New Online Survey and Forms Software at IPFW

For the past few years, IPFW personnel interested in creating online surveys were able to use a product called Websurveyor. Shortly after its implementation, however, Websurveyor's limited licensing scheme could no longer meet the exponentially increasing demands for its use at IPFW. So, Websurveyor has been phased out—on December 26, 2008, the server was shut down.

Now, as a replacement, IPFW personnel can take advantage of an unlimited licensing agreement Purdue University, West Lafayette, recently signed with Qualtrics, a feature-rich, user-friendly online-survey software provider. According to one reviewer, "Qualtrics is an excellent web-based survey software package that offers a fantastic array of question types, a well-designed survey development interface, good fielding/survey promotion capabilities and a powerful reporting engine."

For information about creating an account and using Qualtrics, visit this web page:

http://www.its.ipfw.edu/resources/qualtrics/

For information about attending training session on Qualtrics, visit this web page:

http://www.its.ipfw.edu/training/schedule.shtml

IU Agreement with Adobe is Good News for IPFW

In December, Indiana University negotiated a new agreement with Adobe for a 3-year program which includes many software tools offered by the company. After a number of conversations and internal analyses of the pro's and con's of entering into the agreement along with other IU campuses, IPFW is joining as well!

Previously, Adobe software products were purchased by IPFW departments through Purdue’s pricing agreement with Adobe. While prices were lower than retail, license use was limited and still costly. Some departments spent tens of thousands of dollars a year on Adobe licenses and maintenance. In IT Services we have been limited on the number of Adobe products we could provide to only those that were used by multiple departments and by our available funding.

With the new IU Adobe agreement, the products shown on page 4 are available for installation on faculty, staff and student machines. Personal copies may be purchased at the IPFW bookstore for use on a home PC, provided that once the faculty, staff or student is no longer affiliated with the University, the software is removed.

So, for open lab workstations, look for new software availability

(Continued on page 4, see Agreement)
Apple's iTunes is a free computer application used for playing and organizing digital music and video files as well as transferring them to iPods (or other compatible players) so that these materials can be watched or listened to anytime and anywhere. Through a program called iTunes U, Apple has given colleges and universities the opportunity to leverage the technology behind iTunes to support teaching and learning as well as other vital aspects of the university such as marketing, student support, community outreach, athletics, etc.

Colleges and universities around the country are taking advantage of this opportunity because it allows students to quickly access and load audio and video content onto mobile devices that can be listened to or watched multiple times wherever the student might be. It is this flexibility that is key to supporting the “anytime, anywhere” learning style of today’s students who expect technology to be ubiquitous. iTunes U gives students the ability to reinforce and expand their classroom experience by allowing them to review course lectures, access commentaries and special supplemental materials whenever and wherever they wish. It also offers the opportunity for students to contribute to the teaching and learning process by uploading their own audio and/or video offerings to iTunes U. It complements existing IPFW instructional delivery systems such as Blackboard Vista and the web and enriches course content.

iTunes U also gives institutions a public presence in the iTunes Music store, which is an invaluable marketing and community outreach tool. iTunes is the number one online music store in the world, a big reason why more than half of the nation’s top 500 schools are involved with iTunes U.

IPFW's involvement in iTunes U was a project started several years ago by then-VCAA Dr. Susan Hannah with the support of faculty and staff. For the past 6 months representatives from ITS, CELT and University Relations have been meeting and actively working on making iTunes U available at IPFW.

The project has now reached a point where individuals across campus can see the work that is being done and begin getting involved in the project. iTunes U has tremendous potential for not only enhancing instruction but also for furthering the work of STEPS, CASA, FYE, the MAC, the Library, Athletics - in short, almost any unit of IPFW. For more information, contact CELT’s Associate Director for Instructional Technologies and Chair of the iTunes U project, Samantha Birk, at 481-6368 or e-mail birks@ipfw.edu. You can peruse the iTunes U website at: http://itunes.ipfw.edu/.

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**IPFW Password Policy Update**

At the beginning of Fall semester 2008, password expiration for IPFW computing resources was expanded to **120 days** unless you have a high security clearance requiring a 30-day expiration. In addition, while some people used their first or last name, as part of their password, this will no longer work. Keep these rules in mind when you create your next password.

- **Length:** 8 to 16 characters
- **Numbers:** at least 1 number
- **Letters:** at least 1 letter
- **Unique characters:** at least 4
  (yabbadabbadoo has only 5 unique characters)
- **Special Characters:** optional use of the pound sign, underscore or dollar character
- **Repetition:** a password cannot be reused for one (1) year

- Don’t use the question mark (?), forward slash (/) or Ampersand. (&).
- Don’t use easily-guessed words (e.g. Purdue, itap, boiler)
- Don’t use your name or parts of your name (e.g., Bill, Bob, or your last name).

Think of your password as an access code. **Never store your password on paper in a desk drawer or under your keyboard.**
Generic accounts have been widely used on the IPFW campus over the past years. What makes an account "generic" is when the username is not based on a specific person's name. The account may or may not be shared by multiple people to log into computers, receive and send email, etc. The fact that the account is not tied to one specific individual makes it a security risk. Should we need to track activity for legal purposes, we would not be able to do so with a generic account.

Because of this and other reasons, IT Services is taking action with a long term project to eliminate many generic accounts in use on campus. The first phase of the project was to contact departments to find out which generic accounts were being used and if so, what they are used for. Any accounts that were reported as not being used were scheduled for deletion. Out of 1350 accounts, 575 have been deleted because they were no longer used.

This first phase has been a good start, but there is more work to be done. The next phase, which is currently in progress, involves targeting generic accounts we believe to be in use by student staffers and/or grad aids. Student staff and grad aids should use their own accounts to access departmental resources. Pat Garrett, ITS Lead Computer Operator, has been contacting departments to recommend that their student staff have accounts created for use related to departmental responsibilities. Once the accounts are created and the students become acclimated to their use, the generic accounts will be deleted.

If you have any student staff or grad aids in your department who are currently using generic accounts, feel free to fill out the account request form, whether you have been contacted by Pat or not. The form is online at http://www.its.ipfw.edu/forms/accounts.shtml.

Other phases of the generic account project will include evaluating the use of temporary employee, departmental laptop and desktop PC and lab accounts. We are making every effort to work with departments to determine the business need for the accounts and whether a more secure process can be created. It is not our intent to remove access to resources but to make that access more secure. If you have questions or concerns regarding your generic accounts, please contact Glenn Morgan, Manager of the Customer Service Center at morgang@ipfw.edu or phone: 15766.

29,000 Computer Accounts Deleted

Last fall, IT Services initiated a process to delete computer accounts for inactive students. To that end, more than 29,000 accounts were deleted in November 2008. Our intent is to run this process each Spring and Fall semester. However, due to the Banner 8 upgrade taking place around Spring Break 2009, it was decided to temporarily suspend the process for Spring semester 2009. Because many of the resources devoted to both the Banner 8 upgrade and the student account deletion process are shared, IT Services felt the Banner upgrade should take precedence. Additionally, there are a few enhancements planned for the student deletion process that would have been impacted by the Banner upgrade. The improved student account deletion process will resume in Fall 2009.
in time for the fall semester (beyond those we already provide in labs). Faculty and staff, however, will have the ability to install the software on their office workstations sooner, so keep an eye out in IPFW icons for the new applications or application suites. Our network software engineers will need some time to prepare these applications for our Novell environment. Preparation for the labs is more complex and requires more time than providing installation options for faculty and staff.

IU is not quite ready to begin shipment to us for all applications but should be ready by the end of February. Costs for purchasing the products in the bookstore are shown below. Please forward questions to helpdesk@ipfw.edu.

We're very excited to tell you about this new program. Over a 3 year period, this program has the potential to save hundreds of thousands of dollars for the university.

Product List - Adobe®

- Acrobat Pro 9.0 (Windows/Mac) [$10]
- Acrobat Pro Extended 9.0 (Windows) [$10]
- Creative Suite 4 Design Premium (Windows/Mac) [$20]
  Adobe Creative Suite 4 Design Premium includes InDesign CS4, Photoshop CS4 Extended, Illustrator CS4, Acrobat 9 Pro, Flash CS4 Professional, Dreamweaver CS4, Fireworks CS4, Bridge CS4, Device Central CS4, and Version Cue CS4.
- Creative Suite 4 Production Premium (Windows/Mac) [$20]
  Adobe® Creative Suite® 4 Production Premium pairs world-class video, audio, and design tools with integration features. It includes Photoshop CS4 Extended, Illustrator CS4, Flash CS4 Professional, After Effects CS4, Premiere Pro CS4, Soundbooth CS4, OnLocation CS4, Encore CS4, Bridge CS4, Device Central CS4, and Dynamic Link.
- Photoshop Elements 7.0 (Windows) [$10]
- Photoshop Elements 6.0 (Mac) [$10]
- Photoshop Lightroom 2.0 (Windows/Mac) [$10]
- Premiere Elements 7.0 (Windows) [$10]

TRAINING-L

A new listserv has been created to provide you with timely notifications of additions to the training calendar and notices about new workshops offered by IT Services. To subscribe to TRAINING-L, address an e-mail message to: listserv@listserv.ipfw.edu

In the body of the message type:

subscribe training-L yourfirstname yourlastname

MATH-STATS-L

A new listserv, specific to research and analysis software applications, has been created to provide a forum for collaboration, queries, or advice. MATH-STATS-L is a non-moderated list for those using statistical or quantitative tools. It is our hope that this additional venue will provide valuable help and support from colleagues who use these applications. To subscribe to MATH-STATS-L, address an e-mail message to: listserv@listserv.ipfw.edu

In the body of the message type:

subscribe math-stats-L yourfirstname yourlastname

ITS People on the Move

Robert Dean moved up to full-time Help Desk Technician.

Bret Fraizer relinquished his position at the Help Desk to join the Allen County Sheriff’s Office.

Matt Huhn moved up to part-time Help Desk Technician.

Sheila McFarland joined the ITS Office Support Staff. She comes to IPFW from Taylor University.

CJ Micklitsch moved from the Help Desk to ITS Computer Support Technician.

Jon Ware moved from the Help Desk to ITS Computer Support Technician.

Mandi Witkovsky moved from IT User Technology Support to IT Security, Policy and Planning.