

CITations

May 25, 2007

No. 192

CITations is a report featuring information technology-related news of interest to UNC-Chapel Hill faculty members, graduate instructors and the staff who support them. *CITations*, published twice a month, is an electronic service of the ITS Teaching and Learning division.

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ITS TEACHING AND LEARNING STAFF IN HANES MOVING

The staff in the ITS Teaching and Learning division with offices on 4th floor of Hanes Hall are moving to the 2nd floor of ITS Franklin on Thursday, June 7. Our new CB# will be 1150, but telephone numbers will remain the same. Affected staff include: Suzanne Cadwell, Elizabeth A. Evans, Bob Henshaw, Carolyn Kotlas, and Cindy Stone.

SOFTWARE SECURE PRODUCTS PREVIEW

At the June Instructional Applications Interest Group (IAIG) meeting, Doug Winneg, CEO of Software Secure, will preview the company's latest product developments. These developments will include Secureexam's compatibility with Microsoft Vista. From a student's point of view, Secureexam functions as an electronic bluebook. The software allows a student to access a limited feature set of Microsoft Word and Excel (on Windows and Macintosh platforms), prohibiting access to all other files, programs, and the Internet. The files that students submit for grading are encrypted, allowing only instructors and graders running Secureexam Grader to unencrypt and access their work. For more information about Software Secure, visit the company's website at <http://www.softwaresecure.com/>.

When: 11:30 a.m. - 1:00 p.m., Wednesday, June 6, 2007

Where: Room 404, Hanes Hall

Refreshments will be provided by ITS Teaching and Learning.

The IAIG provides a professional networking venue for staff who work with instructional technologies. Membership in the group is open to all interested University staff. For more information see the IAIG website at <http://its.unc.edu/tl/aoe/iaig/>.

To receive meeting reminders and reports, join the mailing list at http://lists.unc.edu/read/all_forums/subscribe?

[name=instructapps](#) or send email to Carolyn Kotlas at kotlas@email.unc.edu.

TEACHING TAB ON FACULTY PORTAL UPDATED

The links to services and documents on the Teaching tab page of the Faculty edition of the MyUNC Portal have recently been updated. The page includes links to teaching assistance services and tools, information on classrooms and labs, and professional development opportunities. Faculty can access the portal at <https://my.unc.edu>. Log in with your Onyen and password and select the Faculty tab to get started.

MyUNC Portal is a customizable site that is similar in some ways to the Yahoo or Google portals in that it provides a variety of "gateways" to other sites -- links to email, news headlines, shopping, topics of interest, and more. The primary focus of MyUNC, however, is on the specific needs of students, faculty, and staff at UNC-Chapel Hill. It accomplishes this by bringing together onto one screen links to valuable information that would otherwise be difficult for you to find on your own at the University. For more information on the MyUNC Portal, see <http://help.unc.edu/?id=2941>.

WEB-BASED TEACHING OPPORTUNITIES

The William and Ida Friday Center for Continuing Education is recruiting faculty and advanced graduate students to develop and teach Web-based courses for our popular Carolina Courses Online (CCO) program and our Self-paced Courses (SPC) program. New CCO courses can open in the spring, summer, or fall of 2008 and would continue for a minimum of three semesters. New SPC courses can start at any time since students are not on the semester schedule; they enroll for a nine-month period and work independently at their own pace on course materials with feedback from the instructor.

Faculty receive a stipend for developing and teaching a course as well as substantial assistance from our instructional design staff, who will convert campus course materials or new courses into interactive, web-based instruction. Department chairs must approve the faculty or graduate students who teach in the programs, their course proposals, and the final course Web pages.

We are looking for courses that fulfill General College or Arts and Sciences perspectives, or any popular course in which students have difficulty enrolling. Upper-level courses that satisfy the Arts and Sciences Philosophical and Aesthetic Perspectives along with courses from the professional schools which are required for majors or professionals in the field are also good. Check our website (<http://fridaycenter.unc.edu/cp>) to see the current range of CCO and SPC courses; proposals for courses that add to this variety are especially welcome. Courses at the graduate level are also welcome. A minimum of six students is necessary for the CCO courses to run each semester and enrollment is capped at twenty-five.

Our mission for distance learning courses is to meet the needs and goals of the non-traditional student who cannot get to campus on a regular basis, but we also help departments and students on campus by alleviating the demand for popular, filled-to-capacity courses, and by administering and covering the costs of the program.

For details, please contact Judith Benowitz at 962-6302 or benowitz@email.unc.edu.

ITS HAS MANY OPTIONS FOR TECH SUPPORT

Read alerts on the ITS homepage.

Any service outages will be posted in red on the "Alerts" section on the right-hand side of the ITS homepage (<http://its.unc.edu/>). These alerts are posted by IT professionals on campus who support major IT services. If your problem is listed, ITS is already working to fix it. If not, the problem might be isolated to your computer -- and

you might want to follow one of the options below.

Call 962-HELP.

The ITS Response Center (ITRC) is there to answer the phone 24/7. They can give you the latest update on service outages, and if it turns out the problem is with your computer specifically, they can get you back on track quickly.

Visit help.unc.edu.

You can always call the ITRC for IT support, but sometimes your problem will be a minor one that you would rather fix on your own. If that's the case, just visit <http://help.unc.edu/> and search for keywords related to your problem, such as "network" or "Blackboard." There should be quite a few documents with steps to fix your problem.

Chat with the ITRC.

Did you know you can chat online with ITRC representatives by visiting <http://its.unc.edu/itrc/chat/>? Sometimes that's the easiest way. And with your permission, they can remotely control your computer and see the problem for themselves -- and often fix it for you, while you watch on your own screen.

ITS WORKSHOP REGISTRATION SYSTEM TO CHANGE

LearnIT will soon introduce a new workshop registration system to replace the TRACS system. When the new system is available, we will announce it in this newsletter and through a new mailing list, LearnITnews. You can subscribe to the list at <http://mail.unc.edu/lists/read/subscribe?name=learnitnews>.

FREE BOOKS

As part of our staff move from Hanes Hall to ITS Franklin, ITS Teaching and Learning has a collection of books that we need to dispose of. A lot of them deal with technology and teaching, interface design, instructional design, programming, and the Internet. Most of them are from the 1990's -- classics! You are welcome to come by and take any that you can use. The books are located on the book shelves in the hall and on a book truck just outside Room 404. Please come by anytime and just take what you can use.

We are scheduled to move on June 7th. If there are any books left by that time, we would like to have them donated to a library sale or other non-profit that could use them. If you are interested in getting them to a donation site, please contact me.

-- Carolyn Kotlas

tel: 962-9287

email: kotlas@email.unc.edu

COMPUTER TIPS: USING THE HELP SITE'S NEW FEATURES

The ITS Help site (<http://help.unc.edu/>) was recently redesigned for improved usability. One of the many improvements is the expansion of document information, which gives users better tools in their search for answers.

When searching or browsing pulls up a list of documents, expanded document information may include:

-- Description

A short summary provided by the author allows the user to quickly ascertain whether the document contains needed information.

-- Genre

Each document can be categorized according to its type. FAQs, Policy/Guidelines, Software Description, Tutorials and Standard Operating Procedures (SOPs) are just a few of the available choices.

New information in the footer of individual documents may include:

-- Tags

Keywords or tags allow the user to search for other documents similarly tagged. To search by tags, simply add "tag" before the search word. For example, "tag:graphics" will call up all documents with that tag. For additional information on advanced searching, visit <http://help.unc.edu/5765>.

-- Audiences

The audience for each document is identified as general, student, faculty, staff and beginner and advanced. In addition, specialty audiences are available. For example, documents created by and for the School for Information and Library Science (SILS) can be specifically identified as intended for a SILS audience. Knowing the audience that the document targets allows users to self-select documents that best suits them.

To learn more about the Help site, visit <http://help.unc.edu/1578>.

You can also find computer tips in issues of the *University Gazette* (<http://gazette.unc.edu/>). Look for them in the Information Technology Services columns.

For more computing assistance, contact the Information Technology Response Center, Undergraduate Library.
Walk-in Hrs: 7:30 a.m. to 5 p.m.

Submit a help request on the Web: <https://www.unc.edu/ar-bin/remedy.pl>

Tel: 962-HELP -- 24 hours/7 days a week

ITRC website: <http://help.unc.edu/>

CONFERENCE ANNOUNCEMENTS

Stay informed about technology conferences with the CIT's "Education Technology and Computer-Related Conferences" at <http://its.unc.edu/tl/guides/irg-37.php> and "Calendar of World-Wide Educational Technology-Related Conferences, Seminars, and Other Events." The calendar is at <http://confcal.unc.edu:8086/>.

2007 CITATIONS PUBLICATION SCHEDULE

January 12 & 26

February 9 & 23

March 9 & 23

April 13 & 27

May 11 & 25

June 8 & 22

July 13 & 27

August 10 & 24

September 7 & 21

October 5 & 19

November 2, 16 & 30

December 14

CITations welcomes announcements from all UNC-Chapel Hill campus organizations involved in instructional and research technology. To have an announcement considered for publication in *CITations*, send email to Carolyn Kotlas, kotlas@email.unc.edu, or call 962-9287. The deadline for submissions is 11:00 a.m. the day before the publication date.

HOW TO SUBSCRIBE OR UNSUBSCRIBE TO CITATIONS

CITations is published twice a month by the ITS Teaching and Learning division. Back issues are available at <http://its.unc.edu/tl/citations/>.

For more information about ITS Teaching and Learning, see our website at <http://its.unc.edu/tl/>.

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