

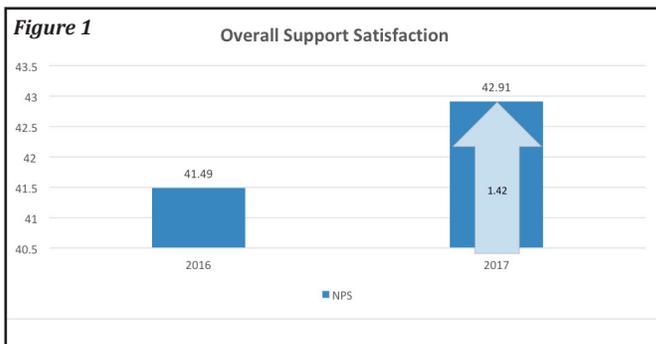


Campus IT Survey Results

In fall 2017, UCF IT conducted its second Information Technology Support Satisfaction and Expectations Survey to collect university-wide perceptions of IT-related services and support and reveal opportunities for UCF IT to enhance relationship and services for the university. Survey data will be collected annually, in addition to real-time feedback received.

All university employees received a survey invitation via email. Responses on satisfaction were ranked from 0-10 and tabulated using a Net Promoter Score (NPS). NPS categorizes responses as "promoter," "passive," or "detractor" and then calculates a score from -100 to 100. Many respondents offered valuable details on their perceptions and experiences through open response questions.

The survey generated two particularly interesting findings. Although several questions were asked about support satisfaction in classrooms, offices, teaching computer labs and conference rooms, overall general satisfaction was positive, with a 42.91 NPS, an increase of 1.42 NPS from 2016, as shown in Figure 1. To help determine the relationship staff and faculty feel they have with IT, five scenarios were offered to describe the relationship. The responses revealed IT ranked between a service provider and trusted advisor, as shown in Figure 2.



Overall, the results and analyses have led to a deeper understanding of faculty and staff IT expectations. Based on survey feedback additional actions will be taken, including creating focus groups, scheduling one-on-one discussions, changing or maintaining services, offering new services, and enhancing the quality of IT service. Thanks to everyone who participated and contributed feedback!

Tech Fee Awards Update

The Technology Fee Committee received 74 proposals for AY 2017-2018 totaling \$11,041,520 in requests (69 student-facing proposals and five instructional-infrastructure proposals).

The Technology Fee Committee approved funding for 47 proposals. The following is a breakdown of the colleges and units that received funding this year:

- College of Arts and Humanities
- College of Business Administration
- College of Engineering and Computer Science
- College of Health and Public Affairs
- College of Medicine
- College of Nursing
- College of Sciences
- Information Technologies & Resources
- Division of Digital Learning
- Office of Research and Commercialization
- UCF Connect
- Student Development and Enrollment Services

Looking forward to 2018-2019? The first of two technology fee workshops is scheduled for April 24 from 2-4 p.m. in Room 102 of the Tech Commons I building. We encourage anyone thinking about submitting a tech fee proposal to attend a workshop.

Please note that the deadline for contacting Facilities Operations, Network Services, or Office of Instructional Resources is **June 1**.

New Email Policy

On Dec. 13, 2017, a new policy regarding the university's electronic mail (email) systems was implemented. UCF Policy 4-016 outlines the responsibilities of users, procedures for the creation and deletion of email accounts, and protocol for granting access to email accounts as needed.

The policy covers the enterprise email system and Knights Email, both of which are provided through Microsoft Office 365. It is important to note that UCF owns all university email accounts in all Microsoft Office 365 (O365) instances. The content contained within the faculty and staff O365 instance is owned by UCF, while the Knights email system is for personal use and the content contained within is personally owned.

All university business must be conducted using the O365 faculty and staff instance. Personal email accounts must not be used for official university business. In addition, bulk forwarding of university business-related email to a non-university personal email account is not permitted for reasons of information security.

Please note that due to the broad nature of Florida's public records law, email messages created in connection with official UCF business are considered public record. Unless exempt by statute, emails must be produced upon request, making it very important that UCF employees consider the content of their messages.

The new email policy also reviews important account security practices, such as securing passwords and monitoring for fraudulent email messages. UCF Policy 4-008.1 is referenced as a reminder to users that Highly Restricted Data should never be sent via email without encryption. UCF employees are encouraged to regularly review these policies to ensure compliance and safeguard the data contained within the UCF network, as well as your personal information.

For more information, and to review UCF Policy 4-016, please visit the UCF Policies and Procedures website at <http://policies.ucf.edu>.

Data Privacy Day

Data Privacy Day is observed annually on January 28. Led by the National Cyber Security Alliance (NCSA), Data Privacy Day hopes to increase privacy awareness through educational resources, social media, and local events. Many users are unaware of the value of their personal information. Companies routinely collect information regarding our online activities and turn that into data they can sell to advertisers and other data processors. By highlighting the value of this data, and the risks associated with unauthorized disclosure, Data Privacy Day aims to provide you with tools you can use to protect your personal information.

UCF participated in Data Privacy Day by hosting an event in the Student Union Atrium on Friday, January 26. The Information Security Office raised awareness of data privacy and information security by distributing educational material and free webcam covers.

For more information about Data Privacy Day, and how you can get involved in future events, please see <https://staysafeonline.org/data-privacy-day/about/>.

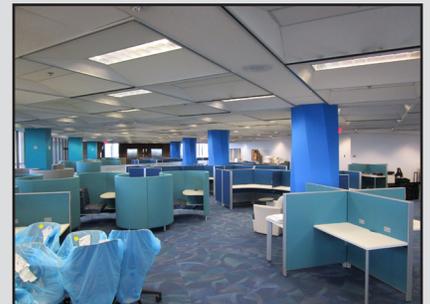
Library Update

An exciting, new space designed to focus on individual research and study is almost ready for students at the John C. Hitt Library. The fifth floor quiet study zone is expected to be complete in March.

When open, the quiet study area will accommodate 170 students in several types of individual seating. Most of the seats are within arm's length of an electrical outlet, and 41 feature computer workstations. The location on the fifth floor of the John C. Hitt Library, and the variety of seating types (eight different pods, tables, chairs, and work stations) make this area one-of-a-kind for UCF students. With the removal of the previous book stacks, the room is now flooded with natural light from the windows, providing views of campus and the surrounding area.

More than 400 students participated in a furniture testing process in January 2016. The students rated 20 samples and their top picks were selected for the quiet study zone.

Some areas in the John C. Hitt Library focus on collaborative learning, group study, and research. However, this is the first area to be designed for individual research, bringing together easy access to technology and library resources. Students have requested more quiet space, so a favorable reaction and a high usage are expected.



Construction on the fifth-floor quiet study area in the John C. Hitt Library should be complete by March.

UCF IT Support Center Update

In December the UCF IT Support Center began migrating toward a single point of contact for all IT support needs. Step one was the integration of all support email addresses into one ServiceNow support workflow so that all email support requests are rapidly sorted, classified, and assigned to the appropriate queue within ServiceNow.

The second step was to consolidate the many departmental support phone numbers, with SDES going first and others from Cohort 1 to follow over the next two months. At the end of this transition, all faculty and staff from these areas will be supported through the one support line.

In addition to these changes, the Support Center expanded hours of operation for all students, faculty, and staff. As of January 29, we offer phone support Monday through Friday from 7 a.m. to 10 p.m., at ext. 3-5117.

Course Redesign Initiative

With the newly formed Division of Digital Learning, Tom Cavanagh, vice provost for digital learning, established the Pegasus Innovation Lab (iLab) to serve as a project management office for innovative digital learning projects. As program director of the Pegasus iLab, Wendy Howard, associate instructional designer, will manage projects that seek to push the boundaries of current technology and practice in order to disrupt existing models and positively impact the constraints of the “iron triangle” of quality, cost, and access for students. Through design-based evaluation research over a series of pilots, the iLab fosters an environment focused on quality improvements and increased scale to maximize collective impact.

The Digital Learning Course Redesign Initiative is the first major project to be managed by the Pegasus iLab. This three-year project, endorsed by the UCF Board of Trustees, has been developed in partnership with the Division of Teaching and Learning. Aligned with UCF’s Collective Impact objectives, this project is designed to increase learning gains by:

- increasing successful completion rates in benchmark courses;
- improving student success, retention, and satisfaction;
- targeting key courses such as success marker, foundation, and STEM; and
- increasing classroom utilization.

A key goal of this initiative is to impact student learning by increasing successful course completion (reduced Drop/Fail/Withdrawal rates), particularly in GEP and STEM courses, and to improve FTIC and Transfer student persistence through a strategic course redesign process that leverages the benefits of online, blended, adaptive, and active learning.

The initiative has committed to transforming 100 courses: 50 online or blended and 50 adaptive with the opportunity to positively impact up to 50,000 student enrollments. To accomplish this, the Center for Distributed Learning and Faculty Center for Teaching and Learning will partner with academic departments from up to five colleges to assist with faculty preparation and a structured redesign process to support up to 120 faculty members. This includes the development of a new Digital Learning STEM Institute and Active Learning Course Innovation Projects. In addition, the Office of Instructional Resources will develop eight technology-enhanced active learning classrooms in Classroom Building 1, encompassing approximately 400 active learning seats for use by courses redesigned through this initiative.

For more information please visit dl.ucf.edu/iLab.

Construction Updates

Research 1

The Research 1 (R1) building received a temporary certificate of occupancy in late December 2017. Occupants began moving in around mid-January. Final completion of construction is expected by the end of March. Research 1 includes 79 NFPA 45 labs totaling 41,909 square feet of research lab space. The total cost of the building is \$53 million and the gross square footage is 105,775.

UCF Downtown

The Dr. Phillips Academic Commons (DPAC) will be a \$60 million, 148,000-gross-square-foot building, which will include classrooms, teaching labs, research labs, and study and library space. DPAC will house the School of Public Administration, Health Management and Informatics, Legal Studies, Public Affairs Doctoral Program, and Communications.

The DPAC building is slated to be complete by fall 2019 — around the same time as the UCF Center for Emerging Media renovation, UCF Parking Garage (600 parking spaces) and the developer-constructed UCF-Valencia Residential building. The UCF-Valencia Residential building will be a 15-story residence hall for UCF downtown which will house 600 beds for students and more than 100,000 square feet of commercial and educational space, including Valencia College’s Walt Disney World School of Hospitality and Culinary Arts.

Trevor Colbourn Hall

Completion of the Trevor Colbourn Hall (TCH) building is slated for fall 2018. TCH is a multidisciplinary facility that will house multiple departments in the College of Arts and Humanities, SDES Student Support Center, Burnett Honors College, Interdisciplinary Studies, Graduate Studies and Undergraduate Studies. All classrooms in TCH will be general purpose, and the building will also have multiple conference rooms.

Once occupants of Wayne Densch 1 and Colbourn Hall move into TCH, those buildings will be demolished and the sites will return to green space until a future building need arises.

General Data Protection Regulation

In April 2016, the European Union (EU) formally adopted the General Data Protection Regulation (GDPR) with an effective date of May 25, 2018. The GDPR, which replaced the EU's Data Protection Directive of 1995, represents a significant expansion of personal privacy rights for EU residents.

The GDPR's coverage extends to entities with no physical EU footprint if they "control" or "process" covered personal information of EU data subjects residing in the EU. This limited extraterritoriality, while a significant expansion of the reach of EU law to entities outside the EU, does not attach to EU citizens abroad.

In terms of its likely effects on non-EU institutions of higher education, the GDPR applies to EU-based operations of foreign institutions, including semester-abroad programs, even if they primarily enroll U.S. residents who may only be temporarily attending programs in one of the member states. U.S. institutions newly affected by the extraterritorial reach of GDPR include those that target distance education programs to EU residents who are physically located in one of the member states.

It will take a few years for a more precise understanding of how the GDPR will be further defined, interpreted, and enforced by the EU and national data protection authorities of its member states. Clearly, institutions with significant engagement with the EU, either in the form of physical presence or of distance-delivered services, will feel the effects of GDPR.

GDPR protects the personal information of all natural persons — i.e, people, but not legal entities like corporations or nonprofits — physically within the EU ("EU data subjects"). The regulation makes no distinctions based on individuals' permanent places of residence or nationality.

The GDPR applies to all such individuals' personal data, defined as any information that can be used to, directly or indirectly, identify a person.

GDPR asserts personal consent as a fundamental requirement for most processing activities. Most collections, storage, uses, matching, and disclosures — including subcontracting of processing functions — of personally identifiable information must be based on the data subjects' consent, either directly, or indirectly through a contract to which the data subject is a party. That consent, furthermore, must be freely given and specific to the transaction.

To learn more about the GDPR and its requirements, please visit <https://www.eugdpr.org/gdpr-faqs.html> or <https://www.itgovernance.co.uk/data-protection-dpa-and-eu-data-protection-regulation>.

Upcoming Workshops

Pathways to Success Workshop

Each semester, the UCF Libraries offer a series of graduate workshops presented in collaboration with the College of Graduate Studies as part of their *Pathways to Success* program. Spring 2018 topics include:

- Library Research and Literature Review Strategies
- Where to Publish and Author Rights
- EndNote and RefWorks: Citing Made Easy
- Optimizing Your Online Presence
- Useful Apps Grad Students Should Love and Use
- Presentation Skills

Students can access workshop summaries and registration information on the *Pathways to Success* site at <http://www.students.graduate.ucf.edu/PathwaysDescriptions>.

Graduate Research Essentials Workshop

New in spring 2018, UCF Librarians are offering Graduate Research Essentials workshops. These discipline-specific sessions provide an opportunity for students to meet with a subject librarian assigned to their college or program, learn more about discipline-specific resources and effective library research strategies, and get help with their questions.

Graduate students can register for business, criminal justice, engineering, psychology, public administration, and science workshops at <https://guides.ucf.edu/gradresearchessentials>.

For additional information about UCF Libraries' graduate workshop sessions or to schedule a group session, contact Corinne Bishop, graduate outreach and engagement librarian, at corinne.bishop@ucf.edu.

UCF Information Technologies & Resources Websites

Information Technologies & Resources (IT&R) <http://itr.ucf.edu>

Information Security Office <http://it.ucf.edu/security>

IT&R Business Center <http://bc.itr.ucf.edu>

Space Planning, Analysis, and Administration (SPAA) <http://itr.ucf.edu/spaa>

UCF IT <http://it.ucf.edu>

University Libraries <http://library.ucf.edu>