



# UNC IT News

UNC

Volume 1, Issue 2

Spring 2008

## New Products

### File Storage Application

Faculty, staff and students can securely store, share, collaborate and manage files and folders with the new file storage application, beginning Fall 2008. This file storage application allows faculty, staff and students to access their electronic files through a web browser from on and off campus. The application will also provide workgroup storage. For example a class working on a group project could create a single folder that is only accessible by the members of the group. Another example would be a folder which is set up by an instructor so students may submit homework assignments that can be accessed or removed by the instructor only. A pilot is tentatively scheduled for Summer 2008.

### Application Virtualization

Have you ever had a hard time finishing a project because the software you needed was in a closed lab? Information Technology will be installing an application sharing program that will make software applications more generally available. For instance, instructors will have the ability to access

many specialized software applications from their office and in an open lab or smart-classroom. A pilot is scheduled for late Spring 2008 and is targeted for campus wide deployment in Fall 2008.

### Public Schedule of Classes

A new public schedule of classes will be available from UNC's home page. This new schedule of classes is being developed for the convenience of users such as current and perspective students. The public schedule will be easier than the Ursa schedule to read and interpret UNC's course offerings. The new public schedule of classes was released November 29, 2007.



## Grader Statistics

Statistics for usage of grader for Summer '07 and for Fall '07:

Number of professors using Grader:	Number of Exams Scored:	Number of Student Answer Sheets Processed:
Summer 2007: 21	Summer 2007: 92	Summer 2007: 1,685
Fall 2007: 135	Fall 2007: 594	Fall 2007: 29,340

Fall term counts are as of November 19, 2007. The numbers for the exams scored and answer sheets processed do not include finals week.



### Inside this issue:

<i>Password Reset Information</i>	2
<i>Bear Mail Changes</i>	2
<i>Support U</i>	2
<i>BlackBoard Gradebook to Integrate with Ursa</i>	2
<i>IT makes Website Changes</i>	2
<i>Data Stewards</i>	3
<i>CIRT</i>	3
<i>Microsoft Office 2007 rumor</i>	3

### Special points of interest:

- TSC is now available 24/7.365 days a year.
- Contact Data Stewards to recommend Banner/Ursa improvements
- Save files securely, get access to your files from anywhere and share your stored files with only those you chose.
- Software becomes more generally available in computer labs and smart rooms.

## Information Technology System Changes

### Password Challenge Response

Twenty five percent of the Technical Support Center (TSC) calls are password related. Users often forget their password, and cannot remember the answers they supplied to their Ursa security questions; therefore, they have had to rely on the TSC's assistance. It was determined that the Ursa security questions were asking for information that frequently changed and was difficult to remember. Starting the first week of February 2008 users will be asked to answer 5 security questions and will be prompted for only 2 answers when they forget their password.

### Bear Mail

Due to miscommunications and messages not being received, forwarding Bear Mail to an alternate account will be discontinued Fall 2008. All UNC official communications will be sent to student Bear Mail accounts, and students will only be able to view these messages from Bear Mail accounts.

When students forward their Bear Mail to a gmail, hotmail or other accounts there is a risk that the information will not reach them. This system change will ensure the message is received by the student and not caught in the spam filter of the forwarded e-mail account. IT will also be evaluating the storage space requirements of Bear Mail account holders to accommodate this change. The system change is positive for students because they can be assured that they will receive notification for important University information. This information may include but is not limited to financial aid notices, class cancelations and campus security alerts.

### Self-service Portal

The Technical Support Center (TSC) has transitioned to a 24/7/365 schedule. Students, faculty and staff can now submit and track a help request through a secure web site, and chat live with a technician by instant messenger (IM). Users can also access a self-service portal called SupportU, with instructions that include written and visual explanations. Coming soon will be the ability to track the

progress of your help request. For technical help you now have two options. You may call the TSC at (970)-351-HELP (4357) or visit SupportU [www.unco.edu/it/supportu.htm](http://www.unco.edu/it/supportu.htm)

### Blackboard

Information Technology (IT) is updating Blackboard to have a more convenient grading process. Instead of entering grades into Blackboard and then Banner, those instructors who keep their grade books on Blackboard will be able to quickly upload midterm and final grades into Banner. These changes will speed up the process of entering grades and will enhance the use of Blackboard for faculty and students. The project will begin in January 2008 and implementation is currently projected for Fall 2008. IT is looking for instructors to test the process in Spring of 2008. If you are interested contact Bret Naber at (970) 351-1887 or [bret.naber@unco.edu](mailto:bret.naber@unco.edu).

### IT Website

In an effort to make the IT website more user friendly the IT web committee has been working on a new website layout. The new layout will be easier to navigate by using broad links that lead to specific topics. The new site offers a search option that will help you quickly find the topic you are looking for. To give your suggestions about the new website contact the web committee at [cody.stone@unco.edu](mailto:cody.stone@unco.edu).

### IT Mission Statement:

Information Technology supports faculty, staff, students and administrative departments in their use of information technology to successfully achieve their assigned missions. This is accomplished through the application of technical expertise, consulting, and training; to maintain and enhance the network, telecommunications and computing infrastructure of the university.



## Information Technology System Changes (continued)

### Data Stewards

Are there ways you would like to enhance Banner or other software applications? Share your suggestions with the Data Steward regarding the specific changes or enhancements you would like to make. Data Stewards are UNC employees assigned the responsibility of ensuring data accuracy and integrity for a specified area. Data Stewards act as a sponsor for your request. This process ensures that all parties affected by the changes are notified before the changes take place. The identified data stewards are:

- 1) Human Resources and Payroll
  - HR Director
- 1) Finance/Accounting
  - Controller
- 2) Financial Aid
  - Financial Aid Director
- 3) Accounts Receivable
  - Bursar
- 4) Undergraduate Admissions
  - Director of Admissions
- 5) Graduate Student
  - Dean of the Graduate school for Graduate Admissions, Research and Extended Studies
- 6) All other Student Records
  - Registrar

### CIRT

The Computer Incident Response Team (CIRT) was formed to respond quickly to information security incidents. Incidents are any suspected or actual event that has a significant impact to one or more of UNC's computing or network systems. Faculty, staff and members of the student body should report any suspicious activity. Examples of suspicious activity include telephone calls where people ask for your password, odd computer behavior, such as windows opening without being prompted, and loss of data integrity (someone viewing data they are not authorized to view). Reporting incidents is important to maintain the integrity of University and personal data. Please help us keep our systems secure. To learn more about CIRT and how to report an incident visit <http://www.unco.edu/it/security/CIRT.htm>

### Insight Reports

The Office of Budget & Institutional Analysis (OBIA) and Information Technology (IT) continue to post new reports in Insight. However, if you cannot find a report that meets your needs please complete the online report request form located at <https://apps.unco.edu/birc/report-request>. If you would like Insight training please contact Krystal Dilka at [krystal.dilka@unco.edu](mailto:krystal.dilka@unco.edu) or 351-2483. Don't know what insight is? Visit <http://www.unco.edu/aboutinsight>.

### Stay tuned....

#### Office 2007- Home Use Rights

Bear Logic has learned that Microsoft may be announcing a new program which allows faculty and staff to use Microsoft Office 2007 at home for personal use at a nominal fee. Watch UNC Today for further updates.

Newsletter suggestions are welcome. Please contact Cody Stone at (970) 351-2341 or [cody.stone@unco.edu](mailto:cody.stone@unco.edu).

**Technical Support Center: (970) 351-HELP(4357).**

Information Technology Department

Carter Hall Room 14

Campus Box 19

Phone: 970-351-2341

Fax: 970-351-1650

[www.unco.edu/it/](http://www.unco.edu/it/)