

IET REPORT

June-September 2003

To meet the needs of the UC Davis campus and campus community, Information and Educational Technology (IET) provides a range of services and engages the campus technical community in the exploration of ways in which the campus technology infrastructure and resources can be further enhanced. This report is designed to provide UC Davis faculty, staff, and students with brief descriptions and updates on major projects and initiatives in which IET has been involved since June 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 Campuswide 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 or printing.

The [TechNews](http://technews.ucdavis.edu/) Web site at <http://technews.ucdavis.edu/> includes information about computer virus and security alerts, the status of IET projects and new IET services, as well as the latest educational technology and other technology-related topics. To receive the latest UC Davis tech news electronically, you can also subscribe to technews@ucdavis.edu.

Feedback on this report is greatly encouraged. Please contact 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 Continues For UC Davis

The campus recently completed a strategic plan. The plan articulates a vision and mission for UC Davis and identifies strategies for achieving its three primary goals: learning, discovery, and engagement (see the [UC Davis Strategic Plan Web site](http://strategicplan.ucdavis.edu/) at <http://strategicplan.ucdavis.edu/>). In parallel efforts, Vice Provost Bruno is developing a strategic information technology plan for UC Davis as well as a planning document for 2003-05. This summer, Dr. Bruno met with all the deans, vice chancellors, and vice provosts to discuss this planning effort and identify their needs regarding academic and administrative technology. A draft plan is expected to be available for review and comment during the fall. The plan will then be vetted with the deans, vice chancellors, and vice provosts during the Winter Quarter.

New Business Architecture (NBA) Planning Continues

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

At UC Davis, the [New Business Architecture \(NBA\) Initiative](http://nba.ucdavis.edu/) is a collaborative effort involving virtually all campus organizations. 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/) (<http://my.ucdavis.edu/>), the campus portal. Earlier this summer, the NBA Project Management Office started working with various campus units on the first NBA projects. These first projects are: Payroll Personnel System Control Improvements, Minor Capital Improvements, Building and Space Management, Policy and Procedures, and a new, Web-based Facilities Ordering System. More information on these projects and on the NBA Initiative is available on the [NBA Web site](http://nba.ucdavis.edu/) (<http://nba.ucdavis.edu/>).

Copyright Issues Communicated to Campus Constituents

UC Davis has put in place a multi-pronged copyright awareness campaign for students, faculty and staff. An open letter to all members of the campus community was issued on two separate occasions, on [May 20](http://provost.ucdavis.edu) and [September 23](http://provost.ucdavis.edu) by Provost Hinshaw, Vice Provost Bruno, and Vice Chancellor Nosek (see <http://provost.ucdavis.edu> and click on "Campus Issues"). A number of articles, Web pages, and other communications have also been developed, especially for students. These include an informational newsletter that was distributed to all Summer Advising students and their parents as well as a [special section on the Student Computing Guide Web site](http://scg.ucdavis.edu/downloading.cfm) (see <http://scg.ucdavis.edu/downloading.cfm>) and several articles in the California Aggie, the campus student newspaper. Since last spring, when the open letter was first issued, the number of copyright infringement notifications the campus has received has remained low (24 for June, July and August combined).

MyUCDavis Portal News

MyUCDavis is a the campus' portal, a secure and customizable Web site 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.

MyUCDavis Complies With American Disabilities Act (ADA). The MyUCDavis Development Team released modifications to the Web-based email program to meet ADA (Section 508) requirements. The MyUCDavis Portal and Web-based email now meet ADA requirements.

Feedback Mechanisms in Place for MyUCDavis. A new customer feedback mechanism was added to MyUCDavis and now customer comments are being collected via a Happy/Sad Face indicator. These comments are reviewed and routinely shared with the MyUCDavis Oversight Committee to help gauge portal and customer needs.

The MyUCDavis Team has also established a Student Advisory Group to contribute ideas and participate in the testing of new features and tools.

A usability study of MyUCDavis Course Management was completed over the summer. A faculty focus group was formed to conduct the study using their experiences as input. The MyUCDavis team is reviewing the suggested improvements for usability and organization. ADA requirements to the course management interfaces will be completed at the same time usability and organizational enhancements are made to the course management system.

Final Grade Submission Made Easy Via the MyUCDavis Portal. A final grade submission feature was updated to allow departmental staff with access to Banner grade data to submit final grades online for faculty in their departments. This feature had been available to faculty for more than a year. The Registrar helped announce this new feature to faculty and staff during spring and fall.

MyUCDavis Tutorials Updated and Available. Several tutorials for MyUCDavis were updated over the summer to include new services that were added in past year and to address most commonly-asked questions. Tutorials include an overall portal how-to for faculty and staff and course management tutorials (overview, GradeBook, Quiz Builder and Website Builder). The tutorials, as well as dates for training sessions, are available from the [MyUCDavis Training and Tutorials Web page](http://my.ucdavis.edu/project/tutorials.html) at <http://my.ucdavis.edu/project/tutorials.html>.

Course Management Training Day Offered to Faculty. Every quarter, the [Technology Resources Center](http://trc.ucdavis.edu/) (TRC, see <http://trc.ucdavis.edu/>) with assistance from the MyUCDavis Development Team, offers a full day of training on MyUCDavis course management applications. This quarter the Training Day was offered on Friday, September 26. Faculty members who attended the sessions received hands-on training on course management tools including GradeBook, Quiz Builder and Website Builder. For more information about MyUCDavis course management training, including future Training Day sessions, see the [TRC events page](http://trc.ucdavis.edu/trc/events.html) at <http://trc.ucdavis.edu/trc/events.html>.



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.

- 34,175: Total number of unique portal users (25,100 students; 1,100 faculty)
- 11,000: Average daily number of unique users
- 1540: Number of GradeBooks in use in spring
- 248: 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.

INFRASTRUCTURE HIGHLIGHTS

This section discusses the extensive technology services and support 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 publications and news.

Campuswide Infrastructure Projects

- **Document Management Product Purchased**

IET has been providing support to two campus units interested in purchasing a document management system. After evaluating several products, the Office of Student Affairs has purchased software by Matrix OnBase. IET is involved with the vendor and Student Affairs representative in planning for the local modifications, testing, acceptance, and roll-out of the system. The second campus unit, the Offices of the Chancellor and Provost, is exploring options available for document management systems, with a particular focus on administrative routing, reviewing, approval, and archiving.

- **IET Continues to Develop Person Registry**

The goal for the Person Registry project continues to be one of creating a single repository into which UC Davis constituents' identity information can be entered and maintained, and which can serve as a source for other administrative systems on campus. This would reduce duplication and points of access to information, and it would improve accuracy of identity information.

The team is on course to build a local match routine that will be embedded in the Registry as a single source of identity resolution and management. The match routine (Match-Person) is expected to be ready soon for internal testing. In a parallel effort the team continues to evaluate proposals sent in response to a Request for Information released in spring 2003.

The team expects to conduct testing for IET members in early fall and subsequently prepare for an end of the year limited production implementation. The next large efforts for the Registry project team will be consultative efforts to assist administrative systems in converting their embedded identity management routines to search the Registry. The first targeted system for the conversion is the Banner Student Information System.

Computer and Network Security

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

The UC-Wide IT Security Symposium, held here at UC Davis, concluded on June 19, 2003. More than 200 attendees, including colleagues from seven UC campuses and UCOP, gleaned computer security knowledge from more than 30 presentations and hands-on labs in this two-day conference. Many of the presentations from the conference are available on the [UC Davis Security Site in PDF format](http://security.ucdavis.edu/itss2003.cfm) (see <http://security.ucdavis.edu/itss2003.cfm>).

Conference evaluations revealed that 100 percent of those surveyed were glad they attended, with 54 out of 55 noting they would attend another such symposium if offered. Attendees were pleased with everything from the food to the quality of the presentations, appreciating the hands-on lab sessions in particular.

The symposium was co-sponsored by the UC Davis Information and Educational Technology organization (IET) and the University of California Office of the President. IET donated computer labs for hands-on training and staff time for coordinating conference logistics, communications, and computer



maintenance. For more information about the symposium, see the [IT Security Symposium Web site](http://ietsymposia.ucdavis.edu/security/index.cfm) (see <http://ietsymposia.ucdavis.edu/security/index.cfm>).

- **Secure Password Authentication for Email Project Team Submits Report**

A team including members of the UC Davis Technology Infrastructure Forum (TIF) submitted an implementation plan to IET Vice Provost Bruno outlining technical issues, options, and solutions regarding the implementation of secure password authentication on campus email servers. The plan has been divided into two projects, with the first project focusing on upgrading the campus POP servers in preparation for secure password authentication. Communications for this project are crucial, as some Eudora users will need to upgrade to Eudora 5.2.1 in order to receive mail in Eudora after the upgrade occurs during winter break. No email will be lost and users will still be able to access their email through MyUCDavis. All campus email users accessing the POP servers will receive a duplicate mailing of every email they have left on the campus servers as well. Once the POP servers are upgraded, IET, in cooperation with the campus technical community, will launch the second project for securing password transmission on the campus email servers. (For information about campus security issues, see the [UC Davis Security Web site](http://security.ucdavis.edu/) at <http://security.ucdavis.edu/>).

- **Identity Theft and CA Civil Code 1798 Concerns Spurn Campus Web Pages**

Identity theft is one of the fastest growing crimes in the United States. New laws require organizations such as UC Davis to notify California residents when personal information residing on a computer may have been acquired by an unauthorized person. In response to this new law, UC Davis has developed several campus information resources regarding the prevention of identity theft and suggested actions for victims of identity theft. In addition, UC Davis has developed a notification plan should an unauthorized person acquire personal information belonging to students, staff or faculty members.

The [campus notification plan](#) sets forth guidelines for how the campus responds to an identity theft incident. The plan outlines procedures for campus units to report possible identity theft incidents, the investigation of the incident, determination of whether identity theft has occurred and, if so, who will be notified and how the notifications will be made.

A number of communications were developed to inform the campus community, including several articles and two campus directives: one from Provost and Executive Vice Chancellor Hinshaw (“[Network and Desktop Security: Protection of Personal Information](#)”), the other from Vice Provost Bruno (“[Preventing Unauthorized Access to Personal Information](#)”). In both directives, campus units are encouraged to take "aggressive action" to protect against identity theft. In addition, a special section of the Security Web site, called “[Identity Theft Prevention 101](#),” has been created that describes what constitutes identity theft, how the campus is complying with the new California law (California Civil Code, Section 1798), [frequently asked questions](#), and how campus students, faculty and staff can protect themselves and others. (See the [Identity Theft section](#) at http://security.ucdavis.edu/id_theft.cfm) of the campus Security Site for more information.)

- **Departmental Firewalls Workgroup Submits Report**

A campuswide departmental firewalls workgroup has prepared draft guidelines for campus units that are considering the use of network firewalls. The guidelines outline the benefits and disadvantages of network firewalls, architectural alternatives, procedures for coordinating the implementation of a network firewall, and a memorandum of understanding between the campus unit and IET that defines service parameters. The workgroup report will also include a set of [basic firewall rules for departmental implementation](http://security.ucdavis.edu/basic_firewall_rules.pdf) at http://security.ucdavis.edu/basic_firewall_rules.pdf. (See also the [Department Firewalls Workgroup report](http://security.ucdavis.edu/FWWorkgroup.pdf) at <http://security.ucdavis.edu/FWWorkgroup.pdf>).

In addition to developing the guidelines, members of the workgroup participated in discussions with IET to examine the feasibility of a central network firewall that could support campus unit requirements. These discussions focused on the performance, support, scalability and cost considerations of several design alternatives. It was concluded that the firewall solution for the campus will require both central support of network firewalls in selected network locations and the continued use of department-administered firewalls. The campus will also be examining possible standardization of the platform of department network firewalls. Standardization would promote broader support and recoverability of department network firewalls.

- **New Microsoft Vulnerabilities and Plans to Protect Campus Computers**

In July, Microsoft released a critical security patch for several versions of Windows operating systems. About two weeks later, the Internet became saturated with new exploits targeting Windows computers that did not receive this critical patch. Commercial organizations and public institutions, such as UC Davis, responded to the new threat by communicating the seriousness of the problem throughout the organization, implementing measures to slow down the worm infections, and installing the critical patches and restoring compromised computers.

Technical staff throughout the campus worked quickly to apply security patches to about 1,100 computers and inspect the computers for further damage. While this effort addressed largely staff computers and students enrolled in the summer session, senior campus administrators were concerned that new students and returning students and faculty members could possess computers that remained vulnerable to the exploit or, worse yet, were already infected by the new virus worms. If attached to the campus network, such computers could infect other campus computers and have a serious impact to the security and performance of the entire campus network. Information and Educational Technology engaged internal staff, Student Housing managers and campus unit technology specialists to develop and implement a plan to control the spread of the new computer viruses and restore infected computers. The resulting plan included some inventive automated scanning mechanisms to identify vulnerable computers throughout the campus. This plan was implemented on September 19, 2003, in preparation for dorm move-in and prior to the beginning of the new academic year. (See the [vulnerability resources section](#) at http://security.ucdavis.edu/vuln_resources.cfm of the campus Security Web site for more information.)

Software And User Support

- **2003-04 Edition of Internet Tools CD Now Available**

The UC Davis Bookstore Computer Shop began selling the 2003-2004 release of the [UC Davis Internet Tools software package](#) (see <http://itexpress.ucdavis.edu/online/>) in mid-September. The CD, now in its eighth year, includes anti-virus, email, telnet, FTP and Internet software, as well as an easy way for campus affiliates to configure their connection to the Internet through UC Davis, all for less than 5 dollars.

- **Recommended Solutions for Computer Purchases Available to Faculty and Staff**

This summer the [Computer Ownership Web site](#) (see <http://computerownership.ucdavis.edu/>), originally created to give students recommendations for computer purchases, was expanded to include a section for faculty and staff. This new section features recommended computer configurations for office systems, and is geared toward faculty and staff who may be responsible for purchasing computers for their departments or who are interested in purchasing a computer for themselves but are not sure where to begin.



Telecommunications Highlights

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

- **IET Participates in Public Health Initiative Network**

The Public Health Initiative Network (PHINet) project is charged with examining the correlation between the existing telemedicine network and the CENIC network infrastructure. A project team of individuals from UCD, UCDHS, and CENIC recently approved the detailed functional requirements for the network and selected seven telemedicine sites to serve as the basis for a cost benefit analysis. The results will be used to assess the financial feasibility to leverage the CENIC infrastructure for the telemedicine and Public Health Initiative services. (For information about CENIC, see <http://www.cenic.org/>.)

- **Campus- and Wide-area Networking Improvements Underway**

The Cisco Extended Long Haul Multiplexors at the Davis campus and at the Sacramento POP (1107 9th Street) are installed and tested. Incremental progress is being made toward commissioning the Metropolitan Area Multiplexors. These will complete the UC Davis and Medical Center connections to the new CENIC backbone. The Extended Long Haul Multiplexors are due to be replaced by less costly Long Haul Multiplexors in mid-October. (For information about CENIC, see <http://www.cenic.org/>.)

In addition, the Davis and Medical Center Juniper border routers are in production. The first of two fiber optic paths from the campus to the Medical Center is complete and provisioned with Luxn Wave Division Multiplexors, and these units are carrying traffic. The second fiber path was completed at the end of August, making it possible to have fully redundant paths between the campus and the Medical Center by the end of September.

- **IET Continues to Support Wireless Communications**

The UC Davis campus continues to expand its wireless (802.11) networking capabilities. Numerous departments have installed individual access points in various office locations, and IET has installed 50 access points with centralized authentication in various public and department locations. The provision of individual and group/conference guest Internet access has surfaced as a service need that could benefit from centrally-managed support. (For more information about wireless access, see the campus [Wireless Web site](http://wireless.ucdavis.edu/) at <http://wireless.ucdavis.edu/>.)

- **Voice Communications**

 - Campus Payphones Removed

Last spring MCI decided to enact the portion of their state contract that stipulates the client must pay for the difference between a payphone's actual revenue and MCI's cost. Communications Resources convened a campus committee to consider UC Davis' options. Those phones that were profitable were retained, while those that were co-located with the profitable phones were removed. The committee also evaluated which payphones were essential to public safety and/or public relations, drawing on expertise from the Police Department, Student Affairs, and Public Relations. Phones deemed a public safety or public relations necessity were either retained or replaced with an emergency or courtesy phone; the goal was to leave no campus area vulnerable. As a follow-up, the Office of Administration will lead an effort to create a public access phone policy, outlining where to place public phones to ensure the safety of our constituents and visitors.

Hear Music When Put On Hold

In partnership with the UC Davis Symphony, Communications Resources made a music on-hold feature available to the campus. For no additional fee, campus phone users who are put on hold will immediately hear symphony recordings produced on the UC Davis campus by the UC Davis Symphony. The symphony music includes Berlioz's Marche Hongroise, Marche Marocaine, and Offertory. (For more information about Communications Resources services, see <http://cr.ucdavis.edu/>.)

Video and Photography Services

- **Mediaworks Continues Transition to Digital Photography**

The Photography Group continued its transition to "all digital" services with the delivery of a Kodak DCS Pro 14n digital camera. Capable of producing 13.89 million total pixels with a true 4500 x 3000 pixel resolution, this camera will help the group maintain its commitment to maintaining high quality imaging. One unique design feature of this camera is its 35mm size computer chip. All existing Nikon 35mm film lenses will now have the same 1:1 focal length magnification when used on the new Kodak digital camera, a distinct photographic advantage over digital cameras with smaller computer chips. (For more information, see the IT Times article, "[Mediaworks Embraces Digital Age](#)," at http://ittimes.ucdavis.edu/summer2002/mediaworks_sb.html and the [Mediaworks Web site](#) at <http://mediaworks.ucdavis.edu/>.)

Communication News

IET produces a number of publications and regular news items. All are designed to keep various segments of the campus community informed about services available to them as well as recent or upcoming on-campus technology developments. In particular, IET's newsletter, the [IT Times](#) (see <http://ittimes.ucdavis.edu/>), is published quarterly in print and on the Web to inform staff and faculty of information and educational technology services, initiatives and activities at UC Davis. The [TechNews](#) Web site (see <http://technews.ucdavis.edu/>) provides timely information about computer virus and security alerts, the status of IET projects and new IET services, as well as the latest educational technology and other technology-related topics. To subscribe to the UC Davis tech news listserv, send email to technews@ucdavis.edu.

- **Outage Notification Communication Plan Drafted**

As part of an ongoing effort to improve communications with the campus community, IET formed a team with members of the Technology Infrastructure Forum-Client Support Issues subcommittee (TIF-CSI) to review and refine the process for communicating about network, online applications, and telecommunication service outages. The team has developed a draft plan that outlines a phased approach to improving outage notification communications. (See the workgroup charge at <http://iet.ucdavis.edu/projects/outagecharge.pdf>.)

- **IET Publications Updated for Fall**

IET's Information and Events Office recently produced the 2003-2004 versions of the Student Computing Guide and Faculty Technology Guides, pocket-sized print brochures outlining the technology resources available to UC Davis students and instructors. The guides are ideal for new and returning students and instructors. Designed as desk references, they feature short descriptions of UC Davis technology services as well as a handy chart of important phone numbers and URLs. The guides were distributed to key locations across campus. Their companion Web sites where detailed descriptions of services, news articles, and other information are available, can be accessed on the Web at <http://scg.ucdavis.edu/> (Student Computing Guide) and <http://ftg.ucdavis.edu/> (Faculty Technology Guide). To receive additional copies of the brochures, contact ietpubs@ucdavis.edu.



EDUCATIONAL TECHNOLOGY HIGHLIGHTS

This section outlines some of the projects and service enhancements IET has been working on to further develop 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 educational technology and 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.

Online Courses

- **Online Advanced Placement (AP) Spanish Courses Created**

On September 1, the first of two online Advanced Placement (AP) Spanish courses was made available to high schools across California developed by UC Davis' Mediaworks department under the sponsorship of the University's College Prep Initiative. These courses were rolled out September 1, 2003.

Designed to be the equivalent of a third-year college language course, the course prepares students for the study of advanced Spanish language composition and conversation at the college level as well as introductory courses on Latin American and Peninsular literature and culture. As students develop their language skills, they learn subject matter that relates to different disciplines in their high school curricula. These range from art and literature to politics and environmental studies in the target cultures.

In addition to providing thorough preparation for the College Board AP Spanish Language Examination, this media-rich course will assist students in developing language skills to communicate and interact within a community of Spanish speakers. It incorporates many collaboration features (made possible by online technology) that will help foster a sense of community among the geographically-dispersed students.

The second course, now under development, is AP Spanish Literature. This course is targeted for production next year. Mediaworks is developing the courses in collaboration with a team of UC faculty and high school instructors. (For more information about online course support and development, see the [Mediaworks Web site](http://mediaworks.ucdavis.edu/) at <http://mediaworks.ucdavis.edu/>).

- **Mediaworks Provides Support to Science Courses**

Chemistry 2A. Mediaworks produced the last six modules for a Chemistry 2A online course and began production on a TA training program for Biological Sciences 1B. The program will provide TAs with a visual overview of eight labs as well as pedagogical insight for educating the more than 1800 students who take the program every year.

Medical Center. Mediaworks and Communications Resources teamed up to support campus users in exploring video conferencing services. Recently, they assisted with a two-way video test from the Center for Virtual Care at the UC Davis Medical Center to the UC Davis main campus using video-over-IP technology, which allows video- and multimedia-conferencing via networked computers. In addition, the UC Davis School of Medicine and the UC Davis Medical Center have implemented a patient simulation system that allows teams of physicians and nurses to practice procedures at the Medical Center while students learn those procedures simultaneously on the UC Davis main campus. Future plans include using the campus network for distance learning, video conferencing, and the delivery of multiple video-over-IP services.

For more information about online course support and development, see the [Mediaworks Web site](http://mediaworks.ucdavis.edu/) at <http://mediaworks.ucdavis.edu/>.

Faculty Training and Presentations

- **IET Participates at the Tenth Annual Summer Institute of Technology for Faculty**

Each year IET participates in the Summer Institute on Technology in Teaching. Along with being host to special interest groups, the Arbor provided a reception and introduced more faculty attendees to the facilities and services provided by the Mediaworks Faculty Support Group. Faculty were provided an overview of the Educational Technology (ET) Partners Program. Established in fall 2001, this program is designed to pair instructors with student “partners” who can help them integrate technology into their teaching. MyUCDavis, the campus Web portal, was presented by a team of faculty and developers throughout the event. (For more information on the ET Partners program, see the [ET Partners Web site](http://etpartners.ucdavis.edu/) at <http://etpartners.ucdavis.edu/>.)

- **The Arbor Plans for Fall**

This fall, the Arbor will support entry level video editing. Planning for fall includes an 8 session series of Meet the Experts technical presentations. Registration for the Teaching, Learning and Technology workshops, which focus on pedagogy and technology, are nearly completed for the Fall 2003 quarter. Demonstrations for new wireless technologies are scheduled during the coming school year. (For more information about the Arbor, see the [Arbor Web site](http://arbor.ucdavis.edu/) at <http://arbor.ucdavis.edu/> or email arbor@ucdavis.edu.)

Classrooms and Computer Labs

- **Classrooms Retrofitted for ADA Compliance**

ADA compliance issues remain a priority for installation planning during the summer, requiring close coordination with the Student Disability Center and the Registrar. A total of 42 rooms are now equipped with Assisted Learning Devices (ALD), assistive listening systems that use FM signals or infrared light waves to transmit sounds to receivers. All rooms with ALD installations are also equipped with either a wireless microphone system or a wired microphone for voice amplification. In addition to installing these devices, all DVD players now offer built-in closed captioning capability. Information about IET services provided in the classrooms is available on the [Classroom Technology Services Web site](http://cts.ucdavis.edu/) at <http://cts.ucdavis.edu/>. For classroom multimedia equipment support, call 752-3553.

- **IET Staff Orient Instructors to Classroom Equipment**

This fall, like each quarter, IET staff will meet instructors in the large lecture halls on the first day of class to orient them to the equipment available in the classrooms (e.g. projectors, Smart Panels, DVD players, Internet connections, etc.). 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 via the [Classroom Technology Services Web site](http://cts.ucdavis.edu/) at <http://cts.ucdavis.edu/>.

Outreach

- **IT Express Assists STEP Program**

In mid-August the IT Express Computing Help Desk provided support to the Special Transitional Enrichment Program (STEP), a summer bridge offering for Equal Opportunity Program (EOP) freshmen. Approximately 240 students were given an overview of campus computing resources and were able to open their UC Davis computing accounts with assistance from IT Express consultants. (For more information about the IT Express Computing Help Desk, see the [IT Express Web site](http://itexpress.ucdavis.edu/) at <http://itexpress.ucdavis.edu/>.)



ADMINISTRATIVE COMPUTING HIGHLIGHTS

This section covers the IET projects focused on improving the campus administrative computing environment. Frequently included in this section is information on campus administrative upgrades to major campus computing systems (i.e., Banner, DAFIS) as well as partnerships and projects IET is engaged in with other campus departments to improve administrative computing at UC Davis.

Banner Student Information System

- **Banner Upgrade Planned**

Banner, the UC Davis student information system, will be upgraded from version 5.0 to version 6.0 at the end of October, 2003. SCT (the Banner software vendor) requires their customers to stay current with their software versions for full product support, a practice that prevails throughout the computer industry. With this upgrade, Banner users will not see a significant change to the system aside from an improved main menu. Information about Banner and its implementation at UC Davis is available on the [IET-Application Development Web site](http://sysdev.ucdavis.edu/bsdu/banner/faq.cfm) at <http://sysdev.ucdavis.edu/bsdu/banner/faq.cfm>.

- **New Banner Functionality Enables Online Fee Payments**

Following changes made to the Banner system, this summer, students were able to enroll in summer sessions online and pay graduate school application fees using a credit card. For more information about Banner, see the [IET-Application Development Web site](http://sysdev.ucdavis.edu/bsdu/banner/faq.cfm) at <http://sysdev.ucdavis.edu/bsdu/banner/faq.cfm>.

- **UCD Assists UC Merced with Campus Academic Administrative Systems (CAAS)**

Initiated in March 2003, the CAAS project is a collaboration between UC Davis and UC Merced to develop UC Merced's administrative computing environment for its official opening in 2005. The installation of the Recruitment module (UCM's first Banner module) and the development of all recruitment data load and conversion programs have been completed. A "Web for Prospects" Web site has been designed based on a newly-developed Admissions home page. A substantial amount of training and system configuration changes for Admissions and Financial Aid (which are part of Phase II of the CAAS project) have been completed. All software acquisition, negotiation, and licensing was also completed, including the licensing of software for SCT's Banner Student/Financial Aid software systems, the 3GL compiler software, Oracle's relational database management system software, and the PVCS Version Manager software for software version management.

In addition, a number of custom programs were initiated. These programs included data conversions from an existing Microsoft Access database for high school and transfer contacts; new scanning applications for high school and transfer contacts; new data load for College Board (Student Search Service), Early Academic Outreach Programs, SAT/ACT data loads, and Puente/Mesa data loads; and the new Web For Prospects recruitment Web site. (For more information about UC Merced, see the [UC Merced Web site](http://www.ucmerced.edu/) at <http://www.ucmerced.edu/>.)

Payroll Personnel System (PPS)

- **PPS Decision Support Serves Record Number of Clients**

A record 960 central and departmental users accessed Decision Support in the Payroll Personnel System and created a total of 207,342 reports during the 2002-2003 fiscal year. This represents a 13 percent increase in the number of reports run the prior fiscal year. Several DS reports were recently modified so users could run reports for a range of months, by calendar year, or by fiscal year. (For more information on the PPS system, see the [PPS Web page](http://sysdev.ucdavis.edu/bsdu/pps/payroll_personnel.cfm) at http://sysdev.ucdavis.edu/bsdu/pps/payroll_personnel.cfm.)

- **PPS Decision Support Develops Several Reports for HR**

The first phase of a set of reports regarding employee history were released on schedule to central Human Resources (HR) offices for beta testing. While the users are testing the new reports, the PPS team is working on several other projects, including the loading of additional historical data. Several new DS reports were added for both department and central office use, including an audit report of employees participating in the Staff and Academic Reduction in Time (START) program. The team is also providing consultation support to the campus-wide, NBA-sponsored PPS Quality Control and Effort Reporting Requirements project teams. (For more information on the PPS system, see the [PPS Web page](http://sysdev.ucdavis.edu/bsdu/pps/payroll_personnel.cfm) at http://sysdev.ucdavis.edu/bsdu/pps/payroll_personnel.cfm.)

- **UC Davis Collaborates with UC Berkeley for Data Warehouse Solutions**

On June 9, 2003, UC Davis Data Administration group hosted an all-day meeting of staff from UC Berkeley (Information Technology Services and Planning & Budget) and UC Davis (Application Development and Data Administration, Resource Management and Planning, and Student Affairs). The purpose of the meeting was to review both campuses' current and intended uses of Hyperion Essbase products for data warehousing, analysis and reporting. Both campuses will cooperate in current and future efforts regarding the use of Hyperion products. As an initial step, UC Davis is sharing expertise with UC Berkeley's ITS group for the initial implementation of the Hyperion Essbase environment at UC Berkeley.

- **Online Leave and Timesheet Reporting Under Development in IET**

Leave reporting and timesheet reporting were selected as the focus of an IET internal workflow¹ project that could eventually be deployed more broadly and offered to interested campus departments. The team is using the Oracle workflow engine and has developed a repository of roles and other data related to staff/supervisor relationships. The application will be rolled out to IET staff in the coming weeks. (See a synopsis of the Workflow Project Team's research at <http://vpviet.ucdavis.edu/advancedprojects/projects.html#wkfl>.)

¹ As described by <http://www.e-workflow.org/>, a workflow portal sponsored jointly by the Workflow Management Coalition and the Workflow and Reengineering International, workflow is "the automation of a business process, in whole or part, during which documents, information or tasks are passed from one participant (human or machine) to another for action, according to a set of procedural rules."



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.

Larry Sautter Award for Innovation and Entrepreneurship awarded to CR

Communications Resources (CR) won the 2003 Larry Sautter award in the area of Innovation and Entrepreneurship in Information Technology for the MyPhone application, a Web-based online telephone billing system for dormitory telephones. Integrated into the MyUCDavis Web portal, students can use MyPhone to access billing information and even pay their telephone bill. This marks the first time UC Davis has received the Larry Sautter Award, an outstanding achievement not only for CR but for IET and the campus. (For more information, see the [Larry Sautter Award description](http://www.ucop.edu/irc/jog/sautter/myphone.pdf) at <http://www.ucop.edu/irc/jog/sautter/myphone.pdf>. See also the [MyPhone Application for the Larry Sautter Award](http://www.ucop.edu/irc/jog/sautter/myphone.pdf) at <http://www.ucop.edu/irc/jog/sautter/myphone.pdf>.)