McGladrey Shared Services Assessment

Information Technologies & Resources is working with McGladrey, an international consulting firm, to advance UCF's mission through innovative technology services and support to the university community. The IT shared services project resulting from this assessment will enhance services for faculty and staff through more effective use of resources, increased security, and reduced redundancy and duplication of IT resources across UCF.

This is envisioned as a multi-year project. In the coming weeks, Information Technologies & Resources will be convening several committees comprised of university leadership, deans and IT representatives from across the colleges to discuss next steps and make recommendations on changes that will optimize the allocation and use of information technology resources.

What will a shared services IT model look like? UCF will create a new shared services model through collaboration with IT users and leaders across campus. An IT Strategic Governance Committee made up of university leadership from the Provost's Office, colleges and university divisions will leverage the results of McGladrey's assessment to make recommendations that will balance the university's IT resources in a way that more strategically supports our institutional mission and reduces costs.

What did McGladrey find in its assessment of UCF's IT resources? McGladrey found a lack of consistency in how IT is managed and delivered across campus, as well as scalability and resource issues related to staffing and costs with current IT shared services operations, such as the UCF Service Desk. A new shared services solution has the potential to result in greater technological efficiencies in IT service delivery and systems and allow IT personnel to innovate and share these functions across campus.

What happens next? Information Technologies & Resources has begun convening committees to work with McGladrey and the UCF community to develop comprehensive decisions around IT quality and flexibility of services and to provide greater visibility to projects and operations going forward. Further questions about the shared services project should be directed to Karen.Cobbs@ucf.edu or 407-823-0256.

BlendKit 2015

The Center for Distributed Learning, along with Instructure (Canvas), and EDUCAUSE, presented a Massive Open Online Course (MOOC) between Feb. 23 and April 6 to help participants learn about blended learning course design and put their ideas into practice. Course activities included weekly readings, hands-on tasks, webinars, guest presenters, and a variety of supplemental content opportunities. Interest in the MOOC is strong, with more than 2,500 students, from six continents enrolling. Students earned weekly badges, a course completion badge, an EDUCAUSE portfolio badge, and a certificate of completion.

For more information, visit:
http://www.educause.edu/eli/events/eli-ucf-mooc

Tegrity to PanoptoTransition

There has been significant research and development in lecture capture technology over the past few years. In order to provide the most functional and reliable technology for our faculty and students, UCF conducted a review of lecture capture products currently on the market, and investigated the lecture capture tools other institutions are using. Two products were identified that best aligned with student and faculty needs: Panopto and MediaSite.

During the spring 2015 semester, the university conducted a pilot project to compare the current lecture capture product in use — McGraw-Hill Tegrity — with Panopto and MediaSite. The pilot was conducted with classes in the colleges of business administration, engineering and computer science, and sciences. After receiving feedback from students and faculty, and the staff responsible for supporting the systems, the university chose Panopto as its new lecture capture solution.

The transition to Panopto will begin this summer, and is expected to be transparent to users. Panopto recorded lectures will be accessed through Canvas or a mobile app. If you are interested in using lecture capture for your classes, contact Bob Reed (Robert.Reed@ucf.edu) in the Center for Distributed Learning to discuss requirements and to sign up for the Teaching with Lecture Capture faculty development program.

For more information, visit:
http://online.ucf.edu/teach-online/professional-development/tlc/

Distance Learning Award

The Center for Distributed Learning was recently selected to receive the 21st Century Best Practice Distance Learning Award from the United States Distance Learning Association. This prestigious award was presented at the USDLA Annual International Awards Ceremony held during the USDLA 2015 Annual National Conference in St. Louis on April 27. CDL's Sue Bauer presented at the conference and represented UCF and CDL to receive the award.

The award is given to an agency, institution, or company that has shown outstanding leadership in the field of distance learning. The award recognizes pioneering organizations in the field that have changed distance learning, as well as new organizations that have challenged existing practice by developing new and innovative solutions for distance learning instruction and employee distance learning training programs. Technology delivery can be online, satellite, videoconferencing, or a blended method.

2015 Dziuban Award

The Center for Distributed Learning has awarded the fourth annual Chuck D. Dziuban Award for Excellence in Online Teaching to Beatriz Reyes-Foster, Ph.D., from the Department of Anthropology. The award presentation occurred during the Showcase event that concluded the spring section of CDL's faculty development program for online and blended teaching, IDL6543. Along with winning the award, Beatriz received an iPad tablet and a stipend to attend the 2015 Online Learning Consortium International Conference in Orlando.

The Dziuban Award is a peer-reviewed selected honor. The award committee consists of several experienced, award-winning online faculty at UCF who unanimously voted for Reyes-Foster's Language and Culture (ANT3610) course. The committee also recognized one Honorable Mention: Julie Hinkle, Ph. D., from the College of Nursing, for her innovative use of the adaptive learning software RealizeIT, which is being piloted by UCF.

Named after UCF's Chuck Dziuban, the award recognizes outstanding UCF faculty members who have taught blended or fully online courses within the previous academic year. Dziuban is an internationally acclaimed leader in online learning. He was named UCF's first Pegasus Professor, is currently a Professor Emeritus, and was recently recognized for 45 years of service to the university.

For more info about the award, eligibility, and winners, visit: http://award.online.ucf.edu

Excellence in Librarianship Award

Michael A. Arthur, head of the Libraries' acquisitions and collection services department, received the 2015 Excellence in Librarianship award at the 2015 Founder's Day event.

In his service to the UCF Libraries, Michael has shown leadership in acquiring new electronic resources and in collaborative acquisition with Florida's state-supported colleges and universities. He effectively leads a department in the increasingly complex environment of acquiring and processing the highest quality library resources in all formats. Arthur also leads a team of subject librarians in their efforts to work with teaching faculty to build collections needed for discovery, research, teaching, and learning.

He is recognized for his professional work and contributions both in Florida and nationally. His participation in an advisory capacity with publishers and vendors has contributed to their understanding of the needs of scholars and researchers.

Michael holds a master's degree in library science from Indiana University, and a master's in public administration from Old Dominion University. He has given presentations at the Charleston Library Conference, and served on advisory board to publishers including Gale, Springer, and Sage. He also represents UCF on the Statewide Collection Advisory Committee.

Meet the STARS

UCF Libraries received technology fee funding to implement an institution-wide digital repository. Named STARS—Showcase of Text, Archives, Research and Scholarship—the repository will allow faculty and students to showcase and share their work.

What can you do with STARS?
• Share articles, white papers, presentations, posters, and other works
• Promote, review and publish student scholarship online
• Give faculty and scholars control of their online presence with SelectedWorks
• Showcase our institution's visual resources with interactive image galleries
• Publish professional-grade online journals
• Display videos, audio, interactive maps, and real-time comments
• Instantly publish and archive books, chapters, and monographs to the web
• Promote and publish campus events online
• Provide access to institutional and historical documents
• Support faculty research data

Greg Seymour from bepress, along with Lee Dotson, digital initiatives librarian at UCF Libraries, will present how STARS can showcase UCF scholarship at the FCTL Summer Institute on Tuesday, May 12.

UDOIT Soft Launch

As part of her role on CDL's Instructional Development team, Karen Tinsley-Kim must facilitate online content accessibility reviews. Until now, that has been a complex task, which involves Student Accessibility Services (formerly SDS), the Techrangers, instructional designers and instructors, often requiring weeks to identify, review and communicate remediation needs for one course.

In 2014, Karen received a development grant from Canvas to help make its product better, by developing a Universal Design Online content Inspection Tool (UDOIT).

UDOIT streamlines the job of facilitating accessibility reviews, guides instructors to provide accessible online content in their courses (with little training required), and allows the Techrangers to focus on remediation of more complex issues. UDOIT is now available to faculty in Canvas.

Visit the new UDOIT website at: http://online.ucf.edu/teach-online/resources/udoit/

Adaptive Learning Pilot Results

The Center for Distributed Learning's Research Initiative for Teaching Effectiveness completed an analysis of student outcomes from two adaptive learning pilot courses that were offered in the fall. Sometimes referred to as "personalized learning," adaptive learning presents students with an individualized learning experience by allowing them to progress on individual learning paths through a course. The adaptive learning software being used in the pilot courses, RealizeIT, establishes a baseline measurement of the student's knowledge state and develops his or her learning path from that point.

RealizeIT presents new content to the student based on his or her activity and responses. Learning is assessed throughout the path, and the student must demonstrate competence at each step before moving on to the next concept.

Results from the fall 2015 pilot courses — general psychology and pathophysiology — indicated students were positive about the flexible pace and the ability to revisit content. They felt the system was easy to use and students overwhelmingly indicated they would take another adaptive course if possible.

In addition, student performance was equivalent in the adaptive pilot courses with students' perception of instruction being high on these courses compared to non-adaptive sections. The pilot faculty members were positive about adaptive courses with both continuing to teach adaptive courses in the spring semester. Three adaptive courses are being offered during the spring term— general psychology, physiopathology and college algebra — which will be assessed for student performance and student and faculty attitudes about adaptive instruction.

If you are interested in learning more about adaptive learning, please contact Thomas Cavanagh, CDL associate vice president, at cavanagh@ucf.edu.

Enhanced IT Security

The University of Central Florida has implemented a new password management system to provide IT staff with privileged access to the enterprise systems they use to support the campus.

Prior to installing the new system, the university's Central IT department had been using an in-house password management tool; when administrators wanted to implement new features to meet the university's evolving security needs, they weighed the cost of upgrading the in-house system against purchasing an off-the-shelf password management tool. "We concluded that maintaining the in-house tool was not cost effective when off-the-shelf software offers better features, support and software security assurance," said Matthew Fitzgerald, UCF senior security analyst.

Searching for a Solution
A university selection committee researched password management tools offered by several vendors. The committee identified the ability to prevent specific types of network attacks as a key requirement for protecting the university's systems. Regulatory compliance requirements for the university's multiple data centers also meant that IT needed to manage an increasing number of credentials effectively. Finally, the tool needed to be easy to learn and use. After evaluating its options, the committee selected Secret Server enterprise password management software from Thycotic.

Results
Among Fitzgerald's favorite features of the software is its ability to improve the deprovisioning process when people leave the department. Now staff can quickly search the database to identify the accounts a user has access to and reset those account passwords. "Secret Server keeps track of all the actions a user performs in the system so we know which administrator accessed which system," said Fitzgerald.

Central IT plans to begin offering the Secret Server enterprise password management system as a service to colleges and departments on campus. Fitzgerald thinks all universities should consider implementing a privileged account management tool "because most laws, regulations and security best practices, such as the SANS top 20 list of Critical Security Controls, recommend limiting and controlling privileged account use," he said.

— *By Leila Meyer, Campus Technology magazine*

UCF Welcomes Visiting Librarian

As a J1 visiting scholar, Jing Xu, a visiting librarian from Tongji University Library in Shanghai, China, will work at the University of Central Florida Libraries for the next year during which time she'll serve in the area of electronic resources, assisting with cataloging, access issues, and metadata for digital objects. She is eager to keep learning more about American libraries, and especially UCF.

Her projects include preparing an article with UCF librarians titled "Bridging the Gap between Library Services in Academic Libraries Worldwide: A Visiting Librarian Model." In addition, Jing will give two lectures: "An Introduction to Tongji University Library" and "New Service Trends in the Tongji University Library."

Jing also looks forward to future cooperation between the Tongji University Library and the University of Central Florida Library. She is a subject librarian at Tongji University, which is one of the top universities in China. Its University Library was awarded the ALA Presidential Citation for International Innovation at the ALA 2009 Annual Conference in Chicago.

information technologies & resources websites

Center for Distributed Learning (CDL) **http://cdl.ucf.edu**
Computer Services & Telecommunications (CS&T) **http://cst.ucf.edu**
Information Technologies & Resources (IT&R) **http://itr.ucf.edu**
Office of Instructional Resources (OIR) **http://oir.ucf.edu**
Space Planning, Analysis, and Administration (SPAA) **http://itr.ucf.edu/spaa**
University Libraries **http://library.ucf.edu**