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Information & Technology Services

PROVIDING THE TECHNOLOGY SOLUTIONS AND THE INFORMATION RESOURCES TO ACHIEVE VISION 2012

Letter from the CIO

ITS prides itself on efficiency of its operation and services. As many of you are aware, the University of the Virgin Islands is taking great strides to "**Go Green**"; ITS has already started by automating the Office of the CIO. With newly issued iPads, ITS staff currently electronically sign and store documents. The signing and submitting of documents electronically has cut down on processing time from two weeks to one week.

From October 1, 2010 to present, all incoming and outgoing correspondences are scanned and filed electronically in a virtual location; there are no additional papers added to the current file cabinet. In addition, the Office of the CIO is currently scanning all paper files in the current file drawer, as a way to achieve a fully paperless operation.

An ITS community was created on the portal, from which all ITS employees have access to internal documents, including managers and staff meeting minutes, internal forms, project plans, newsletters and annual reports. Also, an internal calendar displays staff's absences, conferences, meetings, and other information deemed necessary. Other items include a message board for staff to participate in discussions and an announcement section for important announcements to staff.

If your component, department or office is interested in having a community created, please send requests to the helpdesk via telephone at ext 1466, email helpdesk@uvi.edu, or UVI portal https://mycampus.uvi.edu/.

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In This Issue

High Performance
Video Conference Upgrades Completed

At the beginning of the Fall 2011 semester, Information & Technology Services installed new and improved technology in videoconference classrooms. Four of the largest videoconference rooms were upgraded to new high definition videoconference units from Polycom, which provide much improved picture and sound quality while reducing network bandwidth. Polycom People plus Content hardware was also installed in rooms T-213, T-115, EVC-302a and EVC-807 so that software is no longer needed to show PC content to participants. This reduces the setup time for classes. New, larger monitors were installed in some rooms to provide better, clearer views of the remote site for instructors. In response to user suggestions, wireless lavalier microphones were installed B-110, EVC-401, T-101 and EVC-713. To check out a wireless microphone, please visit the library service desks on either campus with a valid library card.

In order to make using UVI videoconference rooms even easier, twelve videoconference classrooms were upgraded with Crestron touch screen controllers and room integration systems. Rooms upgraded with Crestron control systems are: on St. Thomas: B-110, B-101, T-213, T-115, T-101; on St. John: STJAC-101, STJAC-103; and on St. Croix: EVC-401, NWW-103, EVC-302a, EVC-807, EVC-713.

These systems no longer require the use of multiple remote controls. With the new Crestron controllers, the menus are simple and easy to use, providing easy access to needed features. The "Directory" menu provides a list of all videoconference rooms for easy calling, while allowing for immediate contact to the ITS Help Desk for assistance if needed. In addition, the directory now includes a listing of room telephone numbers for quick audioconference calls. The "Source" menu provides users with the ability to quickly choose content for view by far participants, choices such as: Desktop PC, Laptop, Document Camera, DVD Player and room cameras eliminate the need to scroll through menus during classes.

Every videoconference room is equipped with a video and audio cable for easy access to plug in their laptops or other devices and display content to all participants. The Crestron controllers can also be used to control camera angles both in the local room and the remote room. Another important feature added in rooms EVC-401, B-110 and T-101 is "Automatic Camera Tracking" which, when selected, automatically switches and moves the room cameras to show the participant speaking. The "Main" menu provides access to all functions of the videoconference system through its on-screen menu and navigation through the Polycom home screens. Using this menu, users can manually dial any videoconference endpoint or telephone number when needed.

UVI has come a long way since the first videoconference room was installed in 1994! ITS recognizes the importance of providing technology that is current, reliable, easy to use, which contributes to the success of our students.

High Performance
St. John Academic Center News

Kent Wessinger has joined the leadership team at the St. John Academic Center (STJAC). His role includes helping to develop the Center's model and promotion of the Center and UVI to the St. John community. As a St. John resident himself, Mr. Wessinger is particularly aware of the challenges faced by this community in accessing UVI's programs and resources, and he is eager to help the St. John Academic Center meet this need. He is also a UVI faculty member in the School of Science and Mathematics on the St. Thomas Campus, and has taught in the Upward Bound program. Mr. Wessinger has lived on St. John for nine years, and has worked in education in the Caribbean for more than twenty years. He has been instrumental in the creation and development of several youth sports programs on St. John, and has just finished writing his third book.

As we continue to solidify the organizational structure and creatively expose the vision to the community, the St John Academic Center is positioning itself to become "The Source of Success on St. John." While the number of visitors, potential students, study groups, and current students that utilize the center has been growing each month. Transfer Day has never been formally celebrated on St. John. Several weeks ago, the decision was made to celebrate Transfer Day at the STJAC with the display of the Transfer Project at the Center. Some of the historic artwork will remain a permanent fixture at the center once the celebration concludes. The Transfer Project will bring people from all over the Virgin Islands into the STJAC.

In addition, Dr. Ogunmokun has agreed to make the STJAC a marketing project for the upper level marketing classes. Three classes will formulate a marketing strategy based on data collected in the community. The implementation of the strategy will allow the center to flourish at the highest level of effectiveness and productivity.

Twelve new students have already signed a pre-registration list to attend classes at the STJAC in the spring. Seven of those students have never been UVI students. Our team is currently serving as advocates to assist future and current students by connecting them to admissions and the registrar for support with their registration for spring semester, and by connecting them with their respective advisors.

The week of October 17, Dr. Esdaille, from the Center for Student Success, gave permission for all St. John students to receive tutoring at the Center. Math tutoring has already begun with other disciplines to be added this month. Reference books are now available.

VC equipment has been successfully updated, and an email has been sent out to all St. John UVI students and east end St. Thomas students telling them about the Center. The STJAC is beginning to take root. Thank you to ALL of those who have been and continue to be a part of the success of the Center.

St. John Academic Center Statistics

Between June 1 and October 31, 2011, the St. John Academic Center saw 301 visits by students totaling 570 hours spent in the Center. Thirty-eight (38) students utilized the Center during this time to attend class, work with Center resources, and to study individually or in groups.

In addition to students, 30 staff members, 3 faculty, and 54 unaffiliated individuals have visited the Center during this time for workshops, events, or to request information about UVI's offerings (both at the Center and on campus). Center hours varied during the summer due to the Academic Calendar, but since the beginning of Fall Semester, the Center has been open at least 56 hours per week. Since the start of Fall Semester, 4 UVI groups or components have held meetings or retreats at the Center, the Cooperative Extension Service has held 2 workshops, and the Council on Alcoholism and Drug Dependence held a presentation. Additional events are scheduled for November.

High Performance
CETL News & Events

The Center for Excellence in Teaching and Learning would like to thank those faculty members who have taken time out of their very busy schedules this semester to host/facilitate a faculty development session during the Fall 2011 semester. Thank you for sharing your experience with these tools and how you have implemented and incorporated them into your teaching methodology. Faculty development sessions that have been offered by faculty include – Respondus LockDown Browser, SafeAssign, Adobe Connect, and Blended Learning. Contributing faculty include – Patricia Harkins-Pierre, Steve Case, Valerie Combie, and Christy Vineyard. If you would like to host a faculty development session based on a workshop or conference you attended, please contact the CETL at ext 1214 or at cvineya@uvi.edu.

Webinars For a listing of the TLT Group Friday Live! Webinars you can click HERE	TLT Group	Sloan Workshops **This is a three part workshop. You must enroll in all three workshops.
Using Collaboration Technologies to engage students of all ages and experience **Date:** November 15, 2011 at 2:00pm ET	*How to Begin with Reflection and ePortfolios in Tough Times* **Date:** January 2012 [dates, times TBA]	*Preparing Faculty for Blended Teaching and Learning* **Date:** January 18, 2012 to January 27, 2012
MERLOT An Introduction **Date:** November 16, 2011 at 2:00pm ET	For additional information or to register for any of the Workshops, contact the CETL at ext 1214 or cvineya@uvi.edu	*Blended Learning Series - Part 1: Designing Blended Courses and Building a Blended Learning Community* **Date:** February 1, 2012 to February 24, 2012
ePortfolios in the Cloud: Documenting, Connecting, Learning **Date:** November 29, 2011 at 10:00am ET.		*Part 2: Impact Assessment* **Date:** February 15, 2012 to February 24, 2012

BlackBoard Tip - Hiding Old Courses Using the Pencil Icon

Is the list of courses you are teaching growing in Blackboard? Is it hard to find your courses for this semester unless you have changed the name? Here is a tip that will help you keep that list organized. Use the pencil icon to hide courses you are no longer using.
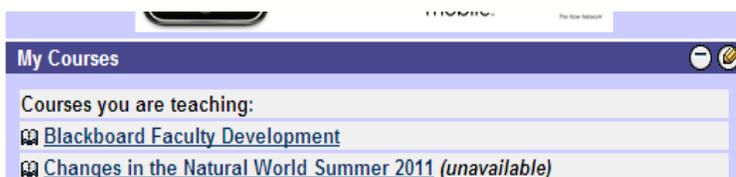
Once you click on the pencil icon, you will have a list of all your Blackboard courses. To hide a course you are no longer using, simply uncheck the box next to the course in the "Display course name" column and submit.

Your courses will not disappear or be permanently removed, only hidden from view on your Blackboard homepage.

During the Summer 2011 session, several faculty from both campuses piloted the Blackboard Learn environment. The pilot was successful in identifying unresolved issues with the course management system. The Center for Excellence in Teaching and Learning (CETL) is working with system administrators for Blackboard and UVI to resolve the issues so piloting can continue in Spring 2012. The CETL would like to thank the faculty and students that participated in the piloting of Blackboard Learn over the summer.

Service Oriented
Auto Attendant

Due to budget constraints, ITS implemented an automated call answering attendant feature to ext. 1466.

The auto attendant is automated call technology that answers calls and provides the caller with options for choosing the department to which they wish to speak.

Added Value:
Users get a quick answer for certain types of questions (eg. hours, directory questions); Calls are routed efficiently and customers are directed to the best method or staff member to assist them; Better customer service, because staff is focused on ensuring quality of response to submitted issues rather than transcribing phone calls.

When calling the helpdesk at ext. 1466, callers are now greeted with an auto attendant which offers user's choices on how their call is routed.

Option 1	Routes callers to the telephone directory, caller can input the first three letters of the person's last name and will be transferred accordingly
Option 2	Routes callers to library hours indicating the open hours of the library
Option 3	Routes callers to a call center agent that will be able to assist with emergencies or with scheduling requests for assistance with technology issues.

UVI Libraries Hosted IFLA Meeting on St. Thomas Campus

The UVI Libraries hosted the International Federation of Library Associations (IFLA) Acquisitions and Collection Development (ACD) Section pre-conference on St. Thomas Campus, August 10-12, 2011. "IFLA is the leading international body representing the interests of library and information services and their users around the world. It is the global voice of the library and information profession." The IFLA-ACD meeting was one of 14 satellite sessions held in advance of the 77th IFLA World General Congress which met August 13-18 in San Juan Puerto Rico. Other satellite-hosting countries included Guatemala, Cuba, Barbados, Jamaica and Puerto Rico. The IFLA-Genealogy Section satellite meeting was also hosted on St. Thomas during that time.

The focus of the IFLA-ACD meeting was ***Maximizing Collection Development of Electronic and Print Media in the Digital Environment***. The topic is a global concern for institutions facing economic challenges in developing scholarly resources for teaching and research. The meeting attracted speakers and participants from institutions around the world including, McGill University, Canada; University of Guadalajara, Mexico; Tallinn University, Estonia; Library of Congress, DC; King Abdullah University, Saudi Arabia; Marquette University, Wisconsin; National Repository Library, Finland; University of Innsbruck, Austria; Universidad de Léon, Spain; Centro Provincial de Información de Ciencias Médicas, Santa Clara, Cuba; University of North Carolina at Greensboro; University of California, Irvine, CA; National Library of Australia, Canberra; Florida International University, Miami, FL; University of the West Indies, St. Augustine, Trinidad & Tobago; Bremen University, Germany; and 10 ITS staff members from both campuses, UVI .

Service Oriented
St. Thomas/St. Croix Libraries & STJAC Food Policy

Are you enjoying the new and renovated facilities on St. John and at the Libraries? Please help to keep them clean! *Only drinks in approved containers* – cups with screw tops or bottles with caps – are allowed in the Libraries and St. John Academic Center. **NO FOOD IS ALLOWED** in the St. Thomas and St. Croix's libraries and St. John Academic Center.

The construction of the St. John Academic Center and the recent renovations at the St. Croix and St. Thomas Libraries has set new standards for comfort and functionality in furniture for classroom and learning spaces at UVI. Seating is colorful and relaxed; tables and chairs are mobile and collapsible, allowing easy reorganization and movement based on changing needs.

We are very pleased to offer staff, students and visitors a new and improved environment, and we recognize that long hours of study and research lead to thirsty bodies. However, visitors and staff all know firsthand the impact of unsightly stains on furniture and carpeting, and the destruction to materials and aversion to the environment when pests inhabit facilities.

To ensure that furniture remains attractive and to avoid infestation by rodents and other destructive insects, the new policy for eating in these facilities is being implemented. Your full cooperation and adherence to the new policy is extremely important for maintaining the facilities so that they may be enjoyed for generations to come. **Again, please help to keep them clean!**

Library Hours

Following the UVI budget reduction in summer session II 2011, the Libraries were forced to decrease operating hours by closing on Saturdays and by reducing hours on Sundays temporarily. To ensure that student access to information for classes is not impeded, librarians are increasing promotion of electronic resources for research during information literacy instruction, and have added a segment on eBooks specifically for Freshman Development Seminar classes. In addition, students are reminded of the availability of 24/7 computer labs, and campus-wide wireless network access.

Further, the Libraries will observe **Special Saturday and Sunday hours** for the weeks leading up to final exams, and **restore Sunday hours** to previous levels as follows:

- **Saturday, November 19, 26, and December 3: 1:00 – 8:00pm**
- **Sundays: 1:00-8:00pm**

24x7 Computer Labs are available as follows:

On St. Croix campus – NWW-120
- Request access through the Security Department with your valid UVI ID

On St. Thomas campus
- The 24/7 Paiewonsky Library lab is available for students with their ID key cards.

Please note, you may connect to **http://library.uvi.edu** at any time for access to the online catalog, eBooks and online databases. Use your UVI user ID and password to login.

Uncompromised Integrity
Identity Management Project Progress

ITS continues to work on implementation of an identity management solution which would fully automate the user creation, the initial network authentication, as well as the password change processes.

Once implemented, the creation of new users in the network would be entirely based on the Banner account creation. The entire process would be automated, requiring no staff interaction. User groups would automatically be created based on campus, residency, dorm, academic program, etc.
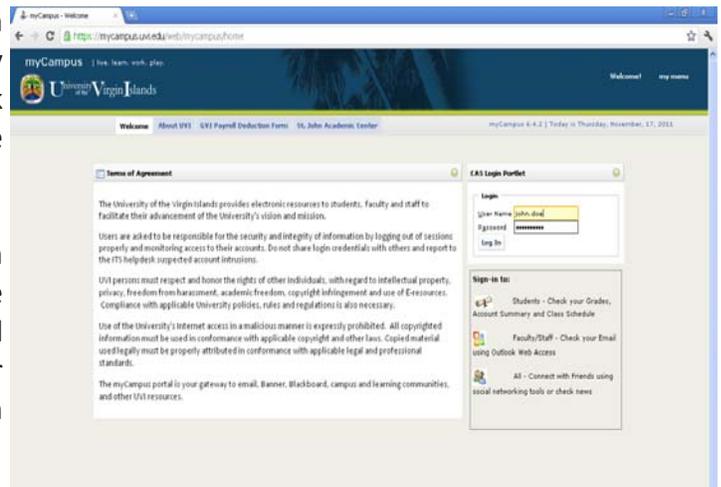
Additionally, employee email addresses will incorporate use of the full firstname.lastname@uvi.edu instead of a combination of six (6) characters from both names currently in place. Student email addresses will remain their UVI ID number though everyone will eventually use the UVI ID number as the network login, as students already do. This project is currently in test and will be rolled out in the Spring 2012 semester.

Upgrade of Banner Hardware & Software

The Banner database, UVI's enterprise resource planning tool, used for human resources, finance and student administrative functions was recently upgraded on all critical levels. In use was an Oracle 10g database, 10g was being desupported effective September 2011. In preparation for this desupport dead-line, ITS planned a major upgrade for fiscal year 2011. The cutover was made the weekend of October 1st – 3rd. This included the database server hardware, the Oracle database level as well as the AIX operating system and the Banner software versions. Banner is now operating on IBM P7 hardware with AIX 6.1 OS, Oracle 11g database and Banner General 8.3 application.

Both the test and production servers and software were upgraded. The change is seamless to users who continue to access Banner and BanWeb via previously shared URLs. Additionally, upgrades to the front-end interface is changing to a more robust Fusion Middle Ware. Fusion Middle Ware is currently in test and will be rolled out before the end of year. This change will also be seamless to the user but will require minimal downtime for the transition. The biggest change that users will notice is the URL changes.

ITS sincerely thanks the staff of Access and Enrollment Services, Institutional Research and Planning, Purchasing, Benefits, Administration and Finance, and Accounting for their cooperation during the upgrade.

Fiscal Responsibility
Student Tech Fee Committee

Information & Technology Services continues to improve the student learning environments, working with the students to meet their technology needs, and to address their issues and concerns related to technology. During the Spring 2011 semester, the Student Technology Fee Committee (STFC) reviewed and ranked several proposals of student requests of which twelve (12) were submitted to the CIO for funding. Information & Technology Services was able to fund half of the proposals submitted. The total monies received from the Technology Fee for FY11, was $571,995. Monies received were used to support information technology infrastructure for instruction and research, in addition to supporting improvements that directly benefit students. In FY2011, income from the technology fee was used to fund projects like:

Project	Cost Allocation to Technology Fee
MS Campus Agreement - That allows students to have access to all	$ 19,949
Internet Access 45Mb/s to St. Thomas,40Mbs to St. Croix to St. Croix, Internet2. Total cost $304,742 (50%)	$ 152,371
VC Room Upgrades, Lab Technology Updates (Hardware) & Furniture upgrades Total cost $351,181(100%), of which $178,895 funded with ITS funds.	$ 172,286
Lab and printing supplies including fax machine, color printer. Total Cost $29,008 (100%-REVENUES)	$ 23,107
Print & Electronic Library materials on both Campuses. Total cost $204,166 (40%)	$ 81,666
Maintenance on infrastructure- University Network and servers $119,603 (20%)	$ 23,921
Technology Support (100% of 2 positions)	$ 98,696
TOTAL EXPENDITURES SUPPORTED BY REVENUES FROM TECHNOLOGY FEE	**$ 571,995**

C2 Grant Awarded to the University of the Virgin Islands

Information and Technology Services, along with Heidi Alvarez from Florida International University, EPSCoR, and the Office of Sponsored Programs applied for a grant which will allow for infrastructure improvements for Cyber Connectivity. The grant is offered by the National Science Foundation (NSF), through the Research Infrastructure Improvement Inter-Campus and Intra-Campus Cyber Connectivity (RII C2) program. The American Recovery and Reinvestment Act (ARRA) of 2009 has enabled NSF to invest $20 million in this effort to enhance broadband access for academic research and the utilization of cyber-infrastructure consistent with each state's science and technology (S&T) plan. The award is just over $1 million for up to two years to support the enhancement of cyber connectivity at the University.

ITS Changes

Ms. Kelly Harrigan, Enterprise Network Service Manager, is taking on a different role in ITS. Kelly resigned from her Manager position on October 1, 2011 and is now working as a consultant for ITS. She can still be reached at x1470 although she will be spending most of her time working from her home in New Jersey. Kelly will continue to play an important role in network operations. So even if you do not see her on campus, know she is still providing much needed support. The Enterprise Network Services Manager position is now vacant and posted on PeopleAdmin. Please continue to send your requests to the helpdesk via telephone at ext 1466, email helpdesk@uvi.edu or the portal https://mycampus.uvi.edu/.

Emotional and Spiritual Health

Employee Recognition

Burt Chesterfield is being recognized for his contribution and dedication to the ITS component and the University of the Virgin Islands. Burt also provides dedicated technology assistance for VI-EPSCoR projects and its employees. It is well known within ITS that Burt Chesterfield is there when we need him in cases when our network or Internet service providers need troubleshooting or replacement of a critical piece of equipment. Resolution of issues often occurs during unusual hours of the day so that the UVI community is not inconvenienced, such as recently when ITS performed upgrades and maintenance to optimize the performance of our network.

Burt is always courteous and willing to assist, even with the most difficult challenges. He is even tempered which helps him work well under pressure and meet goals in very difficult situations. He also works well with others within ITS and provides excellent customer service to university users and outside vendors. You may not know of Burt since his job is not one that requires interfacing with many users outside ITS daily. He often works 'under the radar' helping to maintain the security and integrity of the university network. Burt has applied his networking skills in installing the St. John network and connecting it to the St. Thomas network. Also, he is assisting in a network redundancy project to ensure reliable network failover for the campuses. Burt is the only network employee left on campus to provide physical support. He has embraced this challenge through his tenacity and stick-to-itiveness. Burt recently became a Cisco Certified Networking Associate (CCNA).

ITS Congratulates Staff on CCNA Certification

Burt Chesterfield and **Derval Prince** attended a Cisco Systems certification training class in California October 9 - 17. The Cisco Certified Networking Associate (CCNA) boot camp crams a comprehensive overview of foundational to advanced networking concepts, with an emphasis on network security, theory and practical application, in a small amount of time. Both Burt and Derval passed the series of tests and obtained their CCNA certifications. Cisco Systems is a large corporation that produces computer networking products and services. Cisco Systems is best known for their line of network routers. The University has 10+ Cisco routers on the UVI network.

ITS works hard, but also play hard. ITS prides itself on providing social events to encourage cohesiveness, team building and appreciation of team members. The CIO, Tina Koopmans sponsored the food and drinks for the Kick Ball Summer Activity held on August 5, 2011 as a small token of appreciation to ITS staff.

ITS Summer Activity on 8/5/2011

ITS staff participated in Karaoke night at Johnny's on September 23, 2011 to show appreciation to staff for all their hard work performed during this fiscal year and ongoing.

ITS Appreciation Karaoke Night on 9 23 2011
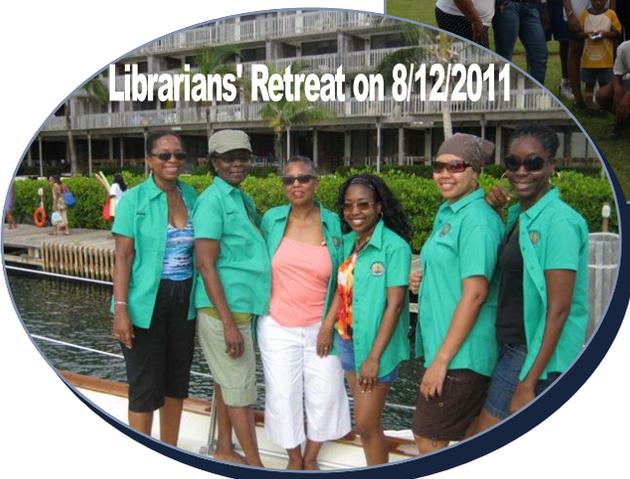
Librarians' Retreat on 8/12/2011

Librarians participated in a two day retreat, which included professional development on the August 11, 2011 and teambuilding activities on August 12, 2011.