EITS Status and Activity Report for July 2014

Prepared by Timothy M. Chester, Vice President for Information Technology (VPIT)

1. Announcements for Faculty and Staff Meetings

   - *Wimba Classroom Support Ends August 1:* The University will end support of new sessions of the web conferencing tool Wimba Classroom, which is available in eLearning Commons, on August 1. The company that supports Wimba is ending support of the product by the end of this year. Blackboard Collaborate will replace Wimba as the web conferencing tool available both within and outside of eLC. Collaborate is already available in eLC and by request outside of eLC. Wimba will not be available after August 1 for new sessions. Instructors may download previously-recorded Wimba sessions from the archives until December 24. The Center for Teaching and Learning (CTL) has instructions for downloading archived Wimba sessions on its website. For those instructions, please point a web browser to http://tinyurl.com/kua96dq. Instructors are encouraged to begin downloading their desired archived sessions well before December. For more information, please contact Sherry Clouser at sac@uga.edu by email

   - *Additional Features Available on Upgraded Listserv System:* UGA's listserv system was upgraded in June to offer an improved website for managing lists and to fix recent compatibility issues with some email providers (such as, Microsoft and Yahoo!) that resulted in some listserv messages appearing garbled. UGA's listserv system supports more than 6,000 lists with a total membership of 1.5 million. The system sends about 104 million messages a year. The upgrade was completed smoothly with additional features now available to listserv owners. One of the new features on the listserv website is the ability to schedule messages for posting at a later date and time. The EITS Help Desk website has instructions on how listserv owners can manage their lists with the new features. For more information about listserv, please point a web browser to http://listserv.uga.edu or contact Shawn Ellis at shawn.ellis@uga.edu by email.

2. Support for Student Technology Services

   - *Tuition Payment Now Available in Athena*: The new student information system, Athena, now includes Students Accounts, which is the central billing and payment system for students to pay their tuition, fees, residence hall rent, meal plan bill, parking permit and other campus charges. Student Accounts went live in Athena on July 1. The new student information system already included Financial Aid, which went live in the spring. With Athena, students can now check their financial aid status and pay their tuition in one central location. For more information about Athena, please point a web browser to http://connectuga.uga.edu.

3. Support for Academic and Administrative Computing

   - *BigCard to Be Decommissioned:* BigCard, the data processing component of the UGACard system, will be decommissioned on July 7. EITS has been working with affected departments for several months to ensure they have transitioned to a new product or applications that provide enhanced features to protect restricted data. For more information about the end of BigCard, please contact Shawn Ellis at shawn.ellis@uga.edu by email.

4. Support for Research

   • *Equipment to be Installed Soon for Research Resource:* The Georgia Advanced Computing Resource Center (GACRC) is preparing to begin installation of its new cluster, which will be completed in two phases. Once available to researchers this fall, the expansion will offer additional computational and storage capabilities. For more information about the new GACRC cluster, please contact Guy Cormier at gcormier@uga.edu by email.

5. Core Campus Infrastructure

   • *Tifton Campus Internet Speed Improved*: The Tifton campus recently received a network bandwidth upgrade from 20Mb to 100Mb, which will improve Internet speed and reliability for the extended campus. This enhancement will also improve online learning and instructional initiatives for the institution. For more information about the Tifton campus network bandwidth upgrade, please contact Christian Cummings at ccummin@uga.edu.

6. Did You Know?

   • Since the launch of Athena in April for fall 2014 class registration, the EITS Help Desk has reported few calls directly related to the new student information system. Over the past two months, the Help Desk has received about 180 requests directly related to Athena. By comparison, the Help Desk received a total of 8,000 contacts for all services just in the month of April. The Help Desk has instructions, including a brief video, on how to use Athena on its website at http://eitshelpdesk.uga.edu. To date, more than 25,200 students have enrolled in more than 118,900 courses for fall 2014. Overall, there are 11,915 sections available for student registration in the fall.

   • UGA's official mobile app for iOS has been downloaded more than 21,500 times from the App Store since its launch last year. The app is being downloaded more this summer, as students and parents come to campus for orientation. The mobile app features a campus building locater, bus stop arrival schedules, daily meal plan menus, daily rec sports schedules and more. For more information about the UGA mobile app, please point a web browser to http://mobileapps.uga.edu.

   • EITS will offer a hands-on training class about Qualtrics, a web-based survey tool that's free for UGA students, faculty and staff. The class will be held at Training and Development on September 16, from 9 a.m. to noon. Qualtrics makes it easy to create and analyze surveys for instructional and departmental uses. Qualtrics offers a variety of question options in its surveys, along with data exports and more. Registration for the class will be available through Training and Development through its website at http://www.hr.uga.edu/training.

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