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INFORMATION TECHNOLOGY SERVICES • UNIVERSITY OF MISSOURI - ST. LOUIS

FEBRUARY • 2007

## Welcome to a New Semester

We had another great round of Innovation Grant proposals last fall. I congratulate the winners of the Innovation Grants for the use of technology in teaching and learning. They are:

*Diane Saleska, Nursing; Michael Bahr, Educational Psychology, Research and Evaluation; Anu Vedagiri, Art and Art History; Vally D'Souza and Jim Chickos, Chemistry and Biochemistry; Tim Wingert and Gary Bachman, Optometry; Beth Eckelkamp, Foreign Languages and Literature*

For more information, please see: [www.umsl.edu/technology/innovation\\_grant\\_2006/fall06\\_winners.html](http://www.umsl.edu/technology/innovation_grant_2006/fall06_winners.html). Thank you to everyone who submitted proposals, and please watch for the announcements for the next round of Grants.

The Fall06 Focus on Teaching and Technology Conference was the most successful yet. We included regional partners such as Saint Louis University in the planning. We had about 250 registrants or 70% more than last year, which was already 50% higher than the year before. Registrants came from UMSL, SLCC and other schools in the St Louis region as well as from our sister UM campuses in Rolla, Columbia and Kansas City. We lived up to the promise of starting to turn this into a regional event. The conference was introduced by UM President Elson Floyd in person this year and opened by Chancellor Tom George. At the reception, attendees were entertained by Express Scripts' corporate band, the Expressions. The conference was another informative, yet fun event that we will repeat this coming Fall. See details at: [www.umsl.edu/services/ctl/fac\\_programs/teach\\_with\\_tech/conference.html](http://www.umsl.edu/services/ctl/fac_programs/teach_with_tech/conference.html)

The project to implement Peoplesoft Student Administration is officially underway and has been renamed **FAST**, an acronym for **F**uture **A**dministrative **S**ystems and **T**echnology. The system itself will be known as "**MyView**," to reflect its central role in providing appropriate student information directly to students, faculty and staff. UMSL's own initial instance of the software and database was operational by January 16. We're grateful to the technical team at UM System who worked through the weekend of the Martin Luther King holiday along with your UMSL team to make the system work. We will have a full complement

of consultants by January 22 to begin work on the lengthy process of configuring and adapting the various software modules. Your UMSL team is organizing an "official" project start on February 8 to which all interested people on campus are invited. Unlike other administrative systems, MyView will touch students, faculty and staff. We want to make sure that all stakeholders know that the campus is committed to its success, not only technically, but in the important goal of improving services to students and enhancing our recruitment and retention efforts. Chancellor George, Provost Cope, Vice Provost Coonrod and I will help introduce the project to campus at that event.

After a year of piloting Horizon's LiveClassroom and Wimba Audio Tools for enhancing lectures delivered via the web, and with the enthusiastic support of the initial users, we have decided to standardize that tool. The licensing is more advantageous for the campus and the tools are richer and more flexible than those in the current tools from Centra. We do understand that faculty who currently use Centra will need help with the transition. See the article "Transitioning to Live Classroom" in this issue describing the transition plan. The Faculty Resource Center will work with individuals who need specific assistance.

The new Online Testing Center in JCPenney 75 opened in the Fall. As mentioned last issue, this will supplement the existing OTC on South Campus.

The new "flexible" lab/classroom in SSB 449 opened in time for this Spring Semester, and is available for scheduling through the Registrar. This is a pilot for a different type of classroom that can be used for technology-enhanced collaboration and is a direct result of the Provost's Forum on Innovative Classroom Design last Spring. We have moved from bright idea to physical reality in less than a year, which is a testament to our staff's creativity, executive support, and collaboration with the Center for Academic Development.

**"We help you be successful with technology"**

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## Coming Soon to a UM-St Louis Website Near You...

### Would you like to:

- Get technical support 24 hours a day from home, the office and on the road?
- Have the most popular and useful hints, tips and suggestions to make the most of the software you use every day?
- Be able to check the status of an open work ticket without calling?
- Know about potential problems before they occur?
- Know the solutions to the top 10 technical problems others on campus have experienced and the solutions?

If you have ever wondered how to archive your Outlook folders or change a header in the middle of a Word document, the answer will be at your fingertips. Want to know how to find, check and update a printer driver? The Technology Support Center Self Service Knowledge Base is heading your way. Thousands of answers to questions about software and hardware you use every day will be a click away. Can't find an answer to your question? Start a ticket. As top priority, your ticket will be quickly answered by one of our knowledgeable staff by phone or email.

Keep an eye on your inbox this Spring for more information.

Karin May  
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## Daylight Savings Time and You

Daylight savings time will mean a little more this year than just setting your clock ahead 1 hour. It may mean reconfiguring and manually setting the time on many of your electronic devices that in the past did it on their own. In August of 2005 Congress passed the Energy Policy Act, which changed the dates of daylight savings time. In the past we set our clocks forward one hour at 2:00 AM on the first Sunday in April, this year it will be the second Sunday in March (March 11). In the fall we set our clocks back one hour on the last Sunday of October, this year it will be on the first Sunday of November (November 4).

Many of the devices you use everyday may need to be updated to reflect these changes. You may have to manually update you DVD player, VCR, Microwave, Alarm clock, Palm Pilot, and even your computer. As far as your computer goes, vendors like Microsoft and Apple have said that they will only patch a few versions of their operating systems. There will be downloadable patches for Windows XP Service Pack 2, Windows Server 2003, and Mac OS 10.4.6 (and up). If you have a Linux system, many of the new Kernels are already patched. So what do you do?

There are a few scenarios that will come into

play. If you have a Windows XP SP 2 system on campus it will get patched through the regular patches and updates when Microsoft releases them. If your campus computer is Windows 2000 it will be patched through scripts that we have written here on campus. You can update your Mac OS 10.4.x system using the regular Macintosh updates. If you have appointments in your Outlook calendar, there will be patches available to fix the time information for them as well. You should keep an eye on your appointment times and maybe even include time information in the meeting subject line to avoid confusion.

For your systems at home, you have some choices too. You can get the patch from Microsoft by using Windows Update for your Windows XP SP 2 system. We will make our patches for Windows 2000 available to for you to download from one of our campus websites as well. Patches, updates, and more information will be available to you at: [www.umsl.edu/technology/tsc/security/](http://www.umsl.edu/technology/tsc/security/) in the next few weeks. You can also call the Technology Support Center at 516-6034.

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## Mac Users: Back Up Files

Losing valuable data files is one of the biggest fears computer users have. PC users on campus may know that files saved in their My Documents folder are automatically backed up on UMSL's Steamboat server. So even if your computer dies, your files won't be lost. However, this automatic backup function does not work for MAC users, so it's up to you to make sure your files are protected. Mac users can manually back up all of their files on the Steamboat server. On your Mac desktop you should see an icon called UMSL Samba. After logging in with your SSO and password, you will connect to the Steamboat server. You can then copy your files to it by simply dragging and dropping files to the server icon. If you have any questions about backing up your data you can call the Technology Support Center at 516-6034.

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## New Technology Enhanced Classroom

Instructional Computing completed the construction of a new Technology Enhanced Classroom for Spring 2007. The new room in SSB 449 was designed with input gathered during the Provost's forum on Innovative Classroom Design.

The room houses several unique features including 2 ceiling mounted projectors, 50" Plasma display, document camera, instructor station with dual monitors (one of which is a SMART Symposium), multiple instructor points, wireless microphones, and 31 Dell wireless laptops running the full

Instructional Computing XP image. The furniture in the room is a combination of quarter round and rectangular tables on wheels. The tables and chairs are all on wheels to allow for flexibility in setting up a variety of configurations depending on the lesson plans for each days class. The room also features a couch, crush cans, push pin boards, and multiple whiteboard writing surfaces.

Faculty from the Center for Academic Development, English, Foreign Languages, and Business are currently teaching courses in the room. The instructors

are using a variety of teaching styles in the room, and blogging with each other about their experiences in the room. The information gathered will be used to help determine what future classrooms on campus need to contain to meet the expanding needs of technology to assist the learning process.

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## Instructional Computing Labs - Spring 2007

### Duplex Printing is now available!

Along with providing monochrome printers in all of the staffed labs and color printing in select labs, Instructional Computing has added the ability to print in monochrome duplex to several printers including one each in Thomas Jefferson and Ward E. Barnes Research Commons, Benton Hall 232, and the E. Desmond Lee Technology and Learning Center and two printers in SSB 103. These duplex printers allow users to print on both sides of the paper thus saving paper and space. This information and other services offered are published in various locations. For a complete list of campus computer labs and

their resources visit the Lab Resource Matrix at: [www.umsl.edu/technology/instructionalcomputing/labs/resourcematrix.html](http://www.umsl.edu/technology/instructionalcomputing/labs/resourcematrix.html). Instructional Computing lab staff is ready and available to assist users with this new feature and other services that are available.

### Computer Training Available on Campus

Instructional Computing offers various short courses during the course of each semester. The courses are offered on many Office applications, and common computer operations, including Photoshop I and II, Excel I and II, PowerPoint, File Management and basic web design. Each course is designed to be an hour in length and give the

participants a basic understanding of how to use the specific application. These courses are a great way to give a participant the information they need to know in order to use each of these applications, such as how to create a PowerPoint presentation, or the knowledge to create graphs and charts in Excel. For locations and times of short courses visit: [www.umsl.edu/training](http://www.umsl.edu/training)

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## Transitioning to Live Classroom

For the past three years the UMSL faculty and students have been using an application called Centra to meet and interact in real time (synchronously) over the internet. As some of you may know, we have been evaluating a product called Live Classroom for the past few semesters. Live Classroom, a Horizon Wimba product, also allows students and teachers to meet in real time in a virtual classroom.

Beginning this summer, Centra will no longer be available. Those of you who are currently using Centra to conduct your virtual sessions will be happy to know that Live Classroom does everything that Centra can do, (with the exception of video, and that will be added soon). Live Classroom is fully integrated with MyGateway and has several advantages over Centra. Live Classrooms is fully operational on Mac and PC formats. Creating virtual meeting rooms and Scheduling class sessions is done completely within MyGateway. Loading PowerPoint presentations into Live Classroom is simple and can be done in advance. Recording and archiving your presentations is accomplished by a single mouse-click. E-board with markup tools, application sharing and web searches are also available.

The following is a more detailed list of features found in Live Classroom:

- course material already posted to MyGateway can be pulled into Live Classroom sessions
- attendance and classroom activities available in a tracking report and MyGateway course statistic report
- does not require user to download client software
- uses popular plug-ins (QuickTime & Java)
- can be used on MAC, UNIX and PC platforms
- easily and immediately creates virtual classrooms
- full duplex audio
- white board with markup capabilities

- can generate real-time questionnaires and post-event reports
- post-event evaluations
- option for guests to attend session
- recordings (archives) available immediately after class
- classroom chat feature is available anytime allowing students to meet with each other any time before, during, and after the class session
- used for online collaborative meetings to support faculty and staff projects and activities

### Voice Tools

An additional feature available to faculty and students is Horizon Wimba Voice Tools; also found in the Communication area on MyGateway.

Voice Tools adds Voice Boards (used like discussion board), Voice Email, Audio Direct (like phone conferencing with a larger group) and the newest feature: Wimba Podcaster (allows you Voice record and host a podcast with RSS and Direct link to iTunes).

If you have any question regarding Live Classroom and Wimba Voice Tools you may contact the Faculty Resource Center. They will provide support and ensure that your transition to this feature is a seamless one.

Two Live Classroom sessions will be held on March 12<sup>th</sup> and March 14<sup>th</sup> in room CCB 104 from 2:00 p.m. to 4:00 p.m. Register to attend at: [www.umsl.edu/training](http://www.umsl.edu/training). A test site has been set up in MyGateway for Live Classroom virtual sessions. Please feel free to contact the Faculty Resource Center if you're interested in meeting with us virtually.

Marcel Bechtoldt  
Systems Administrator - Principal  
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## Tech Friday Workshops Are Back

**Happy New Year!** I am pleased to announce the return of Technology Friday workshops. Technology Friday workshops are 75 minute sessions designed to help faculty, staff, and GTA's with the technology resources available at UMSL. Whether you're a beginner or would just like to learn about more MyGateway features that enhance teaching and learning, these workshops offer the recipe for success. Workshops are held every Friday throughout the semester with sessions beginning at 10:00 a.m. and 11:30 a.m. Topics for Winter Semester 2007 include:

- Making MyGateway Work for You
- MyGateway V7.1: Discussion Board, Grade book and Assignment Making
- A collection of resources for the online instructor
- Connecting with students using Horizon Wimba's Live Classroom

To register for a Technology Friday session please visit: [www.umsl.edu/training](http://www.umsl.edu/training). If there is a topic that you would like to know more about but it's not listed please contact the Faculty Resource Center, by phone, 516-6704 or email: [frc@umsl.edu](mailto:frc@umsl.edu). We look forward to helping you be successful.

Jennifer Spearman-Simms  
Technical Trainer - Principal  
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## Did You Know?

The gradebook feature in MyGateway gives you the option to download a copy of your course gradebook. With just a few clicks you can have a copy of your gradebook saved in your MyDocuments folder or any local drive. Consider the student who received a delayed grade. Using your copy of that semester's gradebook you can easily track the student's progress up until the point when they received the delayed grade. What about the student who wants to challenge their grade? Don't be caught off guard! It's not too early to start and I recommend adding this to your checklist each semester. Remember once the semester is over the MyGateway team will only archive a copy of your course content which excludes gradebook information. Follow these steps to save a copy of your gradebook:

### 1. Click control panel inside your course site



### 2. Under Assessment click "Gradebook"



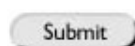
### 3. Click on the "Download Grades" link



### 4. Select "Tab" as the Delimiter type



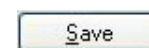
### 5. Click submit



### 6. Click on the "Download" button



### 7. Click the "Save" button



Your gradebook is saved to a file named "gb\_export.xls." You will be prompted to select a location to save the file on your local computer.

If you want additional information contact the Faculty Resource Center by phone, 314-516-7191, email, [frc@umsl.edu](mailto:frc@umsl.edu) or stop by room 105 CCB for assistance. We help you be successful.

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## MyView New Student System

UMSL'S new student information system, MyView, will replace CICS/SIS, STAR, and TRAIN. MyView is powered by Oracle/PeopleSoft, and will provide recruitment, admissions, advising, financial aid, registration and student financial services to the campus community. Some enhancements being implemented with MyView include increased web functionality, 24/7 access

to the student system and easy to use faculty and student self-service features. Check out the project website: [www.umsl.edu/myview](http://www.umsl.edu/myview) to see the system implementation timeline, project status, a list of team members and more.

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## IC Upgrades for Spring 2007

The new semester brings with it some upgrades for Instructional Computing. There have been a few new software packages that have been installed and several software packages have been upgraded to newer versions. A complete list of all software removals and upgrades is located at: [www.umsl.edu/technology/instructionalcomputing/docs/ICSsoftwareSpring2007.pdf](http://www.umsl.edu/technology/instructionalcomputing/docs/ICSsoftwareSpring2007.pdf)

In addition to the new software that is available, XP workstations were upgraded to new Dell GX620's in Marillac 100 (TLC), SCB 102, CCB 103, & CCB 104. The new North Campus Online Testing Center in J.C. Penny 75 opened for tests on November 13, 2006, and has 27 testing stations available. Also, 4 new Windows XP stick rooms were built: in Clark Hall 208, Clark Hall 213, Benton 116, and Social Science Building 334. Upgrades to current technology rooms include SSB 206 & SSB

207 with new projectors, control systems and speakers. CCB 005 has also been remodeled with work including new tables, audio system, carpet and paint. CCB 106 was upgraded with a new Instructor cabinet, new ceiling mounted projector with a SP Control system, and ceiling mounted speaker system.

Orientations and support for the Instructional Computing classrooms can be provided by contacting us at [ic@umsl.edu](mailto:ic@umsl.edu) or 314-516-6852.

For more information about Instructional Computing visit us on the web: [www.umsl.edu/technology/instructionalcomputing](http://www.umsl.edu/technology/instructionalcomputing)

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## Why Drive?

How would you like to make that conference, workshop, meeting, interview or program without ever leaving campus? Video conferencing is your answer. Video conferencing is not only cost effective; it also eliminates the stress and fatigue caused by long trips. You get the benefits of eye contact and body language, without the hassles associated with travel. Why not do your next job interview using video conferencing? Think of the money your department would save by NOT flying in every candidate and spending the entire day entertaining, only to find out that person didn't even make the short list.

UMSL ITV Video Conferencing has conducted hundreds of conferences that have saved thousands of dollars for various departments here on campus.

We can connect across town or around the world. Your conference can include multiple locations and is simple and easy to use, and you will have access to various multimedia presentation tools.

Please visit us on the web at: [www.umsl.edu/technology/instructionalcomputing/](http://www.umsl.edu/technology/instructionalcomputing/) or call us at 314-516-6174 or email at [itu@umsl.edu](mailto:itu@umsl.edu)

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## Conversations about Teaching and Technology: Beyond the Tools: Designing Environments for Learning

**Beyond the Tools** is designed to open up the learning environment to reveal how learning can be encouraged and how technology planning can help. The first session provided an overview of the virtual learning environment. The series will pull together research about teaching and "good practice." The remaining sessions will highlight the innovations and successes of campus colleagues and involve participants in using a variety of technology.

### Uncovering Critical Thinking Through Writing

February 16, 2007  
1:00-3:00 pm  
449 Social Sciences Business Bldg.

- What research says about how writing and thinking are related
- How writing can prompt, facilitate, foster, and record active learning
- Using writing within small and large enrollment classes
- Encouraging feedback loops: writing, learning, technology, small group work, and critical thinking

### Revealing Learning Through Assessment

March 16, 2007  
1:00-3:00 pm  
449 Social Sciences Business Bldg.

- Identifying the reasons for each assignment
- Aligning the reasons with evaluation criteria
- Letting students do the work
- Using feedback throughout the semester

### Folding Sound and Image into Instruction/Teaching

April 6, 2007  
1:00-3:00 pm  
449 Social Sciences Business Bldg.

- Rethinking other modes of learning and expression
- Choosing media to enhance content and to illustrate processes
- Accessing web-based and multi-media resources
- Assessing both input and output in the teaching and learning process

### Redesigning for Fully-Online Courses

April 20, 2007  
1:00-3:00 pm  
449 Social Sciences Business Bldg.

- Thinking in learning modules, not chapters or historical periods
- Anticipating student questions about the course and assignments
- Providing options and flexibility for learning
- Communicating to build a learning community
- Sharing best practices and accreditation standards

Please pre-register for sessions at: [www.umsl.edu/ctl](http://www.umsl.edu/ctl). For more information, call 314-516-4508. Program is co-sponsored by Information Technology Services and the Center for Teaching and Learning.

PLEASE NOTE: These sessions convene in the newest flexible, technology-enhanced classroom on campus, 449 Social Sciences Business Bldg.

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Check out what's new with Unix Accounts:  
[www.umsl.edu/technology/unix](http://www.umsl.edu/technology/unix)