Eduroam Wireless Network Now Available

Benefits include easy, secure access while travelling

Information Technology Services now offers a new supplemental wireless service named eduroam. eduroam (education roaming) is a secure worldwide federated roaming wireless access service developed for the research and education community. The eduroam wireless service allows UNCG students and researchers to use the same wireless configuration locally as well as remotely at eduroam member institutions in this country and around the world. Furthermore, visitors travelling to our campus from other participating universities can use their home institution’s login credentials to access secure wireless services at UNCG without the need to apply for a UNCG computing account.

According to Donna Heath, Associate Vice Chancellor for Systems & Networks, “the new eduroam service will provide essential infrastructure for research by seamlessly connecting our faculty and students to critical resources and partners worldwide.” UNCG is the first school in the UNC System and in the State to put eduroam into production.

Benefits of eduroam include getting immediate wireless access when travelling to participating institutions, access through a secure wireless protocol, and increased bandwidth and fewer restrictions than are often afforded to authenticated connections over guest services.

The eduroam federation is growing and coverage areas are expanding at institutions both nationally and internationally. View maps of where eduroam is available by going to https://www.eduroam.us/eduroam_us_institutions and https://www.eduroam.us/eduroam_international_map.

For more information, including setup instructions, visit http://its.uncg.edu/Network_Services/Wireless/eduroam/.

ITS Launches Improved 6-TECH Online

Earlier this year, ITS unveiled a new 6-TECH Online Web site. 6-TECH Online is the place to go for online support and documentation for ITS services and products. The changes to the Web site are designed to improve functionality. This has primarily been accomplished by integrating it with the ITS Service Catalog, allowing ITS to provide a more comprehensive, consolidated way for clients to access online information and documentation, and request services from ITS.

All of the main features that were available in the previous version are present in the new version. You may search for answers to your technology questions, submit a service request to 6-TECH, and view previously submitted 6-TECH tickets. (To submit a 6-TECH service request or view 6-TECH tickets, you must log in with your iSpartan ID.)

To access 6-TECH Online, go to 6-tech.uncg.edu or on the ITS home page (http://its.uncg.edu/), go to Quick Links and select 6-TECH Online.

Information Security Office: Phishing Alert

Phishing, according to Wikipedia, is the act of attempting to acquire information such as usernames, passwords, and credit card details by masquerading as a trustworthy entity—such as your Information Technology (IT) department or bank. It is one of the most common methods used to compromise computers and to commit identity theft.

UNCG and other universities have seen recent increases in “phishing” attacks in which criminals send fraudulent email messages in an attempt to gain private information such as a password or PIN. Serious consequences have included recent incidents of direct deposit paycheque theft at Duke University.

ITS uses multiple tactics, including email anti-spam services, to protect UNCG accounts against phishing scams. However, phishing attackers are constantly changing their tactics to evade detection. To avoid becoming a victim, it’s important that you learn how to recognize phishing threats.

An email may be part of a “phishing” attack if it contains: a suspicious file attachment, a request that you provide a username and password or PIN, a threat to deactivate or delete your email account that imparts a sense of urgency, a link to web addresses that you don’t recognize as belonging to the University, or a link that appears to go to a legitimate web address, but in reality goes somewhere else.

You are the only person who should know your password or PIN. UNCG staff will never ask for your password or PIN by email, text, phone or any other means of communication. UNCG staff may ask you to change your password by visiting reset.uncg.edu, or to log in to a University Web site.

If you receive a suspicious email, especially one requesting your username and password or PIN, you should not reply to the email, (continued on page 2)
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(personal information in UNCGenie. forwarded to another address, or a change to your direct accounts for evidence of unauthorized access such as your email being have your computer checked out for malware, and check your UNCG following: change your UNCG password immediately at reset.uncg.edu, have your computer checked out for malware, and check your UNCG accounts for evidence of unauthorized access such as your email being forwarded to another address, or a change to your direct-deposit or other personal information in UNCGenie.

Campus Technology Updates

Learning Management System Study
The Academic Technology Coordinating Committee will make a recommendation about UNCG’s Learning Management System (LMS) at the end of April. An in-depth pilot of Blackboard Learn, Desire2Learn, and Canvas has been underway since January. If an LMS other than Blackboard Learn is selected, the transition to the new system will begin in Fall 2014, with full implementation by Fall 2015. For more details, visit http://lms.uncg.edu/.

Cloud Computing Technology
UNCG will be using cloud computing technologies to deploy and update computer resources on campus. Rather than visit every ITS-managed workstation to deploy a new software package, the process can now be automated via centralized deployment methodologies. ITS is currently piloting virtualization technology in the Superlab, Graham 202, HHP 336, and will be rolling out this technology to other ITS-managed labs throughout the spring semester. Faculty who teach in or assign work to students using ITS lab resources should test their software in one of the 3 pilot labs and provide feedback to Veronica Thompson (veronica.thompson@uncg.edu) by April 25.

Qualtrics Offline Surveys App
The Qualtrics Offline Surveys app is now available to anyone with a UNCG-Qualtrics account. The app is only a method for collecting survey results when not connected to the Internet. Creating, editing, distributing, reporting, and downloading results are still done through the online, browser-based application. Go to http://its.uncg.edu/Software/Available/Survey/ for more information and installation instructions, or register for ITS’s Qualtrics workshops by visiting http://workshops.uncg.edu/.

Virtual Computing Lab (VCL) To Be Replaced
UNCG’s Virtual Computing Lab service (its.uncg.edu/vcl) will be supported until mid-August, when it is expected to be replaced with a new remote software access service. UNCG’s VCL software environment is based primarily on the Windows XP operating system, and replacement is necessary due to Microsoft dropping support for XP. The successor system is under development, and more details will be provided this summer. Students and faculty who had expected to use VCL in the Fall 2014 semester should contact ITS via 6-TECH at 256-TECH (8324) to discuss their needs for the new system.

Synchronous Learning Management System Study Coming in August
A Synchronous Learning Management System (SLMS) Committee has been formed to conduct a study to recommend an SLMS for the UNCG community. This committee will consider Blackboard Collaborate, our current solution for an SLMS, in addition to others to determine which solution best meets UNCG’s needs. SLMS features include synchronous online audio, video, text, and content-sharing for online classes, meetings, and other events such as virtual office hours.

The study is being led by committee co-chairs Chris Dunst, Senior Director of Online Learning, DCL, and Todd Sutton, Director of Learning Technology, ITS. A key function of the Committee will be to engage faculty in the process of identifying the best SLMS to meet the needs of UNCG constituents.

The Committee will follow the timeline outlined below:
- Aug 2014: Study launch
- Aug - Oct 2014: Review of how Bb Collaborate, Google Hangouts, and other products that offer SLMS-type functionality are currently used at UNCG
- Aug - Dec 2014: Research features and licensing models of applications and services
- Early Dec 2014: Selection of candidates to bring to campus for vendor demos
- Jan - Mar 2015: Selected vendor demos for campus community; collection of feedback
- Apr 2015: Selection of final candidates for in depth pilot, setup of pilot environment, and training for pilot volunteers
- May - Nov 2015: In depth pilot of top SLMS candidates
- Nov 1, 2015: Committee recommendation to Vice Chancellor Clotfelter
- Dec 2015: If an SLMS other than Bb Collaborate is selected, transition to new system begins
- June 30, 2016: If an SLMS other than Bb Collaborate is selected, support and availability of Bb Collaborate ends

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