



UCFMobile Smartphone Apps Now to Include Mobile Learn

Beginning this fall, UCFMobile, UCF's suite of smartphone apps, will be enhanced through the addition of Mobile Learn, a free mobile app that gives students and faculty members direct access to Webcourses@UCF from smartphones and tablet devices. Students and faculty members can use Mobile Learn to check grades and assignments, view documents, create threaded discussion posts on blogs and journals, view course rosters and more.

UCFMobile, including Mobile Learn, is available for the Apple iPhone, iPad and iPod touch, as well as Android, BlackBerry, and HP webOS smartphones. Students and faculty can download the applications free in their device's app store by searching for UCFMobile. UCFMobile currently gives the UCF community access to news, photos, videos and athletics information.

Multimedia Classroom Upgrades

The Office of Instructional Resources (OIR) has been busy this summer installing multimedia upgrades in many classrooms and labs on campus. Most of these upgrades were funded by the Technology Fee.

This year, more than 30 classrooms and labs in the following buildings will receive new or upgraded technology installations: Chemistry, Biology, CREOL, Classroom 1, Health and Public Affairs 1, Barbara Ying Center, Colbourn Hall, Math and Physics, Communications, and classrooms on the South Lake and Cocoa campuses.

Japanese Scholar Reflects on Sabbatical at CDL



*Dr. Kanji Kojima, Faculty of Economics,
Nagoya Gakuin University*

Kanji Kojima, a professor of economics from Nagoya Gakuin University in Japan, has spent the past year on sabbatical at UCF's Center for Distributed Learning (CDL) to study and conduct research on blended learning. He recently had the opportunity to reflect on his time at UCF and the differences he observed between how Japanese and American universities use educational technology.

Professor Kojima stated that before he came to the United States, he was not satisfied with his understanding of the blended learning construct because a review of literature produced many varied definitions. However, he feels that his year at UCF studying the Center for Distributed Learning and UCF's approach to faculty development and online program design has clarified his thinking and will be a valuable asset upon his return to his home institution, where he intends to implement much of what he has experienced at UCF.

Professor Kojima was particularly impressed with the scope and quality of data that CDL's Research Initiative for Teaching Effectiveness has accumulated and how those data are used to make informed decisions. At last year's EDUCAUSE meeting in Anaheim, Professor Kojima and several other Japanese educational technology leaders met with EDUCAUSE officials to discuss creating an EDUCAUSE-type organization in Japan that would support systematic research in blended and online learning.

When asked how technology use differs between the United States and Japan, he says that U.S. students "live and die" by their computers — either laptop or desktop — carrying their laptops all over campus, in coffee shops and everywhere they go in their daily lives. This is not the case in Japan, where college students prefer their mobile devices, even though universities provide laptops for them. One of the most common requests by Japanese students to their professors is that they be able to submit their papers via a mobile device. Professor Kojima speculates that in the near future the advent of tablets here in the United States and smart phones in Japan might well produce a convergence in the tools the respective students use to access information.

When asked what he enjoyed most about his year in our country, Professor Kojima claimed that there were so many surprises, one after the other, and all very enlightening. Likewise, all of us in Information Technologies & Resources feel that we have gained in equal proportion through getting to know Professor Kojima during his sabbatical year with us. We will miss our friend and colleague, wish him well, and look forward to future collaboration.

Student Services Updates

Electronic Degree Certification

The trend over the past several years has been for students to pay tuition and fees by check or online. In recognition of this trend, a new Student Accounts Services Office, where students and their parents can meet with a representative to discuss their university financial matters, has replaced the former Cashier's Office.

As part of this change, the "back office" functions of both Student Accounts and Loans and Collection have been relocated to the Research Pavilion. Students can continue to make payments through the mail, online or via the drop box located outside Millican Hall. Preceding each semester's payment deadline a staffed online payment center will be set up in the former second floor information desk where students can use computer workstations and myUCF to make online payments. The convenience fee will be waived at this location.

Department personnel making deposits will use the Millican Hall drop box. Further information on obtaining receipts for deposits, change, cashing petty cash checks and other related matters can be found at <http://www.fa.ucf.edu>.

Change of Major

The online change of major project has been very successful. Prior to its implementation, two full-time staff were required to process the 35,000 paper-based major and minor changes received each year, as well as catalog year changes. Now, there is very little need to intervene, and the work related to processing these record changes has been reduced drastically, allowing Student Services to devote staff time to higher priority tasks. The new online change of major form is available through the myUCF student self-service functionality.

Online Degree Certification

The degree certification process has been a manual paper-based process for several years. Each college developed its own internal business process. Documents were manually printed, copied, scanned and routed in a convoluted path through campus mail.

Combining the technical resources of PeopleSoft, Gideon Taylor eForms, Global 360 ViewStar, and our College Source degree audit system has resulted in a seamless and streamlined paperless process. The re-engineered process has greatly reduced paper, printing, copying, scanning, and hours of staff labor.

Students are also key beneficiaries because the new online degree certification process is expedited from initial review through degree awarding. College advising offices also saw processing improvements. With less paper, document routing for signatures and comments, college advising offices are able to more rapidly process and approve each audit. Unnecessary was copying audits before sending to the Registrar's Office for final approval. The Registrar's Office was also able to greatly reduce their review and approval processes.

CDL Completes IDL6543 Redesign Pilot

The Center for Distributed Learning (CDL) recently completed its pilot offering of a newly redesigned IDL6543, its flagship faculty development program for helping faculty understand how to design and deliver online and blended courses. Co-facilitated by CDL instructional designer Sue Bauer and psychology instructor (and CDL Fellow) Dr. Alisha Janowski, the redesigned program reflects more than a year of work and represents a number of significant changes from the previous incarnation of the course.

The program was redesigned based upon the input of a faculty committee from across the university and represents an evolution of the needs of today's faculty.

Among the many changes implemented, much more of the program is now online, there is increased flexibility to accommodate varying levels of incoming knowledge of online technologies, faculty begin working directly on their own courses much sooner, and there are more example courses from "web vet" faculty.

The IDL6543 redesign project is one of several strategic initiatives that represent CDL's commitment to be responsive to faculty needs.

For more information about the services CDL offers faculty, we have produced a short video overview at <http://engage.ucf.edu/v/p/VQB6J2r>.

To learn more about IDL6543 and all of CDL's faculty support services, visit <http://teach.ucf.edu>.

Support for VHS Being Phased Out

The VHS tape format is no longer a primary format for media distribution. As a result, many vendors are no longer making VHS players.

Consequently, the Office of Instructional Resources (OIR) can no longer order VHS players that can be integrated into our multimedia classroom systems; therefore no new or replacement VHS decks can be installed.

Many campus departments still maintain VHS collections that are used for teaching. To minimize the impact of withdrawal of VHS players from the marketplace, OIR will



provide in-classroom support for VHS playback through December 2012 to the best of their ability. This support may consist of temporary placement of VHS players in specific rooms or other options, to be determined.

However, it is essential that departments begin looking for newer media to replace the VHS format as soon as possible.

If you have any questions about the use of VHS media or instructions, please contact Don Merritt at don.merritt@ucf.edu or 407-823-2571.

Library Updates

EndNote X5 and RefWorks 2.0 Available

EndNote X5 is a citation management software application that allows you to easily collect and organize citations and create bibliographies. EndNote makes it possible to search library catalogs from around the world and add citations to your EndNote Library. While searching the libraries' electronic databases such as Academic Search Premier, ERIC or PsycInfo, you can easily export citations into your EndNote Library.

One of the most popular features of EndNote is its ability to quickly and easily create and format in-text citations and bibliographies. EndNote works with Microsoft Word, allowing you to format your paper according to a specific citation style. Funded by the UCF Technology Fee, EndNote is available at no cost to all current UCF faculty and students. To download the software, visit <http://guides.ucf.edu/citations-endnote>.

RefWorks 2.0 is also citation management software that collects and organizes citations and creates in-text citations and bibliographies. The main difference between RefWorks and EndNote is that RefWorks is networked software, while EndNote is installed on your personal computer. Learn about RefWorks and create your account at <http://guides.ucf.edu/citations-refworks>.

Workshops for EndNote and RefWorks are offered each semester at the Orlando campus

library. For more information about EndNote and RefWorks, contact Renee Montgomery at rcmontgomery@ucf.edu.

New Microform Reader/Printers

The library now has three new microform reader-printers. One is on the first floor in Government Documents, and two are on the third floor in the Media Services area. The reader-printers are easy to load. They are attached to a computer so that each page can be viewed as an image on the computer monitor. The image can be darkened or lightened, cropped, sent to a printer, emailed or saved to a USB drive. The background can be changed from white to black, and the typeface can be made larger or smaller.



Library Acquires New E-Resource Collection

Thanks to funding from the Technology Fee, UCF Libraries has acquired Oxford Scholarship Online. This collection provides access to the full text of 4,465 titles and to the prestigious Oxford Handbooks series. Last year, UCF Libraries purchased the Complete Springer E-book package. Springer is one of the largest STEM publishers, while the most recent purchase from Oxford University Press is strong

in the humanities and social sciences, thus balancing the collection. UCF Libraries receives access to all Oxford books offered online.

Oxford Scholarship Online is a vast and rapidly expanding cross-searchable library, which offers quick and easy access to the full text of books in biology, business and management, classical studies, economics and finance, history, law, linguistics, literature, mathematics, music, neuroscience, philosophy, physics, political science, psychology, public health and epidemiology, religion and social work. The product utilizes reference linking from bibliographies and footnotes and allows users to export citations to RefWorks, as well as EndNote, Reference Manager and ProCite.

The Oxford Handbooks series are available online as a collection in four subject modules: business and management, philosophy, political science and religion. Each handbook takes an aspect of its discipline and unpacks it, explaining the key issues, the classic and contemporary debates on those issues, and setting the agenda for how those debates might evolve. The handbooks contain in-depth articles by scholars at the top of their fields in the majority of academic disciplines.

Find a complete title list at www.oxfordhandbooks.com/oso/public/about_oho.html#contents. Find in-depth information at http://fds.oup.com/www.oup.com/pdf/online_products/OHO%20flyer_Jan2010.pdf.

CDL Launches the Blended Learning Toolkit

As part of the Next Generation Learning Challenges (NGLC) grant that UCF received in partnership with the American Association of State Colleges and Universities (AASCU), the Center for Distributed Learning (CDL) recently launched the Blended Learning Toolkit, an open-access clearinghouse of tools, advice, templates, research, examples and other resources for faculty and institutions interested in developing blended learning courses. Blended learning courses, where a portion of the traditional face-to-face instruction is replaced by web-based learning, are becoming increasingly popular nationwide. Because of our long experience in the design and practice of blended learning, UCF is assuming a leadership position both nationally and internationally.

Although the Blended Learning Toolkit was developed directly for the AASCU institutions participating in the NGLC grant, it is available for anyone to use. In fact, one of the faculty development courses contained within the Toolkit (and facilitated by CDL's Dr. Kelvin Thompson) has attracted almost 200 participants, approximately half of whom are not directly affiliated with the grant.

The NGLC project continues to progress on schedule and has received positive national attention.

To explore the Blended Learning Toolkit, visit <http://www.blendedlearningtoolkit.org>.

OIR Video and Graphics Services Move to CDL

Effective, July 1, 2011, the graphics production and video production services of the Office of Instructional Resources moved to the Center for Distributed Learning (CDL). Joe Fauvel and Siglinde Quirk have joined the CDL Graphics team, and Dale Fakess and Aaron Hose have joined the CDL Video team.

Requests for graphics production services (with project details) should be sent to cdlgraphics@ucf.edu, or call Betsy Walton at 407-823-5831. Requests for video production services (with project details) should be sent to digitalv@ucf.edu, or call Dr. Kelvin Thompson at 407-823-0462.

A View Into Our Technological Future

People who have been a part of the UCF community for the past decade or so have observed numerous developments in information technology services and resources. I am occasionally asked what is yet to come. This article is intended to respond to that question by offering brief descriptions of a few projects under development.

IDENTITY MANAGEMENT

What is it? There are many possible relationships with UCF, including student, employee, guest lecturer and vendor. To better manage the creation, termination and lifecycle changes of relationships with the university, Computer Services & Telecommunications is developing a comprehensive identity management capability.

How does it work? The first principle of UCF identity management is this: If you don't exist in PeopleSoft, you don't exist. Therefore, all people and entities that require a defined relationship with the university must have an identity record in the PeopleSoft ERP system. For people, this is accomplished through use of the online Personnel Action Form (ePAF). Once this is done, the system assigns a unique employee ID number (EMPLID), a Network ID (NID) and a Personal ID (PID).

The specific relationship with the institution determines which services and resources are available. Paid employees, for example, are entitled to e-mail accounts, ID cards, myUCF access, library access, parking permits and a range of similar resources. Under development is an improved identity directory that will become the master source for all central online services. This will reduce and eventually eliminate the need for different IDs and passwords on various online systems. Already, myUCF, Outlook-Exchange, Webcourses and several other online resources use the central identity directory to authorize access. Another benefit of the central identity directory will be the display of consistent and up-to-date information wherever personal data is displayed, such as the online telephone book.

In later stages of the project, we will implement federated identity management (through a technology called "shibboleth"), which will allow transparent access to certain internal departmental and external resources without the need to maintain separate credentials or log in twice. We will also increase user account security through implementation of digital certificates — electronic tokens — that will strengthen the security of current login-password access methods. With digital certificates, users will access secure systems with their logins (something they know) and their digital certificates (something they have). Finally, a goal of the project is to facilitate automatic provisioning of services and resources. Once a relationship with the institution is established in PeopleSoft, the identity management system will automatically create an e-mail account, a myUCF account and other resources without the need for manual intervention.

Why does it matter? When complete, the identity management project will provide more timely, accurate and secure user credentials, and more rapid access to authorized resources, with fewer logins and passwords to remember.

DISTRIBUTED ANTENNA SYSTEM (DAS)

What is it? A distributed antenna system consists of fiber optic cable, amplifiers and antennas located throughout buildings that boost cellular voice and data signals, providing consistent coverage everywhere on campus. The cellular radio tower located north of Bright House Networks Stadium, the first stage of the DAS project, has already boosted cellular signal strength across much of the campus for those carriers located on the tower (AT&T, Sprint, Clearwire 4G and others to come).

Distributed antenna systems are being developed for the Orlando campus and also the medical city at Lake Nona. Planning for both projects is being completed, and construction is anticipated to start later in the year.

Why does it matter? As more UCF employees, students and visitors carry cell phones, iPads and laptops with cellular data access, greater becomes the need for access to a strong signal everywhere on campus, including within buildings. The DAS will also boost radio signals throughout campus for public safety responders: police and fire.

TECHNOLOGY COMMONS

What is it? If you have visited the main floor of the library recently, you have likely noticed the major renovation there, referred to as the Knowledge Commons. A similar project — the Technology Commons — is underway in buildings CC 1 and CC 2 to provide students and faculty members with access to state-of-the-art technology for study and research. The Technology Commons will include PC labs, open seating and group spaces with wired and wireless network access, facilities for video production, an "expert desk," a technology demo and sales area, and a coffee shop. Phase one of the Technology Commons will open in CC 1 in late September 2011, and phase 2 — CC 2 — is scheduled to open in January 2012.

Why does it matter? Together, the Knowledge Commons and Technology Commons will provide UCF students and faculty with highly functional and technology-enabled spaces to support their academic work. The Technology Commons will also provide enhanced workspaces for students working in groups.

THE 21ST CENTURY LIBRARY

What is it? The library building was the first building constructed on campus back in the 1960s. The library needs more space for resources, students, and personnel, as well as a general renovation. A cost-effective approach to meet these needs is currently under development: the 21st Century Library project. Key to making this an affordable project is the planned use of an Automated Retrieval Center (ARC): a structure adjoining the library that will be densely

loaded with library materials, with rapid access through use of a robotic retrieval system (a video showing a new automated retrieval center in use at the University of Chicago library can be found here: <http://www.youtube.com/watch?v=ESCxYchCaWl>).

Why does it matter? The library building has served the campus well, but is in dire need of renovation and additional space to meet the needs of UCF's growing student and faculty population, as well as increased library resources, enhanced technology, and seating and collaboration space for students. The 21st Century Library will provide UCF with the academic resources and services we need for decades to come.

SHARED SERVICES CENTER

What is it? Housed in Computer Services, the Shared Services Center is a large, well-equipped, secure data center where departmental computer servers can be housed, providing direct access to core network services.

Why does it matter? As the use of information technology has grown throughout the university, the number of server rooms has also increased, with one or two in most academic and research buildings and more being added each year. Departmental server rooms require space, power, cooling, servers, networking equipment and personnel. Colleges, centers and administrative units are finding it cost effective to decommission their server rooms and move their applications and data to the Shared Services Center, resulting in access to state-of-the-art technology, a reduction in the number of servers required, and significant power and space savings.

UCFMOBILE

What is it? UCFMobile is a growing set of smartphone (and tablet) apps that provide access to UCF information and an interface to online courses through Webcourses. UCFMobile apps are available for the iPhone, iPad and iPod Touch through the iTunes App Store, for Android phones through the Android Market, for BlackBerry phones via BlackBerry App World, and soon for PalmOS phones.

How does it work? Just go to the online app marketplace associated with your specific type of smartphone or tablet, then search for and download UCFMobile. You will be prompted as updates and additional functions are released in the future. The information services in UCFMobile will increase over time, and eventually include interfaces to PeopleSoft transactions and other useful business functions.

Why does it matter? Smartphones and tablets are becoming ubiquitous, and we want UCF to be part of this technology wave. By creating apps for all of the major smartphone and tablet types, both the UCF community and the general public will have increased and more convenient access to useful university information.

—Joel L. Hartman, Vice Provost and CIO

information technologies & resources websites

Center for Distributed Learning <http://cdl.ucf.edu>
Computer Services & Telecommunications <http://cst.ucf.edu>
IT&R <http://itr.ucf.edu>
Library <http://library.ucf.edu>
Office of Instructional Resources <http://www.oir.ucf.edu>