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Information & Technology Services

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

High Performance
CETL News & Events

The Center for Excellence in Teaching and Learning (CETL) continues to make strides to offer relevant training to promote effective use of UVI technologies. The CETL staff continues to provide training on BlackBoard, myCampus, EMS, Outlook, and recently added Adobe Professional XI.

As of January 14, 2013, the CETL has conducted thirteen (13) Black-Board sessions, ten (10) myCampus sessions, three (3) EMS sessions, three (3) videoconference sessions and one (1) outlook training session with seventy-eight (78) attendees for the month of January and fifty-nine (59) for February, totaling 136 attendees.

The CETL also has weekly training sessions available for those interested. Training evaluations are sent to all attendees for feedback, which is very important to us. Please respond to evaluations accordingly with your feedback, to include training suggestions.

On March 15th, 2p-3p EST (3p-4 AST), the TLT Group is conducting an online training called, There's an App for That 3.0. Presenters will provide attendees with new ideas, to include some of the best apps for education across multiple types of devices. It doesn't matter if users use an iPad, Android devices, or Google Chrome. More often than not, there is in fact an "app for that". For more information or to register, please click on http://tltgroup.roundtablelive.org/events?eventId=610557&EventViewMode=EventDetails.

Click on the image below to view and/or register for upcoming training sessions.

Center for Excellence in Teaching & Learning

Click on https://mycampus.uvi.edu/group/cetl/cetl-home to view and/or register for training!

Below are CETL Sponsored Workshops through the Sloan Consortium for March 2013.

YouTube for Learning	March 13, 2013
Assessment Techniques for Collaborative Teams	March 15, 2013 - March 22, 2013
Student Satisfaction: Engagement Online	March 15, 2013 - March 22, 2013
Successful Online Outcomes: Improved Discussions	March 15, 2013 - March 22, 2013
Embrace Synchronous Tools	March 15, 2013 - March 22, 2013
Using Facebook in a Teaching Context	March 27, 2013

The training sessions indicated above are subject to change.

There will also be a Brown Bag session hosted by Dr. Lonnie Hudspeth on ***Writing Learning Objectives***. This one-hour session will focus on developing assessable course-level learning outcomes that should be linked to an assessable degree-program learning outcome. Bloom's Taxonomy Action Words will serve as a guide to wording such outcomes so that they are SMART objectives (a popular acronym). Participants should bring their current course syllabi to the training. Training information is as follows:

Wednesday, March 20, 2013, 12:00p-1:00p - *Location TBA*
Friday, April 19, 2013 12:00p-1:00p, St. Thomas/St. Croix Library Conference Rooms.

New HD Videoconference Systems

During Fall 2012, three videoconference rooms in St. Thomas and St. Croix and two on St. John were upgraded to Polycom HDX technology. On St. Thomas the rooms upgraded were T-213, T-115, B-101; on St. Croix EC-302a, EC-807 and NWW-103 were upgraded; and on St. John STJ-101 and STJ-103. ITS will be upgrading additional rooms soon. The new technology brings the improved quality of high definition to every user with video up to 1080p resolution, and clear stereo audio. Presenters and audiences in these locations now have a much clearer picture of content and the far side room. These new systems utilize Polycom's newest data compression algorithms to provide the clearest possible video and audio while using the same network bandwidth as our original systems. The user interface on the Crestron room control systems were also upgraded to allow users to better navigate the equipment in those rooms.   ITS continues to work to improve classroom technology at UVI and to provide our users with the best possible experience.

In This Issue

High Performance
St. John Academic Center News

The St John Academic Center continues to build on the foundation of enrollment, retention and sustainability. Students Evin Samuel and Rashaun Edwards completed their respective degrees at the STJAC in the Fall and sealed their academic experience when both took their final exams at the Academic Center. Congratulations Evin and Rashaun! The fall semester marked the launching of AdvisorTrac/TutorTrac at the STJAC. All St. John UVI students (with exception of nursing) can now receive their academic advisement on St. John. Furthermore, all St. John students can now schedule their own tutoring appointments through the portal and have the tutor meet with them at the STJAC. Once again, through a collaborative effort between the UVI deans, chairs, professors, and staff at the STJAC, four (4) classes were relocated to the New House classroom and five (5) other videoconference rooms to accommodate St. John students for the upcoming Fall 2013 semester. One of those classes is the first Spanish class to be video conferenced to St John. Dr. Rocio Delgado's SPA 131 will open the door for many more semesters of Spanish and broaden the door of enrollment at UVI to those seeking to learn Spanish.

The Fall semester at the STJAC also included community outreach; EPSCoR hosted a symposium on marine and environmental research, CES hosted a Green Builder's Conference, Human Services presented a nutritional seminar, and Dr. Hall and Dr. Davies launched The Pathway to Greatness Strategic Plan. The first UVI student orientation for all St. John students and parents was held at the academic center on January 8th. Fifteen students and several parents were exposed to the far reaching opportunities at UVI and had their academic anxieties eased by the staff.

On January 10th, fifteen students attended the STJAC Spring Orientation to meet the staff, learn about the services offered at the Center and ask those beginning of the semester questions. The group consisted of freshmen, returning students and senior citizens. Students discovered that they have a reference librarian available to them each Tuesday, Wednesday and Friday between 10 am and 4 pm to assist with research and accessing scholarly resources including databases, print collections, journals and more. E-portfolios (a collection of education, experience and work in electronic format) were described and guidelines for students developing their own were discussed.

Students were instructed to log onto myCampus to access BanWeb, Blackboard and MyUVI.net email. They were asked to join the St. John community page to view tutorials ranging from acquiring ferry tickets to taking a video-conference class for the first time. Students were also informed of a spring survey, measuring student satisfaction with the Academic Center. Data was collected on all those attending the orientation including contact information, major, and status in order for the staff to best meet the needs of these students.

Other library endeavors at the STJAC this semester include creating Libquides to address distant learners' needs and services to students. Libquides are electronic sites that contain listings of recommended resources for finding information, such as databases, journals, books, web pages and other useful resources most relevant to student's area of study. They also provide access to a range of learning tools, for example, interactive tutorials. Lidquides topics include: Creating Presentations using PowerPoint and Prezi, What is a Scholarly Journal? and Evaluating Information.

Sophomore and criminal justice major Irah Christian, accessing a library database for research.

Seniors Atara Wilkins (Marketing) and Evin Samuel (Business Management) using the center's technology to prepare for class.
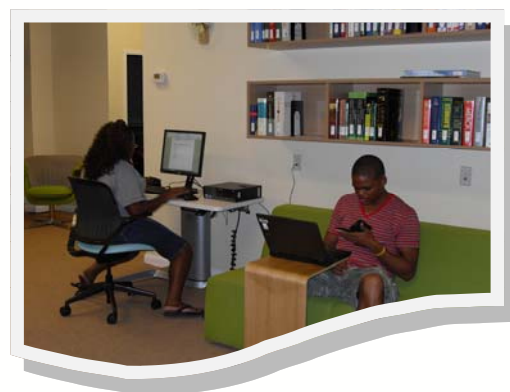
Service Oriented
Library Digitization Workshop

UVI Libraries in collaboration with the St. Croix Library Association and the Digital Library of the Caribbean presented a workshop for USVI librarians on Jan. 17-18, 2013. The workshop on *Library Digitization and Metadata Creation* covered planning, grant-writing and digital project development, as well as document scanning and file presentation for effective retrieval. The workshop was attended by library staff from STJ, STT, and STX institutions. It was presented by Mark Sullivan, Digital Development and Web Coordinator, University of Florida Libraries, Gainesville, FL.

The Digital Library of the Caribbean (dLOC), is a multi-institutional collaborative with resources on Caribbean area studies hosted at the University of Florida. Check out the USVI electronic collection at: http://www.dloc.com.

Online Technology Tutorial for Students

A new online video technology tutorial is now available to assist students in understanding the technology resources available for academic support at UVI. Although students may hear some of this information at orientation or during Information Literacy sessions, we believe additional opportunities are needed to ensure that instructions and tips are retained.

The resource is an audio/video production which guides you through processes for accessing the network, using campus computing, and finding resources through the myCampus portal. Go to the following page to access the tutorial: https://docs.google.com/file/d/0BxmcNMStfYdVUU5DWTdYTks0Z0E/edit?usp=sharing.

Mark Sullivan, Workshop Presenter

UVI Open House

St. Thomas UVI librarian, Tanisha Mills showing students how to use compact shelving.

On the left: Dr. Patricia Harkins-Pierre is sorting through a number of titles at the Ralph M. Paiewonsky Library (St. Thomas Campus) for her World Literature course. Dr. Harkins-Pierre is a Professor of English in the College of Liberal Arts and Social Sciences.

Uncompromised Integrity
Resetting Your Password

Network passwords expire every one hundred and twenty days (120) and require a reset before a user can continue to access network resources. A user must first fill out their five security questions in myCampus to activate the online password reset function. Password resets can be done online by visiting the website http://mycampus.uvi.edu and clicking on the reset password button on the login page. New passwords must be at least seven characters in length.

To setup your password reset questions:

    Log into the portal at http://mycampus.uvi.edu
    Click on Menu
    Click on My Account
    Click on Update Password Reset questions
    Provide five (5) questions and the answers to those questions.
    Click on Save

If you did not fill out the security questions on myCampus prior to the expiration of your password, you will need to visit the service desk of the library with a valid picture ID to have your password reset. Password resets cannot be done by phone.

Passwords can also be reset by logging into any computer on campus and entering your username and password. You will be prompted to reset your password if it has expired. If you are already logged into a computer on campus and want to change your password but were not prompted to do so, you can hold down ctrl+alt+delete on your keyboard and select change password from the available options to reset your password.

If you require assistance, contact the helpdesk at helpdesk@uvi.edu or at 340-693-1466.

Judith Rogers, Director of Libraries share basic library information with students.

Dr. Judith Edwin, Vice Provost for Access and Enrollment Services speak with St. Croix students.

Informed Decision Making
Printing/Copying Needs to be Determined

Information and Technology Services is currently leading an effort to determine how to efficiently meet the printing needs of the University of the Virgin Islands. To this end, a print shop re-organization committee was convened. The committee is comprised of departments that perform large quantity of printing jobs on a regular basis and/or departments that have special print needs several times a year. The first task completed was the physical inventory of all print devices on both campuses. The inventory began on November 28, 2012, wherein every office on campus was visited to ascertain print device specifications on all network and stand alone printers. This inventory was completed on January 15, 2013. The information gathered in the print device inventory will be shared with each department head for the purpose of assessing the cost associated with printing for each department.

Simultaneously, as the physical print inventory was being conducted, the print shop re-organization committee gathered the print needs of all departments across both campuses. The print needs identified were incorporated into the development of an RFP to solicit print services from vendors for UVI. The RFP was sent out to the public on February 15, 2013. Stated on the right is the schedule of activities for the RFP process.

Answers to Questions Emailed to Bidders	March 15, 2013
Proposals Submission Due	April 1, 2013
Meet with Finalist	April 8, 2013
Committee Vote on Vendor	April 16, 2013
Award Date	April 20, 2013
Tentative Print Services Begins	Aug 13, 2013

Portal Corner

QuickLaunch

From the portal quick launch, UVI persons have single sign on access to UVI applications. Instead of separately visiting sites and entering usernames and passwords, from visiting the portal at http://mycampus.uvi.edu, one can with just a click get to BanWeb, Blackboard, Email (Gmail and Live@edu), EMS (room and class schedule; request use of rooms), download Microsoft Office (students) and PeopleAdmin (evaluations and job descriptions). Set the portal as your homepage and make sure to login daily!

myMessages

ITS has great news to report! myMessages in the myCampus portal is working more smoothly and failed messages concerns have been addressed. Upon log in, in order to delete messages, you will be required to view and/or acknowledge the respective messages first.

The myMessages feature allows the UVI community to share information about events and activities. Faculty and staff can send announcements to the entire community while students can send announcements to each other. Messages should be sent to one group at a time; however, you may also opt to send to multiple groups at once.   For example, an announcement should be sent to faculty, then staff, then students. Click on Messages from the portal home page to start sending a message. Please note that you may share graphics, and images via a hyperlink in the content of the respective message. The hyperlink information (graphics, images, etc.) may be stored within or outside of the portal.

Message delivery can be to your email and/or via SMS (cell phone delivery). Messages are also available upon login to the portal. To set your delivery choice, click on the Preferences tab at the top of the myMessages section on the main portal page. If you select SMS, please ensure that you enter your cell phone number in the format required (i.e. 6261234567@messaging.sprintpcs.com). This is done by clicking on Menu from the top right of the portal menu bar, then My Account. On the right side of the page, you will see SMS. Please enter accordingly.

For further guidance, to create a community and/or to automate your operation, please send requests to the CETL via email at cetl@uvi.edu or extensions 1214 or 1609.

Informed Decision Making
Librarians Begin Benchmark Data Collection

In fall 2011, UVI librarians began a project to revamp the information literacy program aligning instruction with the Association of College and Research Libraries (ACRL) standards for information literary. In Fall 2012, with support from the Title III Part B Program, the librarians embarked on the process of collecting data to establish benchmarks for student information literacy and library service quality levels. Analyses of results will be reported in the upcoming months.

SAILS Testing

In August/September, the Standardized Assessment of Information Literacy (SAILS) was administered to 266 Freshmen Development Seminar students on St. Thomas and St. Croix. Results will be reported by class standing and by major and will be compared to the entire SAILS benchmark. Data gained from the current administration will enable librarians to establish a benchmark for UVI freshmen. Ultimately, librarians hope to answer the questions "What are our students' strengths and weaknesses in regard to information literacy?", "Does library instruction make a difference on campus?" and "Does library instruction lead to acquisition of information literacy skills?"

LibQUAL[+] Assessment

LibQUAL[+] is a suite of services developed by the Association of Research Libraries (ARL) that libraries use to solicit, track, understand, and act upon users' opinions of service quality. The LibQUAL survey opened 22 October 2012 and closed November 30, 2012 and was actively promoted throughout the campuses. Participants enjoyed snacks and giveaways within the libraries and at special survey completion drives around each campus for one week to boost involvement. Special raffle prizes included iPods and TI-84 calculators. The LibQUAL survey was administered online to 439 participants, and on paper to approximately 90 participants for a participation rate of 18.44%. Analysis of the data describes users' minimum, desired, and perceived expectations of service.

Classroom Survey and Updates for Next Year

The work outlined by the Advanced Learning Environments Learning Spaces Task Force continues. Faculty on that task force reviewed classrooms on both campuses prioritizing rooms for upgrades, based on usage. In addition to the work of the task force, faculty were surveyed on their perception of the overall quality of classrooms. From this survey, the overall quality of classrooms was reported as good by 25%, satisfactory by 62.5% and poor by 12.5 of respondents. Fifteen percent (15%) of student respondents reported the overall quality is excellent, 50% good, 30% satisfactory and 3% poor. Classroom upgrades aim to improve faculty and student satisfaction with rooms and technology therein. During summer 2013, four classrooms will be renovated across the two campuses as we work towards an overall increase in room satisfaction.

iPod Winner - Robesson Gassant
St. Thomas Campus

iPod Winner - Lawrence Finch
St. Croix Campus

Emotional and Spiritual Health

Employee Recognition

ITS is pleased to recognize Mr. Brian Thomas for his hard work and patience with faculty, staff and students. Brian continues to excel at each task presented to him. Recently, there was an issue with SafeAssign, a tool used for students to submit assignments to check for plagiarism, which did not work as intended. Brian diligently worked with BlackBoard technical staff to resolve the issue. Now students are able to submit assignments accordingly. Brian continues to ensure that BlackBoard issues are immediately addressed to ensure that the teaching and learning experience is worthwhile at UVI. Brian puts students first! Kudos continue to flood ITS from users expressing tremendous gratitude with his expertise and high quality of service. Brian thank you for all you do, you are appreciated!

ITS would like to congratulate our very own Twanna Hodge on making strides towards a career in library and information sciences! Twanna was accepted into four graduate programs: Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign; The School of Library and Information Science, Indiana University at Bloomington; The School of Information Sciences, University of Pittsburgh; and The School of Information, University of Texas at Austin.

Twanna is graduating this May with a Bachelor of Arts degree in Humanities, minoring in Psychology and Communications, and has been a student worker at the Ralph M. Paiewonsky Library (St. Thomas Campus) for the majority of her years at UVI. When asked how she felt about being one step closer towards her chosen profession, Twanna responded "I am anxious, excited, nervous but overall, I'm happy that I am finally on my way to becoming an archivist or academic librarian."

ITS Working for You! ~ A Note from Faculty

Good morning Mr. Garcia (GiO),

Thank you SO very much for working with me (and my students) to successfully navigate a myriad of challenges incurred in the 'integration' of technology in education. You are the best!!!

UVI can certainly go from "good to great" with the dedication and commitment to success that you portrayed in 'making it happen' for my class today. Your steadfastness and patience in resolving all issues are indicative of excellence, in my opinion.

If I had thousands of dollars - your efforts would have been worth the expense - (kinda' like the expertise in airing 'political' commercials - or the "Super-bowl" three (3) minute messages). But, please don't get any ideas about leaving us. Axelrod and others are always searching for 'customers'. You have plenty!...steady, solid, and...You are APPRECIATED!

Today's support was just a 'snapshot' in a video/movie of your expertise and steadfastness in 'problem-solving'.

If I thought that grades were a true reflection of 'anything'...you would have earned an A+ (:))! Just couldn't close my eyes this evening without saying...Thank you! Thank you! Thank you!

N. Morgan

Coming Soon! Let us WOW you