New Service Desk Support Hours

24x7 coverage to begin on July 1

Beginning July 1, ITS will extend the hours for Service Desk phone support to 24 hours a day, 7 days a week, 365 days a year – excluding some University holidays. This change will take place with no new funding and is intended to better meet the needs of the online learning community at UNCG.

The hours for Service Desk (6-TECH) phone support are currently 84 hours per week (7 a.m. – 10 p.m., Monday through Friday, and 1 – 10 p.m., Sunday).

Over the next several months, ITS will train and cross-train Service Operations Center (SOC) staff and Service Desk staff, so that SOC staff will be able to handle the most common technical issues at night and on weekends. Moreover, ITS will make adjustments to the 6-TECH phone system and train additional staff to be able to assist with 6-TECH coverage.

Lecture Capture Software Study

A project team investigating UNCG’s lecture capture needs will submit a recommendation for a software solution this month. Lecture capture software solutions allow instructors to make digital recordings of classroom content that can then be made available for review.

The project is being jointly led by Todd Sutton, Director of Learning Technology, ITS, and Aprille Black, Instructional Technology Consultant, Bryan School. The project team consists of members from ITS, the Academic Learning Spaces Council, the Academic Technology Coordinating Committee, and the Academic Computing Committee.

In mid-February, the project team narrowed down the study to two products, Mediasite and Panopto. Vendor presentations of each software solution were held on-campus earlier this month. The team will use both the information gathered from the presentations and input from the academic community in making its recommendation. Visit http://lecturecapture.uncg.edu/ for more information about this project.

MyCloud Service

MyCloud is a UNCG service that offers access to software over the Internet. MyCloud replaces the Virtual Computing Laboratory service that was offered to UNCG students through NC State. Unlike standard application downloads, software available through MyCloud does not need to be installed. This allows the user to run these applications from any supported device.

Some applications have restrictions that prevent access from off campus networks and/or from devices that are not University-owned. In addition, some applications (depending on licensing) may be restricted to Academic or Administrative employees. For more details about MyCloud, including how to access this service, go to http://its.uncg.edu/virtual_services/mycloud/ or contact 6-TECH at 256-TECH (8324).

University Data Initiatives

Provost Dunn and Vice Chancellors Maimone and Clotfelter have initiated a series of enterprise-wide data improvement initiatives designed to enhance the quality of UNCG’s data and improve accuracy of institutional and departmental reporting.

UNCG’s first initiative, internal review of faculty workload and instructional analysis data, concluded its first phase in December. This review exposed opportunities for data quality improvements in several key data areas: faculty assignment/load and research data, faculty position classifications, and course cross-listing. As a result of these findings, UNCG decided to engage Strata Information Group (SIG) to conduct a more detailed investigation of faculty workload data. SIG completed their initial visit in January, and recommended additional initiatives. The status of these initiatives is provided below:

Faculty Workload Data Terms Clarifications:

SIG’s recommendations call for clarifying (and in some cases creating) specific enterprise definitions for all faculty/staff FTE (full-time equivalent) terms, clarifying the definition of a cross-listed course, and clarifying and fully defining all DATE terms and standards. Working groups charged with FTE and DATE are in place and functioning. Steve Honeycutt, Director of Financial Planning and Budgets, Business Affairs, leads the FTE working group and Joella Anderson, Director of Systems and Procedures, Business Affairs, leads the DATE working group. FTE and DATE definition is a complex process, and because definitions in these areas have far reaching implications, this work is ongoing and will take some time.

Sarah Carrigan, Director of Institutional Research, Academic Affairs, led the cross-listed course definition group. This group’s work was completed in February. The cross-listed course working group has created, and

(continued on page 2)
received approval of, a fully qualified cross-listed course definition. This definition correctly aligns UNCG’s course cross-listing practices with its bulletin(s) and correctly aligns UNCG standards with Banner usage. As a result of the Banner cross-listing realignment, convenience grouping of courses in Blackboard can no longer occur. Faculty members may continue to create convenience groupings of courses in Canvas. This definition was shared with all departmental course schedulers on March 3 and will apply to all Fall 2015 courses.

Evaluation of Banner Student and Banner HR Implementations:
SIG recommendations also called for evaluations of UNCG’s Banner Student and Banner HR implementations to determine if the University is correctly leveraging available functionality. The Banner Student evaluation is scheduled for the week of March 30 and the Banner HR evaluation is scheduled for the week of April 20. These engagements will include a broad section of University staff; additional communications and scheduling will go out this month. Then, beginning the week of April 27, the University will begin looking at the results of these studies and evaluate current and additional use of Banner Workflow in light of findings.

Campus Technology Updates
Canvas Migration Effort
The University is continuing to move courses and organizations from Blackboard Learn to the Canvas by Instructure learning management system. At present, 46% of UNCG’s courses have been moved to Canvas with the remaining 53% scheduled to transition in Summer 2015 and Fall 2015. UNCG plans to migrate all courses and organizations to Canvas by Spring 2016. Go to [http://courses.uncg.edu/](http://courses.uncg.edu/) for more information about Canvas.

Box Releases Changes
Box, a web-based storage service, has released a list of changes. The changes include new Box Sync menu options, the ability to lock and unlock files locally in Box Sync, support for tables, version history, and image insert via upload in Box Notes, and more. For a complete list, visit [http://itsnews.uncg.edu/2015/02/02/box-updates-2/](http://itsnews.uncg.edu/2015/02/02/box-updates-2/). To access your Box account, go to [box.uncg.edu](http://box.uncg.edu).

Managed Print Services
The managed print services (MPS) group is continuing to conduct needs assessment meetings with departments on campus and has met with 50% of campus departments to date. UNCG has reduced approximately 50% of the printers on campus, which has helped to decrease electricity usage. Current estimated average dollar savings to departments is 43%. If you need service for a printer, submit a request to the ITS Service Desk via 6-TECH. Visit [http://its.uncg.edu/Printing/ MPS/](http://its.uncg.edu/Printing/ MPS/) for more details about the MPS program.

Classroom Technology
The responsibility of equipping and supporting classroom technology has transferred from Academic Affairs to ITS. This change was made to consolidate similar functions, improve service, and recognize efficiencies.

Qualitative Data Analysis Software Evaluation Project
ITS is evaluating changes to the qualitative data analysis software and support currently offered at UNCG. Qualitative data analysis (QDA) software is used to apply codes to text and audio/video files and to facilitate the analysis of content.

In recent weeks, UNCG has held information sessions (led by Paul Mihas, a qualitative research consultant at UNC-Chapel Hill) that provided an overview comparison of 5 QDA software options (NVivo, QDA Miner, Dedoose, ATLAS.ti, and MAXQDA). No decisions have been made, but interim findings are listed below.

NVivo has been problematic for many researchers and they have sought alternatives that better handle video, perform faster overall, and are easier to learn. NVivo is also very expensive, and it is difficult to install and support its deployment. So far, no one has expressed a critical need to keep NVivo, so there is a good chance it will be removed from the UNCG campus network. The NVivo software would remain available for individual purchases through the UNCG software store ([http://its.uncg.edu/softwarestore/](http://its.uncg.edu/softwarestore/)).

QDA Miner is somewhat less fully-featured (no audio or video coding) than the other options.

Dedoose allows simultaneous collaboration, is easily accessible because it is Web-based, and unlike several of the other packages, offers equivalent features for Macs and Windows computers. These are important features to many researchers who have provided feedback, so the project team is strongly considering adding Dedoose support.

Dedoose is likely to meet many, but not all of our researchers’ QDA needs. Because of this, ITS may also support either ATLAS.ti or MAXQDA.

Time is running short to provide feedback concerning the University’s selection of supported QDA software. Contact Mark Dixon at mwdixon@uncg.edu with your comments or questions.