

New Software

Insight Reporting Portal

Insight is a new report tool in Ursa that faculty and staff can use to view a menu of existing reports and create tailored reports utilizing user-selected parameters. Insight is accessed via the Employee or Faculty tab in Ursa.

The reports can be used to make data-driven decisions about everything from academic planning and advising to budget analysis and financial forecasting.

Reports are generated from data stored in Banner, the university's single database for all its information. The menu of existing reports will grow as future reporting needs are identified. For more information about Insight visit <http://www.unco.edu/aboutinsight/>

New Encryption System

IT is offering a new encryption system at no cost to UNC faculty and staff. The Microsoft Windows application, called SafeGuard, makes minor changes to your computer's current system but prevents access to secured information if the computer is lost or stolen.

Far more powerful than other encryption applications such as Windows Rights Management, Safe-

Guard is essential for faculty and staff who use their computers to store personal information such as student grades or financial records. SafeGuard is mandatory for Finance & Administration computers and mobile devices. CETL, working with IT, will offer several SafeGuard presentations and tutorials this fall. Watch UNC Today for dates, times and locations.

Electronic Grader Project

Grader is the new exam scanning application. The previous system resided on the IBM mainframe, which was retired on April 1, 2007 due to lack of IBM support. The new system provides instructors with the capability to view and edit exam results via Ursa, change their "key", re-score and download results into applications such as Blackboard or Microsoft Excel. IT will continue to develop additional functionality. For more information, contact John Schafluetzel at (970) 351-1457 or john.schafluetzel@unco.edu

Office 2007 Launch

Office 2007—which includes Word, Excel, PowerPoint and Publisher—has been installed in all campus PC labs and will be installed in Mac labs after Microsoft releases Office 2008 for Mac

users. (This software pack is not the same as Vista.)

During the transition, it is important to save documents in a format that can be shared with users who have not yet upgraded. To ensure that Macintosh and PC users who have not upgraded can open an Office 2007 document, select the option to save the document in Office 2003 format. For more information about Office 2007 and training sessions, visit the IT website at www.unco.edu/it. For help using Office 2007, call the Technical Support Center at 351-HELP(4357).

Ursa

IT continues to install minor upgrades to the Ursa system as new features and fixes become available. Staying current with versions insures not only vendor support but addresses application and system performance improvements as well.

SafeGard has announced a major Banner upgrade (Banner 8.0) which is scheduled to be generally available April, 2008. The timetable to upgrade Ursa to Banner 8.0 has not yet been determined.

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Information Technology Updates

TSC Now Available 24/7/365

November 1, 2007, the Technical Support Center will be open 24/7 every day of the year. IT has contracted with Presidium Learning to provide faculty, staff and students with technical support during peak use times and on holidays, weekends and nights (7pm-7am).

In the future, the support center will provide help via live chat, where users instant message (IM) the support center to chat with a technician. Users can also access a self-help portal with instructions that include written and visual explanations, or submit a help request online through a secure website. For more information, visit

www.unco.edu/it.

Recent Honors

IT technician Amy Casselman was recently featured as the "Spotlight Analyst" in the Denver Metro Help Desk Institute quarterly newsletter for her outstanding work at UNC. Amy has been the steady, consistent driving force behind the daily support provided to UNC's administration, faculty, staff, and students. Amy assists the Technical Support Center with the development of processes and leads others by example.

New Information

Technology Committee

The Information Technology Committee created last spring by IT and the Faculty Senate worked over the summer to identify topics it will address this year. The committee advises IT on policy, planning, resource management, standards, procedures and priorities.

Two subcommittees have been established, and each met twice over the summer. The planning subcommittee advises IT about technology and services needed to support UNC's Academic Plan. The standards and policies subcommittee addresses network and communications standards, interfaces, basic computing applications and desktop technologies.

For more information and a list of committee members, visit www.unco.edu/it/committee.html

About IT

The Information Technology Department provides infrastructure, services and support for the university's computing and communication systems.

Assistant Vice President for Information Technology Jeanette Van Galder: (970) 351-2341, jeanette.vangalder@unco.edu

Applications Development and Database Systems Director Bret Naber: (970) 351-1887, bret.naber@unco.edu (administrative projects, including Banner)

Core Services Director Ryan Rose: (970) 351-1421, ryan.rose@unco.edu (Network Communications, Midrange servers, Information Security, Operations and Technical Support Center)

Client Services Director Paul Sharp: (970) 351-1455, paul.sharp@unco.edu (on-site technical support, smart classroom and computer lab support, Bear Logic)

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

VoIP Phone Update

Installation of new Voice-over Internet Protocol (VoIP) phones is almost complete.

The new system, which digitizes sound and sends it through the university's data network, eliminates the need to support two networks. It will also allow users to access the UNC phone directory on their phone and enhance UNC's capacity to notify campus of emergencies.

To view different VoIP phone models, take a tutorial, or tour the new phone system, visit www.unco.edu/it/core/netcom/voip.htm. IT will be working with the CETL to develop trainings to help users make the most of the phones' options.

Student 411

Pharos Print System

During the 2007 spring semester, 861,173 pages were printed using the new Pharos system. Students saved more than 32,000 sheets of paper by taking advantage of the system's double-sided print feature. IT estimates indicate a 50% reduction of paper usage (4 million to 2 million).

Students begin each academic year with an \$8 Pharos credit, and fees collected when they exceed the credit are used to purchase paper and toner, maintain software, and maintain and upgrade printers.

Student Registration on Ursa

The first week of fall semester allowed more than 60,000 changes to student course registrations without failure. Webster, the former web registration system, could not have handled the load similarly.

A minor upgrade to the student system is currently being tested. The vendor release notes indicate some changes are being made to student and faculty self service.

What's a PDID?

PDID stands for personal digital identification, also referred to as a Bear account or Blue account. Faculty and staff PDIDs follow the format of `firstname.lastname`. Student PDIDs consists of the first four letters of the last name followed by four randomly assigned digits. You can use your PDID and password to log onto Blackboard, Ursa, UNC e-mail, the Pharos Print System, or enter it on Scantron tests instead of your Bear Number.

Look for our next issue

FUTURE

- **Banner 8.0 – Vendor General Release**
Date of April 2008
- **Banner – Vendor Luminis 4.0 Release**
Date December 2007

Topics Under Investigation/ Discussion:

- **Web Accessible File Storage for Faculty & Students**
- **Software Metering/ Application Sharing**
- **Vista**

Newsletter suggestions are welcome.

Please contact Cody Stone at (970) 351-2341 or cody.stone@unco.edu.

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