DIY Service and Support

Few places, including UCF, are able to hire sufficient staff to provide 24/7 information and support. But, there are various online tools available to help members of the UCF community find the information you need at any time.

Directory Assistance
The UCF Phonebook at www.phonebook.ucf.edu is an up-to-date directory with listings of UCF individuals and organizations. This is the place to go to find phone numbers and locations (e.g., a professor's phone number or a department's zip code).

General and Technical Information
The Ask UCF knowledgebase at www.ask.ucf.edu provides answers to many common (and uncommon) questions and concerns.

Technical support on campus-wide systems and technology is available from the UCF Service Desk help pages, at www.cst.ucf.edu/servicedesk, for students and employees. Included are guides and links to a variety of topics including setting up email on phones, configuring the VPN client, and information security.

Password Self Resets
When a NID or PID password is forgotten or not working, a reset is needed.

For NID password resets: mynid.ucf.edu
For PID password resets: mypid.ucf.edu

On Nov. 8, CS&T upgraded the PID and NID self-service reset web pages. Changes include a new design and improved methods for securely resetting your password on the mynid.ucf.edu and mypid.ucf.edu sites.

Personal Information
In the myUCF portal (my.ucf.edu), employees have options to choose a preferred first name and business email alias. Once signed on to the myUCF portal, the options can be found under "Employee Self Service" and then "Personal Information."

The "Preferred First Name" page is for individuals who wish to go by a nickname rather than their legal first name. When the page asks for the preferred first name, be sure only the first name is entered. If both first and last are typed in, it will display a double last name throughout UCF systems.

The "Email Alias" page is reached by clicking the "Email Addresses" link and then the "Edit" button next to the "Business" email account. On the "Edit" page, employees can choose an email alias. Only employees with a UCF Exchange email account will see an "Edit" button next to the "Business" email account.

UCF's MOOCs

Massive Open, Online Courses (MOOCs) have been the topic of news articles throughout 2012 due to the notoriety of several very large-scale courses (e.g., in excess of 100,000 students) offered free, and the subsequent creation of several start-up companies that are now offering MOOCs featuring "rock star" faculty from "elite" institutions.

UCF is participating in a new MOOC venture launched on Nov. 1 by Instructure, the provider of UCF's new learning management system, Canvas. Canvas Network (www.canvas.net) is an online platform for delivering courses in MOOC format: open to the world, free, and with unconstrained enrollment. Canvas Network differs from earlier MOOC sites, such as Udacity, Coursera and edX, in that each participating institution is free to define the structure of its online course and its approach to teaching it. Courses running on Canvas Network are therefore likely to be more interactive and have smaller enrollments than the massive MOOCs currently being offered by Udacity, Coursera and edX.

Courses in Canvas Network will start in the spring academic term. Faculty members who will teach UCF's pioneering MOOC offerings are Bernardo Ramirez, assistant professor in health services administration, who will teach international health systems; and Robert Cassanello, assistant professor in history, who will teach writing history. The Center for Distributed Learning and Instructure are currently assisting Drs. Ramirez and Cassanello with converting their courses to the MOOC format.

"Big Data" Academic Analytics Projects

The term "big data," has begun to appear in the professional and business literature with increasing frequency over the past few years in reference to the use of very large data sets (multiple terabytes up to petabytes of data) and advanced statistical and data mining techniques to extract new meaning from operational data. UCF is participating in two big data projects this year, both focused on increasing student success. The first is a pilot project with Civitas Learning, a Texas-based start-up company, and the second is a 16-institution collaborative project managed by the Western Interstate Commission for Higher Education (WICHE), with funding from the Bill & Melinda Gates Foundation.

For each project, UCF will supply anonymized and de-identified institutional data with the intent of extracting indicators of student success and non-success that can be used to guide future interventions and communications to students intended to increase their academic success. Traditional student success measurement techniques involve cohort-based approaches and are generally retrospective; that is, groups of students and after-the-fact measurements. New big data academic analytic approaches are shifting to a focus on individual students and predictive insights that can be used to take action before a student encounters difficulty.

Several institutions have already implemented academic analytics projects with meaningful levels of improvement, sometimes in the range of tens of percents on various success metrics. Through participating in these big data projects, UCF hopes to achieve measurable improvements in three main areas:

1. Increase student completion rates
2. Reduce time to completion
3. Minimize accumulation of excess credit hours

As success indicators become available through data analysis, UCF's interventions will occur at course, program, and institutional levels.

For more information, visit www.civitaslearningl.com and http://wcet.wiche.edu/advance/par-framework.

Research Computing

UCF's high-performance computing system, STOKES Advanced Research Computing Center, has nearly finished a major upgrade of its computing capability (2,400 processing cores) and facility.

STOKES is a resource that supports faculty-directed research and is administered by IST (http://webstokes.ist.ucf.edu), with direction from a faculty advisory committee.

In addition, STOKES and UCF are part of a statewide consortium called the Sunshine State Education and Research Computing Alliance (www.sserca.org). SSERCA members are UCF, UF, USF, FSU, UM and FIU. Affiliated members are UNF, FAU and FIT.

SSERCA brings together these geographically distributed organizations and resources in such a way that their collective impact is far greater than the sum of their individual parts. The mission of SSERCA is to further the development of a state-wide computational science infrastructure of advanced scientific computing, communication and education resources by promoting cooperation between Florida's universities.

Fiber Ring to Lake Nona and Data Site Orlando

Driven by the need for business continuity, IT&R envisioned a Fiber Ring connecting four strategic locations across Central Florida. To make this vision a reality, it was shared with Florida LambdaRail (FLR), which embraced the plan and agreed to partner with UCF and provide the network equipment that will "light" the fiber. The four locations are as follows:

• UCF Orlando Campus
• Lake Nona Health Sciences Campus
• DataSite Orlando—a hosted data center used by UCF IT&R for off-site server hosting
• Level3 Point-of-presence (Maitland)— the telecommunications carrier facility that provides Internet access through FLR

IT&R and FLR's plan is to gradually build out this Fiber Ring between the four locations. UCF already has fiber between the UCF campus and Level3, which is used for connecting to Florida LambdaRail, Internet2 and the commodity Internet. In September, IT&R and FLR were successful in completing the fiber installation between DataSite and Level3 and establishing a temporary
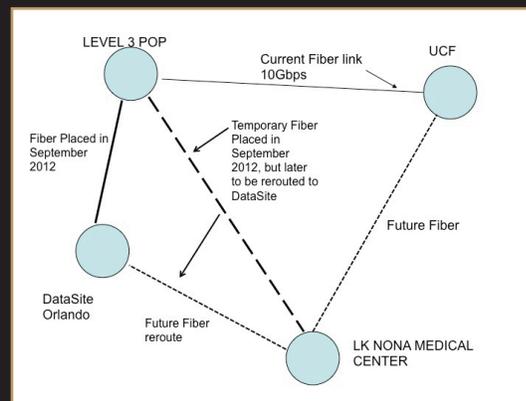
fiber route between Lake Nona and Level3. This temporary route will eventually be re-directed between Lake Nona and DataSite Orlando.

Since the fiber is managed by IT&R and energized by FLR network gear, the fiber ring will allow IT&R/FLR to expand in bandwidth as needed. This collaboration between IT&R and FLR allows for high-speed (10 gigabyte/second or faster), high-availability network connectivity for research and education purposes that best

serve UCF and its partners.

With today's optical networking technology, IT&R and FLR can increase bandwidth with the appropriate hardware to as much as 80 lambdas ("channels" using different light wave frequencies), with each lambda providing 10Gbps (10 billion bits per second). This will allow IT&R and FLR to rapidly meet the needs of their increasingly bandwidth-hungry communities in a cost-effective way.

VHS Support Phase Out

The VHS tape format is no longer a primary format for commercial media distribution. Many manufacturers are no longer making VHS players and OIR can no longer purchase VHS players that can be integrated into our multimedia classrooms. As a result, in 2010, OIR ceased installation of VHS machines in multimedia classrooms.

In order to minimize the impact and to give faculty and departments time to adjust to the change, OIR has provided in-classroom support to the extent possible. However, the end of that window is upon us. As the last of the machines currently installed in classrooms fail, they cannot be replaced.

Many streaming resources are available to faculty. DigitalCampus is a collection of more than 19,000 theatrical films and television programs available through Swank Motion Pictures. The university has semester-long access to films selected for use in web-based courses. Once added to our collection, titles can be used in any course that semester. Search available titles on the DigitalCampus web page at www.swank.com/digitalcampus, then use the online form to request a film for use in your course.

For help using DigitalCampus, please review the step-by-step instructions, or contact Rachel Mulvihill at rmulvihi@ucf.edu.

For educational film options, see FMG Films on Demand at digital.films.com.

Email Backup Server

CS&T is working to establish business continuity for enterprise Exchange email. A back-up email site located off campus will allow UCF to failover in case of an emergency affecting the main campus email system or if the main campus will need to take email down for other reasons. This will protect email from delivery loss and can be operational with just a few quick network changes.

This new site will allow the protection, resiliency and failover capabilities UCF has not had in the past with enterprise email. The project should be completed by late fall 2012 or early 2013. CS&T will communicate these changes and updates as the project continues.

The business continuity email system is a smaller version of the current system at the main campus.

When campus offices were surveyed a few years back about systems they consider critical to their business, they chose email as the number one system they needed to carry on their work. We have made it a goal since then to build a more secure, stable and highly available system for campus email. Since that time, we have migrated from GroupWise to Exchange, allowing for better web access and mobile support, and a high-availability architecture.

New Electronic Resources

The UCF Libraries is delighted to offer two new electronic resources.

The Vogue Archive contains issues from 1892 to the current month. Every page, advertisement, cover and foldout is reproduced in high-resolution color. Rich indexing enables you to find images by garment type, designer and brand names. The Vogue Archive preserves the work of the world's greatest fashion designers, stylists and photographers, and is a unique record of American and international fashion, culture and society from the dawn of the modern era to the present day.

The Nineteenth Century Collections Online (NCCO) provides searchable content from a wide range of primary sources from the 19th century. NCCO unites multiple, distinct archives into a single resource. Materials available include books, monographs, newspapers, periodicals, manuscripts, photographs, pamphlets, maps and more. Archives published within NCCO include Western as well as non-Western languages and are sourced from rare collections at libraries and cultural institutions from all over the world.

Mobile Workforce Employee Discount

Many employees carry one or more mobile devices these days, but many are not aware that most carriers offer a discount simply for being a UCF employee. On-the-go employees should check out the Telecommunications UCF Cell Phone page (https://publishing.ucf.edu/sites/itr/cst/Pages/telecomcellphones.aspx) to learn about the discounts that are available from their cell phone carriers.

For employees with a UCF Exchange email account, ActiveSync is a great way to keep up with email and calendar items on mobile devices. If the device supports ActiveSync (e.g., iOS and Android), the email account can be added using the correct settings (see box). For further set-up instructions, visit https://publishing.ucf.edu/sites/itr/cst/Pages/SmartphoneServices.aspx.

How to Add ActiveSync to Your Email Account

General Settings

Email address:
FirstName.LastName@ucf.edu

Server address:
webmail.ucf.edu

Domain:
NET

Username:
Your NID

Password:
Your NID Password

Note: Always be sure to back up your device before adding new apps, updates or accounts.

Retrospective Theses and Dissertations Digital Conversion Project

The Retrospective Theses and Dissertations (RTD) project began a few years ago as the demand for access to historical theses increased. The library was receiving Interlibrary Loan requests to borrow our theses and dissertations from institutions around the world, and there was concern about lending a document where only two copies exist — one in the library's circulating collection, the other in the University Archives.

The first concern is delivery time. Some of the institutions requesting these works were in South Africa and New Zealand, and it can take a significant amount of time to mail something that distance. The other concern was that the work may not be returned. This inspired the head of the Interlibrary Loan department to look for alternative ways to deliver these materials, and led her to collaborate with the Digital Initiatives librarian to start a digitization project.

UCF Library's RTD project includes all theses or dissertations published at UCF — since the first ones were published in 1972 — through mid-2004, when theses and dissertations were automatically digitized. These works can be used by the UCF community and by researchers around the world, showing the excellence of scholarship at UCF.

Currently, there are more than 300 titles available through the library's Digital Collections, but the library would ultimately like to see all 5,000-plus of these made available. There is no cost to authors to participate in this project. Authors simply need to give the UCF Libraries permission to digitally reproduce and post these works. If you authored a thesis or dissertation at UCF prior to 2004 (or know someone who did), and you want more information on the project, please visit the Retrospective Theses and Dissertations website at http://guides.ucf.edu/rtd. You may also contact project coordinator Kerri Bottorff directly at kerri.bottorff@ucf.edu.

Telephone Recording Services

The Office of Instructional Resources' Faculty Multimedia Center (FMC) in Classroom Building I has received several requests over the past year to record telephone interviews and telephone conferences.

In response, OIR has purchased equipment that will improve and simplify this process. The equipment, called Broadcast Host, is otherwise known as a digital hybrid. Such devices have been used for many years in the radio and television broadcast industry to record telephone interviews.

If you have a need to record your participation in a phone conference or to record a phone interview as part of your research, please contact Ryan Retherford at Ryan.Retherford@ucf.edu or Jon Findell at Jon.Findell@ucf.edu in the FMC for more information. As with all technology in the FMC, this service is free for all faculty to use.

Campus Connections

The University of Central Florida Libraries initiated the Campus Connections program in 2008. One day a week, up to three different student services organizations staff a table in the Main Library, near the entrance, where they talk with students about their services. More than 26 separate university offices participate in Campus Connections. The program is popular because it offers university organizations a unique opportunity to get out and talk in person to students about their services in one of the highest traffic areas on campus. Students benefit from the Campus Connections Program by becoming aware of services.

University offices selected to participate in Campus Connections offer services that directly impact students' educational and personal development.

Prior to the beginning of fall and spring semesters, a questionnaire is emailed to each participating UCF office or organization soliciting their preferences for dates and times to come to the library for Campus Connections. Also, each office and organization is asked if they will have any special needs. Next, a master calendar is developed and an email is sent to participating offices/organizations informing them of when they are scheduled to come to the library. On the date an organization is scheduled at the library, a table with two or three chairs is set up near the entrance to the library (the only way in or out of the building).

information technologies & resources websites

Center for Distributed Learning (CDL) **http://cdl.ucf.edu**
Computer Services & Telecommunications (CS&T) **http://cst.ucf.edu**
Information Technologies & Resources (IT&R) **http://itr.ucf.edu**
Library **http://library.ucf.edu**
Office of Instructional Resources (OIR) **http://www.oir.ucf.edu**