UCF IT Associate VP Search Update

The new UCF IT enterprise information technology organization is taking shape as IT employees from Computer Services & Telecommunications (CS&T) and participating colleges and divisions transition into the new structure. By spring 2017, the initial phase of this transition will be complete and the newly formed UCF IT will replace CS&T. IT employees from additional colleges and departments will join UCF IT at a later date.

The position of Associate Vice President and Chief Operating Officer has been created to lead UCF IT. Working with an external search firm, more than 200 applications have been received. From this candidate pool, the UCF search committee, chaired by Dean Michael Johnson, selected finalists for airport and on-campus interviews.

As part of their on-campus interview experience, candidates were requested to deliver a public presentation focusing on their professional careers, their vision for UCF IT, and how that vision will advance the University of Central Florida. Michael Barker, assistant vice chancellor for Research Computing and Learning Technologies at the University of North Carolina at Chapel Hill visited campus Nov. 7. Barbara Dawson, assistant vice president for Information Technology Strategy at Michigan State University visited campus Nov. 8. Go to http://itr.ucf.edu/IT2020 for additional information.

Gates Foundation Visit

The Center for Distributed Learning hosted a visit by a senior delegation from the Bill and Melinda Gates Foundation, led by Allan Golston, president of U.S. Programs. The team came to UCF to see first-hand how UCF leverages technology to support student success at scale, especially students from underrepresented groups.

While in Orlando, in addition to staff from CDL and IT&R, the group met with President Hitt and Provost Whittaker, as well as several deans, faculty members and students. It was a great opportunity to showcase UCF’s commitment to student success.

Financials 9.2 Upgrade

UCF’s Oracle PeopleSoft Financials system was successfully upgraded to version 9.2 on October 3. The upgrade was the culmination of an 11-month IT initiative that drew on the strengths of a number of organizations at the university to ensure the project’s success. Features of the upgraded financial system include:

• Automated procurement for the UCF Research Foundation
• WorkCenters – new functionality that uses pagelets on a PeopleSoft page to display navigation collections, charts, tables and reports that collect and display information in one place
• Simplified requisition data entry
• Streamlined user interface

Allan Golston, president of the U.S. program at the Bill & Melinda Gates Foundation, visited UCF to see first hand how we’ve increased graduation rates and become a leader in online education, while also being one of the fastest-growing universities in the country. (PHOTO: Doug Scaletta)

During his visit, Allan Golston also met with a panel of UCF students.
Textbook Affordability

Librarians and CDL instructional designers have partnered with FCTL and other campus units to help faculty members transition traditional course materials to free or low-cost alternatives. Over the summer, the alliance worked on several faculty-driven projects that resulted in substantial savings for students. For one English literature class, open versions of readings were found, copyright licenses negotiated and materials standardized in ePub format, reducing the cost of course materials from $85 to $10. A survey of students revealed that they believed the open materials were credible, of high quality, and helped enhance their learning. Students also realized a savings of $2,660 for the semester, with an anticipated savings of $66,000 over five years.

In another example, a history faculty member adopted an OpenStax textbook to replace the traditional course text. OpenStax (https://openstax.org), a grant-funded initiative out of Rice University, publishes high-quality, openly licensed textbooks. Although motivated to pursue a lower cost text by a student who commented that she couldn’t afford the traditional text, the instructor has reported corollary benefits, such as higher student perception of learning results and increased course enrollments. Over the summer semester, students saved $1,840, with projected savings over five years of $140,800.

An OpenStax textbook also is being offered as an option to the traditional text in a large enrollment course. If adopted as the course text, student savings for one semester would be $285,800, and $3.5 million over five years. Survey results from students enrolled in this course also revealed that they prefer the open text, and similar to the history students, found the open text to be of high quality and credible.

Research conducted by Lumen Learning has found that students who use free or low cost textbooks tend to have slightly higher grades, drop fewer courses, and reinvest their textbook savings in additional courses. Read more at: http://lumenlearning.com/oer-adoption-impact-calculator/

The three cases above comprise a limited selection of textbook affordability efforts at UCF. A number of individual faculty are using free or low-cost materials in their courses, and at least one academic program, COBA’s Integrated Business, is moving away from reliance on traditional textbooks to using “free, up-to-date resources.” Contact one of the following work group members for more information: Penny Beile, Libraries; Aimee deNoyelles, CDL; Rich Gause, Libraries; Sarah Norris, Libraries; or John Raible, CDL.

Libraries Employee of the Year

Katie Kirwan was honored in October as the UCF Libraries Employee of the Year. Kirwan, who works in Acquisitions and Collections, has been with the Libraries since 1999. Letters of support for her nomination included testimonies to her “can-do attitude” and her ability to juggle responsibilities.

Kirwan supports the work of UCF’s scholars and researchers by monitoring the library’s eResources support email inbox, assisting patrons who have questions within her area of expertise. She also works with the librarians on maintaining and improving access to eSerials.

eduroam Services Now Available

Starting this fall, Computer Services & Telecommunications has enabled “eduroam” throughout the UCF wireless network. eduroam is a secure, worldwide internet access service that helps you stay connected when visiting another institution.

With eduroam, UCF faculty, staff, and students traveling to another university or college that offers the service can easily connect to free WiFi. There are more than 5,000 locations throughout the United States and worldwide. Visitors from other participating institutions can use eduroam to enjoy free wireless access while visiting the University of Central Florida.

For secure wireless access on the UCF campus, UCF faculty, staff and students should continue to use UCF_WPA2 (UCF secure) as their primary wireless network. eduroam is intended for visitors only.

For more information on UCF’s eduroam service, visit: http://www.cst.ucf.edu/about/telecommunications/network-services/eduroam/ (We recommend reading this guide before attempting to use eduroam at another institution.)

In addition, a list of worldwide institutions that support eduroam is available at: https://www.eduroam.us/institutions_list

If you have any questions, please contact the Computer Services & Telecommunications Service Desk at (407) 823-5517 or ServiceDesk@ucf.edu.
The Office of Instructional Resources welcomed Bradley “Brad” Jones as its new assistant director. Jones has responsibility for OIR’s installation, design, and engineering teams.

Jones gained extensive experience in electronics, radar systems and engagement control systems in the U.S. Army as a Patriot Missile Systems Mechanic. He began his career in the audio/video industry, during which he completed many manufacturer certifications using some of the most cutting-edge systems and technology. He has extensive experience designing many different types of projects. Some of his most notable projects are: Caesars Palace Garden Villa Suites, Wynn/Encore Hotel and Casino, Hard Rock Tower Expansion, Nevada Cancer Institute, Red Rock Casino Suites, Wynn Sportsbook, Crush MGM and the Harris Customer Experience Center.

UCF IT is transforming the way our students, faculty and staff receive IT support. Based on a philosophy of superior customer experience and rapid response and resolution of IT issues, the Support Center will be the single point of contact for all IT issues on campus. The collective years of experience from the colleges and divisions demonstrate that students, faculty, and staff prefer diverse means to request technical assistance. Phone, email, and a self-service portal powered by ServiceNow will be available first, with future options including live chat and walk-up support.

The UCF IT Support Center is a campus-wide collaborative effort by UCF IT designed to provide reliable, dynamic and innovative IT services to the campus community.

UCF IT Achieves Early Successes

Since the creation of UCF IT in early January, staff have worked collaboratively to bring value to UCF. An example is the creation of a shared research application server. UCF IT is piloting a service offering to configure and host applications to meet the needs of our researchers. This new server will reduce the need for multiple research servers throughout the university and provide a more robust environment for our researchers to complete their work.

To improve responsiveness of the UCF IT Support Center, “Operator and Directory Assistance” calls and IT support calls have been diverted to separate teams of telephone agents, allowing IT staff to focus exclusively on technical calls, and improve documentation in our ticketing system.

UCF IT is in the process of developing a new tier 3 (less expensive) storage service. This service will provide long-term archiving of seldom-accessed data. We anticipate the ability to reduce archival data storage costs to half the current level. General availability is expected in spring 2017.

As we continue to build out UCF IT, we expect to achieve many more success stories through continued collaboration and consolidation of resources and systems.

IT Professionals Committee

The IT Professionals Committee, consisting of 16 IT professionals who represent the UCF IT community, focuses on advancing the IT2020 initiative. The committee meets monthly, discussing a wide variety of topics that will benefit the UCF community, such as the new UCF IT Support Center, classroom and lab technology standards, information security, and classroom IT support. The agenda and minutes are located on the IT2020 website at http://itr.ucf.edu/IT2020.

Anyone can attend to observe UCF IT Professional Committee meetings. Meeting dates, agendas, and minutes can be found on the IT2020 website. Questions can be addressed to Larry Jaffe, IT Professionals Committee chair, at larry.jaffe@ucf.edu.

Wayne Densch I Swing Space

Since the provost’s announcement that 45 additional hires will be joining UCF over the next year, SPAA has identified the Wayne Densch I building as potential swing space. The building is composed primarily of private offices with some open office space. Departments seeking additional space for incoming hires should submit a Request for Space form, which can be found on the SPAA website at http://spaa.ucf.edu/forms.asp.
**Library Expansion**

You have likely noticed heavy equipment and a large excavation behind the John C. Hitt Library. The site is being prepared for Phase 1 of the 21st Century Library project, which will include construction of an Automated Retrieval Center (ARC). Library floors will be expanded and completely renovated in three phases. Student needs are at the center of the 21st Century Library design, which promotes collaborative scholarship and individual research and creativity.

The first phase of the 21st Century Library project is the construction of an Automated Retrieval Center (ARC) for library materials, conversion of the fifth floor to a new quiet study area, more electrical outlets, life-safety enhancements, accessible restrooms, and upgraded elevators. Future phases will include the construction of a structure that connects the ARC and main library building, and renovation of the library interior. When completed, the 21st Century Library project will provide more group study rooms, graduate student space, a reading room atop the Automated Retrieval Center, a digital commons, 3,264 seats of varied types for individual and group study, expanded special collections and exhibits area, and a new main entrance on the Student Union side of the building.

The ARC will contain 1.25 million volumes of the library’s print collection, placed in bins for retrieval by robotic cranes.

- Eventual capacity for 1.25 million print volumes.
- 5 robotic arms will retrieve bins that contain approximately 100 books.
- 6,942 bins stacked 36 high in specially made steel racks.
- ARC completion expected in early 2018.
- Transferring books into the ARC will free up space for up to 1,600 additional user seats.

**Archives Exhibit**

Preserving official records and documents is not a new idea. Archives have existed since the second millennium BC. Ancient Chinese, Greek and Roman civilizations created and maintained archives. Religious and secular archives from the Middle Ages, still in existence today, provide much of our historical knowledge about that time period.

October was American Archives Month. This year, the staff of UCF Libraries Special Collections & University Archives curated an exhibit looking at the types of materials we collect, how we preserve and make those materials available, and some of the challenges facing archivists today. Included in the exhibit is memorabilia from University Archives; examples of analog and digital materials and the challenges facing preserving and making these materials available for research; and various types of ephemeral material found within the department.

**DIVersity Grant Award**

Kristine Shrauger, Yolanda Hood, Anne Bubriski-McKenzie and Liz Grauerholz are the recipients of a Carnegie-Whitney Grant. The grant, DIVerse Families: Growth in Family Diversity a Comprehensive Bibliography PK-12, is focused on creating a bibliography of children’s and young adult books that depict families that are interracial or LGBTQ families.

Children and young adults need mirrors that can reflect their family and windows to learn about other families. By creating a bibliography of books that show families that are either interracial or LGBTQ, it gives parents and educators a resource to borrow from their local library or to purchase materials in which children and young adults can potentially see themselves. It is also an opportunity for parents and teachers to find books that can discuss topics in a non-threatening way.

To date, more than 700 titles have been identified. The information about the book and a short synopsis, along with links to WorldCat Library Catalog and Amazon are being put into a database that will be part of UCF’s STARS repository.

**Hiring Plan Updates**

In an attempt to forecast the university’s future space needs, the Space Planning, Analysis, and Administration Office will be distributing a hiring plan survey to college deans each June and December. The surveys will be distributed with expected return dates of January 30 and July 31. The data collected through these surveys will help the space administration office plan for the office and laboratory needs of incoming faculty and staff.

**information technologies & resources websites**

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