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INFORMATION AND EDUCATIONAL TECHNOLOGY

REPORT

February - May 2006

INFORMATION AND EDUCATIONAL TECHNOLOGY REPORT

February-May 2006

This report is designed to provide UC Davis faculty, staff, and students with brief descriptions and updates on major projects and initiatives in which Information and Educational Technology (IET) has been involved since February 2006. IET's reports to the campus community are published three times each academic year (in September, February, and May), and each report covers a wide range of topics grouped into four major categories:

- Campuswide Technology Highlights
- Infrastructure Highlights
- Educational Technology Highlights
- Administrative Computing Highlights

To obtain a copy of this IET Report, go to iet.ucdavis.edu/iet_reports.cfm, where current and previous editions are available for viewing or printing.

For ongoing campus technology and computing news, see TechNews (technews.ucdavis.edu). This site provides a convenient, focused, and regularly updated source of news ranging from IET announcements to stories about campus information technology initiatives, security alerts, newsletter articles about the application of technology in teaching and research, and more. To receive a weekly email abstract with links to the latest news, subscribe to TechNews at technews.ucdavis.edu/subscribe.cfm.

Feedback on this report is greatly encouraged. Please contact ietpubs@ucdavis.edu.



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CAMPUSWIDE TECHNOLOGY HIGHLIGHTS

This section focuses on the development and implementation of overarching campuswide computing and technology initiatives, policies, and projects.

Technology Expert Appointed Vice Provost-IET

On May 22, Provost Hinshaw announced the appointment of Peter M. Siegel as UC Davis' new Vice Provost for Information and Educational Technology and Chief Information Officer. Siegel is an expert in university information and learning technologies and the chief information officer at the University of Illinois at Urbana-Champaign, a university that is regarded as a national leader in the area of information technology. His appointment is effective August 15.

As vice provost, Siegel will be responsible for providing the leadership necessary to assure the effective and strategic deployment of information and educational technology to the campus's academic and administrative operations. He also will be responsible for coordinating technology between the Davis campus and the UC Davis Health System. Siegel will manage the myriad forms of information technology used throughout the campus, including computing systems and data, voice and video communication services.

Siegel succeeds Peter Yellowlees, who served as interim vice provost of IET for the past year. Yellowlees will return to his appointments as a professor of psychiatry and director of academic information systems at the UC Davis Health System (see the campus directive at <http://directives.ucdavis.edu/2006/06-058.cfm>).

New Course Management Tools Will Launch in Fall

Working with the Schools of Medicine and Veterinary Medicine, IET is coordinating a campus initiative to implement a new course management system. In preparation for the first campus offering this fall, twelve faculty members experimented with the new course management and collaboration tools in winter and spring. The pilot group met weekly to discuss pedagogy and practical applications of the tools, and to offer suggestions for improvements. IET has extended its pilot to summer and plans to welcome several new faculty members over the next few months. To help gauge support that will be needed in the fall, IET will be assisting the School of Medicine by hosting two classes from their Family Nurse Practitioner/Physician Assistant Program. In addition, UC Davis is working closely with UC Berkeley and Stanford, providing programming support for enhancements to the grade book and tests/quizzes modules (expected by winter 2007). A number of communications and a public Web site will be released in early June.

Analysis of EDUCAUSE Survey Reveals Technology Differences Between UC Campuses

UC Davis recently completed an analysis of the information technology data submitted for EDUCAUSE's 2004 Core Data Service Survey (www.educause.edu/apps/coredata/reports/2004/). The review of this data for a select group of peer institutions confirmed that UC Davis is a late technology adopter and is, in comparison, under-funded and under-staffed in the technology areas. A follow-up analysis was undertaken to see how five of the UC campuses that participated in the survey (UC Berkeley, UC Davis, UC Irvine, UC San Diego, and UC Santa Cruz) compared with each other. This information was also supplemented with other data collected on IT expenditures. While there are inherent inconsistencies in any type of institutional survey like this, there are recognizable trends. Examining data from the EDUCAUSE survey for the five UC campuses:

- UC Davis falls second to UC Berkeley in staffing and funding. This is true whether examining overall figures or by normalizing the data by student count. Two factors are important to point out: 1) despite being second, the gap is rather large; 2) UC Berkeley is near the middle of the set of comparison institutions examined as part of the larger EDUCAUSE survey.
- This basically implies that, with the exception of UC Berkeley, the UC institutions that reported data to EDUCAUSE are on the lower end of the scale for staffing and budgeting.



Combining data collected on IT expenditure with EDUCAUSE data provides a better picture of overall IT expenditures and IT expenditures per student.

- UC Davis is positioned in third place behind UC San Diego and UC Berkeley. If UCLA data were available, UC Davis would fall into fourth position.
- The position is less important than the size of the funding gap and less important still than what would appear to be a systemic problem across the UC system: UC is not funded to be a technology leader and is, in fact, behind the technology curve. This issue is exacerbated by the loss of economy of scale associated with the independent development of technology on each of the campuses.
- The combination of the funding and scaling issues could be a significant detriment as technology continues to gravitate more to the core of the teaching and research missions of the institutions.

IET has initiated discussions of the IT funding problem as it relates to UC Davis with the campus planning and budget office. Given that it is highly unlikely that we can close the significant funding gaps between UC institutions and other public and private research institution leaders across the United States, UC will likely need to adopt another strategy to be technologically competitive.

Electronic Communications Policy Revised, More Succinct

The UC Davis Electronic Communications Policy (ECP) has been revised to ensure consistency with the UC-wide ECP, and to make the policy more clear and succinct for campus users. As part of the revision, the workgroup split the existing campus policy into two sections: a) acceptable use, and b) privacy and access. The policy was vetted with the campus community and the final version was posted May 9. See “Electronic Communications—Allowable Use” (manuals.ucdavis.edu/ppm/310/310-23.htm) and “Electronic Communications—Privacy and Access” (manuals.ucdavis.edu/ppm/310/310-24.htm).

Microsoft Best Practices Event Scheduled for June

On June 20, a Microsoft Best Practices for Higher Education event will be held at UC Davis. IET has helped to facilitate this event on campus. Registration opened on April 11 and will remain open through June 9. At this free, day-long event, attendees will be provided a range of strategic insights and tactical directions, and they will have the opportunity to interact directly with technology specialists from Microsoft’s Education Team. The agenda includes sessions on management technologies, resources for information workers, Microsoft(r) Antigen and Client Protector, ISA Server and an open discussion session with all of the speakers. The keynote will discuss Windows Vista. Starting May 30, space permitting, registration will be extended to colleagues across the UC system (security.ucdavis.edu/training.cfm).

Contingency Plans Developed for Potential Avian Flu Pandemic

UC Davis is hard at work on a plan to keep the university up and running in the event of an avian influenza pandemic. The UC Davis Business Continuity Plan for Avian Influenza is being developed with contributions from each of the deans and vice chancellors, all of whom have been asked to appoint a workgroup and submit their individual emergency plans by July 1. A planning guide has been developed that includes a template and questionnaire that each workgroup must fill out, and several two-hour workshops are scheduled to help workgroups along. The campus's Pandemic Management Team and Emergency Management Advisory Council will then have until September 1 to integrate the information into a single plan, looking for common issues and preparing solutions for the entire campus. As part of these planning efforts, IET is preparing a technology continuity plan and options for mitigating telecommuter access issues in the event of a pandemic (safetyservices.ucdavis.edu/emergencymgmt/AvianInfluenza.cfm).

Survey Indicates Need for High-Performance Scientific Computing

Information from a fall 2005 IET survey on high-performance scientific computing was provided to the UC Davis Architects and Engineers department as supporting documentation to the feasibility study for a data center expansion. The feasibility study, which was completed in April, indicates that a \$2.8 million investment would be required of the existing data center, but that even this is inadequate to meet the



ever-growing campus demand for high-performance computing space. As a result, the Office of Resource Management and Planning, IET, and Architects and Engineers have agreed to develop a feasibility study for a new high-performance computing center near the existing network operations center.

Workgroup Issues Recommendations on How to Develop the Campus Data Warehouse Operations

In March, the UC Davis Institutional Research Workgroup issued a report offering several recommendations on how to develop the campus Data Warehouse operations and outlining other campus efforts to more effectively develop, coordinate, and provide greater access to campus institutional data. This report was developed at the request of the Institutional Research Policy Committee. In the report, the workgroup noted that the campus appetite for new institutional data sets continues to grow, which further emphasizes the need for an overall plan for organizing and improving access to institutional data on campus. Among other recommendations, near-term priorities were identified for the Data Warehouse, including developing a new integrated graduate students database with emphasis on financial support; and providing a specified number of retrieval tools, beyond pre-defined reports, to take the place of Hyperion Analyzer (ccfit.ucdavis.edu/agenda/Campus_Data_Warehouse%20Report_%20FINAL.pdf).

Faculty Merit and Promotion Project Goes Through First Merit Cycle

The Faculty Merit and Promotion Project sponsored by Academic Personnel aims to develop an online system (based on the MyInfoVault application) that will create faculty digital portfolios used in support of academic merit and promotion actions. The pilot project was extended to 2005-06, with two primary goals: test the system with the pilot departments through at least one merit and promotion cycle, and finalize technical and functional enhancements to the application prior to campuswide deployment. Based on the recently-completed capacity planning analysis for future hardware needs, new application servers will be added this spring. Many architectural changes have already been identified; development and implementation of these improvements will also begin this spring. In addition, classes continue to be offered. By late April, several schools and colleges representing 102 departments and 2,263 accounts were participating in the pilot (myinfovault.ucdavis.edu).

Illegal Copyright and File Sharing Show Upward Trend, Legal Download Option Under Consideration

Information provided by the campus' designated agent for Digital Millennium Copyright Act (DMCA) indicates that the number of illegal file sharing notifications at UC Davis for 2005-06 shows a trend upwards over previous years. Notifications in 2004-05 totaled 132, while 2005-06 through the end of April was 172, and 2005-06 will surpass the 2003-04 total of 181 to be the second highest year since the DMCA was enacted. Fiscal year 2002-03 notifications numbered 392. For more information, email dmca@ucdavis.edu or see research.ucdavis.edu/copyright.

Last year, after looking into options for providing legal online entertainment services tailored to the UC community, UC Office of the President negotiated a campus license with Cdigix, an online music provider. A free streaming music service option by Cdigix is being offered to UC campuses. Representatives from Student Housing and the IT Security Coordinator will meet with Cdigix in early May to discuss this latest offer.

Temporary Affiliate Form Expected to be Available Online in Summer

IET is developing a new Web-based application for departments to request (and extend) access for guests and visitors to campus network resources. In addition to minimizing time and effort spent processing temporary affiliate approvals, this application will enable sponsors to track the status of their temporary affiliates over time. Development and testing of components—applicant interface, authorized approvers database, and approver database management interface—are underway. Roll-out is expected this summer (email.ucdavis.edu).

INFRASTRUCTURE HIGHLIGHTS

This section discusses the extensive infrastructure technology services and support that IET provides to the campus. These cover quite a wide range, including middleware projects; campus network security; software and technology support; telecommunications and wireless networking; video and photography services; and publications and news.

Multi-Phase, Multi-Component Email Improvement Plan

IET Evaluates Anti-Spam, Anti-Virus Software from Vendors

IET released a request for proposal (RFP) for a commercial email anti-spam/anti-virus and SMTP routing solution. Proofpoint was selected from among eight proposals as the finalist to undertake a confidence test at the Campus Data Center. Testing indicated that Proofpoint filtered 3 percent less spam than the solution that is currently in place. Consequently, given the significant pricing differential with other products, the decision was made to cancel the RFP. Efforts will still be required to find an anti-virus solution by the end of June. Trend Micro has announced a new anti-virus product, and opportunities to extend the existing campus agreement with Trend are being pursued while Clam AntiVirus is being evaluated as a possible alternative. The next phase of the email upgrade plan is to evaluate a Sun Microsystems solution for back-end mail storage and Web-based email. UC Office of the President has a contract with Sun and, pending a successful evaluation of Sun's Java Communications Suites, this would allow a solution to be in place by fall quarter. The campus is also discussing the potential of offering Microsoft's MSN LiveMail service to students in fall 2007. The project team completed the technical evaluation of the service but discussions with various student groups need to be undertaken prior to reaching any conclusions.

Centralized Active Directory and Exchange Services Augment Existing Service

IET and Office of Administration collaborated over the past year to develop a centralized campus Exchange service as an augmentation to the existing campus Active Directory Service. Office of Administration (OOA) is nearing completion of its project to migrate approximately 1,400 staff members to this new service. Once the OOA migration is complete, IET will start converting its 300 staff members to the service, thus enabling shared calendaring and file sharing across divisions. Standardization on methods for group policies, email services, and automated security and system updates are among the other anticipated benefits. The centralized Exchange services (hosted by the Data Center) are now ready for full campus use, at a rate of approximately \$8 to 10 per month per user. A number of campus units have already started using the service (Office of Research, Office of Resource Management and Planning), and several others (e.g., Student Affairs) have expressed interest (windows.ucdavis.edu/Win2kAD/).

New Listserv Software Will Replace ListProc During Summer

IET is preparing to transition from ListProc, the electronic mailing list management software now used on campus but no longer supported by the vendor, to Mailman, in use at many universities. In April, the project team started testing the software, provided training for support staff, and drafted a transition plan and communication plan. The transition is expected this summer (email.ucdavis.edu).

New Web-based Application Will Facilitate Bulk Email Process

A project is underway to develop a Web-based application that will facilitate the submission, review, and approval process for bulk email communications, as outlined in campus policy PPM 310-18. Based on the data entered into the system, this new application will determine and then track all necessary components required to accurately distribute a message to its intended recipients. The application is expected this summer (email.ucdavis.edu).



Computing and Network Security

End-Point Security Solution Being Considered

UC Davis administers a general purpose computer vulnerability scanning system that was developed in-house. While the UC Office of the President awarded the system a Sautter Golden Award last year, with the increasing presence of internal firewall functions, more and more computers are becoming resistant to server-based vulnerability scanners. Commercial end-point scanning systems are able to interrogate computers much more thoroughly than the UC Davis system. A commercial solution could require an investment of up to \$350,000 for initial implementation and approximately \$161,000 annually. The current proposal suggests using one-time funds for this critical security service. The proposal is under review by the Provost. A decision is expected by early June.

Web-based Cyber-Safety Auditing Tool Available

The new Web-based Vulnerability Scanning Cluster designed by IET to audit systems for compliance with the UC Davis Cyber-Safety Program is expected to be available by the end of May. Using this tool, system administrators who are officially identified as the departments' technical contacts will be able to run scans against systems for which they are responsible and generate reports to help them identify and prioritize vulnerable or potentially vulnerable systems. This auditing tool (which includes the Nessus plug-ins already integrated into the vulnerability scanning and remediation service) provides a centralized, cost-efficient method for campus units to scan their VLANs for security vulnerabilities (security.ucdavis.edu).

Enhancements Proposed to Cyber-Safety Program Policy

The campus workgroup tasked in February with enhancing the UC Davis Cyber-Safety Program Policy has issued a series of proposed enhancements, including: clarifying standards language; adding two security standards (relating to campus unit incident response planning and Web application security); and clarifying the format of the annual reports submitted by campus units. The revised policy exhibit is expected to be adopted by June 1. The deadline for campus units to submit their cyber-safety reports this year is July 1 (security.ucdavis.edu/cybersafety.cfm).

UC Davis to Implement Encryption Solution for Mobile Devices

UC Davis is preparing to take advantage of the system-wide contract for mobile device encryption recently signed with Pointsec. This summer, IET will initiate a project to implement the Pointsec encryption solution. This project will provide central support for campus units to deploy Pointsec for laptop computers and personal digital assistants (PDAs). For more information about the UC-wide contract with Pointsec visit ucop.edu/purchserv/agree/tas/pointsec.html.

User Access and Support Highlights

Help Desk Receives Five-Fold Increase in Call Volume on Admission Day

On March 15, 34,000 prospective undergraduates received email notifications that admissions decisions had been made, and could be viewed on the UC Davis My Admissions Web site (myadmissions.ucdavis.edu). Almost 1,000 applicants contacted the campus computing help desk for assistance resetting their passwords for the site or creating accounts so that they could check their admissions status—a call volume of nearly five times the usual. In order to accommodate the anticipated increase, staff from other IET units were recruited, and the help desk stayed open until 10 P.M. on that day. March 16 was almost as busy, with approximately 600 calls. Staffers estimated that 20 to 40 percent of the callers on both days were parents of applicants (itexpress.ucdavis.edu).

Remedy Software Allows Users to Report Issues Without Leaving MyUCDavis Portal

Two years ago, IET support staff started using BMC's Remedy problem ticketing software to generate tickets from phone calls and email messages sent to the computing help desk as well as from messages to other IET customer support functions. As a first step toward the long-term goal to provide a Web-based user interface, in December the MyUCDavis portal team rolled out a new Contact Us application that



enables users to report issues or questions about the portal, thereby interacting seamlessly with the Remedy ticketing system without ever leaving the MyUCDavis environment. The project team is now preparing to roll out a Web-based reporting mechanism for Banner users in May.

On-Campus Printer Repair Service Discontinued

Early this quarter, an analysis was completed on whether or not Campus Printer Repair (CPR) would continue the Hewlett Packard printer repair operation. It was decided the printer repair operation would be closed down during April, as it was no longer feasible to continue to provide HP printer repair service to the campus. A list of alternative local vendors is provided on CPR's Web site (cpr.ucdavis.edu/).

Hardware Upgrade for MyUCDavis

On March 20, the MyUCDavis portal received 1.9 million hits, roughly 25 percent more than normal. This dramatic increase resulted in a system failure. To prevent similar failures in the future, IET has begun replacing older, slower hardware, including seven application servers and two database servers. The benefits of some of the new implementations are already evident as response times on the site have been reduced by roughly one-third. The upgrade is slated for completion in late May, at which point the system is expected to operate approximately five times faster than it did prior to the upgrade (my.ucdavis.edu).

Telecommunications and Networking

Workgroup Releases Findings Related to Virtual Private Network Technology

The workgroup appointed last December to review virtual private network (VPN) technology and suggest how this technology might be applied to serve UC Davis released its findings and recommendations in March. In addition to outlining UC Davis VPN needs, the workgroup studied issues related to VPN technology and identified preliminary costs for adopting both a commercial and an open-source solution. The recommendations put forth by the workgroup include issuing a request for information (RFI) for a Secure Sockets Layer (SSL) VPN solution, solidifying funding support, and starting a pilot with an SSL VPN solution (security.ucdavis.edu/vpn.cfm).

Campus Directory Information to be Centralized in New Web-based "White Pages"

UC Davis maintains both a print and an online version of the UC Davis and UC Davis Health System directory. Until recently, there was no authoritative data source to house directory data; the various attributes could be found in one or more records systems, but no single system contains all attributes. The manual process to update the print publication, which included reviewing several iterations on paper, was labor-intensive and often resulted in errors. This data was also used to update the online directory. To address these issues and to increase the accuracy of the publications, in January, IET initiated the UC Davis White Pages Project, in collaboration with UC Davis Health System and University Communications representatives. An application is being developed that will centrally manage and function as the system of record for online and printed directory information. This application will be used by departmental contacts to update individual listings starting in mid-June.

IET Will Coordinate Campus Requests for Cellular In-Building Coverage

The UC Davis Exterior Projects Committee approved a recommendation from IET to coordinate campus requests for cellular in-building amplification systems. Proper documentation and management of these systems, as well as interference concerns with the 800MHz Public Safety Radio System, were the primary reasons behind the decision. IET will begin working with cellular providers to establish policies and procedures for the installation and management of cellular amplification systems in campus buildings. For more information, contact cr-service@ucdavis.edu or call 530-752-4603.



Cellular Service Portal Being Investigated to Procure Services from Multiple Vendors

IET is investigating options for offering an integrated cellular service portal to the campus. This service portal would allow campus affiliates to procure cellular services from multiple vendors through a single company. Although multiple carriers are represented on campus, only Cingular service bills are processed through IET-Communications Resources and included on monthly department bills. This spring and summer, a business case will be developed that will include the additional value-added services offered to departments and the cost savings to campus. For more information, contact cr-service@ucdavis.edu or call 530-752-4603.

Communication News

IET Newsletter Examines Classroom Technologies

IT Times is IET's quarterly newsletter for UC Davis faculty and staff. It provides practical and timely information about technology issues facing the campus, current and upcoming IET services, and technology-related campus projects and initiatives. The spring edition of *IT Times* focuses on new classroom technology and the role it plays in enhancing the educational experience of students and faculty. In this edition, a feature article describes the use of Personal Response Systems (also known as "clickers") in the classroom and their ability to better engage students during lectures. Another article shows how videoconferencing gave students an opportunity to study in Japan without the travel. The pros and cons of bringing Apple's educational podcasting system—iTunes U—to the UC Davis campus are examined plus highlights from the fall Digital Lecture Pilot, which showed significant student interest in downloading lectures and review sessions. The latest edition of *IT Times* also contains an article on the September upgrade to Banner 7, tips for securing a home wireless network, and a brain-stretching cyber-security crossword puzzle (ittimes.ucdavis.edu).

Student Newsletter Provides Useful Information on Copyright Freedom, eBooks

Hypertext, IET's quarterly newsletter for students, is designed to keep the campus updated about recent campus computing news and provide insight on the latest technology trends impacting students. The current issue features an article on creativecommons.org, a non-profit organization that provides varying levels of copyright freedom to artists, musicians, and photographers. Another article looks into downloading eBooks and how digital literature can ease a student's book load. An adapted article from the *IT Times* on securing your home wireless network from hackers and identity thieves is also included as well as a cyber-security crossword puzzle. The spring edition is now available on campus and on the Web. A PDF of the latest *Hypertext* can be downloaded off the Student Computing Guide Web site (scg.ucdavis.edu/hypertext.cfm) and printed versions can also be picked up at IT Express (182 Shields Library) or at any of the IET computer rooms on campus (see clm.ucdavis.edu/rooms/ for computer room hours and locations).

Aggie Columns Focus on Technology Issues for Students

The student-written Bits & Bytes column is available for reading each week in the *California Aggie* and on the Student Computing Guide Web site (scg.ucdavis.edu). Bits & Bytes columns are created by a team of student employees within IET-Information & Events, in collaboration with many other IET units, including Computer Lab Management and IT Express. The articles are updated on a weekly basis and focus on technology-based student issues. Articles for the spring quarter cover topics like how to create your own Web comic, using "hidden" tools within your computer (such as voice recognition and text to speech), and the ins and outs of MySpace and Facebook, two Web sites highly trafficked and utilized by students. To view the latest Bits & Bytes column, pick up an issue of the *California Aggie* or visit scg.ucdavis.edu/bitsbytes.



IET Presence at Summer Job Fair Attracts Student Interest

IET-Information & Events participated in the UC Davis Summer Job Fair, and turnout at this year's event was strong and steady. Several hundred students attended the fair, giving the IET-Information & Events department the opportunity to distribute job information and speak with a large number of potential applicants for upcoming student positions. While the event is called the Summer Job Fair, many students were interested in year-round positions (iet.ucdavis.edu/pubsandreports.cfm).

IET Participates at Picnic Day with Exhibits, Workshops

On April 22, during the 92nd annual UC Davis Picnic Day, IET offered numerous workshops and exhibitions for both technically and non-technically minded visitors. Workshops, held in 1101 Hart Hall and led by student computer room consultants, included how to make great flyers using Microsoft Word, an introduction to basic video editing, simple animation programming for Web sites, and more. Representatives from Dell and Apple were on hand to answer questions and talk about new technology. A dissected computer tower was also on display so visitors could view the interior and learn how each part functions (picnicday.ucdavis.edu).



EDUCATIONAL TECHNOLOGY HIGHLIGHTS

This section outlines some of IET's projects and service enhancements in support of UC Davis educational technology. Often found within this section is the latest news on services available to instructors for both classes and research, and information about campus computer rooms.

Educational Tools and Support

Expansion of Teaching and Research Support Model, Tools

IET-Mediaworks has been reorganizing its programming efforts to provide a powerful suite of instructional technology applications to the campus, many of which are also excellent tools for research. Applications in the pilot phase that are expected to launch within the next six to twelve months include:

- Sakai, the next generation course management tools
- Breeze Live Meeting, an online communications and collaboration tool

Applications that are now available to staff, faculty, and students include:

- Breeze Presenter, PowerPoint broadcast tools
- Breeze Trainer, a quizzing function for Breeze Presenter
- Almagest, a digital media repository and instructional tool

Webcasting and podcasting services are also available. IET and the Teaching Resources Center (TRC) have come together to provide faculty, teaching assistants, and students with support for these applications through a new collaboration of IT Express, ET Partners, Mediaworks' faculty support unit, and the TRC. The collaboration with the TRC is incorporating pedagogical issues and concerns with technology training—the next step to producing quality online instruction. A variety of support programs and resources are available, such as hands-on training, in-office support (ET Partners, etpartners.ucdavis.edu/), Faculty Mentoring Faculty Program, phone and email support (IT Express itexpress.ucdavis.edu/), online training (etpartners.ucdavis.edu/res/index.htm), and tech tips (etpartners.ucdavis.edu/res/tips/index.htm).

Computer Labs and Classrooms

Reprographics May Assume Responsibility for Student Printing in Computer Labs

IET-Classroom Technology Services is working with Repro Graphics to investigate the possibility of Repro Graphics assuming responsibility for student printing in open access computer labs. Students print approximately 5.5 million sheets annually. IET has studied and is interested in hearing about successful models for computer lab printing at other UC campuses. For more information contact Jan Dickens, Director of IET-Classroom Technology Services (jdickens@ucdavis.edu).

Software Improves Computer-Based Teaching in PC Classroom

To improve its computer-based teaching tools in PC classrooms, IET piloted a screen management program, AB Tutor Control, in 2020 Sciences Laboratory Building. AB Tutor Control helps instructors and students collaborate in the computer classroom and enables instructors (or network administrators) to control a number of student workstations in a computer room—or remote location—from one central workstation. This software, which also provides screen locking, remote viewing, and control capabilities, will be installed in all PC computer classrooms this spring and summer (clm.ucdavis.edu).

Classrooms Upgraded with Digital Recorders, New Projectors

IET's Classroom Technology Team pursued and received funding from the Office of the University Registrar to replace audio-cassette recorders in 10 lecture halls with digital recorders. Additionally, the team received funding to upgrade the associated audio inputs and outputs in the media cabinets in order to provide optimal signals for digital recording. The equipment will be purchased during spring quarter; audio upgrades and digital installations will be completed during the summer. A second projector has



been installed in Roessler 66 to accommodate the Personal Response System installed in the room. A detailed article about the Personal Repose System "Clicking to Learn," appears in the *IT Times* (technews.ucdavis.edu/news2.cfm?id=1274). Projectors are also being replaced in 42 classrooms. These new projectors were ordered and received at the end of March; installations will begin during spring quarter.

Special Installation Projects Completed for Departments

Large classroom installation projects were completed for Material Management, McClellan Nuclear Radiation Center, and IET-Mediaworks. The projects included complete media systems, which contain a data projector, smart panel, and sound systems. Two smaller projects were completed for the Physics and Native American Studies departments. Data projectors and screens were installed in two classrooms in the Physics department, and Native American Studies had an audio system with CD players installed into the Gorman Museum in Hart Hall. In addition, Classroom Technology Services is actively involved in the audio-visual planning process for classrooms in the Mondavi Wine and Food Institute (cts.ucdavis.edu).

Special Player can Play DVDs from Any Part of the World

Different regions and countries employ different television broadcast systems that determine how television sets display the signal they receive. North America uses National Television System Committee (NTSC), while most of Europe and Asia uses Phase Alternating Line (PAL). A DVD recorded for PAL will not work on most North American DVD players. To address this problem, Computer Lab Management (CLM) has installed a region-free DVD player in the Hart Media Distribution Lab (clm.ucdavis.edu/rooms/hartmedialab/) to allow access to foreign films. The unit (JVC XV S500) can play DVDs from any part of the world and supports both PAL and NTSC media. It also plays SVCD and Video CDs, thus increasing the types of media that can be viewed in the lab. The station has four sets of headphones for group viewing (clm.ucdavis.edu/rooms).

Event Team Assists with Building Dedications, Conferences

The IET-Special Event Support team provided sound and recording for the Chancellor's Office at Mrak Hall during the UC Office of the President Conference in January, and for the dedication of the new Mathematical Sciences Building, as well as for the Watershed Sciences Building dedication. The unit also assisted with many UC Davis community services presentations such as First Robotics Challenge and the Tower of Youth Film Festival.

Videoconferencing Center Continues to Support Distance Learning Courses and Events

Two distance-learning courses were offered through the Videoconferencing Center during winter quarter. An Animal Science Department class was transmitted to Cal Poly San Luis Obispo and Cal Poly Pomona, and a History Department course was transmitted to Hosei University in Tokyo, Japan. An article in the spring *IT Times*, "Studying Abroad by Staying Put," describes a videoconferencing course that took place between UC Davis and Hosei University during the fall 2005 quarter. The article includes information on how faculty and staff can obtain videoconferencing services (technews.ucdavis.edu/news2.cfm?id=1268). In addition, thirteen separate videoconference events were held in the two Olson Hall facilities (cts.ucdavis.edu/services/vtc.html).

Multimedia Services

Campus Considers Apple's iTunes U

In April, a workgroup that included representatives from various campus units was formed to investigate the possibility of partnering with Apple to join iTunes U. iTunes U is a program that organizes a university's audio, text, and multimedia files and makes them available to faculty and students at no charge. Based on preliminary analysis and feedback from the campus workgroup, an application was submitted to Apple on behalf of UC Davis. Shortly thereafter, given interest expressed by various UC campuses, UC Office of the President initiated discussions with Apple to negotiate a system-wide service agreement. Results from these negotiations will be shared with members of the UC Davis community as



soon as they become available. Pending further development, Information and Educational Technology plans to continue to provide podcasting services through its podcasting program. For more information about iTunes U, see www.apple.com/education/solutions/itunes_u/. To access the UC Davis podcasting Web site, visit podcast.ucdavis.edu.

Fall and Winter Podcasting Pilot Enormously Successful

This past winter, IET expanded and refined the campus digital lecture recording and distribution pilot program initially launched in fall 2005. One of the improvements made was the installation of a permanent digital recorder (Marantz PMD570) in the 123 Science Lecture Hall's media cabinet. In addition, the number of users in the pilot grew substantially this winter as IET helped podcast lectures for 13 undergraduate courses. Of the 2,500 students enrolled in these courses, more than 1,900 students uploaded MP3 lectures or subscribed to the course podcasts. For Neurobiology, Physiology, and Behavior courses, 65 percent of enrolled students downloaded and used podcast/MP3 lecture materials. Thanks to podcasting, IET is distributing over 330,000 MB of MP3-streaming content per month, an increase of 280,000 MB per month since last December (podcast.ucdavis.edu).

Design Services Provided for Annual UC Davis Health System Future Faire

IET-Mediaworks' Graphics Unit provided comprehensive consulting and design services for the annual UC Davis Health System Future Faire held on May 17 at the UC Davis Medical Center in Sacramento. The theme of this year's event was "Infectious Diseases," and it highlighted areas of collaboration and research provided by UC Davis, UC Davis Medical Center, and Lawrence Livermore Laboratory. The event was by invitation-only and drew hundreds of attendees. In addition to being on the planning committee, Mediaworks designed large display/presentation posters and provided design and production services for menus, signage, and interior display and presentation stations (wifss.ucdavis.edu/futurefaire.html).

And the Silver Telly Award Goes to...

In April, eight members of IET-Mediaworks' video team were honored with a Silver Telly Award for their video production work on the March 13, 2005 *Mahler Symphony No. 2 in C Minor* performed by the UC Davis Symphony Orchestra. Telly Awards (www.tellyawards.com/) are a national telecommunications award that honors outstanding local, regional, and national television video and film productions. Last year, the Telly Awards received more than 12,000 entries from all 50 states and from 5 continents. The UC Davis Symphony Orchestra program was entered in the 27th annual Telly Awards by the University of California Television Channel (UCTV).



ADMINISTRATIVE COMPUTING HIGHLIGHTS

Frequently included in this section is information on major campus administrative systems (e.g., Banner, PPS) as well as partnerships and projects IET is engaged in with other campus departments to improve administrative computing at UC Davis.

Contracts and Grants Database Replaced with New Proposal Tracking Module

On March 27, the Office of Research, in collaboration with IET, replaced the existing campus Contracts and Grants database, maintained by the Sponsored Programs Office, with the new Proposal Tracking module. This marked the completion of the first phase of the Electronic Research Administration (eRA) Project. Sponsored Programs and Deans' Offices for the College of Engineering and the School of Education are now using this Proposal Tracking module, replacing redundant shadow systems, and providing suggestions for small enhancements. In July, the focus will shift towards the second phase—Proposal Development module—which will enable proposals to be created, managed, and routed for approval online. Implementation of the final phase—Project Management module—is tentatively scheduled for 2008. This module has the unique capability of linking information stored in the eRA system to various campus systems (i.e., DaFIS, Faculty Merit and Promotion system, Cost Sharing and Effort Reporting systems).

Banner 7 Upgrade on Track for Fall

In preparation for the Banner 7 upgrade September 2-4, a number of presentations, communications, and training sessions have been developed. In March, users from core offices—Registrar's Office, Financial Aid, Undergraduate Admissions, and Graduate Studies—underwent Banner 7 training, and training for all Banner users will be available in late August and early September (sis.ucdavis.edu/future.htm). In addition to working on the upgrade, the Banner team has continued to improve Banner 6 with addition of Fund Code tracking and TOEFL exam coding for the Office of Graduate Studies, and Minimum Progress reporting.