

Welcome to our first electronic issue of Iterations. Based on the need to reduce our budget, suggestions from the UMSL Suggestion Box and in order to be more environmental friendly, all future issues will also be sent electronically. Also, see the article in this issue regarding turning off computers and printers at night and on weekends.

Technology Innovation Grant Winners

Congratulations to the winners of the Innovation Grants for the use of technology in teaching and learning. Here are the winners:

- Rebecca Rogers of Teaching and Learning
- Kimberly Allen and Douglas Hughey of Nursing
- Angela Coker of Counseling and Family Therapy
- Stephanie Merritt of Psychology
- Michael Porterfield of Teaching and Learning
- Carl Bassi of Optometry
- Kirsten Horn of Foreign Languages and Literature
- Don Gayou of Mathematics and Computer Science

Thank you to everyone who submitted proposals; the selection committee had a very difficult task of selecting the projects due to the quality and depth of the project pool. Details of the winning proposals can be found at: www.umsl.edu/technology/innovation_grant/2008_winners.html. Please watch for the announcement calling for proposals for the next round of Innovation Grants.

Computer Security and the Remediation Project

Security plays an increasingly important role in the computing world (see phishing article in this issue) and in the announcement of a new UM system initiative. As part of the University of Missouri's commitment to keep faculty, staff and student personal data safe and secure, we are embarking on the Social Security Number Remediation Project. Details of the project can be found at: <https://doit.sharepoint.missouri.edu/sysops/public/ssnproject>. To view this sharepoint site, please use either your sso id@umsl.edu and sso password or your umsl-users\sso id and sso password. I will soon begin a formal process to work with UMSL unit managers to identify uses of Social Security Numbers (SSNs) in their units. Our campus Information Security Officer (ISO), Mark Monroe, will then work with unit managers and the UM System IT project team to begin the remediation process as appropriate.

New location for South Campus Online Testing Center (OTC)

Instructional Computing is pleased to announce that the South Campus Online Testing Center opened in its new location on Monday February 16, 2009. The new location is in South Campus Computer Building Room 107. This location has 14 online testing student stations.

James M. Krueger
Vice Chancellor of Managerial and Technological Services

Is this Email Real or a Phish?

Even if you do not know what I mean by a Phish, you have seen them. Phishing emails look like real emails, but they are not. They pretend to be from your bank, credit card company, PayPal or even UMSL. How can we protect ourselves and others from these scams?

One thing that you can do is not add to the confusion. Phishers use common "generic" mailboxes to try and trick people. They make their emails appear to come from admin@umsl.edu or webmail@umsl.edu or accounting@umsl.edu. They just guess at what might be there and "spoof" the address. Phishers can put whatever they want in the "From" line of the email; you have probably even received these emails from your own address. What we recommend is that you never send University emails out from a "generic" account or mailbox. Always send the emails out

from a real person's official UMSL email address. This allows the user to contact the person to verify the email and it adds a more personal contact. ITS sends out automated password reset emails, but they actually come from a real person's mailbox that can be verified and the person can be contacted.

Some groups do not like to do this because they do not want the replies to go to a specific person. This is easily solved. When an email is created there is an option to specify a "Reply to" address. You could put your group or departmental email address in this "Reply to" field and all replies will then be sent there. In doing this, we get the verification and personalization of a real user with the convenience of the emails coming back to a shared mailbox. To learn how to use "Reply to", please visit my website: www.umsl.edu/technology/security.

Another way we can help protect from phishing emails is to not trust the links in the email. Phishers put links in emails that make you think that you are being sent to your bank or UMSL's webpage. Really it is sending you to a malicious site. Do not use these links. Open a browser on your own and type in the address as usual. If you suspect that it is fraudulent, feel free to call the institution to verify. Please report any phishing emails you receive to abuse@umsl.edu.

And always remember that we will never ever ask you to email us your username or password, so never do it.

Mark Monroe
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Reducing Costs through Power Management

Over the years, computer manufacturers have made great strides in lowering the power consumption of PC's and monitors. As technology progresses, many of those savings are undermined due to our increased dependence on and volume of those devices. When idle, each computer consumes approximately 50 watts, each monitor 30 watts. Faculty and staff desktop PC's and monitors account for approximately 2000 workstations. Combined, these systems consume 2.67 kilowatt-hours (kWh) every minute, or 160 kWh for each hour those systems remain powered on. St. Louis power customers have the fortunate advantage of being charged a rate well below the national average. Assuming a nickel per kWh, it costs the university a total of \$8 an hour, to power all 2000 computers. Though shockingly small and trivial at first glance, keep in mind, a year has a lot of hours. If left on for 24 hours, the electricity costs the University \$192 a day—\$70,080 a year. By simply powering off these devices for 12 hours a day as well as over the weekend, those costs would decrease to \$25,028—a savings of \$45,052 annually!

ITS is actively investigating new ways of reducing our power consumption without

disrupting the availability of systems. One such strategy – already in effect – is the use of power-saving settings on DSP computers. Ultimately, we hope to better utilize hibernation, once we are able to do so without affecting the stability or responsiveness of a system. Although the Instructional Computing (IC) Labs and Classrooms are powered down during off hours, we are designing and testing an even more aggressive technique where machines will automatically power on/off based on the schedule of the room where the system is located.

ITS encourages faculty and staff to take energy-saving measures with the PCs in their offices. In order to contribute to our effort, ITS recommends powering down workstations during the evenings, weekends, and holidays. There are some instances where this is impractical, particularly for users who access their desktop remotely.

Make no mistake. While saving money, these efforts will not make a huge impact on UMSL's budget. However, with everyone's involvement, UMSL will take sensible action to do our part. The following excerpt from Loren Eiseley's *The Star Thrower* offers an apt analogy:

There was a man who was walking along a sandy beach where thousands of starfish had been washed up on the shore. He noticed a boy picking the starfish one by one and throwing them back into the ocean. The man observed the boy for a few minutes and then asked what he was doing. The boy replied that he was returning the starfish to the sea, otherwise they would die. The man asked how saving a few, when so many were doomed, would make any difference whatsoever? The boy picked up a starfish and threw it back into the ocean and said "Made a difference to that one..."

If the motivation does not come from the money saved, then it should come from one simple truth: It is the right thing to do. Simply by taking the actions we can, we walk across campus, see the students, and think, "Made a difference to that one..." "Made a difference to that one..." "Made a difference to that one..."

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Instructional Computing News

Instructional Computing completed a few upgrades over the Winter break. Three new Windows XP "stick rooms" were built in Clark Hall (100, 312, and 313). Student computer stations were also upgraded in CCB 003, CCB 005 and SCC 103. A new home for the South Campus Online Testing Center was opened on February 16th. It is now located in South Campus Computer Building 107. This location will have 14 computers for online testing in MyGateway. The North Campus location is still available in JC Penny 75. You can learn more about the Online Testing Center at: www.umsl.edu/technology/mgwhelp/fachelp/otc.html.

Instructional Computing has also kicked off the Spring 2009 Short Courses and Instructional Computing Fridays. We will be offering one hour courses on programs such as: Microsoft Word, Excel, PowerPoint 2007, Parallels, Adobe Photoshop, and several others. These courses are free and open to all students, faculty, and staff. To view the full schedule and to sign up for a session visit: www.umsl.edu/training.

During the economic down turn it is a good time to think about ways we can all help reduce costs. We would like to ask for your assistance in ensuring that the ceiling mounted projectors and lights in the rooms get turned off after class. Instructors are now also making course related content available in MyGateway and online websites. When possible let's encourage students to view this material electronically instead of having it printed out. When printing is required, try to print the items in duplex. Printers with this capability are available in most of the staffed labs on campus.

Video Conferencing is another way to help save time and money. Have you ever thought of holding that meeting, interview or having that special guest speaker for your class via videoconference? Instructional Computing's ITV rooms can hold as many as 30 or as little as one, to get your business done, without the cost and hassle of traveling. More information is available on this service at: www.umsl.edu/technology/instructionalcomputing.

Have you been interested in trying a new technology in your classes? Are you looking at using a webcam, video recorder, personal response system or another peripheral device in your classroom? A member of the Instructional Computing staff would be happy to assist you in deciding what device might help you reach your goal. Software requests for the Fall 2009 semester are due May 15, 2009.

If you're in need of a Technology orientation or support in any of the Instructional Computing classrooms please contact us at ic@umsl.edu or 314-516-6852. For more information about Instructional Computing and the services we offer visit us on the web: www.umsl.edu/technology/instructionalcomputing. Have a great semester!

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MyGateway Updates for Version 8

Welcome to the spring issue of Iterations! Many of you recall the upgrade to Blackboard (MyGateway) version 8 in fall 2008. Several new enhancements were added which included a revamped grade book (now called the Grade Center), a plagiarism tracking software called Safe Assign and Self and Peer Assessments. These new features create additional opportunities to enhance instructor-student and student-student communication.

While we would like to say that we have not found any bugs in version 8, we cannot. Our ongoing testing and faculty feedback have revealed some issues. The Faculty Resource Center (FRC) has developed a Wiki site so that users can post problems or issues related to the new version. To access the Wiki site login to MyGateway (mygateway.umsl.edu) and select the “Using MyGateway and the WWW: A Resource and Training Guide for Instructors” course site. Select the first button to the left titled “Blackboard 8 Issues.” We will continue to work with Blackboard to resolve these issues and will provide updates when available. Below is a list of known issues and the status of each.

Grade Center Issues

Q: I created an “Extra Credit” column in the Grade Center, it’s worth 0 points and I checked “Yes” to include in Grade Center calculations but the points are not being calculated in the “Total Points” column

for students. How can I include “extra credit?”

A: Create an Extra Credit column by selecting “Add Column”

Name: Extra Credit (optional)

Primary Display: “Score”

Points Possible: “0”

Include in GradeCenter calculations: “Yes” next....

Create a column under “Add Calculated Column”

Choose “Total”

Rename the column: Running Total Including Extra Credit (optional)

Please note: A “Total” column currently exists in the GradeCenter but does not calculate “extra credit” correctly.

Primary Display: Score

For option #3 choose “Selected Columns”

Select all columns including the “Extra Credit”

Calculate as running total: “Yes”

Include in GradeCenter calculations: “Yes”

Click “Submit”

Q: The GradeCenter will not allow more than 28 individual items to be weighted. How can I weigh all GradeCenter items?

A: Use categories instead of individual items.

Q: Several of my students have the same last name but the GradeCenter sorts them incorrectly (e.g., Jones). Instead of Cheryl Jones appearing before Ted Jones, Cheryl

follows Ted. A list of identical last names do not automatically alphabetize by first name.

A: To correct this:

Sort the Grade Center by First Name

Sort the Grade Center by Last Name

This returns the student name listing in the correct and expected alphabetical order.

Announcement Issues

Q: I pasted text from a Word document into the text box in MyGateway. Several students who received the message via email stated that the message had weird line spacing and coding. What happened?

A: Announcements that are copied from a Word document or from an Outlook email and pasted into the announcement text box carry extra html formatting code with them. That extra formatting code is then included in the email to students. Users can edit the html code or copy the text first to Notepad then paste into the text box.

For more information please visit the Using MyGateway and WWW... course site or contact the Faculty Resource Center, 314-516-6704, email: frc@umsl.edu or stop by room 105 Computer Center Building (CCB).

Jennifer Simms
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Free and Cool Web Tools You Can Use

If you’re thinking about new and innovative ways to reach your students and excite them about learning, take a few moments to explore a few of the web sites below. Web 2.0 has arrived and that means that there are lots of (free) sites where you and your students can create content, and share documents, videos, audio files, journals, blogs, wikis—and just about anything else that you can create in an electronic format. All of that can now be shared virtually with groups large and small. Here are a few of my favorites – for a complete list please visit my web site: www.umsl.edu/~wilmarthp/fetc-09.html

Kitzu - This collection of free, educational, copyright-friendly media resources includes music, images, and video that students can use to build and/or enhance their projects.

Microsoft Photo Story - This program is a free download from Microsoft which makes arranging photos (with titles, voice-over, and more) into a slideshow very, very easy. You’ll need to be running XP as your OS.

Jamendo - On jamendo, artists allow everyone to download and share their music. It’s free, legal and unlimited.

Audacity - This is a free audio recording and editing program. Combine audio files, record your voice over songs, and export to a single audio file in order to upload to Movie Maker or other programs with only a single audio track.

Zamzar - Another online converter like Media-Convert, but with this one, it is possible to give it a URL from YouTube, tell it what format you want, and it will e-mail you a half-hour or so later to let you know it’s ready for download.

Google for Educators - Loads of great programs (Google Earth, SketchUp, Picasa, etc.) one can download for free, as well as links to groups discussing how to make the world and our classrooms better places.

George Lucas Educational Foundation - GLEF contains interesting and very high quality pieces about innovative schools, programs, and efforts. This is a particularly good site for educational professionals seeking to develop their knowledge of innovative practices.

TeacherTube - This site is an educational version of YouTube, with similar tools and ratings. The quality spans the spectrum, and the site relies on users to flag anything inappropriate. Beware the onslaught of advertising. Definitely some gems to be found by those who search.

Digital Clubhouse - This nonprofit based in San José, California, gets students to explore cultural identity and cross-generational projects. There is an especially strong (and remarkably politically balanced) program called “Stories of Service” through which teens help war veterans tell their stories.

Webs - Used to be called Freewebs; create your own website easily from a variety of templates—very easy for beginners.

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Voice Mail – Do You Know Your “Personal Verification”?

Ever wonder why you sometimes know who is leaving you a voice mail message and sometimes you don't? Sometimes you hear a “name” or an “extension”. Sometimes it is the “wrong name” – however, it is never the “wrong extension.” Our CallPilot voice mail system has a feature to allow you to personalize your voice mailbox. This feature is called “personal verification”. If you choose not to “personalize” your voice mailbox, the system will supply a default verification for you.

Personal Verification: A short recording to identify the owner of the mailbox.

1. If not recorded, the default is the mailbox number.
2. If the mailbox was previously “owned” by someone else, it may be recorded with the previous owner’s name.
3. It may be that you have recorded your name (and extension).

Because not everyone can identify you by your extension alone, Telephone Services highly recommends that you set up your mailbox as noted in item 3 above. The personal verification is heard when you check voicemail messages and identifies the messenger by name or extension.

If you do not know whether or not your mailbox has a recorded personal verification, follow the instructions below to check and record one, if necessary.

1. Dial 6600 (516-6600 from off campus)
2. Enter your mailbox ID, followed by #.
3. Enter your password, followed by #.
4. Press 8 2
5. Press 9 to select your personal verification.
6. [You will hear “the personal

verification is” – either a recording or the mailbox number.]

7. To record a personal verification, press 5.
8. After the tone, speak your name or your name and extension.
9. Press # to stop recording.
10. To hear the personal verification again, press 2.
11. Press 4 to exit.

The personal verification recording is also heard when you use Express Messaging (x6601) to leave a message in another voice mailbox without signing on to the voicemail system. If you do not know how to “express message”, follow the instructions below:

1. Dial 6601 (or 516-6601 from off campus).
2. Enter the 4-digit extension of the person to receive the message.
3. Press #.
4. [Personal verification recording is played.]
5. Record your message after the tone.
6. Hang up.

A VOICE MAIL TIP: When you place a call and are forwarded to the voice mail system, press # to avoid listening to a recorded greeting.

Information about internal, external and temporary greetings will be featured in the next iterations. In the meantime, if you have questions or need additional information, please call x6500 for assistance.

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(Your) Faculty Resource Center

The Faculty Resource Center (FRC), provides enhanced technical support to faculty, staff, and students wishing to benefit from educational technology. These support resources include: assistance in development of web-based material, assistance with online courses, the integration of video or graphics into course materials, assistance in the use of various instructional technologies, individual consultations, and access to networked workstations with software and media capabilities.

The FRC assists with management of MyGateway courses, including converting a variety of media for online use. We also have equipment such as laptops, data projectors, digital cameras, digital video cameras and other items for your use. We are here to help make the teaching/learning process easier and more efficient for you.

- Learn how to make your own web page
- Find out the latest features in MyGateway
- Scan articles, books, photos and documents and convert them to PDF files
- Receive one-on-one personalized instruction
- Check out equipment (laptop computers, data projectors, digital cameras, etc.)
- Learn how to create online tests and surveys
- Learn how to stream videos and make them available to your students
- Learn how to set up your podcasting account and start podcasting
- Access computers with lab/classroom software
- Obtain information on how to download Norton Antivirus for home, SPSS and SAS

Faculty Resource Center activities reflect UMsl's commitment to strengthening the support for teaching and learning with technology. With over 25 years combined experience working with the campus community, Jennifer, Paul and Tom look forward to helping our clients succeed with technology. Stop by room 105 CCB, give us a call at 516-6704 or email: frc@umsl.edu.

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Enjoy spring and the remainder of this semester. The next *iterations* is scheduled to be published in the fall 2009 semester.