

IRM NEWS

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New IRM Web Site

We've finally redone our website and it's now organized according to our services. We hope that this new format will make it easier for you to find the information you're looking for. Please visit us at <http://www.fau.edu/irm>.

ONLINE VOTING AND SURVEYS NOW EASIER

Online surveys and voting (for both student and faculty elections) have become increasingly popular on campus. Now there's an easy way to do it without needing programming skills: Votenet's eBallot, which IRM has recently licensed.

eBallot is a web-based application that makes creating an online election about as simple as completing a form. You can also easily include candidate information (short and long bios and photos).

The eBallot system is secure and it allows you to set the ballot to allow voters to vote only once or multiple times, depending on your goals.

Groups wishing to run an election via eBallot should submit a request at least three weeks ahead of when the election is scheduled to start. Go to the Online Computing Support Center (<http://www.fau.edu/helpdesk>) and select "Other" as the request type. Enter as much information as you

can, including when the election starts, and when it is over, and if only a limited group (such as enrolled students or tenured faculty) may participate. Also make sure you have all the information for the ballot (candidate names, bios and photos if you're using them) when you make your request.

Note that you will need to provide a list of the eligible voters; IRM can help you find the right place to get that information.

WEB CONTENT MANAGEMENT UPDATE

FAU uses a content management system (CMS) to unify the entire web site. CMS decentralizes and streamlines the creation and management of campus web content. Its powerful but easy-to-use tools help those most responsible for campus information deployment to generate web content according to standardized processes, policies, and design. Insti-

tutional branding, navigation, and "look and feel" remain consistent and controlled across the web site.

To begin using CMS contact Creative Services (in University Communications and Marketing) for approval and template creation. IRM will then use the approved design to build your site structure and will train those in

your department who are responsible for updating your web site.

For questions and inquiries regarding web standards, contact Creative Services at 7-3027. For technical support contact fauweb@fau.edu. A comprehensive guide to FAU web style can be found at <http://www.fau.edu/creativeservices>.

EMAIL ALIAS

Did you know that as a faculty or staff member at FAU you can request an email alias? The purpose of an email alias is to allow you to have a more professional email address in a firstname.lastname format. This is especially useful for anyone who has a number in their email ad-

dress. For example, if Jane Doe has an email address of `jdoe123@fau.edu` she could get an alias of `jane.doe@fau.edu`. Your FAUNet ID would remain the same, so it would not affect how you log into various systems such as MyFAU, Blackboard, and network access. To request

an email alias, log into the Online Computing Support Center (<http://www.fau.edu/helpdesk>) and submit a help desk ticket (for request type, select "Email" and for request detail, select "Alias request").

STUDENT DIRECTORY

In the interest of protecting student privacy while still providing needed information, the email addresses of enrolled FAU students will be available only through the MyFAU portal, thereby restricting access to only authorized FAU users, including students, faculty, and staff.

MyFAU has an internal address book of everyone who has an e-mail account at MyFAU. *If you would prefer that people not be able to look you up in that directory, you can set the system to exclude you from the search capability.* Directions for opting out of the MyFAU e-mail address book

and for using the address book are available online at http://www.fau.edu/irm/myfau/email#address_book.php.

ADDING MULTIMEDIA TO BLACKBOARD

Engage students with SymposiumLIVE, a new building block for Blackboard. With just a few seconds at the computer, professors are able to show short snippets of video to capture students' attention or to reinforce what they are teaching. SymposiumLIVE provides instructors the ability to publish high-impact media such as audio, video, and PowerPoint slides directly into Blackboard. The three ma-

ajor streaming video formats supported by SymposiumLIVE are QuickTime (MOV), RealVideo (RM), and Windows Media (WMV).

With the rise in the number of multimedia-enabled computers, higher bandwidth capability, and lower costs for video editing equipment and software, more and more instructors are embracing video as an instructional

tool. When it comes to showing movies in class these days, it's not just from a VHS tape or DVD. Teachers nationwide are showing video piped into their classrooms via computer from web-based services or educational web sites. For more information on SymposiumLIVE, contact itss@fau.edu.



BLACKBOARD CONTENT SYSTEM

In Spring 2007 Blackboard users at FAU will have access to a number of new tools that will enable them to store and manage content more effectively while increasing collaboration. The Blackboard Content System provides an effective way to collect and share educational content through the following features:

Content and File Management allows content and files to be managed and shared without the need for duplication. Collaboration is enabled across educational institutions.

Versioning allows users to automatically archive and track previous versions of their files. The system creates separate copies after each contributor changes

the document, thus providing an automatic backup for overwritten files.

WebDrives include file and content storage areas for individual users, courses, and the library. This feature utilizes drag and drop Web technology.

Workflow activities provide users with the ability to route content to others for review or approval, designating priorities, deadlines and permissions.

Portfolios can be added, shared, received, viewed and commented on through the **e-Portfolios** system. Students may use the ePortfolios for potential employment opportunities, graduation requirements, and course requirements.

eReserves provides web access to course-related readings and other materials selected by a professor. These documents are posted in a special eReserves area on the Blackboard system and are available only to students enrolled in the course. Materials posted may include, but are not limited to, journal articles and book chapters.

More information, including documentation and training schedules, will be available at the start of the spring semester. In the meantime, if you have any questions about the Blackboard Content System please contact itss@fau.edu.

Faculty and staff computer training on the Boca Raton campus is now being held in IS 208. To find a training class on your campus or see the schedule of classes currently being offered visit <http://www.fau.edu/irm/training>.

WIRELESS UPDATE

Wireless access is rapidly expanding across all FAU campuses. Upcoming installations include:

- 12 external wireless access points on the Boca Raton campus (see areas highlighted in yellow on the wireless map at http://www.fau.edu/irm/wireless/boca_wireless.php).

- 15 new wireless access points to cover the remaining areas of the S.E. Wimberly Library where wireless access was not previously available.

- 2 new access points to be installed in Algonquin Hall.



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MICROSOFT INTERNET EXPLORER 7.0

Please note that IRM does not currently support Microsoft's Internet Explorer 7.0 since it is still a beta product. Software that is in a "beta" phase has been released to a cross-section of typical users so that it can be tested for bugs and other inconsistencies before the com-

mercial release of the package. While this program contains many new features that you may wish to try out, we recommend that you refrain from using IE 7.0 to access applications such as MyFAU and Blackboard because of compatibility issues. If you have

already installed this browser and are encountering technical problems, we recommend either uninstalling Internet Explorer 7 Beta browser and reverting back to your previous installation of Internet Explorer.

HELPDESK AT A GLANCE

IRM is actively keeping tabs on the new 24x7 computing support system (available both via the Online Computing Support Center website and via telephone). Here are a few statistics for the first half of October:

Phone Support

- There were a total of 812 calls to our support line.
- The average amount of time someone was on hold before having their phone call answered was 54 seconds.
- 89% of customers were on hold for less than 2 minutes before having their phone call answered.
- Of the 812 calls, 128 hung up before a representative answered (13% of the total number of calls).
- The average hold time for these "abandoned" calls was 1 minute 22 seconds.
- The average length of a call (amount of time the representative was on the line with a

caller) was 5 minutes 48 seconds.

NOTE: The 24x7 call center is staffed according to average flows. During peak call times (8am – 6pm) there are more customer service representatives on hand to answer the phones. Since fewer calls come in before 8am and after 6pm there are not as many representatives available to answer the phones during those times. That means, unfortunately, that if we have a system problem during a non-peak time, callers are likely to be on hold longer because there are fewer people to handle the calls.

Online Support

- 259 tickets were submitted via the web (Online Computing Support Center - <http://www.fau.edu/helpdesk>)
- 16 tickets were submitted via online chat (available through the Online Computing Sup-

port Center)

- 763 knowledge base articles were viewed (this is the "self service" area of our Online Computing Support Center)

Online support is the quickest way to make sure that your issue gets routed to the appropriate local technician. Phone support is especially useful for basic issues such as password resets. We are also continually updating the online knowledge base articles provide you with the information needed to solve the most common problems and answer frequently asked questions.

As always, we are looking for ways to improve our service to the University. If you have any feedback about an experience (good or bad) that you have had with our phone support, please let us know by sending us an email at irm_feedback@fau.edu.