University of the Virgin Islands
of the
Information & Technology Services

SPECIALIZING IN FUTURES

HISTORICALLY AMERICAN.
UNIQUELY CARIBBEAN.
GLOBALLY INTERACTIVE.

High Performance
WOW Campaign

ITS EMPLOYEE CUSTOMER SERVICE AWARD INITIATIVE

Three employees from ITS will be recognized each quarter for their exemplary display of customer service; all ITS employees, including those working part-time, are eligible for the award. Full-time regular employees will be eligible for time off, a gift certificate or cash; all other employees will be eligible for a gift certificate or cash prize. Each employee is only eligible for the prize once per year (this will allow everyone a chance to be recognized). Nominations will be garnered as follows:

- Commendations placed in the Suggestion Box
- Internal nominations from ITS
- Commendations sent to WOW@uvi.edu
- Commendations sent through the any other source

(For the last two, we recommend that everyone have an email signature directing users to send comments to WOW.)

The first three prize recipients will be selected by the CIO. The three winners will then be responsible for meeting at the end of the next quarter to select the next winners and those new recipients will follow the same process the following quarter thereafter, and so forth.

The selection of three winners is not required. Selectors may opt to recognize only one or two persons per quarter. ITS employees can submit internal nominations based on excellent customer service and any three of the other criteria listed below:

- Exceptional customer service (REQUIRED)
- Improving safety in the workplace
- Exemplifying the University's values
- Identifying a process improvement
- Positive attitude
- Initiative to get the job done
- Going the Extra Mile
- Leadership
- Commitment
- Flexibility
- Going above and beyond to assist a fellow ITS employee
- Contributing outstanding effort on a one time project

Each of the three winners will receive a gift card for $250. Each person can only win this recognition once per year. Gift cards of $25 to $50 may be distributed to recognize those that continue to set the pace for customer service. There is no limit to these awards and are at the discretion of the CIO.

Each employee will receive a WOW lanyard and name card. These should be worn all of the time. Recipients of WOW salutations will receive a customer service pin or button that best meets their accomplishment:

- I'm kind of a big deal
- I radiate pure awesome
- I put the cool in water cooler
- I make it happen
- I am a rock star
- Exceeds expectations
- Excellence
- Make it happen
- Service Superstar
- Smiley
- Super achiever
- Together we can

Wow Lanyard/Pins
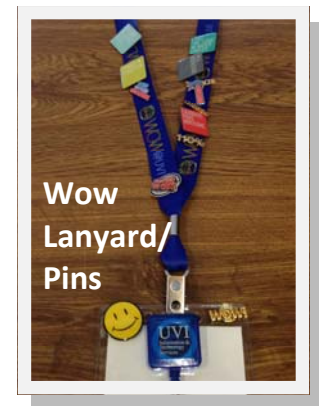
Each employee should strive to collect one of each button or pin to wear on his or her lanyard.

Office 365 Migration

UVI's email system was upgraded from Live@edu to Office 365 on June 15th. Previous communications informed you, there are multiple phases to the upgrade. We have completed two more of these, making it easier for you to access your email.

1. Federated access - Your email account is now tied to your network login and password. Post the upgrade to 6/28, the network and email accounts were not linked and could have different passwords. Now, your network account password is your email account password. After entering your username at the Office 365 login page, you will be redirected to UVI's federated service where you can again enter the email username or enter your network username (jdoe or 900012345) and the accompanying network password. There is no separate email account password.

2. Single Sign On Access to Office 365 - With the above being said, you can avoid all of that when you desire web access to your email account by simply logging into the UVI portal first (http://mycampus.uvi.edu). Once you log in there, clicking on the link to Office 365 in your Launchpad will take you directly to your inbox without your having to separately enter the username/network ID and password. This provides you one less url to remember and you gain access through the intranet to which you are already familiar.

In This Issue

High Performance
Office 365 Migration *continued*

You can continue to use Outlook for access to your email account. You do NOT have to use a browser for access to your UVI email account. If you have not previously configured Outlook for your UVI email, contact the helpdesk to have this scheduled.

It is not over yet. There are several more phases to the Office 365 upgrade. We will continue to update you as changes are made and additional functionality added, including information on accessing Microsoft Word, Excel, PowerPoint and Lync online.

Additional information and training sessions about the features of Office 365 will be forthcoming. Please continue to contact the helpdesk at 340-693-1466 or helpdesk@uvi.edu with any technology questions you may have.

Network Update

In the continuing effort to improve the Video Conferencing quality between the islands we had Aviat Network service the microwave link between STT and STX from April 25th-28th. Part of this service was to replace the dishes at Penha and Crown Mountain as we had chronic signal quality issues. The dish replacement was a success and now we are seeing much stronger signal between Penha and Crown Mtn. We have seen a decrease of monitoring alerts (latency, call quality, etc.) from the video conference systems as well.

Currently, ITS would give the system an eight out of ten. ITS plan on having the system serviced one more time in the coming 30 days to get the system working the best that it can. Once this visit is complete, ITS will perform a regular maintenance cycle (dish cleaning, bolt tightening, etc.). Please continue to give feedback on the Video Conference quality. ITS is working on getting some additional tools in place to give the team improved diagnostics and detection capabilities. Even with great tools, personal opinions are good to hear.

myCampus App - myUVI

Information and Technology Services (ITS) is happy to announce the new myCampus app, myUVI, which was launched in Fall 2013. Student can register for classes, view registration status, grades and so much more using the myUVI app. Faculty, staff, and alumni can update profile information, compose and view messages, listen to WUVI radio station and much more. Non-UVI users can donate to UVI, stay current with access to UVI's Facebook page, view events and maps of both campuses and more. myUVI is free to all users. Download myUVI from the Apple and Google Play stores now.

Who should download, install and use the mobile app?
The app is applicable to all members of the University of the Virgin Islands, which include faculty, staff, students, alumnus, and board members. The app gives the public the opportunity to view upcoming UVI events, maps, videos, Facebook page, donate and listen to the WUVI radio station.

What devices can use the mobile app?
Android-based and Apple devices

Where can they download the app?
Apple store for Apple devices and Google Play Store for Android-based devices

Why should the UVI community download, install, and use the mobile app?
The UVI community is urged to download the app for easy navigation to compose and view messages, view upcoming events, listen to the WUVI radio station, donate, update user profiles to include emergency and address updates, to access academic resources, such as academic holds, registration status, grades, class schedules, register for classes and so much more. The app allows users to access many resources in one location.

When will the mobile app be available?
Fall 2013 (August 2013)

What is the cost?
myUVI is free to everyone.
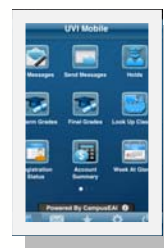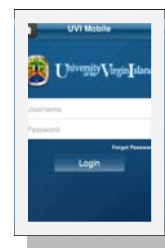
Service Oriented
Libraries Celebrate National Library Week 2013

Thank you UVI and the VI community for making National Library Week exciting and memorable for 2013! The theme this year was *Communities Matter @ Your Library.* In keeping with the theme, UVI and the VI community brought activities into the facilities and on campus, creating connections and a true feeling of belonging. Library staff on each campus coordinated events that included a rousing, and fun-filled rendition of the Harlem Shake at the start of the week, Facebook trivia, game day, and staff appreciation treats. The academic component rounding out the events included promotion of LibGuides – new online directions for using UVI library resources. Check out recent guides at: http://libguides.uvi.edu/research, and watch for upcoming releases.

Librarians Present Study at Research Day 2013

Faculty Research Day 2013 was a major opportunity to share results of the recent LibQUAL+® assessment project to measure user perceptions of library service quality. Librarians joined roundtable faculty and staff presenters on each campus to discuss methodology, results and priorities for moving forward. The event was used to disseminate preliminary data regarding user perceptions and successes, to begin to manage expectations, and to get feedback from UVI community for addressing service gaps identified. The results provided a snapshot of member service experiences by campus, respondent position at UVI, and comments by discipline. Research Day participants were interested to learn what accounted for lower response rates on St. Thomas versus St. Croix, and why faculty perceptions of *willingness to help* were lower than other groups. Additional time was needed to provide a comparison of results with peer institutions, and to digest the over 220 user comments provided which could provide additional answers. There is a significant amount of data yet to be analyzed from FY13 assessment projects. We look forward to continued dissemination of project results and corresponding enhancements to Library services through the upcoming year.

Harlem Shake for National Library Week 2013

Research Day - STT

Research Day - STX

Library Tour for Students for National Library Week 2013

Service Oriented
CETL News

The Center for Excellence in Teaching and Learning (CETL) continues to make strides in offering relevant training to promote effective use of UVI technologies. The CETL staff continues to provide training on BlackBoard, videoconference and smart classrooms technologies, myCampus, EMS room scheduling system, Adobe Professional XI, Microsoft Outlook, Publisher, PowerPoint. Upcoming training sessions include Office 365 and Adobe Connect. CETL in collaboration with the Center for Student Success will also provide training on TutorTrac and AdvisorTrac. TutorTrac and AdvisorTrac have similar functions but it is a great tool for faculty and students to manage tutoring and advising appointments and details, calendars. Most training sessions are now available via Adobe Connect, where you can attend sessions from your desk. When users register, they will answer yes to the Adobe Connect question if interested and a hyperlink will be forwarded accordingly.

The CETL has memberships with the TLT Group and Sloan Consortium, through which faculty, staff and students may attend training sessions with no additional cost. To view or register for any training session provided by the TLT group, please click here. To view upcoming training sessions provided by Sloan Consortium, please click here. If you are interested in participating in any Sloan Consortium training sessions, please email cetl@uvi.edu, indicating your name, status (faculty, staff, student), and training of interest.

Between March 1-May 30, 2013, the CETL has conducted four (4) BlackBoard sessions, one (1) myCampus session, two (2) EMS sessions, two (2) videoconference sessions, three (3) Adobe sessions, one (1) Email Etiquette session, two (2) Outlook sessions, and one (1) Microsoft PowerPoint and Publisher sessions, respectively, with twenty-four (24) attendees for the month of March, twenty-seven (27) for April, and thirty-six (36) for May totaling 87 attendees.

Training evaluations are sent to all attendees electronically for feedback, which is very important to us. Please provide your feedback accordingly, to include training topics suggestions. For more information, please call CETL at 340-693-1609 or 340-693-1214.

Portal Corner
QuickLaunch

Information and Technology Services (ITS) has been working on upgrades to the user connection to the banner application. ITS is pleased to announce that the upgrades to the servers, operating system, and oracle version of Banner are completed! Users may now access Banner via the QuickLaunch navigation in the myCampus portal. There will be minor cosmetic changes in the new Banner interface; however, your username and password will **not** change. Please report any issues to the ITS Helpdesk at helpdesk@uvi.edu or 340-693-1466.

Things You Should Know

Did you know there is a Classified section on myCampus? On your home screen in myCampus, click on the Classified tab. You may post job openings, apartments for rent/houses for sale, undergraduate, graduate, and summer opportunities, internships, items for sale (including books), lost and found and so much more. Start posting today by clicking on the appropriate tab and posting a new thread. Users may reply accordingly. To share the direct link with users, right-click on the recent thread post, copy the URL address, click on Messages, select the appropriate user group, and paste the hyperlink in the content box accordingly.

Did you know that there is a public announcement folder where you can upload documents to get a direct hyperlink to send in your messages. Simply click on the UVI Projects tab on the home screen in myCampus, click on the Public Announcements folder and add new document. Right-click on the document you've uploaded, copy the URL address, click on Messages and paste the hyperlink in the content box accordingly. Please remember to delete old documents that are no longer needed. If not, ITS will delete documents accordingly.

A Frequently Asked Questions/HelpDesk Tab is coming soon to the myCampus home page in November 2013! Stay tuned!

St. John Academic Center News

There is a new libguide published for the St. John Academic Center (libguides.uvi.edu/stjac), designed to answer questions about enrollment, registration, advisement, courses offered via video-conferencing and online at the Academic Center. The goal of this libguide is to centralize the most frequently requested information in a readily accessible format that is easy to understand for those students and potential students that visit, call and email the Center. This information is often "unique" to the Center and now the staff can consistently answer these questions accurately by referring to and/or referring these inquiring to this libguide. Additionally, the St. John Academic Center is now on Facebook, https://www.facebook.com/uvistjac. This site is used for posting events, such as orientations, pictures, and announcements pertaining to the Academic Center to those UVI students that "like" the page.

Think Before Print Campaign

The "Think Before you Print" project is an initiative, from the Office of the CIO, lead by Manager of Technology Customer Service, Cherie Wheatley. The intent of this project is to share the cost of usage for each printer in your department. The goal is to have department heads use the information to make the deliberate decision to purchase and/or use the most cost efficient printer in their departments.

The project began in December 2012; the first step conducted was the physical inventory for each department on both campuses, in which printing devices were identified. The inventory revealed that most departments had several brands of printers in use. Some printers were for individual-use, while some were multifunctional copiers that were used mainly for copying. There was no evidence that departments were maximizing the shared network printers in their department, consequently not printing using the least expensive printer.

The cost of usage for each printer in the department was calculated and shared with department heads. The cost of usage included the cost of the printer, black ink, color ink and paper.   The cost to print a single sheet of paper was calculated by dividing the total cost of ink into the ink yield (number of pages that can be printed by the ink), plus the cost of the bulk paper. This formula produced the cost to print a single sheet of paper from the printer selected.

The goal of the campaign is to help departments stop wasting money unnecessarily on printing.

The Think Before You Print campaign is coming to your department! Stay Tuned!

SoundPath Savings

As you are aware, the University of the Virgin Islands has been using SoundPath for audio conferencing services for many years. Recently, ITS has negotiated a discounted rate and is proud to report that audio conferencing services were reduced from $0.07 per minute to $.039 per minute. The discounted rate will save UVI approximately fourty-five percent (45%) for audio conferencing services. To set up a SoundPath account or for more information, please contact Ms. Wheatley at 340-693-1541 or via email at cwheatl@uvi.edu.

Performance Assessment
LibQUAL+® Results 2012

Librarians have long been concerned with the quality of service provided to users. UVI's strategic objectives to "Develop a system of benchmarks and metrics for assessment of administrative and support services" (Pathways 5A), was welcomed as an opportunity to use a tool that gives a picture of level of satisfaction in concrete terms. Data collected to assess user perceptions of library service quality reveal many successes in our overall program, and some areas where improvement or changes are needed. Full reports are accessible through the publications tab on the UVI Libraries web page.

We found that the overall members are satisfied with the quality of customer service, resources and facilities. Results show that the extent to which expectations are met (called the adequacy gap) is 0.46. This indicates that we have exceeded the minimum mean expectations for the group by almost half a point. Of course there are scores that deviate from the mean as we examine results by group: faculty, graduate students, and undergraduate students. For example, we now know that undergraduate minimum mean overall expectations are lower than those of graduate students with an adequacy gap satisfaction level of 0.58 compared to 0.37 for graduate students.

Analysis of individual response items provides even closer views of member expectations. The following are selected findings of how users n (n= number of respondents) view current performance in the overall library program (both campuses). Items with lowest mean scores are given priority for further review and action.

On a scale of 1-9, for the following questions:

Undergraduate students said:	
Perceived (your rating of current performance)	**Desired (performance you would like to see)**
Adequate hours of service (n=63)	
7.14	8.1
An online catalog that is user-friendly for finding materials (n=71)	
6.8	7.62
Library staff teaching me how to find information (n=74)	
7.62	7.84
Providing reliable access to resources when and where I need them (n=58)	
7.16	7.76
Space for group/individual study and research needs (n=61)	
7.44	7.89

Graduate students said:	
Perceived (your rating of current performance)	**Desired (performance you would like to see)**
Adequate hours of service (n=5)	
7.6	8.2
An online catalog that is user-friendly for finding materials (n=5)	
8.8	8.6
Library staff teaching me how to find information (n=2)	
6.5	8.00
Providing reliable access to resources when and where I need them (n=3)	
8.00	8.67
Space for group/individual study and research needs (n=7)	
6.43	8.29

Faculty said:	
Perceived (your rating of current performance)	**Desired (performance you would like to see)**
Adequate hours of service (n=13)	
6.08	8.62
An online catalog that is user-friendly for finding materials (n=7)	
6.43	8.00
Library staff teaching me how to find information (n=9)	
7.33	6.89
Providing reliable access to resources when and where I need them (n=8)	
6.25	8.38
Space for group/individual study and research needs (n=16)	
6.88	7.94

Performance Assessment
LibQUAL+® Results 2012

From responses of overall usage of library resources below, we've confirmed that Google, Yahoo, etc. are indeed the first options for seeking information ahead of the Library databases. This data will be used for targeting library instruction at reference desks and within classrooms, as we seek to develop the professional/scholarly skills of our students.
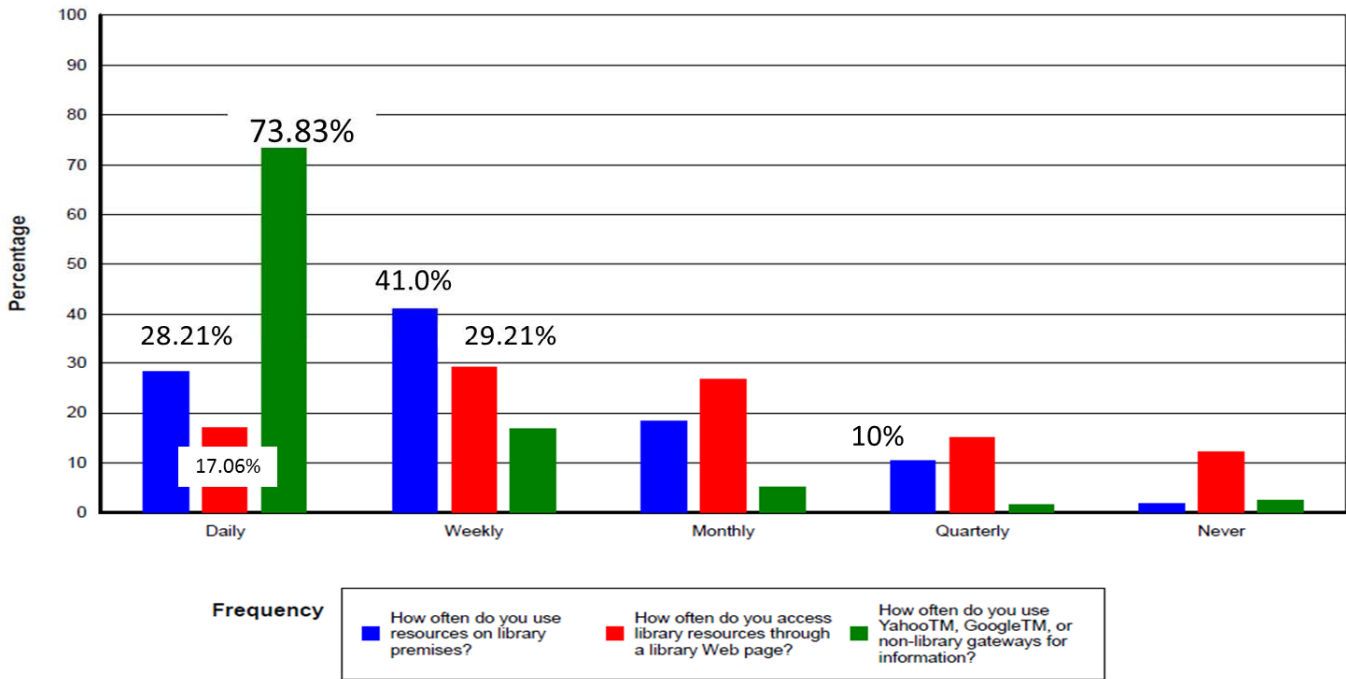
Did you respond to the call for participation in the LibQUAL+ assessment? If you didn't, program changes and new developments in library services may not reflect your views. The open-ended comments section is another opportunity to give feedback not captured through the structured portion of the assessment. From the comments section we know what "ticks you off":

> "The Library closes to [too] early. And it is not open on Saturday's and open late and close early on Sunday. It seems it caters more to the convenience of the staff. This campus has NO WHERE to study comfortably except in the library. but we have to shut it down at 10 pm M-TH. Nice people, just lousy hours for students."

...ITS is reminded of users' basic needs of daily living...

STT Female Student - Performing & Fine Arts
STT = St. Thomas

> The staff is always nice, and help with any issue. They are sort of like the bookstore, if you need it, they have it. Where else do you expect to find a tweezers to pull your dollar out of a vending machine.

...and ITS knows what users desire...

STX Male Student - Engineering
STX = St. Croix

> Currently journals are wonderful because of the relationship with Woods Hole. I answered the questions for what things will be in January when Woods Hole is done. The biggest problem is lack of weekend hours when students and I can work. It sets a level of low expectations to tell students to never study on Saturdays. I like the new space. Other universities have coffee etc. in the library but I realize that is wishful thinking. Opportunities to develop curriculum with the library are great. Interlibrary loan works well. I know that you guys care and are trying.

STT Faculty
Science & Math

Emotional and Spiritual Health

Employee Recognition

Mr. Alex Caraballo is being recognized for his hard work and commitment to ITS. Alex was forced to step up when technical positions became vacant. Though Alex is the newest member to the ITS team, he works like a seasoned veteran. Alex can be counted on within ITS, to include UVI students, faculty, and staff on any issue arising throughout the workday. He has provided support and has performed network infrastructure upgrades for the St. John Academic Center. In addition to providing excellent customer support, Alex is also a general technology whiz-kid that has developed an impressive skillset. His work on the wireless network upgrades, Zabbix monitoring system, and various other data center projects have been very valuable to the ITS component. He has a degree in Computer Engineering from the University of Massachusetts at Dartmouth. Alex is an infrastructure technician at UVI. He was quickly embraced by the UVI family, with specific requests for his assistance. ITS is proud to have Alex as part of the ITS team.

Now Here!

Let us **WOW** you!
University of the Virgin Islands
Information & Technology Services

Showing Our ITS Pride

Albert Sheen Campus Poetry Shout Out 2013

Read on the Green rounded out the week of activities for 2013 National Library Week. This event now in it's 7th year, is a collaboration between the Paiewonsky Library staff and the St. Thomas/St. John Library Association promoting literacy and learning through games, book exchanges, yoga, face painting, and raffled prizes. Over 40 adults and children listened to reading and poetry selections from a variety of presenters including Senator Tregenza Roach, our own UVI Professor Rosalyn Rossignol and UVI students and up and coming storytellers.

The libraries' Facebook page likes increased as students went to the page to participate in library trivia and treasure hunt. ITS hopes this medium can be an effective venue for attracting 21st century learners to UVI libraries' services, resources, and training.

ITS Staff Appreciation Treats Shared with Students and Colleagues

Mid-week of 2013 National Library Week brought another lively Shuffle on the Albert Sheen Campus followed by the second annual Student Poetry Shout Out sponsored by the English department. DeKaaz, quotes, poems, and steel pan music echoed throughout the facility for a fun-filled, educational event. Later in the week we hosted school students welcoming them on educational tours for an early taste of academic life at UVI.