

iterations

INFORMATION TECHNOLOGY SERVICES • UNIVERSITY OF MISSOURI - ST. LOUIS

NOVEMBER • 2010

Welcome to the Fall Issue of iterations!

In this issue, you will learn about MyGateway, computer security, design of future classrooms, green printing, and the upcoming Focus on Teaching and Technology Conference and other news.

On November 11th and 12th, we will again co-sponsor the focus of Teaching and Technology with the Center for Teaching and Learning. The Conference continues its expansion to include regional partners with the participation of Missouri University of Science and Technology, University of Missouri, Maryville University, St. Louis Community Colleges, Southern Illinois University at Edwardsville, St. Louis University, Fontbonne University and Jefferson College.

Mark your calendars! For more information about the program, please visit: www.umsl.edu/services/ctl/fac_programs/teach_with_tech/conference.html.

We are proud to announce a Call for Proposals for this year's Innovation Grants for integrating technology into teaching and learning. Please see: www.umsl.edu/technology/innovation_grant for more information.

We, at ITS, wish all of you a very successful fall semester!

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Do you have Questions or Comments about MyGateway?

University of Missouri - St. Louis
Information Technology Services

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MYGATEWAY HELP HOME	MyGateway System Help Blackboard 9 Known Issues The Faculty Resource Center has established a wiki for users to record problems/irregularities with the new Blackboard (MyGateway) 9. To contribute to the wiki access the Using MyGateway and WWW: A Resource for Instructors course site. If you have specific questions or concerns please contact the FRC at 314-516-6704 , or visit 105 Computer Center Building (CCB) for assistance.
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MGW SURVEYS/STATS	

Now that we've all had a chance to 'test-drive' the new version of MyGateway for a while, The Faculty Resource Center has created a wiki site for known issues and questions. If you have a specific question about something in MyGateway, or, if you would like to see if anyone else has reported a problem or question, please go our Blackboard 9 Known issues wiki site: www.umsl.edu/technology/mgwhelp/

and select Blackboard 9 Known Issues link (to contribute to the wiki site you must be logged in to MyGateway). Click the Using MyGateway and WWW: A Resource for Instructors link to begin.

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Green Printing Update

Since the Fall semester, an application called PaperCut NG has been in service on all Instructional Computing Lab and Classroom computers. This program is being used to alert and educate students on their printing history so that we can better understand student printing needs. Compared to the same time period last year we have started to see a small reduction in the amount of printed material. We know this is early in our gathering of data to analyze, and there is room for more improvement, but we thought we would share the good news!!

To further help us be a smarter and "greener" campus, please use these tips on how to reduce our need for printing.

Tips to Reduce Printed Materials & Cost

- Print PowerPoint slides 3 or 6 slides per page in black and white with backgrounds turned off. Use the Zoom option to print multiple pages on 1 sheet
- Provide course syllabus in electronic format instead of print
- Avoid giving out handouts in class, but instead provide documents in electronic format and accept completed assignments electronically when possible
- Encourage students to review PowerPoint slides online, or in MyGateway, instead of printed format
- Print files duplex (2 sided)
- Only print 1 copy
- Reduce page margins, or use single or 1.5 spacing to fit more on a page
- Before printing, check print preview to review the document and verify the number of pages. Web pages can be very long.
- Print only the necessary pages instead of the entire file.
- Don't print drafts of every revision. Edit and proof papers online.
- If you print a file and decide it is no longer needed, before it is printed; delete it from your computers print queue.
- Send documents electronically instead of printing out hard copies.

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National Cyber Security Awareness Month

October is Cyber Security Awareness Month. But what does that mean? Many IT security professionals like the tag line "Security is everyone's business". Everyone at our University has a role in our security. Over the past several years, the number one security issue on campus has been users voluntarily giving their passwords away to phishers (scammers). The phishers send an "urgent" email to campus alerting users of an issue with their account; some users fall for it and send them their password to "solve" the issue. That account is then used to for malicious purposes. This is one area where you are in control. Only you can prevent yourself from emailing your password or falling for one of these scams. The best way to do that is to stay informed.

So, Cyber Security Awareness is really the IT professionals educating the public about IT security issues. Computer systems are a lot like vehicles. They need maintenance to run properly and safely. This maintenance is often done in the form of security patches and updates. ITS pushes many of these out to users' systems, but it is still up to the users to reboot their systems when asked to. If the system is never rebooted, the patches are never fully deployed. There are other patches and security maintenance items needed to keep your data secure too. In the past, ITS would send email alerts out about these critical patches. But those emails easily get mixed up in the multitudes of email we all receive and often forgotten.

If you are interested in being an active and informed member of our cyber security community, please visit my blog regularly. If you want to be informed when any new cyber security issues arise on campus, you can also subscribe to my blog using the "RSS Feeds" option on the right hand side of my blog and clicking "Entries". The security blog is a key part of cyber security at UMSL and I hope that you will be a key part too. blogs.umsl.edu/security

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Microsoft Forefront Client Security Software



What happened to my Symantec Antivirus Icon in the Windows system tray? Where did it go and why do I have a green sphere icon with a white check mark there now?

UMSL will be transitioning from Symantec's Antivirus software to Microsoft's Forefront Client Security (MFCS) software by December 31, 2010. Over the coming months you will see a small change to your Windows system tray (lower right corner of your computer display). Your Symantec Antivirus software will be replaced with MFCS software.

Why is UMSL moving to MFCS?

A couple of reasons; our software licensing contract is expiring with Symantec on December 31, 2010 and we have an opportunity to save UMSL significant dollars on licensing new antivirus software.

Why MFCS?

MFCS software helps guard against emerging threats, such as spyware, adware and root kits, as well as traditional threats, such as viruses, worms, and Trojan horses. It is supported on Windows XP, Windows Vista, and Windows 7. MFCS also allows UMSL's ITS staff to unify protection and simplify administration by:

- including advanced malware protection technologies
- deploying security software, policies

- and signatures effectively
- being backed by global malware research and response organization
- staying informed with state assessment scans and security alerts and insightful reports
- customizable alerts based on incidents and assets
- integrating solutions for real-time virus and spyware protection with our existing IT infrastructure

Do I have a choice on what Antivirus Software I can have on my Windows PC?

In the Standardization of Computers policy, it states: "All computers purchased using university, research or grant funds should have standard configurations and be procured through ITS." Since MFCS is our new standard antivirus software, all UMSL owned Windows PC will be migrated to it. This allows for lower total cost of ownership and lowers our support cost. Software standardization is one way we can achieve those lower costs while it maintains the consistency of the technology and enhances users' access to technology.

When can I expect my Windows system to be migrated to the new Antivirus software?

ITS will be contacting departments and individuals to schedule a time to migrate systems during the fall semester. Our goal is to complete the migration by December 31, 2010.

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MyGateway 9 Online Resources

The MyGateway System Help site has been redesigned to support faculty, staff and students with using the tools and features available in the new version of MyGateway. As you recall the MyGateway course management system was upgraded from version 8 to 9 and that upgrade included a new look and several new enhancements. The online help site provides tutorials, short videos, and other self-help resources. If you are interested in finding out more information about:

- Personalizing MyGateway
- Uploading Documents
- Creating Announcements
- Adding a Teaching Assistant (TA) to a MyGateway course

- Building Assessments
- Using Wimba Classroom and more

Visit: www.umsl.edu/technology/mgwhelp/. In addition to online support, the Faculty Resource Center (FRC) is available for individualized consultations and departmental workshops upon request. We look forward to helping you use the tools available to support teaching and learning at UMSL. Give us a call at 314-516-6704; email: frc@umsl.edu or stop by room 105 Computer Center Building (CCB).

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Focus on Teaching and Technology Conference: November 11-12, 2010

How are we enriching teaching and research with technology? What innovations are faculty members using to focus students on learning? It's time to register for the ninth annual Focus on Teaching and Technology Conference. This regional conference offers 8 workshops and 24 concurrent sessions highlighting how faculty colleagues are enriching instruction with technology. Teaching award recipients from St. Louis campuses share their award winning strategies on Friday. UMSL colleagues who received Innovation Award winners present on their funded projects during two Friday sessions. A vendor exhibit will showcase new technologies and instructional tools.

This year's keynote speaker is José Antonio Bowen, Dean of the Meadows School of the Arts at Southern Methodist University. He'll speak from a premise presented in an article titled Teaching Naked: Why Removing Technology from your Classroom Will Improve Student Learning. Read about his work here: www.ntlf.com/html/ti/naked.htm and listen to an interview conducted by NPR here: www.npr.org/templates/story/story.php?storyId=111872191

In response to faculty members' schedules and feedback from previous conferences, the 2010 FTTC program reflects a new organization. Workshops will only be offered on Thursday. Each is scheduled on the South Campus in the Technology and Learning Center in

Marillac Hall. As always, each is offered in an advanced technology classroom or lab and feature hands-on experiences about blending new and emerging technologies with instruction. Lunch is included with the nominal workshop registration fee. Friday's program includes all of the concurrent sessions. Dr. Bowen's plenary session follows lunch on Friday.

This regional, two-day conference, hosted by UMSL, attracts participants from universities, community colleges, K-12 schools, and corporations. Campus co-sponsors are Continuing Education, Information Technology Services and the Center for Teaching and Learning. The conference planning committee includes representatives from Missouri University of Science and Technology, University of Missouri-Columbia, Maryville University, St. Louis Community Colleges, Southern Illinois University Edwardsville, Saint Louis University, Fontbonne University, and Jefferson College.

Click here to view 2010 conference program and to register: www.umsl.edu/services/ctl/fac_programs/teach_with_tech/conference.html

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Email Enhancements

As the volume of email continues to expand, organizations are challenged to keep pace. Mailboxes are filling up from a variety of sources with "spam" at the top of the list. Other common growth areas are social networking, mobile devices, and file attachments. In general, digital communications growth is inescapable.

UMSL ITS responds to this challenge with several enhancements to our digital communications infrastructure. Two high performance email servers are now delivering email to faculty and staff users. These servers offer scalable performance and enhanced power efficiency with enterprise-class uptime. Complementing the upgraded servers, two terabytes of additional storage are now available for email... and that's a lot of email. With recent improvements in place, the mailbox quota was increased to five hundred megabytes.

What does this mean for us? Faculty and staff now access a more responsive, reliable email system with additional storage capability. Increased mailbox quotas facilitate access to larger amounts of email content. Although it is easy to be overcome with email growth, these enhancements will allow us to keep pace.

If you need to send an attachment via email that is greater than 50MB, which is the maximum size allowed by the UM system, DropBox is a new service provided by Information Technology Services. DropBox will enable you to send files up to 150MB in size within the UM system to anyone with a valid email address. Visit: www.umsl.edu/dropbox to find out more.

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Future of Classroom Design

Instructional Computing has been working with others on campus to develop the next generation of classrooms. Currently there are three Learning Studios on campus. SSB 499, Clark 400, and the newest addition Villa 155, was completed this past January.

Instructional Computing continues to learn from your feedback and suggestions regarding the three Learning Studios, as well as other learning spaces on campus. We strive to get a better understanding on how rooms are used so that we can try to incorporate the feedback into future projects. The goal for us is to assist in improving the overall learning experience for students and provide tools the instructors need in the room.

Because of your feedback and suggestions, we have tried innovative furniture styles, incorporated different technologies in the teacher's stations, developed zoned areas for group activities, and fine tuned touch panels for the instructors. The most important feature however, is the freedom and flexibly the rooms provide to teach and learn in an environment unencumbered by the traditional classroom constraints.

We are seeing students set up seating arrangements based on how they want to learn, instructors sitting with the students in wireless freedom, lectures being recorded as speakers move about the room, and as one instructor put it, "experiencing a more comfortable and a more cerebral feeling."

Instructional Computing would like to thank everyone for their feedback on these learning spaces and always welcome your comments and suggestions, good or bad. Technology is a wonderful thing, but if it's not used, what's the purpose of having it? Please email ic@umsl.edu, we look forward to hearing from you!

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