



# University of the Virgin Islands

## Information & Technology Services

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

ITS Newsletter Vol. 1, Issue 3

## VISION 2012

### Microsoft provides Outlook training to ITS support staff

Eleven ITS staff members have recently participated in a three day course on Outlook Exchange, the e-mail and groupware standard at UVI.

These newly trained ITS staff members are available to help you learn to utilize Outlook effectively, whether via classroom training or one on one interaction.

The staff members that received this training were:

- Ayesha Williams
- Dawn Matthews
- Debra Graulich
- Desha Braithwaite
- Elroy Richards
- Eva Maddox
- Giovanni Garcia
- Jose Negron
- Marilyn Henderson
- Renise Johnson
- Sherna Gumbs

Look for these individuals this fall as ITS offers module based training for Outlook Exchange. If there is further need for assistance, contact any one of these individuals or the ITS Helpdesk at x1466.

**Faculty Resource Centers to be Revived** In an effort to enhance faculty technology support, plans are underway to re-establish resource areas on both campuses. The areas will be located within the libraries for easy access to staff and resources during library operating hours. The spaces identified will serve as facilities for housing educational technology and multimedia equipment. They will also serve as rooms for individualized technology training, spaces for locating reference materials in order to support teaching and for engaging in collaborative academic activities. The existing print collection of teaching resources will also be relocated to these areas. It is anticipated that facilities will be ready for operation by the end of October 2006.

**Plans for Curriculum & Technology Support** The full document presenting ITS plans to support faculty technology and training needs is available to faculty through the proposals link from the announcements page in faculty resources on Blackboard. Please review the document in order to learn about our efforts to expand the technology and training infrastructure for enhanced student learning.

**Fall Semester 2006 Blackboard Training Schedule** Visit the link below for Fall 2006 Blackboard schedule <http://fetch.uvi.edu/classes.htm>

**New Microfilm Scanner Available in Libraries** Documents can now be converted from microfilm or microfiche sources to digital format by using the new Canon Microfilm Scanner 350 now available in both campus libraries. This technology simplifies the process of acquiring articles from back issues of the St. Croix Avis and the Virgin Islands Daily News for integration into electronic documents. The Canon microfilm scanner also allows documents to be sent to the laser printer. Printing is available at a cost of \$0.10 per page.

**Public Printing** PCounter and domain logins remain in the testing phase in the labs in rooms BA204E, BA204W and NW120. Full PCounter implementation is being planned for the Spring 2007 semester. Domain logins for all public labs are being explored for possible full implementation for Fall 2007 semester. Plans remain to start students with 200 page credit.

**Wireless Fidelity** There have been further changes to the WiFi network located in the campus libraries. Users will have to set the proxy and use their UVI email username and password in order to surf the Internet. Following are the necessary steps:

1. Open the browser.
2. Open Internet Options
3. Click on the Connections Tab
4. Click on LAN Settings
5. Check the box next to Use a proxy server for your LAN
6. Enter the address proxy.uvi.edu and the port 8080
7. Check the box next to Bypass proxy server for local addresses
8. Click on the Advanced tab
9. In the Http box enter proxy.uvi.edu and 8080 in the Port box.
10. Enter \*.uvi.edu; 146.226.\*.\* in the Exceptions box.

### Comings...

Please join us in welcoming Ms. Marilyn Henderson to ITS. Marilyn will be responsible for all of ITS' budgetary issues.



### ...and Goings

ITS wishes to say goodbye and best wishes to the following employees:

- Mr. William Henkel (CAC) - resigned on August 17, 2006
- Mrs. Rissa Rhymer (Library) - retired August 31, 2006
- Mr. Liam Kennedy (Library) - leaving on September 30, 2006

**ITS Improving Registration Process** ITS has performed business process, network, security and disaster recovery assessments. These assessments defined the key academic and business processes of the university and the applications and infrastructure that enable these processes. These assessments made clear that ITS must provide a reliable infrastructure that is proactively monitored and problems resolved quickly. These assessments have laid the blueprint for ITS to improve disaster recovery, security and infrastructure and systems availability which will benefit the registration process and all other academic and university processes.

The ITS Customer Service Manager has also been appointed the ITS events coordinator. For registration the coordinator will facilitate communication and teamwork between ITS, Enrollment Management, Physical Plant and other departments to insure efficient setup and delivery of the registration product to the student. Also, the integration of the library and its staff into ITS provides additional staff to assist with registration activities, such as audio visual setup and student ID creation.

The Banner for Web system enables on-line registration which allows students to register on-line without having to wait in line. By adjusting system downtime to a minimum, the availability of this system has been increased, reducing the amount of lines a student must wait in.

**Blackboard Usage Increases** There are currently 377 active courses accessed through the use of Blackboard. That number has increased from 247 courses used last fall and 307 in Spring 2006. The number of instructors using blackboard has also increased to 232 instructors, an increase of 49% over the previous semester's instructors. Request for training has been steady. There seems to be a gathering excitement within faculty about using the product, but more over, they are wanting to use it because their students are demanding it! However, as the usage and demand increases, so do the requests for additional features, most prevalent the need to interface with Banner, only available with the upgrade to the enterprise version.

	August 2005	August 2006
Number of Active Courses	247	377
Number of Active Organizations	0	0
Number of Active Users	806	1130
Number of Users	5,487	10,746
Number of Instructor/Leader Users (Role P)	156	232
Average Page Views Per Day	8,693	10,347
Page Views on Most Active Date	25,835	45,695

**Smart Classroom Security** UVI has several rooms deemed "smart classrooms". These rooms are equipped with the following equipment:

- 1 42" plasma TV
- 1 Computer
- 1 DVD/VHS player

The rooms are:

<b>STT</b>	<b>STX</b>
BA 101	EVC 303
BA 206	EVC 305
TED 216	EVC 408
NUR 214	EVC 501
	EVC 505



On St. Thomas, these rooms are kept locked with Administrative Chairs having the codes for each division. Faculty teaching in these rooms will be given the codes so they can access the rooms when necessary. The faculty is asked to close the doors when they leave the rooms. It will automatically lock once closed.

On St. Croix, the doors are left unlocked but the cabinets secured. The keys for the cabinet are then checked out of the library. Faculty assistance is needed in order to secure these rooms.

Please share any suggestions you may have regarding improved security of these rooms by emailing Sharlene Harris (sharris@uvi.edu).