IT TIMES

http://ittimes.ucdavis.edu/

EDITOR'S NOTE

Fall quarter is nearly ended, and the holidays are upon us. For many, this is a time of reflection and celebration. In that spirit, this issue of the *IT Times* celebrates fall quarter accomplishments, highlights new services, and serves up a big helping of practical advice.
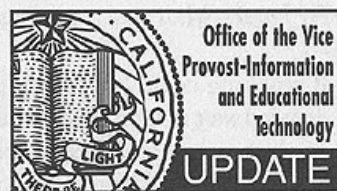
To highlight the exceptional contributions that women technologists make to the campus, we are launching a new feature called Women in Technology. This month, we spotlight the work of Bo Botelli, the systems administrator in Advising Services.

Be sure to keep an eye out for the next *IT Times*, as well. In late January, we will run a special issue focusing on instructional technology services and accomplishments at UC Davis.

Best wishes to all *IT Times* readers for a warm and happy holiday season.

Supporting Technology in the K-12 Classroom

UC Davis' Technology Support Outreach

BY AUTUMN BOUCK

Technology is fast becoming a fact of life for all students, from Kindergarten to graduate school. As a result, K-12 teachers are looking at ways to integrate technology into their curriculum. As one way to help teachers use technology, UC Davis reached out to history teachers during a summer institute on technology sponsored by School/University Partnerships (S/UP) and the Area 3 History and Cultures Project. The effort has been so successful that UC Davis is considering working with science teachers in partnership schools to support the use of technology in their classrooms.

The Stakeholders

There are many people involved with providing university support to K-12 schools in the area. The S/UP coordinates outreach to low-performing K-12 schools, most of which are located in the Sacramento area. They also collaborate with the California Subject Matter Project sites on the UC Davis campus, such as the Area 3 History and Cultures Project. The History and Cultures Project works specifically with K-12 history teachers to help them use University resources and learn from each other as a community of teachers.

"There are many stakeholders involved," says Dr. Daniel Roy, S/UP director. "The corporate sponsors provide the hardware. The site manager has expertise and understanding of that school. The subject matter specialists know about the needs of teachers in different areas. The principal knows if there is adequate space and capacity. The teachers will integrate the computers into their curriculum. Information and Educational Technology (IET) provides the technical support."

Sharing Resources, Tapping Local Expertise

The schools that work with the S/UP and the History and Cultures Project generally have a very small technology base, usually only one technology support person for an entire school. Some schools have corporate sponsors who donate computer equipment (sometimes broken), but often instructors do not know how to use it. "The worst thing is to see computers used as doorstops because teachers don't have the means to make good use of them." says Dr. Roy.

Still, when students in low-performing schools have access to technology, there are more learning opportunities available to them. "Technology can knock down the walls of the classroom," says Kathy Medina, director of the History and Cultures Project. "It can teach students that history is something that is being shaped and interpreted every day."

With its large technology base, our campus has a lot to offer teachers in the way of technical support. "The campus is in a position where we can help. The project is ambitious, but we can do it," says Greg Fellin, an IET staff member who provides technical support to the teachers.

The Plan

The plan was fairly simple: create a pilot program for the K-12 teachers modeled after the IET-Technology Support Program (*http://tsp.ucdavis.edu/*) here at UC Davis. The Technology Support Program is available to department level technical support staff who, by participating in the program, have direct access to IET resources and support. Each teacher involved in

Name Change Clarifies Organization's Purpose

BY BABETTE SCHMITT

Office of the Vice Provost-Information and Educational Technology UPDATE

As of mid-November, the Division of Information Technology (IT) was officially renamed Information and Educational Technology (IET). The name change is in keeping with the Administrative Unit Review (AUR) report issued last year which recommended the recruitment of a Vice Provost for Information and Educational Technology. The new name is intended to further clarify the organization's role in support of instructional technology and, more generally, the campus's mission.

A transition plan has been developed to implement the name change in official communications, including the *IT Times* (starting with this issue), business documents, publications, and Web pages. IET's homepage will remain accessible via *http://it.ucdavis.edu/*.

As with major organizational changes, IET anticipates this effort will take some time. The goal, however, is to make it as transparent to clients as possible. If you have questions or comments resulting from this name change, please send them by email to *vpiet-info@ucdavis.edu*.

100 Days and Counting at the Instructional Technology and Digital Media Center

BY ROGER ASHTON

Stop for a minute and think about what you've done in the last 100 days. You might recall a pleasant summer vacation, a more recent trip up to Apple Hill, or coaching your child's soccer team. But, if you're a member of the Instructional Technology and Digital Media Center in Surge II, your memory of that same time is probably filled with PowerPoint presentations, slide shows, recording sessions, and organizational meetings. Much is also being done under the surface to set the tone and direction for the center heading into Winter 2001.

Class Mailing Lists
Easier, faster, and smarter

By Debbie Edwards

On December 20, a new Web interface will be available to request and manage class mailing lists. Although students are still automatically subscribed through Banner, instructors (or their delegates) will now be able to add other subscribers and features to their list, such as a secure Web archive and list moderation. Because the request process has been automated, lists will be created within one business day rather than the few days it used to take.

Complete story online at: http://ittimes.ucdavis.edu/nov2000/listproc.html.

Remote Access Pilot

By Bethany Daniels

As of December 1, UC Davis is conducting a pilot test of Pacific Bell's Internet provider service. Any UC Davis faculty and staff member who lives outside of the local 530 dialing area may participate in the pilot. UC Davis plans to test this service for three months. The test areas are in and around the cities of Sacramento, Roseville, Fairfield, Vallejo, Vacaville, Oakland and Berkeley.

Participants must agree to submit weekly surveys about Pacific Bell's service and use this pilot as the primary dial-in connection to the Internet for three months. This service will be free for the three-month pilot; users will be expected to pay a fee if Pacific Bell becomes the campus's remote access provider. Registration for this pilot is ongoing, first come-first served, and through the Web at *http://access.ucdavis.edu/pilot2000.cfm.*

DHCP in Action
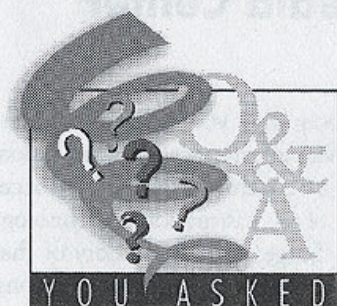## Network access made easier for laptops

By Bethany Daniels

In general campus classrooms (120 in all) and 200 other locations throughout the UC Davis campus, you can now connect to the campus network without having to change the settings on your laptop. Through the use of DHCP, all you need is a laptop, a network interface card, and an Ethernet cable to dynamically configure desktop computers and laptops to access the campus network. The result is a more flexible environment for the increasing mobile computing population on campus, especially faculty and students. Learn how to take advantage of this service at *http://access.ucdavis.edu/pilot2000.cfm.*

Complete story online at: http://ittimes.ucdavis.edu/nov2000/dhcp.html.

Why Can't I Send UC Davis Email Messages from My ISP?

By Heather Thompson

Q: I use Eudora to send and receive email and I use an Internet Service Provider (ISP) to connect to the Internet. Every time I try to send messages I receive an error message, but I have no problems receiving messages. Why can't I send email?

A: If you want to send messages using your UC Davis email address from your ISP, you need to enter the SMTP server provided by your ISP in the "outgoing mail server" field of your settings. If your ISP does not have an SMTP server, you might want to consider sending your messages from your ISP's email address (e.g., bob@aol.com) or using the campus modem pools to connect to the Internet.

Complete story online at: http://ittimes.ucdavis.edu/nov2000/youask.html.

CBT @ UCD
Same service, cool new features

By Autumn Bouck

After an extensive summer upgrade, UC Davis Computer-Based Training (CBT@UCD) offers new functionality and courses. Now, the tutorials are accessible directly from an Internet browser. This is especially good for Macintosh users who can run the Java-based tutorials on their machines. To access these courses, use your UC Davis LoginID and Kerberos password, on or off campus. You no longer need a special password. CBT courses are still free of charge (on the Web), or they're available for purchase on CD at the UC Davis Bookstore for $11.50.
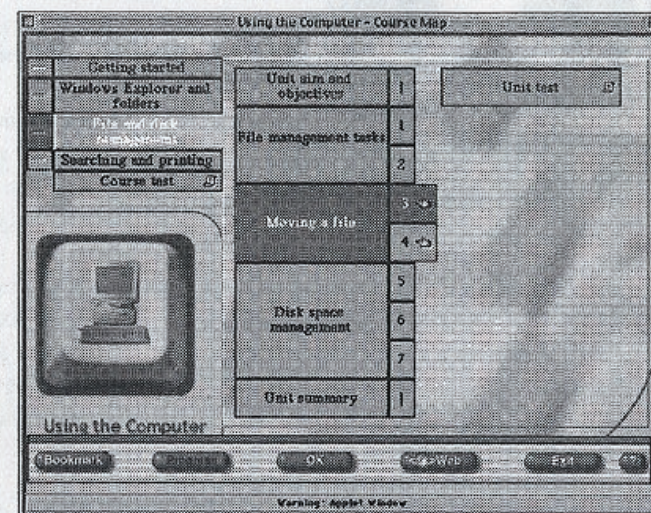
The new Java interface makes CBT courses accessible directly from your Web browser.

Complete story online at: http://ittimes.ucdavis.edu/nov2000/cbt.html.

Windows 2000 Implementation Moves Forward

By Mary Sue Hedrick

Information and Educational Technology has identified action steps to help prepare the campus for Windows 2000, Microsoft's newest operating system, and its integration into our computing environment. To learn about next steps and how Windows 2000 may affect you, read the full story online.

Complete story online at: http://ittimes.ucdavis.edu/nov2000/win2k.html.

Online Textbook Ordering Makes Life Easier for New Freshmen

By Jemmy Shi

If anything could best define the beginning of a new academic year for students, it is the dreaded wait in long lines. Whether outside Mrak or Dutton Hall, the Book Exchange Tent, or any lecture hall or classroom, blocks of students wait for hours. All this can be pretty hectic for any incoming student who's not yet accustomed to the waiting. But, thanks to the UC Davis Bookstore textbook reservation service, students had one less line to stand in this fall.

Complete story online at: http://ittimes.ucdavis.edu/nov2000/textbooks.html.

IET Publications Recognized

We are very pleased to announce that the *IT Times*, IET's Web site (*http://it.ucdavis.edu/*), and IET's Internet software suite (Bovine Online) were recently recognized for excellence by the Special Interest Group on University and College Computing Services (SIGUCCS). SIGUCCS (*http://www.acm.org/siguccs*) is an association of professionals who support and manage the diverse aspects of information technology services in higher education institutions. The *IT Times* Web site (*http://ittimes.ucdavis.edu/*) and Bovine Online garnered first place awards, while the *IT Times* January 2000 print version and IET's Web site received second place recognition. Congratulations to all of our contributors, and a special thanks to all of our readers for their support and feedback.

Women in Technology
A Profile of Bo Botelli

Note: This is the first in a series of profiles of UC Davis women who provide technical assistance and expertise to the campus.
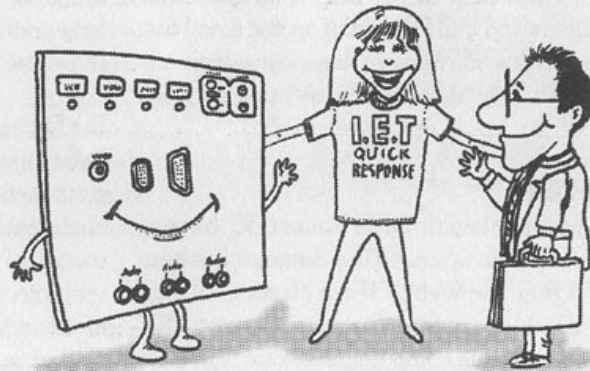
Bo Botelli

With more than 15 years of service to the campus under her belt, Bo Botelli has moved from providing general administrative support in the Internship and Career Center to serving as the Systems Administrator and Web/Print Coordinator for Advising Services. The road has been bumpy, but rewarding according to Botelli, who leveraged her natural talent and ambition to learn the ins and outs of network administration and cutting-edge Web and print design. Like many women in technology, Botelli's path is unconventional and hard-won.

Complete story online at: http://ittimes.ucdavis.edu/nov2000/botelli.html.

The Realities of Instructional Technology in Higher Education, or Why We All Need a Back-Up Dog

By HARRY MATTHEWS

Dr. Harry Matthews, director of the Instructional Technology and Digital Media Center, attended the recent EDUCAUSE annual conference. EDUCAUSE (*http://www.educause.edu/*) is a national organization, whose members include many large research universities like UC Davis, promotes "transformational change" in higher education through the use of information technology. Its annual meeting draws a large number of faculty, staff, and administrators. The most recent theme was "thinking IT through." Dr. Matthews shares his impressions and lessons learned from Dave Barry, among others.

Complete story online at: http://ittimes.ucdavis.edu/nov2000/educause.html.

Technology Staffers Help Instructors Adjust to New Media Equipment

By MARY SUE HEDRICK

Instructors assigned to one of the 40 general assignment classrooms renovated over the summer noticed something different their first day of teaching this fall—an Information and Educational Technology representative was there to orient them to the new media equipment. State-of-the-art (LCD) projectors (for projecting video images from a laptop, VCR or other device), Smart Panels (that make it easy to toggle between a laptop, VCR and the projectors) as well as microphones, speakers, VCRs, and network access ports were installed. Instructors were also given the opportunity to receive training on the new equipment prior to the first day of school. As classrooms are upgraded, training will continue to be offered each quarter.

Complete story online at: http://ittimes.ucdavis.edu/nov2000/cup.html.

Networked Imaging Facility Boon for UC Davis Researchers

By JEFF VAN DE POL

For Rick Harris, a big idea came from the examination of something very, very small. Microscopically small, in fact.

Harris, director of the Microscopy and Digital Imaging Facility in the Division of Molecular & Cellular Biology, used his technology and computer networking skills to streamline the image production and viewing process for users of high-powered microscopes. The result is a sea change in how researchers in the Division of Biological Sciences are able to conduct and collaborate on their microscopy projects and the images they produce.
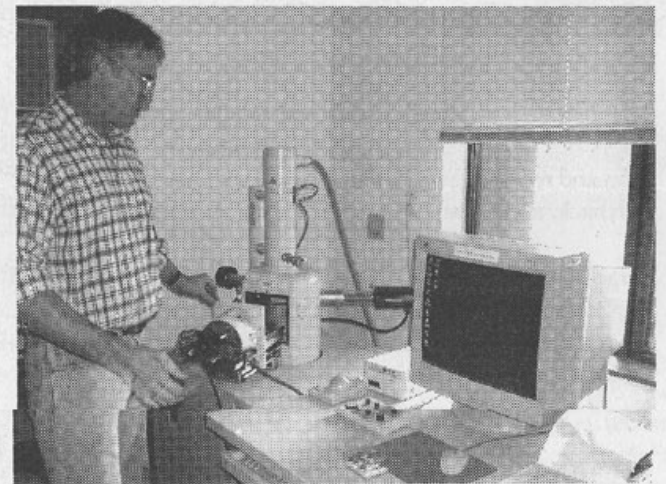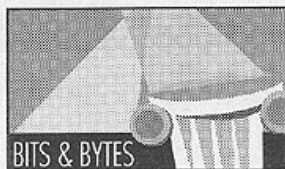
Rick Harris prepares to examine high-resolution digital images of a specimen in a Scanning Electron Microscope.

Complete story online at: http://ittimes.ucdavis.edu/nov2000/microscopy.html.

Screen Slavers

By JEFF VAN DE POL AND STEVE OERDING

BITS & BYTES

Arbor Moving

The Arbor is moving. Beginning winter quarter, the consulting arm of the Instructional Technology and Digital Media Center will be located at 165 Everson Hall, located between Mrak Hall and Shields Library. The Arbor offers year-round instructional technology consultation, seminars by and for faculty, one-on-one and small group training. For more information, visit the Arbor on the Web at *http://arbor.ucdavis.edu/* or call (530) 754-2115.

IPOP

Some UC Davis computing accounts are eligible for up to 20 times more space for their email messages. All new accounts created since July 1997 already have this extra space. If you created your campus account before July 1997 and you are still getting your email from "mailbox.ucdavis.edu" you can change your account to access the newer, larger servers. To learn more about this service, visit: *http://itexpress.ucdavis.edu/quicktips/conversion_IPOP.html.*

Laptop Loans for Instructors

To enable instructors who do not have access to a laptop to experiment with in-class use of a computer, the Teaching Resources Center and Information and Educational Technology loan laptops for instructors to use in campus classrooms for an academic quarter. Though the deadline for winter quarter applications has passed (November 30), some laptops may still be available. To apply, go to *http://trc.ucdavis.edu/TRC/technology/laptop.html* or email Victoria Cross at *VLCross@ucdavis.edu.*

IET Web Updates

http://distauth.ucdavis.edu/ The Distributed Authentication Service allows system administrators to restrict access to local Web content. For example, this service is used to access restricted sites such as library databases, class-related Web pages, site-licensed software, restricted departmental services, and UCD newsgroups. This Web site has been designed to assist system administrators with the implementation of distributed authentication service on their local Web servers.

http://av.ucdavis.edu/ Classroom media support services, provided by the new Classroom Support unit of IET-Information Resources, are detailed on this site. Audio-visual equipment loan and repair, classroom media engineering, distance learning and videoconferencing, video playback, and classroom media technical support are the main areas of service covered.

http://tif.ucdavis.edu/ The Technology Infrastructure Forum (TIF) has a new Web site. The TIF is charged with identifying, evaluating, and resolving critical information technology infrastructure issues for the campus and focuses primarily on "middleware" issues such as security, authentication, digital certificates, and directories. The site contains a meeting schedule and minutes and a growing list of middleware resources.

http://www.ucdavis.edu/directory.html The online campus directory, formerly at *http://ldap.ucdavis.edu/*, has been incorporated into the main campus Web site at the address above. Functionality of the directory remains unchanged; it remains an efficient way to search for faculty, staff, and students at UC Davis by name, email address, or phone number.

IET Holiday Business Hours

During the holiday season, Information and Educational Technology will provide its services on a slightly modified schedule. For a comprehensive holiday schedule of services, facilities, and departmental offices, see *http://it.ucdavis.edu/holiday.html.*

K-12 Outreach

the pilot was given UC Davis affiliate status, giving them access to the following resources:

- A UC Davis email address
- Computer-Based Technology Training courses
- Technology training courses provided by the Technology Support Program, such as network administration or Web authoring
- Access to the UC Davis Library's databases
- An assigned IET representative who they could contact with questions
- Access to an email list called hcp-tech that teachers could use to ask each other questions about technology and curriculum.

So far, 15 technology support staff members from different UC Davis departments have joined the new list to answer the teachers' technology support questions. This list also facilitates information sharing among the teachers about questions related to technology in teaching.

"We like to think of it as an interactive help desk," says Fellin. "They can call me if they need help or get help from the other teachers and UC Davis staff on the email list. We will provide free-of-charge consulting services to help them create technology plans for their schools and classrooms."

The Pilot

This pilot began with almost 50 history teachers who attended the Summer Institute on "Using the Web to Teach History," offered by the History and Cultures Project. IET made available computer classroom space for the institute, and UC faculty and staff taught the teachers how to use the Web in their classes, how to connect to the UC Davis network and use email, and how to access resources available to them as affiliates.

The pilot with the History and Cultures Project has been a success by all accounts. "The teachers love it and the technical support people who respond also get involved in questions about content and curriculum,"

says Medina. "It's quite a nice community." According to Fellin, the UC Davis technical support staff have also found the experience valuable. More staff members have joined the list as the original subscribers spread the word of its success.

"The potential for this to serve as a scalable model for other institutions is great," says Dr. John Bruno, Vice Provost for Information and Educational Technology. "This pilot could set the standard for how the University can support and encourage the integration of technology in K-12 curricula."

Still, there are challenges ahead. "Getting teachers involved is most important," says Fellin. "We present all of the support they will get from the campus and talk to the administrative and technology folks and give them every opportunity to get involved." Unless teachers from the partner schools get involved, it is hard to provide them the support they need. Sometimes, all of the stakeholders involved can make the communicating with the teachers difficult.

"It can be a complicated process," says Tecoy Porter, Technology Support Program Manager, "but there is a strong need. A little help goes a long way. It's really beneficial to the schools."

The Future

Following the success of the pilot, the program might branch out to work with local science teachers as well. Medina says that the success of the program has other subject matter projects interested in implementing some of the ideas into their programs.

For more information on the pilot or to join the mailing list, contact Fellin at *gcfellin@ucdavis.edu.*

Resources

School/University Partnerships:
http://sup.ucdavis.edu/
Area 3 History and Cultures Project:
http://historyproject.ucdavis.edu/
California Subject Matter Project:
http://www.ucop.edu/csmp/

Also on the IT Times Web Site

(http://ittimes.ucdavis.edu/)

- A book review of *Simplicity: The New Competitive Advantage*
- Instructional technology Web site reviews
- Student Computer Ownership update
- How to: setting up vacation email and voice mail
- Technology policy and planning update
- TSP evaluation results