of options that could help faculty reduce a possible disruption to their fall courses. These choices provide a level of teaching continuity in an online environment and an opportunity for faculty to stay in touch with students during a suspension of face-to-face class meetings.

ATS and CS&S staff members have also developed a 2-hour workshop that makes the connection between several tools and applications and specific teaching goals. These connections can add value to teaching by optimizing the use of classroom time, whether or not they are needed as a part of an H1N1 response. The workshop has been presented three times to faculty in the College of Education and Public Policy (CEPP). Highlights from the workshop were presented to the Faculty Senate on November 2. Other colleges and departments can request this workshop by sending e-mail to ats-info@udel.edu.

H1N1 Preparedness site: http://www.ats.udel.edu/healthalert
CEPP workshop notes: http://www.ats.udel.edu/presentations
UDaily article announcing technology options:
http://www.udel.edu/udaily/2010/sep/h1n1tech091409.html

Classroom capture expansion plans announced

Based on the success of the classroom capture pilot in Gore Hall (rooms 103, 104, and 116), Smith Hall (rooms 120, 130, and 140), and other installations, plans are underway to add up to 50 more capture-enabled classrooms on campus. The classroom capture system works on a schedule to record the projected image from a faculty member's laptop and the audio broadcast from the podium. The recordings are made available to students to review, to make up a missed class, or to study for exams with peers. Faculty can also use the system to capture lectures by guest speakers for use in later semesters. A survey for the spring 2009 pilot program indicated that students continue to attend class and that recorded lectures were not a factor in deciding whether or not to attend class.

Faculty who would like to request a specific classroom be included in the next round of classroom capture system installations should contact udcapture@udel.edu by December 15, 2009.

Sakai@UD migration ahead of schedule

The enthusiasm demonstrated by the faculty for Sakai@UD has been overwhelmingly positive. Almost all courses that had been using WebCT have migrated to Sakai@UD. As of November 2, only 21 fall courses still remain on MyCourses/WebCT; 98% of the courses using a Learning Management System (LMS) are being offered on Sakai@UD. This migration is progressing ahead of our original projections, making us confident that there will be no problem discontinuing our WebCT service on June 15, 2010. More detailed information was presented to the LMS Committee on October 21 and to the Faculty Senate on November 2. See http://tinyurl.com/sakai-fs for more metrics and details.

Winter Faculty Institute kicks off Jan. 5

The University of Delaware's 2010 Winter Faculty Institute begins Tuesday, Jan. 5. This year's theme, "Teaching in a Challenging Economy: Tools to Work Smarter, Faster and Easier" is one

that will resonate with most educators. These challenges compel us to re-evaluate some of our current teaching traditions and practices.

The keynote address, "Improving Student Learning while Reducing Instructional Costs: The Case for Redesign," presented by Carolyn Jarmon, will concentrate on how more than 100 institutions across the United States are redesigning courses and on the cost savings these institutions now enjoy.

You can register online at the LearnIT@UD Web site (http://www.udel.edu/learn). For more information about this year's Institute, visit the ATS Web site (http://www.ats.udel.edu).

RCCs provide Internet safety training to student groups, on- and off-campus

CS&S is taking the message of responsible and safe computing to Delaware high schools. This semester, UD staff partnered with Elayne Starkey from the State of Delaware Technology office, and the Delaware Technical Community College (Terry and Owens Campus) to help reach schools in Kent and Sussex counties. Training sessions were held with Del Tech students in September via our ITV studios. In October, our student Residential Computing Consultants (RCCs) met Del Tech students in person to deliver the program to St. Georges high school. Plans are underway for Del Tech students to present at southern Delaware high schools early next year.

To help educate UD students about Internet safety and responsible computing, our RCCs have participated and presented at numerous events. During the fall semester, these students presented Internet safety guidelines for seven First Year Experience classes. In addition, RCCs were asked to present at various campus events this fall including the Residence Life sponsored program, "13 Tips for Safety on Campus," the Student Environmental Sustainability Day on October 22, and the StUDent Government Association at UD First State Leadership Conference on November 6.

Business Systems

ARRA reporting

The American Recovery and Reinvestment Act of 2009 (ARRA) set specific reporting requirements for recipients of Federal recovery funds. Management Information Services (MIS) has developed an online PeopleSoft interface that UD faculty members who have received ARRA funds could use beginning in October. This data and other ARRA information was extracted and inserted into PeopleSoft tables for reporting purposes. This project enabled UD to submit our ARRA reports on October 10. The next set of reports will be submitted in January 2010.

UDSIS updates

During this time period, four major changes were made to the UDSIS system.
1. UDSIS patches bundle 20 and related fixes were applied during the weekend of Sept. 19. These changes deal with important Financial Aid changes for FISAP reporting as well as fixes to the Ethnicity component of PeopleSoft to meet new federal guidelines.

2. Several Financial Aid processes were automated by scheduling them through the computing center. E-mail notifications for Verification Internal Review, Direct Student Loan Master Promissory Note, and Direct PLUS Loan Master Promissory Note were put in production. These changes, and others that are in process, are part of our Student Services Initiative to improve the accuracy and efficiency of student systems.

3. A new Graduated Student Extract from UDSIS now sends data periodically from UDSIS to the Alumni Development System. This extract will aid the University in fund-raising efforts. Additional extracts from UDSIS to the Alumni system are in progress.

4. A new evaluation tool for advisors has been added to current UDSIS self-service functionality. Advisors can now generate "what-if" degree progress reports to advise students who wish to evaluate the impact of changing their program or plan. This functionality was previously available only to students.

ELI students to be included in UDSIS
Beginning in October, MIS began work on a major new project: Inclusion of English Language Institute (ELI) student information within UDSIS. The project is expected to take at least a year to complete.

Forms migration
Web Development (WD) is retiring old servers and removing Web forms from MIS department servers. Any forms residing on www.mis2.udel.edu, www.mis.udel.edu, or crawdads.mis.udel.edu, including all online payment forms and mailto forms, are scheduled to be migrated before the end of the calendar year.

To check if your site links to forms on these servers, follow these steps:

1. Go to http://www.google.com.

2. In the Google search dialog box, type

   www.mis.udel.edu site:http://www.udel.edu/*ideacenter*

   replacing www.udel.edu/*ideacenter* with your site's URL.

3. Repeat the search for the mis2 and crawdads servers:

   www.mis2.udel.edu site:http://www.udel.edu/*ideacenter*

   crawdads.mis.udel.edu site:http://www.udel.edu/*ideacenter*

NOTE
Remember to replace the Idea Center's URL with the URL for your site.

If you have a link on your Web site to one of these servers, contact Maria Mullin (mullin@udel.edu) to make sure your forms are on the migration plan.

Event Production and Media Services

IT supports hybrid events live and online
IT has worked behind the screens to produce and distribute several recent live events. University Media Services (UMS), CS&S, and ATS collaborated to support presentations by David Axelrod, Steven Peuquet, and David Plouffe, all as part of the fall public-affairs lecture series, "Assessing Obama's First Year." Lance Winn, Associate Professor, UD Department of Art, gave the featured presentation for UD's international show "Outsider Art," which was held in the virtual world of Second Life.

These events have been produced live, distributed live via streaming video, simulcast in real time in Second Life, and recorded for distribution through UD's Podcast Web site (http://www.udel.edu/podcast). As part of the Second Life simulcast, an international online audience participated by submitting questions for the featured guest during the event's question and answer period.

In each case, the audience grew from local to global: The technology enabled the speakers to reach those who could not attend a local campus event.

Training Opportunities

LearnIT@UD
CS&S added several new instructor-led training sessions to its fall calendar. Four that have been of particular interest to the University community are
- Outlook 2007 with Microsoft Exchange: Tips and Techniques,
- Drupal: Introduction to CCK and Views,
- Introduction to UDrupal, and
- PowerPoint 2007: Tips and Techniques.

To read summaries of upcoming classes and to register for a class, go to http://www.udel.edu/learn/ and select *Calendar and Class Registration* in the middle column.

In addition to classes posted on the LearnIT@UD calendar, we often teach our classes to specific groups. For example, we recently taught two sessions about Excel for staff in the Research Office. By providing a custom seminar, we can tailor the class to the group's specific needs. To request a customized training session, contact Jean Neff (neff@udel.edu), 831-8813.

IT Help Center

The IT Help Center reported 3,970 calls and 2,014 e-mail contacts for the months of September and October resulting in 4,037 trouble tickets and Network Services requests. These contacts represented our helping 2,075 individual clients in September and 1,201 in October. Online documentation was accessed 18,178 times through the Help Center's Web page at http://www.udel.edu/help during this period. Overall Help Center statistics can be found at http://www.udel.edu/help/stats.

Call volume was heavy in September because of the start of the fall semester. In addition, requests for assistance were higher over the same time period last year in two areas: activation/deactivation of student e-mail accounts and security incidents relating to a large number of phishing scams.

Inside IT

New IT Web site released

IT staff have been working on an improved version of our Web site. Our new site, built using Drupal, provides links to the services offered by our staff and news about information technology at UD. As the site continues to develop, it will also become the home for more user documentation and for information from the IT Help Center. To see our new site, visit http://www.it.udel.edu.

CS&S announces Service Desk

The CS&S Service Desk is located in 004 Smith Hall, adjacent to the Smith Hall computing site. In addition to taking in test scoring forms and providing printing services, the Service Desk is also the point for dropping off or picking up personally owned computers for CS&S's troubleshooting service. This service, open to the University community, will restore malware-infested machines to a clean, operable state for a reasonable charge. Other services include free network connection to the University as well as diagnostic/tune up services and data recovery—services that are free to students and available as a for-fee service to non-students. These services do not include hardware installations and operating system upgrades. To schedule an appointment to have the Service Desk work on your personally owned computer, contact the IT Help Center (consult@udel.edu or 831-6000).

Personnel News

Susan Costa joined the NSS Telephone Services group in September as a Service Representative. She provides general customer service to the campus and updates records and data for a variety of reports generated in the unit.

Joan Higgins was promoted to the position of Administrative Assistant in University Media Services. Her responsibilities include working with budgets and financial data and supporting the operation and management of the unit. Joan replaces **Virginia Thomas** who retired at the end of September 2009.

Charlene Mylin joined the ATS group at the end of September. She is the group's HR Liaison and provides main office support for the two IT units located in East Hall (ATS and UMS). In addition, she has specific responsibilities supporting major University events.

Bob Wardell, a member of the Delaware Army National Guard for the past 30 years, left the University last October for deployment to Iraq. After training for deployment in the US, Bob spent $9^1/_2$ months in Baghdad. While there he worked 12-hour shifts, from 8:00 p.m. to 8:00 a.m., 7 days a week as a WAN/LAN network technician. This was Bob's first deployment overseas. Bob returned to NSS on October 26.

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.