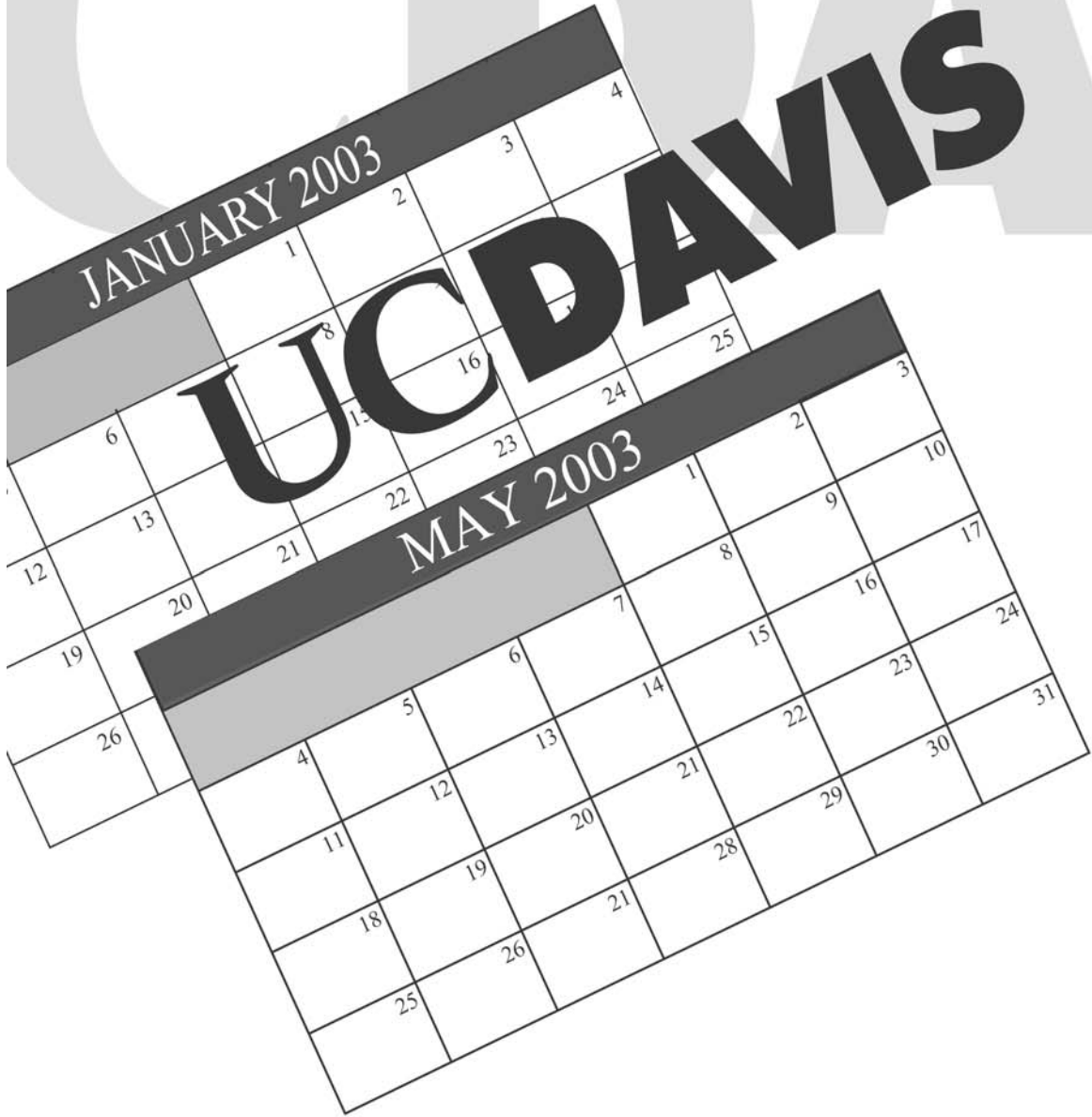


UC DAVIS



Information & Educational Technology

# THE IET REPORT

January - May 2003

## **IET REPORT**

January-May 2003

To meet the needs of the UC Davis campus and campus community, Information and Educational Technology (IET) provides a range of services and is regularly involved in a wide variety of computing and technology initiatives and projects. These include everything from the upgrading and maintenance of the campus technology services to the planning and development of campus-wide technology policies and initiatives. This report is designed to provide the UC Davis community with brief descriptions and updates on the many projects and initiatives in which IET has been involved since January 2003. IET's reports to the campus community are published three times each academic year (in September, January, and May) and cover a wide range of topics grouped into five major categories. These categories are:

- General Technology Highlights
- Infrastructure Highlights
- Educational Technology Highlights
- Administrative Computing Highlights
- Kudos and Awards

To obtain a copy of this IET Report, go to <http://iet.ucdavis.edu/pubs/reports.html>, where PDF versions of current and previous editions are available for viewing, downloading or printing.

To access the latest technology and computing news, visit <http://iet.ucdavis.edu/whatsnew/index.cfm>.

For more information about IET and IET services, including business systems, instructional and technical support, and training, visit <http://iet.ucdavis.edu/whatsnew/index.cfm>.

Feedback on this report is greatly encouraged and can be sent to [ietpubs@ucdavis.edu](mailto:ietpubs@ucdavis.edu).

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## GENERAL TECHNOLOGY HIGHLIGHTS

*This section focuses on the development and implementation of overarching computing and technology initiatives and policies, which serve as a framework and roadmap for IET and the campus. Some examples of these initiatives and policies include the development of an IT Strategic Plan for the campus, New Business Architecture (NBA), and the MyUCDavis Web portal.*

### IT Strategic Planning For UC Davis

The workgroups charged with developing various sections of the UC Davis IT Strategic Plan are making good progress. Two subcommittees of the Academic Computing Coordinating Council have developed drafts outlining a vision and identifying goals for educational technology and research. The Technology Infrastructure Forum recently developed a similar document identifying principles, goals, and priorities for the development, implementation, and maintenance of the campus IT infrastructure. The last section will deal with business services. John Bruno, Vice Provost for IET, and John Meyer, Vice Chancellor for Resource and Management Planning, initiated the development of the IT Strategic Plan for UC Davis last September. The development of this plan coincides with, and builds on, the identification of a strategic vision, goals, and priorities for the UC Davis campus (see <http://itstrategicplan.ucdavis.edu>).

### Budget Planning for IET

Over the last few months, UC Davis has been developing a plan to meet the state's proposed budgetary cuts. As part of this effort, Information and Educational Technology developed and submitted its Budget Plan for 2003-2004 to Provost Hinshaw in mid-April. The plan describes how the IET organization will address a permanent budget reduction of almost \$1M. Addressing a reduction of this magnitude is a difficult challenge. Two overarching priorities have guided this effort: 1) the preservation of essential information technology infrastructure, and 2) a continuing investment in instructional technology, requiring restructuring and program reductions in several other areas. Despite our best efforts, a number of staff will be directly impacted by these cuts, and some services might be cut or re-defined.

### High-speed Networking

The High-Speed Networking Committee, comprised of faculty and campus administrators, is charged with advising the provost on the development, integration and use of high-speed networking as it relates to the creation of multidisciplinary research and educational initiatives. Vice Provost Bruno and Tom Nesbitt, Assistant Dean, UCD Medical Center, co-chair the committee. Telemedicine was selected as the focus of the committee's first high-speed networking project.

- **Public Health Initiative Network**

The Telemedicine Program at UCD Health Systems is heavily dependent on UC Davis networking capabilities. The Corporation for Education Network Initiatives (CENIC), through its Optical Networking Initiative (ONI) and the Digital California Project (DCP), has established a robust statewide network in which UC Davis and UCDHS are uniquely positioned to take advantage of a new and advanced network infrastructure.

The Public Health Initiative Network Project (PHINet) has been established and charged with examining the correlation between the existing Telemedicine network and the CENIC network infrastructure. Specifically, the PHINet group will develop a set of program and design criteria for assessing the potential to reduce costs by eliminating duplicative infrastructure or carrier services. A project team consisting of individuals from UCD, UCDHS, and CENIC will perform the analysis and provide a set of design, service level, and financial recommendations that leverage the CENIC infrastructure for the benefit of Telemedicine and Public Health Initiative services. The project scope also includes the development of a proposed implementation plan for any recommendations that are approved. Implementation is considered a subsequent phase, requiring a separate project and associated staffing.

## New Business Architecture (NBA)

*IET continues to be actively involved in the UC Davis New Business Architecture Initiative projects and planning activities. The following are NBA highlights for January through June 2003. For more information about the NBA at UC Davis, see <http://nba.ucdavis.edu/>.*

At UC Davis, the New Business Architecture (NBA) Initiative is a collaborative effort involving virtually all campus organizations (<http://nba.ucdavis.edu>). Every year, the NBA team will tackle a handful of business processes which, when re-engineered, will translate into simplified processes, cost savings, and/or greater efficiencies. Many of these processes, along with training and help resources, will be made available online via [MyUCDavis](http://my.ucdavis.edu), the campus portal (<http://my.ucdavis.edu>). Major recent developments include:

- **Formation of NBA Project Management Office.** Following the recruitment in November of a project manager to coordinate the New Business Architecture Initiative, the campus has hired a project assistant as well as a business analyst who will assist with the business re-engineering and process mapping for the first projects to be handled through the NBA.
- **Identification of NBA Business Re-engineering Projects.** The NBA Business Process Team and Implementation Workgroup have spent the last few months developing a careful inventory of campus business processes, defining specific problem statements, and identifying criteria to sort and prioritize those processes. A number of processes have been identified as possible projects to be managed by the NBA project management office. The NBA Implementation Workgroup is expected to formally approve moving ahead on 3-5 projects by mid-June.
- **NBA Project Plan.** A project plan has been drafted to guide the development of the NBA Initiative at UC Davis and to coordinate the development and implementation of the various NBA projects. The plan has a start date of April 2, 2003; it will run the entire life of the project and be maintained by the NBA Project Management Office. See <http://nba.ucdavis.edu> to access meeting minutes, NBA success stories, or to submit comments and suggestions.
- **Employee Performance Appraisal Report (EPAR).** The Employee Performance Appraisal Report is a form used to evaluate the performance of UC Davis staff employees. This form has been streamlined and simplified, and a new program has been added to PPS Decision Support so that the payroll data fields can be filled in automatically, making it easier for supervisors to complete the annual staff performance evaluation form. Departments can contact the Human Resources Committee member in their dean or vice chancellor's office for more information. For additional information about this NBA success story, also see <http://nba.ucdavis.edu>.

## MyUCDavis Portal

*MyUCDavis is a Web portal that integrates several UC Davis Web applications and online services into one convenient location, which, based on an individual's affiliation with the university as student, faculty or staff, creates an entrance point into many UC Davis services. The portal continues to grow, incorporating essential campus services, and is available at <http://my.ucdavis.edu/>. The following are just some of the latest additions and upcoming changes to MyUCDavis.*

- **Web-based Email.** The MyUCDavis Development Team recently released navigation improvements to the Web-based email program to make it easier to manage the inbox and folders and to move mail. Feedback regarding the improvements has been favorable.
- **Americans with Disabilities Act (ADA) Compliance.** The development team is making modifications to the portal to meet ADA (Section 508) requirements. All components of MyUCDavis, including Course Management tools (GradeBook, Website Builder and Quiz Builder) and Web-based email, will be modified to meet the requirements. It is expected that the portal will be 508-compliant by Fall 2003.

- **Course Management Usability Study.** A faculty focus group is being formed to conduct a usability study of MyUCDavis Course Management tools. The goal for this group will be to identify improvements for usability and organization of the course management interface. The MyUCDavis Team is also looking to select interested students for a MyUCDavis Student Advisory Group to contribute ideas and test new features and tools.
- **Directory Portal Concept.** In support of improving business services and functionality offered in the MyUCDavis portal, Communications Resources (CR) is performing a brief feasibility analysis of incorporating telephone directory services into MyUCDavis. This directory service could include services for viewing and maintaining directory profile information as well as telecommunications services (equipment and personnel moves, adds, and changes). Having the benefit of a single interface ensures that the printed and online directory information will be accurate and synchronized.

### MyUCDavis Usage Statistics

The following are just some of the MyUCDavis statistics that are available via the portal by clicking on Stats in the upper right corner of the MyUCDavis screen. The statistics below are for Winter Quarter, 2003.

29,500:	Total number of unique portal users (25,100 students; 1,100 faculty)
11,000:	Average daily number of unique users
588:	Number of courses (sections) using at least one MyUCDavis Course Management tool (up from 479: in Fall 2002, and 281 in Spring 2002)
54%	Percentage of all UCD students enrolled in at least one class using one or more Course Management tools (up from 46% in Fall 2002, and 32% in Spring 2002)
391:	Number of GradeBooks in use
49:	Number of quizzes created

For more MyUCDavis statistics, including login, portal and course management tool stats, login to MyUCDavis (<http://my.ucdavis.edu/>), click on Stats, and select the statistics you would like to see from the menu.

### IT Policies

*A number of new IT policies are undergoing campus review, including the following.*

- **Mass Messaging Policy**  
A draft of this policy has been reviewed by campus groups, and the campus Coordinator of Administrative Policy is compiling their comments. The draft policy sets forth standards and responsibilities for sending email to large groups of UC Davis affiliates.
- **Email Communications with Students**  
A draft policy establishing email as an official means of communication with students has been submitted to the Chancellor's Office for official adoption. The policy also stipulates that no sensitive or confidential information should be communicated directly in the body of an email. Such information should instead reside on a secure Web site or application that requires authentication prior to access. This policy is expected to provide campus administrators with a more cost-effective and timely communication vehicle with students.

- **Digital Copyrights**

Given the continuing increase in the number of copyright infringement notifications, UC Davis is stepping up its copyright awareness campaign for students, faculty and staff. Two major efforts are underway:

A Web site (<http://copyright.ucdavis.edu/>), which builds on the site being developed by the UC Standing Committee on Copyright, has been created, and is designed to educate campus affiliates about copyright issues and violations

An open letter raising awareness of copyright issues and informing the campus community about the resources available via the Copyright Web site

The Web site and letter were released on May 19, 2003. For more information about copyright infringement or to read a copy of the letter to the campus community, visit <http://copyright.ucdavis.edu/>.

- **UC Davis Web Policy**

This draft policy, co-developed by IET and the Office of Public Communications, has been discussed with the Technology Infrastructure Forum and the Academic Computing Coordinating Council. The policy sets standards for official as well as personal and affiliated Web pages. It addresses such issues as ADA compliance and the collection of personal information through Web pages.

- **Americans with Disabilities Act (ADA) Compliance**

Fifteen DVD players capable of providing closed-captioning were installed in general assignment classrooms, which brings the total number of classrooms with DVD players to 62. Infrared assistive-listening devices were also installed in four classrooms, bringing IET closer to the goal of equipping 39 classrooms with these devices by Fall Quarter, 2003. Information regarding UC Davis general assignment classrooms is available at [http://registrar.ucdavis.edu/schedule/html/sum\\_display.cfm](http://registrar.ucdavis.edu/schedule/html/sum_display.cfm).

## INFRASTRUCTURE HIGHLIGHTS

*This section discusses the extensive underlying technology services and structures that IET provides to the campus. These cover quite a wide range, including: campus network security; software and technology support; campus telecommunications; wireless, voice, video and photography services; and communication news.*

### Campuswide Infrastructure Projects

- **Person Registry Project**

The project team has developed a Functional Requirements document, produced a database design for the Registry, and created a database with sample records on development hardware. Team members met with the Payroll Personnel System (PPS) team members at the Office of the President to discuss conversion of that system to integrate to the Registry application. The Registry project team has also released an RFI for the match routine embedded in the Registry. This match routine (Match-Person) will ensure that external entries will match up appropriately with existing identity records, preventing duplicate entries for a single individual. Registry team members are also writing functional and technical specifications for local development of Match-Person in the event we cannot find a commercial product that meets our requirements. The goal of this project is to create and maintain a single directory into which UC Davis constituents' information can be entered and maintained, and which can serve as the source for other directories on campus, reducing duplication and improving accuracy of information.

- **Active Directory Project**

Work continues on establishing central support for Microsoft Exchange services on campus. A migration plan has been developed to enable departments now running Exchange 5.5 to use the central Active Directory service as a foundation for updating to Exchange/2000. Additional information on the Active Directory service is available at <http://windows.ucdavis.edu/>.

- **Document Management Project**

After evaluating several products, the project to identify a document management system for the Office of Student Affairs has progressed to the contract negotiation stage. Assuming successful negotiations, the team may transition to implementation within the next few weeks. IET will be involved with the vendor and a Student Affairs representative in planning for the local modifications, testing, acceptance, and roll-out of the system.

### Computer and Network Security

- **UC Davis/UCOP IT Security Symposium**

The UC-wide IT Security Symposium (to be held at UC Davis on June 18-19) is now open for enrollment to all members of the UC community. Registration will remain open through May 30. The \$75 registration fee includes access to more than thirty security-related lectures, hands-on instructional labs, and discussions. Nationally recognized information security practitioners will lead a number of the sessions, and others will be taught by UC technology professionals who know the challenges of securing systems and networks in our university environment. The symposium is built for system administrators and other technical professionals from any of the ten UC campuses, but also includes courses for administrative managers interested in security or who manage technical professionals. To access the conference schedule and to register, see <http://ietsymposia.ucdavis.edu/security/index.cfm>. The Office of the President is co-sponsoring the event with UC Davis IET.

- **Spam Filtering Implementation**

On May 1, 2003 IET started scanning for spam on incoming and outgoing email coming through the campus email servers. Two options are offered: client-side (for those using Eudora or Outlook) and server-side (primarily for users of the campus Web-based email program). The IT Express Computing Help Desk is providing user support for spam filtering services. The campus community was made aware of this new service via several communications, including a campus Directive, audience-specific announcements, and a Web site providing information and step-by-step instructions for implementing spam filtering (see <http://security.ucdavis.edu/spam.cfm>).

- **Secure Password Authentication for Email**

IET has launched a Secure Password Authentication for Email Project. This project is the latest step in ongoing efforts to improve the security of campus computing systems and to protect access to sensitive information through the widespread use of secure password authentication. To that end, a team including members of the UC Davis Technology Infrastructure Forum (TIF) has been assembled to assess technical issues, options, and solutions and to develop a plan to guide the implementation of secure password authentication on campus systems. Included in the scope of this project will be email servers, ftp, telnet, etc. In its first phase, however, the project will focus on the implementation of secure password authentication on email servers. This project has been discussed with various campus groups, including the Technology Infrastructure Forum (TIF) whose request for secure password authentication in January further highlighted the vulnerabilities resulting from the use of clear text passwords over unencrypted connections. (See the TIF's request at <http://tif.ucdavis.edu/ClearTextAuth.pdf>.) For more information on security issues and resources, see the Security Web site at <http://security.ucdavis.edu/>.

- **CA Civil Code 1798**

UC Davis is preparing an implementation plan for California Civil Code 1798. This law, which takes effect July 1, 2003, requires the campus to notify state residents when a computer security breach has permitted the release of personal information to unauthorized recipients. The plan will consolidate information from senior campus administrators with respect to the inventory and security of computer systems hosting personal information, identification of individuals handling personal information throughout their respective organizations and methods for notification of state residents should a release of personal information to unauthorized individuals occur. The campus IT Security Coordinator will maintain this information in a UC Davis Notification Plan for Personal Information Data Security and communicate the compliance plan to the Office of the President. In the event of a computer security breach that leads to the release of unencrypted personal information, the IT Security Coordinator will promote and coordinate campus incident response procedures, implementation of corrective measures, notification of state residents and consultation with campus counsel. The campus compliance program for the Civil Code amendments will also focus on communicating the new requirements for system inventory, security provisions and notification mandates to deans, vice chancellors, vice provosts, senior management, and technical staff. The target date for the implementation plan is June 30, 2003. For more details about this law, see <http://www.privacy.ca.gov/code/ipa.htm>.

- **Firewalls Workgroup**

A campus-wide workgroup was recently assembled to identify logical and physical network architecture alternatives to accommodate departmental hardware firewalls, develop a baseline department hardware firewall ruleset for the campus environment, and develop a feasibility report for a centrally-managed network firewall service offering. The feasibility report will investigate and make recommendations regarding architectural alternatives, performance implications, policy requirements and cost parameters. The workgroup recommendations are expected by the end of May 2003. (See the charge letter at <http://security.ucdavis.edu/firewall.pdf>.)

- **Computer and Network Security Web Site**

The revised and expanded Computer and Network Security site was launched in February. Changes to the site make computer security a more approachable topic and offer computer and network security information for computing clients at all computing experience levels. The Security Assessment site, which had been in development separately, has been fully integrated into this site as part of the expansion. The site utilizes the IET news database (<http://iet.ucdavis.edu/whatsnew/index.cfm>) as a source for its front page news and includes a dynamic virus alert feed for the latest virus updates. Recent additions to the site include information about spam and the spam filtering options that became available to campus email server users on May 1, 2003. The site is available at <http://security.ucdavis.edu/>.

## Software And User Support

- **Adobe and Microsoft Software Licensing**

Contracts for Adobe products and Microsoft Consolidated Campus Agreement (MCCA) have been renegotiated UC-wide. A key stipulation of both contracts is that minimum order limits have been eliminated. Campus staff and faculty can now purchase as few or as many Adobe licenses as they wish at the reduced price. Further, pricing for Adobe products has decreased 30 percent from last year's contract, and 14.5 percent for Microsoft Consolidated Campus Agreement. Prices could further decrease for MCCA, should higher tiers of enrollment be achieved.

For more information about purchasing Adobe, Microsoft, or any other site or volume-licensed products, see the UC Davis Software Licensing site in MyUCDavis at <http://my.ucdavis.edu/software/> or contact the Software Licensing Coordination Unit at [software@ucdavis.edu](mailto:software@ucdavis.edu).

- **Software Site**

The new software Web site (<http://my.ucdavis.edu/software/>) rolled out on February 10, 2003, after having been presented to the campus technical community via the Technology Support Program (TSP) Quarterly meeting in mid-January. This site provides a central location from which members of the campus community can download free software, including email and Internet tools, and purchase software and licenses. Since deployment, the new web site has been accessed more than 3,000 times for software downloads, over 2,300 of which were for free downloads, and orders for 821 software licenses have been processed. For questions or comments about this site, contact [software@ucdavis.edu](mailto:software@ucdavis.edu).

- **IT Express Knowledge Database**

The IT Express Computing Help Desk launched an online knowledgebase, xbase, for technical support during Spring Quarter 2002. During its first year, the knowledgebase has supported over 40,000 client inquiries by providing a user-friendly, searchable index of online documentation intended to help resolve commonly-asked computer issues and questions. For more information, the knowledgebase is available at <http://xbase.ucdavis.edu/itexpress/>.

## Telecommunications Highlights

*The following are highlights of activities related to UC Davis networking and voice services.*

- **Campus- and Wide-area Networking**

CENIC SWAN (Sacramento Wide Area Networking). The SWAN project has successfully leveraged both campus and Corporation for Education Network Initiatives in California (CENIC) efforts in establishing a Sacramento Wide Area Network that encompasses the needs of both organizations. The Sacramento POP (point of presence) has been established, and the team's efforts are now focused on procuring fiber connectivity for research applications between Emeryville, the UC Davis campus, and the Medical Center. Fiber has already been secured from a variety of providers (Charter, Level3, XO, and Surewest) so we can

provide the diverse path links for CENIC and for dedicated campus use. The fiber is expected to be operational no later than May 31, 2003.

Network 21 Replacement/Upgrade Project. As part of the long-term management plan for the campus network, IET is preparing to implement the Network 21 Replacement/Upgrade Project. This project involves replacing the aged 3Com ATM network in the core campus with a Gigabit Ethernet network. The replacement/upgrade will encompass approximately 20,000 workstations.

The next generation of Foundry Network Equipment (the JetCore Product Line) will be installed and, as a result, the campus network will have more flexibility relative to future multicast requirements through the use of hardware forwarding. This newer generation equipment also provides greater network management functionality with the sFlow features (RFC 3176), hardware-based packet filtering, and hardware-based Quality of Service. The project completion date is September 30, 2003. For the project cutover schedule, see <http://cr.ucdavis.edu/>.

UCDNet Architecture Redesign. As an offshoot of planning the implementation of the new Foundry JetCore equipment in the Network 21 Replacement/Upgrade Project, the UC Davis/Foundry team revised the campus network topology. With the new deployment, the campus will move from the radial mesh topology to a hierarchical topology that will provide more network efficiency and enhanced network management. The new design also allows for utilization of the management network as a fail-over network in emergency situations.

- **Wireless Communications**

Wireless Networking. Wireless local area networks have been deployed in common areas around campus, such as the Memorial Union and Shields Library, and within individual departments. In addition to improving student connectivity, both central campus and departmental administration benefits from integrating wireless networking into existing wired systems. With the goal of improving access to campus LANs, the deployment of wireless systems offers great potential while also exposing the campus to potential vulnerabilities.

Last October, the campus adopted a policy that provides a framework for both centrally and departmentally managed deployments of wireless networks. One of the key points is the recognition that wireless systems are extremely vulnerable to security breaches and it is necessary to protect the campus' confidential data from unauthorized access. To this end, the campus is examining newer authentication systems that may extend beyond the current wireless environment and integrate with the campus security policies and systems. Communications Resources is simultaneously exploring the newer wireless standards, 802.11g and 802.11a, for possible deployment within the campus' centrally managed systems.

- **Voice Communications**

Digital Loop Carrier. Due to projected growth, the demand for voice and data services on the UC Davis campus will exceed the capacity of the current copper cable infrastructure in the near future. Communications Resources has initiated a campus-wide planning effort to deploy Digital Loop Carrier (DLC) as a voice solution. Utilizing this alternative will leverage the embedded base of copper and fiber cabling and eliminate the need for the costly copper cable reinforcements required to serve the needs of the campus' extensive capital construction program.

The system architecture plan includes placing a remote terminal in the building distribution frame (BDF) of the target building and homing that back on fiber to a corresponding terminal in the campus central office node. To preserve the aesthetics of the landscaping surrounding new construction, the BDF has been selected to house the electronic equipment for the remote terminals rather than being placed in an outdoor cabinet. In addition, this architecture eliminates the need to purchase hardened outdoor

enclosures and place additional electrical feeds to serve the remote terminal. The plan also examines the economic feasibility of transferring existing buildings to the fiber driven DLC in order to recover existing copper cabling to satisfy the voice needs for infill construction. This will eliminate the need for infrastructure and cable reinforcement in heavily congested core campus areas.

## Video and Photography Services

- **PowerPoint Support**

Mediaworks, the IET department specializing in video, photography and educational technology services, seeing an increase in requests for PowerPoint support, has developed a plan for helping faculty to transition from 35mm color slides to PowerPoint digital presentations. Newly expanded PowerPoint services also include client directed development of ready-to-run "image collection" PowerPoint presentations. Mediaworks now provides PowerPoint beginners with custom-designed and pre-installed templates on CD-ROM media. For intermediate PowerPoint users, custom designed templates are available as well as simple ways to add professional quality video and sound. The "power" PowerPoint user is now able to move quickly and easily into high-end, cutting-edge PowerPoint presentations. Mediaworks used these new templates to produce a nine-part, PowerPoint-based on-line lecture series for a Religious Studies course. The lectures were distributed via a streaming server and on DVD. For more information about this service, visit <http://mediaworks.ucdavis.edu/>, click on *Teaching & Learning*, then *Help with Teaching in a Classroom or Lecture Hall*.

- **Mediaworks Transitions to Digital Photography**

Over the past year, Mediaworks has been transitioning from traditional film to digital photography services. A final stage in that transition was completed this quarter when Mediaworks closed their color film processing darkrooms. In an effort that identified new uses for the two Surge II darkrooms, a small-scale remodel effort began immediately. Included in this process was the removal of old photographic enlargers, timers, easels, and related darkroom support equipment. For more information about Mediaworks' photography services, visit <http://mediaworks.ucdavis.edu/index.cfm?fuseaction=photo>.

## Communication News

- **Outage Notification Communication Plan**

As part of an ongoing effort to improve communications with the campus community, IET is forming a team, which will include members of the Technology Infrastructure Forum-Client Support Issues subcommittee (TIF-CSI), to review and refine the process for communicating about network and telecommunication services outages. The team is investigating methods for providing timely outage notifications to the campus. In the meantime, to check on the availability of systems, services, and applications, please see the IET Web site at <http://iet.ucdavis.edu/ucdnet/>.

- **IET Talks Photoshop, MyUCDavis and Student Computing at Picnic Day**

This year's Picnic Day took place on Saturday, April 12, 2003, and was attended by an estimated 8,000 people, mostly families interested in UC Davis. Despite heavy rains, approximately 200 people dropped in to IET's "Digital Campus," which included areas highlighting different aspects of student computing, in the Hart Hall computer room and media lab area. Computer company representatives with demonstration equipment were available for questions, and attendees had digital photos taken, which were immediately uploaded to the Web for later use in one of the tutorial sessions or printing at home. IET representatives also conducted presentations on student computing, the MyUCDavis Web portal, and how to use Adobe Photoshop. The Photoshop tutorial sessions were especially well-attended, as visitors used their previously taken digital photos to learn how to use the powerful image manipulation software.

- **IET News Database**

The IET News Database is a dynamic site that highlights computing and technology news campuswide and externally, broken into categories ranging from Virus and Security, to Administrative Computing, Educational Technology, General Technology, and news from other universities. The news site also feeds a listserv that provides subscribers a bi-weekly email update of current headlines with direct links to the news items that have been posted to the IET news site. Those interested in IET news can access the IET News site at <http://iet.ucdavis.edu/whatsnew/index.cfm> and subscribe to the bi-weekly email update at <http://iet.ucdavis.edu/whatsnew/suscribe.cfm>.

- **IET to Present at Summer Advising**

This summer, for the fifth consecutive year, several IET units (Vice Provost's Office, IT Express, Communications Resources, and Computer Lab Management) will collaborate to provide incoming undergraduate students with the computing information they'll need during their time at UC Davis. Summer Advising, an annual summer orientation program for incoming students and their parents (approximately 6000 freshmen and transfers), runs from June 25 through August 17, 2003.

While at Summer Advising, students will set up their computing accounts, receive a series of handouts, and attend brief presentations on key UC Davis student computing topics, including: getting a computer (the Computer Ownership Expectation), getting online (the campus computer rooms, ResNet, and Bovine Online), the benefits of a campus computing account (email, MyUCDavis, and MyPhone), digital copyrights, campus computer security, spam and virus filtering, and IET student job opportunities. Additional information about student computing is available via the Student Computing Guide Web site at <http://scg.ucdavis.edu>. Visit the Student Computer Ownership Web site for more about computer ownership at UC Davis (see <http://computerownership.ucdavis.edu>).

- **IET Staff Services Guide**

The IET Reference Guide for Staff was recently updated and is now available as a downloadable PDF document ([http://iet.ucdavis.edu/pubs/IETRefGuide02\\_03.pdf](http://iet.ucdavis.edu/pubs/IETRefGuide02_03.pdf)). This document offers an overview of IET services, along with contact information for each of the departments and helpful tips and information on topics like campus telecommunication services, keeping your computing account secure, and the MyUCDavis Web portal. IET also maintains Web sites for faculty (<http://ftg.ucdavis.edu/>) and students (<http://scg.ucdavis.edu/>) that provide an overview of IET services as well as instructions and tutorials.

- **IT Times Special Edition**

The IT Times, the campus information and educational technology newsletter for faculty and staff, published its 2003 Special Edition in April. In this eight page edition celebrating a decade of technology on campus and the IT Times' 10<sup>th</sup> anniversary, readers can find reports on the evolution of major technology services and uses on campus. Included are reports on educational technology, IT services, computer security, technology culture and much more. The online version of this Special Edition, available at <http://ittimes.ucdavis.edu/> includes more articles, as well as copies of IT Times stories from ten years ago to provide history and context to readers about technology progression at UC Davis. To keep abreast of IT Times stories and IT-related information on the UC Davis campus, readers subscribe to a listserv to receive an email notification and links to IT Times stories when a new issue is released (see <http://ittimes.ucdavis.edu/subscribe.html>).

- **IET Maintains Presence at Campus Service Fair**

Communications Resources, Client Services, Classroom Technology Services-Multimedia, Mediaworks and Information and Events represented IET at this year's Campus Service Fair, which was held on March 26<sup>th</sup> in Freeborn Hall. IET staffed three tables and space on the mezzanine for IET departments to showcase the services they provide to campus staff and faculty. In addition to a number of Web sites, including the Software, Desktop, CR, Security and IET News sites, representatives presented information



about MyUCDavis, online courses, and services such as multimedia equipment rental. For more information about IET services, see <http://iet.ucdavis.edu/>.

## **EDUCATIONAL TECHNOLOGY HIGHLIGHTS**

*This section details the progress IET has made in improving the computing environment for UC Davis instructors and students. Often found within this section are the latest news from Mediaworks (the IET department which provides professional media services to instructors for their classes and research), information on the campus computer rooms, and details on IET's efforts to provide students with the computing information they'll need during their time at UC Davis.*

### **New Director for Mediaworks Appointed**

Liz Gibson, current manager of the Educational Technology unit of Mediaworks, has been appointed as the new Director of Mediaworks, effective July 1, 2003. Gibson will serve as an administrative manager (or "Director") of Mediaworks and will work closely with a newly formed Mediaworks Policy Board, comprised of faculty representing a broad range of academic disciplines. Similar to all other director-level positions in IET, Gibson will report to Dave Shelby, Assistant Vice Provost and Chief Operating Officer. She will also serve as an ex-officio member of the new Mediaworks Policy Board. Harry Matthews, current Faculty Director, will be stepping down after three years at the helm of Mediaworks. He will retire from UC Davis on June 30, 2003.

### **UC Davis Re-accreditation**

Several IET staff met with the accreditation team from the Western Association of Schools and Colleges (WASC). These meetings were part of the reaffirmation process for UC Davis' accreditation. An important component of the campus review focuses on educational technology, its pedagogical effectiveness, and the availability of support for the campus community. For more information on WASC, see <http://wasc.ucdavis.edu/>.

### **Online Courses**

- **Advanced Placement (AP) Spanish courses for California**

Sponsored by the University's College Prep (UCCP) Initiative, and in collaboration with a team of UC faculty and high school instructors, Mediaworks is developing two online Advanced Placement (AP) Spanish courses for high schools across California. The UC Davis team is charged with developing the course infrastructure, and UC Santa Cruz will create the content and design the overall look and feel. Mediaworks is moving towards designing online courses in SCORM (Shareable Content Object Reference Model), which makes the content reusable in learning management systems such as Blackboard and WebCT.

- **Educational Technology Projects for Faculty**

Mediaworks completed several educational technology projects for faculty, including development of a vocabulary game for the PDA for a Pomology instructor, updating Neuropsychology, Physiology and Biology foundational materials to Flash MX, 3-D animations reflecting the latest in theoretical research in gene recombination, and upgrading existing online courses for instructors in various departments across campus. For more information about Mediaworks' educational technology services, contact [projectmanager@ucdavis.edu](mailto:projectmanager@ucdavis.edu).

### **Faculty Training And Presentations**

- **History of Web-Based Educational Technology on DVD**

"Developing a New Institutional Program" is a new Mediaworks DVD production, which discusses the institutional adoption of Web-based educational technology at UC Davis. A research grant from the Andrew W. Mellon Foundation was awarded to UC Davis to investigate the cost effectiveness of Web-based educational technology, and the resulting DVD presents the seven stages to producing long-term benefits (pioneers, community, selective institutional support, research, institutional challenges,

institutional structure, and champions). For a copy of this DVD, please contact the Arbor at 530-754-2115.

- **Arbor Workshops Draw New Clients**

In addition to the Teaching, Learning, and Technology training series, a total of 23 workshops, presentations and seminars were hosted at the Arbor this quarter, bringing many first-time faculty participants to the Arbor. The most popular offerings are training and support for the MyUCDavis portal, Smart Panel (including the new DVD and power strip features of the media cabinet), and presentation software training and consultation. The Arbor, located in 165 Everson Hall, offers year-round consultation, seminars by faculty and for faculty, one-on-one and small group training in instructional technologies. Visit <http://arbor.ucdavis.edu> for more information, or contact Joseph Coulombe via email at [jloulombe@ucdavis.edu](mailto:jloulombe@ucdavis.edu) or by calling (530) 754-2115.

- **ET Partners Program Benefits Growing Number of Faculty, Students**

In just three quarters' time, the [ET Partners program](#) has had a far-reaching effect. Pairing specially-trained students with instructors who work together to bring educational technology into the classroom, ET Partners has seen how a mere handful of partnerships have helped to influence the learning experience of more than 7,000 students. Initially providing partnerships for only one quarter, beginning in Winter Quarter 2003 the Educational Technology (ET) Partners program began to allow the student partners to follow up with their faculty partners for an additional quarter following a partnership.

Enthusiasm about the ET Partners program has extended beyond its participants. EDUCAUSE added the paper "*ET Partners: Bringing Technology Effectively to Late-Adopting Faculty*" to its Effective Practices and Solutions Web site [http://www.educause.edu/asp/ep/ep\\_item\\_detail.asp?ITEM\\_ID=126](http://www.educause.edu/asp/ep/ep_item_detail.asp?ITEM_ID=126) and Mediaworks presented the ET Partners program at the South West Regional EDUCAUSE Conference <http://www.educause.edu/asp/doclib/abstract.asp?ID=swr0313>.

For more information on the ET Partners program, see <http://mediaworks.ucdavis.edu/> and click on Educational Technology, and then select ET Partners or call the program coordinator, Christine Sarason at (530) 754-2115 or [cfsarason@ucdavis.edu](mailto:cfsarason@ucdavis.edu).

## Computer Classrooms and Labs

- **New Computer Labs Open in Hutchison Hall**

To help meet the growing demand for computer classrooms, during Winter finals and Spring Quarter the computer rooms in Surge IV relocated to 75 and 93 Hutchison Hall. For more information on these changes, please read the Student Computing Guide article (<http://scg.ucdavis.edu/bitsbytes/031203.cfm>) recently published in the Aggie student newspaper. For the daily availability schedule for all campus computer rooms, visit <http://clm.ucdavis.edu/rooms/available/>.

- **Quarterly Support for Instructors in Classrooms**

Some equipment in classrooms, such as Ethernet connections and microphones, warrant training. In the beginning of each quarter, IET staff meet instructors in the large lecture halls on the first day of class to orient them to the new equipment. This quarter, IET staff assisted more than 30 instructors in their classrooms, and 16 instructors were trained during separate training sessions held on the first two days of class. More information on the equipment available in the campus classrooms is available at <http://registrar.ucdavis.edu/schedule/>. Information about IET services provided in the classrooms is available at <http://cts.ucdavis.edu/>. For classroom multimedia equipment support, call 752-3553.

- **Equipment Maintenance In Classroom Increases**

With nearly all general assignment classrooms equipped with media cabinets, network connections, projectors and other technology, and nine more slated to be upgraded by fall, the need to maintain the equipment has increased. This quarter there were 33 percent more requests for equipment support and maintenance than in Fall Quarter 2002. More information on classroom equipment maintenance services is available at <http://cts.ucdavis.edu/>.

- **Visualization Lab and Classroom Closed**

The Visualization Lab and Classroom closed on January 31, 2003 after years of declining usage. Staff supporting the lab and classroom continue to support scientific computing software and are increasing support to bioinformatics applications (see <http://scs.ucdavis.edu/>). The lab is being reconfigured to support IET Client Services, who are currently located off campus at Chiles Road. Moving back to campus will be Software Licensing, Technology Support Program, and Desktop Services staff. This relocation is expected to improve IET staff's ability to serve the campus community.

## Outreach

- **IET Participates with Tower of Youth**

In continued support for the Tower of Youth program, IET-Computer Lab Management supplied software setup, a computer classroom, and a facilitator for an all-day training class on Discreet's Combustion 2 digital video compositing software. The training was held on a Saturday during normally closed hours, in the 1102 Hart Hall multimedia computer classroom. The class was instructed by a professional trainer, provided directly from Discreet, and facilitated by Computer Lab Management. In attendance were 25 Sacramento-area high school teachers and digital arts professionals who assist with the Tower of Youth program throughout the year, including one UC Davis design instructor. The all-day session provided hands-on experience for the attendees and gave them a chance to work through examples to get comfortable with the software. This experience will allow the attendees to pass the tools and techniques on to the local high school digital media arts programs. For more information on the Tower of Youth, see <http://www.towerofyouth.org/>.

## ADMINISTRATIVE COMPUTING HIGHLIGHTS

*This section covers the IET projects focused on improving the computing environment for UC Davis staff. Frequently included in this section is information on the latest upgrades to campus computing systems (i.e., Banner, DAFIS), and IET partnerships with other campus departments to improve existing administrative systems.*

### BANNER Student Information System

- **SIS Query Analysis**

IET recently finished an analysis of the different mechanisms that are used to collect student data. There are three options that are used to collect student data: direct queries to the Banner system, queries to a primitive student data extract, and queries to the Campus Data Warehouse Pilot. The analysis summarized the common usages of student data, and documented areas that might be better served if provided centrally. The next step in this project is to propose a future architecture for providing for the collection of student data that leverages the Campus Data Warehouse Pilot, and provides a transition plan to the eventual solution.

- **New Banner Functionality Assists with Summer Advising**

Banner developers implemented a new program that allows incoming students to register and pay for Summer Advising over the Web. More information on the UC Davis Banner system is available at <http://sysdev.ucdavis.edu/bsdu/banner/banner.cfm>.

- **IET Collaborates with UC Merced**

IET is working with UC Merced to develop and implement a Banner system. After analysis this quarter, the workgroup, composed of staff from UC Davis and Merced, determined that developing a Banner system from the boxed Banner product was more cost- and time-effective than using UC Davis Banner. UC Davis is now working with UC Merced to create the modules necessary to have online recruitment available by April, 2004. Toward that end, UC Davis Banner developers have recently created a working training instance of Banner for UC Merced.

### Payroll Personnel System (PPS)

- A new PPS Decision Support report that replicates the monthly Distribution of Payroll Expense report (PPP5302) is in final beta testing with the Payroll Office. Once approved and moved into production, the DS report will replace the printing and distribution of the paper report. A similar effort is underway for the monthly Time Benefits Roster.
- In support of a campus request identified by the NBA project team, a DS report that replicates the annual Employee Performance Appraisal Report (EPAR) with the employees' payroll-related data fields completed has been developed.
- Development on the first phase of HR employee history is on schedule. The initial data and reports are scheduled for "roll out" to central offices in late spring and to departments later in the summer.
- Visit [http://sysdev.ucdavis.edu/bsdu/pps/payroll\\_personnel.cfm](http://sysdev.ucdavis.edu/bsdu/pps/payroll_personnel.cfm) for more information about UC Davis PPS.

### SEVIS Compliance

The Students and Exchange Visitor Information System (SEVIS) Workgroup completed its review of international student and employment business practices on campus, which resulted in their recommendation that the Services for International Students and Scholars (SISS) office purchase fsaATLAS (a package to handle tracking of international student, scholar, and exchange visitor populations and many other SISS office functions), which has been installed and secured in the Data Center. The SISS office is in the final phase of testing the system, which should be in production by the

end of May, well ahead of the federal deadline of August 1. In the meantime the SISS office is using the online SEVIS to issue documents on an as-needed basis. Banner, the system of record for student information, has been modified to feed fsaATLAS daily with some basic information about international students per federal rules. More information on SISS is available at <http://siss.ucdavis.edu/> and SEVIS at <http://www.sevis.net>.

### **Electronic Research Administration System**

- IET continues to work with the Office of Administration and the Office of the Vice Chancellor for Research to identify and implement a “cradle-to-grave” ERA system for the campus. The team recently reviewed several systems and provided project management services for some strategic ERA business functions that cannot wait for the large system roll-out. In May, the team will continue to work with OVCR to select and implement the ERA transaction processing system.
- A team is investigating the possibility of developing a Web-based application to replace the current paper-based process for the review and approval of human protocols for scientific research projects.

## **KUDOS AND AWARDS**

*This section highlights major kudos and awards recently bestowed on IET departments and/or staff in recognition of their contributions to the campus and community.*

### **Photographer Awarded for Volunteerism**

Debbie Aldridge, a Mediaworks photographer whose work regularly appears in publications on and off campus, recently received the 2002-03 Community Service Award, sponsored by Human Corps and the Office of the Chancellor. The award recognizes faculty, staff, students, and student groups for their time and energy to serve their school, community, or world in a positive way. Aldridge's work appears in many on and off-campus publications and she has volunteered at many functions, which include: ushering at the Robert and Margrit Mondavi Center for the Performing Arts, volunteering at the campus drive at the Human Service Corps, judging TGFS art show each year, and volunteering many hours with the Davis Bike Club in registering and checking in 800 riders for their double century ride each May.

### **A Video Director Wins 2003 Affirmative Action & Diversity Achievement Award**

For his sustained efforts in eliminating racist slogans from clothing in a family store, Joseph Rodriguez, IET Mediaworks video director and producer, was recently awarded the 2003 Affirmative Action & Diversity Achievement Award. Rodriguez received one of only six awards given recently at Soaring to New Heights, a campus-wide diversity event. In late May 2002, Rodriguez became involved in this issue when he discovered the white supremacist slogan "88" (code for "Heil Hitler," as "H" is the eight letter of the alphabet) on a pair of shorts in a local Target store. Though first met with resistance, Rodriguez's efforts garnered significant media attention and finally resulted in the removal of merchandise bearing such symbols from store shelves.

### **Computer Lab Manager Recognized For Service Excellence**

Computer Lab Manager Todd Van Zandt was recently recognized by an instructor for going above and beyond to provide instructional technology resources. When Andy Jones, an instructor for the English Department, arrived to teach clips from two DVDs for a Freshman Seminar to find that the room was not equipped with a DVD player, he contacted Computer Lab Management. "When Todd heard about my situation, he took much of his lunch hour to fetch his own laptop and external DVD player, set up this hardware and wire it all for sound, and then install and cue up my DVD, all while I was teaching my class," says Jones.