Your MUnet Password and Security - Important Change on February 3, 2003

Some of the most important and confidential information about each of us is stored in electronic files. Services that allow easy access to this data make tasks such as entering/checking grades, assignments and financial aid quick and simple. However, maintaining the confidentiality of this electronic data is critical.

Miami University's auditor has stated that continued use of default MUnet passwords does not give adequate security for confidential data. (Default passwords are those that are automatically assigned when the account is created. The default MUnet password value is mmddnnnn - where mmdd are month and date of birth and nnnn is the last 4 digits of the social security number.)

Since mid-November, web-based applications such as myMiami have alerted those of you still at the default password value that your password needs to be changed. The alert gives the opportunity to change the password to another value as well as the opportunity to create a Secret Question that can be answered if the password is forgotten.

On February 3, 2003, you will need to change your default MUnet password in order to be able to login to a web-based service. Only default MUnet passwords are impacted; anyone who has already changed their MUnet password from the default value is not affected by this change.

The Knowledge Base details information on this policy change as well as tips on how to choose a good password.

Changes to the MUnet password or Secret Question/Answer can be made at: http://www.muohio.edu/passwordchange or via myMiami by going to the "School Services" tab in myMiami, then clicking on the "Passwords" link under the "Technology" heading.

Questions concerning passwords should be directed to the MCIS Support Desk at supportdesk@muohio.edu or (513)-529-7900.
Miami Students' TV Favorites

The AV/Technology Services unit of MCIS recently completed a survey of the television viewing habits of students living in residence halls. Graduate students from John Bailer's Mathematics and Statistics Practicum helped design and provide content for the survey. Then a randomly selected group of 600 students received the survey asking them to estimate how much time during the week they spend watching each of the MUnet video channels. They were also asked to indicate what channels they would like to see added by choosing from a list of the top one hundred cable channels in the United States.

According to the survey, the most watched channels on Miami MUnet video system are:

1. The Learning Channel
2. MTV
3. Comedy Central
4. ESPN
5. TBS
6. USA
7. Cartoon Network
8. ESPN2
9. TNT
10. WGN

Unfortunately some of the channels students would like to see added have "per drop" charges that are way out of our budget, however we aim to provide as much popular programming as we can within our budget. The bulk of the programming on the MUnet video system is currently being provided through a contract with DirecTV. Other programming provided include the various foreign language channels, The Weather Channel, College Television Network, NASA TV, and Fox Sports Ohio, whose signals are received by the large satellite receiving dishes on Route 27. The local channels' signals are received off-air via the special antennas located on WMUB's tower located behind Williams Hall.

Please direct any questions about the programming on Miami's MUnet video system to Scott Apfeld at 9-8787 or by e-mail at apfeldsd@muohio.edu.
Virtual Teaching and Learning Center

Miami University's Virtual Teaching and Learning Center is a Web site that provides a rich set of inter-related information centered on learning strategies and best teaching practices using technology. The site's mission is to provide faculty with direct support advocating and leveraging technology to advance learning. The VTLC provides users with direct links to articles and web pages with relevant and timely information and research broken down into three main sections.

- The Technology section lists six general types of technology used at Miami. Each section examines strategies and options of using those specific technologies in the curriculum.

- The Learning Strategies section lists the five common strategies used in higher education today. Follow one of these links to specific information about each strategy and links to articles about how to implement each type into the curriculum.

- Faculty Profiles highlight various Miami faculty who are integrating technology into their courses; a new faculty member is listed each month. You can also view an archive of Faculty Profiles sorted by academic department.

Because most of the articles in the VTLC are associated with at least one primary technology, cross-reference links help you find related information faster. For instance, if you wish to explore available articles pertaining to collaborative learning, the main part of the page delivers an archive of articles on that subject. To the right of the archive, a series of cross-reference links provides a quick jump to related articles. These articles may cover topics such as:

- collaborative learning technologies at Miami
- things to consider when using collaborative learning
- assessing collaborative learning environments
- a showcase of other faculty members at Miami using collaborative learning.

In addition to the collection of articles, each section also has its own set of resources designed to support the integration of technology in teaching and learning. Examples are literature from the scholarship of teaching, training events, and course content. Please note that because the VTLC links to by-subscription-only information, faculty and teaching staff must login using their Miami Unique ID and password.

The staff of AREA 351 who designed and created the site, encourage faculty to submit articles and research links to be displayed in the VTLC in hopes of further expanding this robust resource for Miami University.

A quick tour of the VTLC is available via the web. Click here to login and access the tour.
Training Notes

The MCIS Training page now has a new format; you will find a link from the navigation bar at the left. This page gives access to several types of online training links (including PC and Macintosh computer based training), information about training and workshops all over campus and a link to the TRAIN registration system.

If you are new to the Banner system, you may want to register for a navigation workshop through the TRAIN system. The instructor-led workshop is designed to help participants become more comfortable with screens, functions and terminology used with Banner. Navigation is the first step in learning to use Banner. The next step is to concentrate on the individual tasks you need to do. You will gain this expertise through colleagues in your office or through workshops provided by individual offices. The next navigation classes meet:

- Tuesday, Jan 21, 2003 09:00 AM-12:00 PM in 305 Hoyt Hall Oxford
- Thursday, Feb 20, 2003 09:00 AM-12:00 PM in 305 Hoyt Hall Oxford

New Interface Released for the MU Knowledge Base — Miami's Technology and Services Support Site

On December 19, 2002, a new interface was put in place for the MU Knowledge Base. The goal of this new interface is to help Knowledge Base visitors get to the information they are seeking even more quickly.

The new interface features two navigation bars that stay available no matter where you are in the site:

- The left navigation bar allows you to search the Knowledge Base (Search box) or jump to a topic of interest ("Get Help With" dropdowns). You can also locate a case by Case ID here (Go to Case ID).

  If you don't find what you need in the KB, you can escalate your question to the MCIS Support Desk (Contact the Support Desk). And, please, don't forget to provide feedback on your experience with the KB (Send Us Your Comments). Visitor feedback is vital to the improvement of the Knowledge Base.

- The top navigation bar allows you to return to the Knowledge Base Home page pictured here (Home), see the content you've viewed in your session and return to any point (Session Log) and get help with using the Knowledge Base (Help).

  For those who wish to contribute to the Knowledge Base, you can get to the Contributor's Site here as well.
New to the Knowledge Base and curious about what you'll find there?

The Knowledge Base is designed to serve as a single point of reference for help with technology and university service questions. In the Knowledge Base, you'll find answers to questions as varied as:

- Where can I park on campus?
- When are final exams?
- How do I publish web pages using the personal space Miami provides to all students, faculty and staff?
- How do I check my Miami e-mail over the web?
The Knowledge Base is routinely updated to encompass:

- How-to's for new versions of systems/software
- Issues and/or upgrade plans for existing Miami technology services
- Information on new Miami technology services
- Viruses and other security threats seen on Miami's campus

Next time you have a problem or question, try out the MU Knowledge Base and let us know your results. We are always interested in your feedback, and continually strive to improve this service.

**Reporting — The Truth Is Out There**
*(submitted by Bill Heck)*

Do you need to know how many undergraduate majors are in your department? Or whether you are paying for the right student workers? Or maybe you want to track down an expense that occurred sometime in the last six months...but you don't know just when.

It seems to be a well-kept secret: a lot of information about enrollment, courses, degrees, finance and budgets, and personnel is available online in the Miami Information Environment (MInE). But how can you find what reports are available and where they are?

The first step is to log on to Mine. Just point your Web browser to [http://www.muohio.edu/mine](http://www.muohio.edu/mine) and enter your Unique ID and MUnet password on the logon page.

**Report Finder**

You are then taken to the Personal Page in Mine, where you will find the first new feature - the Report Finder. Clicking on the Report Finder link allows you to narrow down to one or a few reports by answering a series of questions about the kind of information you need. The Report Finder also contains a list of all available reports if you feel like exploring.

**Term Help**

Once you find a report, check out the second new feature, **Term Help**. Most reports allow you to set "parameters" (options). For example, you might want to restrict a student report to just students in the current term or in your particular major. If you click on the underlined header for a parameter, you will see an explanation of what the parameter means and how to use it.
No Trespassing?

What you can see in Mine depends on who you are. More precisely, it's a question of what you do in your job. Advisors and academic administrators (along with their staff members) have access to a wealth of enrollment and course information. Office managers at all levels have access to financial and limited personnel information. If you don't have access to a report that you need, let us know.

In the Crystal Ball

Over the coming months, we will concentrate on making Mine easier to use and providing more training and help. For example, we are planning training sessions to be offered later this spring. We also will improve the Report Finder, and will work on making Mine itself easier to use and more appealing. And we are working on making reports faster so that you can get the information you need more quickly.

As we move forward, we are looking at completely new tools to present information in better ways, making it easier for you to find exactly what you need.

Do you have suggestions or questions? Please let us know! Just send a note to the University Data Administrator (minemail@listserv.muohio.edu) or call us at 529-3636.

What Does MCIS Do?

Wherever you look on campus, you’ll see evidence of MCIS and its services being provided to students, faculty, and staff. Listed below are some of the major projects currently underway or recently completed by MCIS. You might be surprised at just what goes on beyond plugging your computer into the wall!

<table>
<thead>
<tr>
<th>myMiami Upgrades</th>
<th>Due to software problems with the vendor supplied product, myMiami was replaced in October 2002 by a Miami written product. In addition, myMiami e-mail was upgraded, and the entire product has received positive responses from those who have used it.</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Web page for Print Center</td>
<td>A new web page is being developed for the Print Center. This special page will allow you to submit printing from your desktop to the Print Center—and the push of a button. There will be no need to download drivers since this new page will convert your word document to the appropriate file type, allow you to proof it, and then send it on for printing. Look for this new feature by mid semester.</td>
</tr>
<tr>
<td>Network Upgrade</td>
<td>MCIS is constantly making the network more efficient and easier to maintain. During this past year, MCIS upgraded the network in most of the administrative and academic buildings on campus, resulting in less down time and a ten-fold increase in connection speed for the campus.</td>
</tr>
</tbody>
</table>
Security

With some assistance from an external security consultant, MCIS enhanced computer security at Miami this year. The purchase of new hardware and more information on increased vulnerabilities will allow us to better meet today’s new security threats.

Banner 5 Upgrade

The Banner 5 implementation involved MCIS and administrative staff from July through October and culminated in a long weekend in which MCIS applied 150 modifications and installed 59 upgrades. Both MCIS and administrative representatives tested the upgrade, and almost no problems were noted when it went live.

Personal Trainer Program

This ongoing program for faculty and graduate students allow them to learn an application and apply it to their specific projects. Examples of projects completed to date include course redesign, iMovie, and integration of a PowerPoint presentation into a web site.

TRAIN System

MCIS staff and the advanced computer science students developed the TRAIN registration system for Miami University. This system is extremely useful for faculty and staff who want to offer workshops or enroll in workshops. The system provides information on workshop objectives, descriptions, skills to be attained, time and location for each session. You can also keep track of all your current enrollments and enrollment history. Currently there are 178 sessions listed on TRAIN. For information on the TRAIN registration system, go to http://www.muohio.edu/train/

Getting Connected

On move-in day MCIS provided staff in the residence halls for a pilot program to help students get connected to Miami’s computer network. They assisted students in Morris, Emerson, and Tappan halls, and MCIS plans to expand the program to other halls next August.

Backing Up Important Data Files

Some faculty and staff members use floppy disks as their primary method of data storage or have important files stored in only one place. One Miami department recently had problems with an inventory that was stored on a floppy disk, with no backup. The file had become corrupted because the disk was damaged. Even though the inventory file was partially restored, over a hundred records had to be re-entered. Much time could have been saved if the file had been backed up elsewhere.
Keep data in multiple locations
All media can be imperfect. While hard drives fail less often than floppy disks, they are not invulnerable. If you store important data on your hard drive, make a second copy and make sure that all copies are not stored in the same place. The key to avoiding loss of data is to have the data stored at multiple locations. Files stored on two different floppy disks in a briefcase do not help if the briefcase is lost or stolen.

Consider UDS space
Universal Disk Space (UDS) is a very good choice for primary storage or backup storage. To find additional information on UDS, simply go to the Knowledge Base and click on "Universal Disk Space" in the Help With column on the home page.

Consider other options (faculty & staff)
In addition to the places mentioned above, faculty and staff have more options. Several departments host their own file servers where backups of important files can be stored. MCIS also provides leased space on centrally managed Novell Netware servers. Contact your Technical Support Representative for more information on either of these options. A list of TSRs by department can be found at here.

If you have any questions about data backups, feel free to contact the Support Desk at (513) 529-7900 or send e-mail to SupportDesk@muohio.edu.

Gartner Research
Examples of new Gartner research articles are available from Miami’s web site to all Miami students, faculty, and staff are listed below. You will be prompted to login using your UniqueID and MUnet password.

Gartner research will be of particular interest to any student, faculty, or staff member learning, teaching or using technology. Areas of focus for Gartner research include E-Learning, Business Management of IT, Security and Privacy, Higher Education, and Emerging Trends and Technology. The web site is updated weekly by Friday with new research articles.

Key Technology Advances From 2003 to 2012
[04-DEC-2002 - Article Top View - Fenn, Jackie; Linden, Alexander]
Disruptive advances in physical and logical (that is, data, knowledge and application-level) connectivity, and in smart, embedded chips, will transform key business functions in the next decade.
Hardware and Platform Technologies From 2003 to 2012

[04-DEC-2002 - Research Note - Fenn, Jackie; Walker, Jim; Ball, Rafe; Tully, Jim]
Wireless technology will drive new platforms. Embedded chips will link everyday objects to the Web, supported by advances in power and sensor technology. Even pen and paper will join the digital world.

Human-Computer Interfaces From 2003 to 2012

[04-DEC-2002 - Commentary - Linden, Alexander]
Human-computer interfaces will rapidly improve during the next decade. The wide availability of cheaper display technologies will be one of the most transformational events in the IT industry.

Self-Service From 2003 to 2012

[03-DEC-2002 - Research Note - Fenn, Jackie]
Through 2012, customer self-service will focus on integrating different channels seamlessly. The human role will become invisible to the customer -- and service intermediaries will be outsourced.

Predicts 2003: Gartner View for Investors

[19-DEC-2002 - Article Top View - Roussel, Anne-Marie]
IT spending at the end of 2002 remains in a slump as customers and vendors weather the slow economy. Investors should focus on technologies that lower costs.

Higher-Education IT Gets Academic

[10-DEC-2002 - Commentary - Yanosky, Ron; Hurley, Doug; Harris, Marti; Zastrocky, Michael]
Academic IT is positioned for a new -- and expensive -- pre-eminence among campus IT priorities.
Technology on the March at Miami

For those of you who like numbers and statistics, here are a few interesting ones about technology at Miami. Skip this article if statistics make you snooze.

<table>
<thead>
<tr>
<th>Viruses scrubbed from mail messages</th>
<th>History</th>
<th>To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2002: 102,326</td>
<td>October 2002: 125,690</td>
<td></td>
</tr>
<tr>
<td>October 2002: 125,690</td>
<td>November 2002: 116,262</td>
<td></td>
</tr>
<tr>
<td>November 2002: 116,262</td>
<td>December 2002: 100,402</td>
<td></td>
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<thead>
<tr>
<th>Microsoft licenses sold at the Bookstore</th>
<th>History</th>
<th>To Date</th>
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<tbody>
<tr>
<td>Microsoft contract began in Fall 1999</td>
<td>Office (Windows): 13,611</td>
<td></td>
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<tr>
<td></td>
<td>Office (Mac): 811</td>
<td></td>
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<tr>
<td></td>
<td>FrontPage: 1,578</td>
<td></td>
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<tr>
<td></td>
<td>Visual Studio: 91</td>
<td></td>
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<td></td>
<td>Windows OS upgrades: 1,937</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Student computers in Residence Halls</th>
<th>History</th>
<th>To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996-1997 academic year: 668 (only a portion of the residence halls had MUnet during the 1996-1997 academic year)</td>
<td>2002-2003 academic year: 6,893</td>
<td></td>
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<tr>
<td>1997-1998: 3,133</td>
<td></td>
<td></td>
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<tr>
<td>1998-1999: 4,199</td>
<td></td>
<td></td>
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<tr>
<td>1999-2000: 5,455</td>
<td></td>
<td></td>
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<tr>
<td>2000-2001: 6,082</td>
<td></td>
<td></td>
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<tr>
<td>2001-2002: 6,488</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Number of MCIS Support Desk requests for assistance</th>
<th>History</th>
<th>To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1993 (first full year): 4,026</td>
<td>2002: 23,381</td>
<td></td>
</tr>
<tr>
<td>1993 (faculty and staff only): 2,186</td>
<td>2002: 7,860</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>Number of individual students, faculty and staff contacting the Support Desk</th>
<th>History</th>
<th>To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000 (first full year): 771</td>
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<td></td>
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<tr>
<td>981</td>
<td></td>
<td></td>
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</tbody>
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<tr>
<th>Number of Knowledge Base cases available to students, faculty and staff</th>
<th>History</th>
<th>To Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000 (includes May-December 2000 only): 17,200</td>
<td>2002: 50,938</td>
<td></td>
</tr>
<tr>
<td>981</td>
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Technology Talks: CART and Remote CART from the Office of Disability Resources
(submitted by Doug Ledford and Cindy Steidle)

Communication Access Real-time Translation (CART) is used at Miami to support deaf and hard of hearing students in the classroom. CART is the instant translation of the spoken word into text using a stenotype shorthand machine, laptop computer and real-time captioning software. Text instantly appears on a computer monitor for the student to read. At the end of the class, the hearing impaired student has had the same access to the material presented to the rest of the class. One question that is frequently asked is why we use CART instead of a sign language interpreter. It is a common misconception that all deaf people know sign language or read lips. Additionally research tells us that even the best lip readers only get about 50% of a conversation. Therefore, CART allows us the opportunity to level the playing field for this population of students.

At our regional campuses a process called Remote CART is being used with a high level of success. Remote CART differs in that the CART provider is no longer in the classroom, and the students themselves might be the ones setting up the necessary equipment. Through the use of a wireless microphone worn by the professor, a CART provider can listen to the professor and, using a stenotype machine, caption the lecture from a remote location. Text then travels back through the Internet and is displayed on the student's screen in the classroom. Communicating over the Internet does present some challenges however, and professors must repeat questions from the class so the microphone will pick up everything.

As we continue to explore the possibilities for this technology, we will have greater flexibility in scheduling CART providers and students. Today the Remote CART operation provides the student with a higher level of service and independence. The CART provider, working from a private office on the Oxford campus, is no longer required to be present in the classroom, and one provider can work on multiple campuses throughout the day without the issue of travel. This process requires specialized software and high Internet speed is a key element. Fiber to the regional campuses and Miami's reliable network makes this all possible.

Through the initial testing of this process, we were fortunate enough to work with a great group of people from both regional campuses. The cooperation of faculty, technical staff, and students continues to contribute to the success of this endeavor. Our mission is to provide the most effective communication access possible for all our students. The Office of Disability Resources (ODR) takes great pride in providing this service along with many others. You can reach ODR at 529-1541 to discuss any questions or issues with us.
New Miami ID Card
(submitted by Aniko Snyder)

Miami University is moving toward using the Banner number as our key identifier, so this summer the Miami University ID Card system will begin using the Banner number. In the coming months you will receive more detailed information on just what this means for you and what you will need to do to get your new card. All your information (Rec Center, meal plans, building access, etc.) will be on the new card.

Miami University has been planning for this conversion for the past year. Cardholders will have the opportunity to have their photo updated in April, and the conversion will take place the week after May graduation. Exact dates and locations will be published in the coming months.