



HISTORICALLY AMERICAN.  
UNIQUELY CARIBBEAN.  
GLOBALLY INTERACTIVE.

# University of the Virgin Islands

## Information & Technology Services

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

ITS NEWSLETTER VOL 7, ISSUE 2

### NATIONAL RECOGNITION FOR THE STJAC

#### In This Issue

|   |   |
|---|---|
| Preserving the Black Academic Library History.....1 | St. John Academic Center News.....2         |
| Automating the Office of the CIO.....2              | Advance Learning Environment Projects.....3 |
| Combining Courses in BlackBoard.....3               | BlackBoard Learn Update.....3               |
| Library Services.....4                              | EZProxy Make Home Access Easier.....4       |
| Library Liaisons.....4                              | Identity Management Project Update.....5    |
| Live@edu Migration Project.....5                    | Libraries to Implement LibQual+.....6       |
| VC Quality of Service Implemented.....6             | FY2011 Annual Report Announcement.....6     |
| Budget Cut Impact.....7                             | Employee Recognition.....8-9                |



## Preserving Black Academic Library History

Andrew W. Mellon Foundation grant enables Library Alliance to tout successes.

By Shaneshia R. F. Brooks-Tatum

With improved communications, Atlanta University Center's library is now a vibrant intellectual hub for students and faculty.

The success stories of more than 100 libraries participating in the Historically Black Colleges and Universities (HBCU) Library Alliance—involving institutions in 20 states, the District of Columbia, and the US Virgin Islands—are being captured through the Atlanta-based organization's "Preserving Our History" project.



Students attend a class via videoconferencing at UVI's St. John Academic Center. Photo credit: University of the Virgin Islands.

The two-year effort is funded by a \$70,000 grant from the Andrew W. Mellon Foundation awarded to the alliance in January 2011. The goal is to document and disseminate the alliance's history, highlight member success stories, contribute to the literature about libraries and HBCUs, and provide a model of collaboration for other libraries, particularly in Africa and the Caribbean.

The HBCU Library Alliance, a consortium that promotes collaboration among information professionals and excellence in library leadership, was established in 2002 and continues to provide an array of training and development opportunities for member institutions, including photographic preservation, reports, assessments, and leadership workshops.

So far, the project has documented nine success stories. Here are two of those stories: that of the University of the Virgin Islands (UVI) and the Atlanta University Center.

#### Meeting academic needs

The University of the Virgin Islands has campuses on St. Thomas and St. Croix and serves more than 2,600 students. Established in 1962, UVI is the only HBCU—as well as the sole institution of higher learning—in the territory.

St. John, the northeasternmost island, has no college campus. UVI students who live there must travel to the island's westernmost port, take the ferry to St. Thomas, then take ground transportation (called "safaris") to classes, a trek that can last four hours each way. It is also expensive for students with modest budgets.

After he was inaugurated in March 2010, UVI President David Hall made it a priority to connect with students and community members in St. John as well as St. Thomas and St. Croix. "When I arrived at UVI, I committed myself to figuring out what the answer would be to this problem," Hall explained. He traveled to St. John to discover for himself the experiences of students and met with residents

to discuss other obstacles, including the lack of regular access to a library and quiet study spaces.

These discussions led to the establishment of a learning center on the island, the St. John Academic Center. UVI secured funding through an HBCU Student Aid and Fiscal Responsibility Act grant from the US Department of Education. Tina Koopmans, UVI chief information officer, along with library and IT staff, developed a plan for the center and found a location in a major shopping area on St. John. The center, a redesigned gymnasium, set a new standard for academic centers: accessible and embedded in the contours of daily life.

Students can now take classes via videoconferencing at the St. John Academic Center, where a computer lab, a small library, and other electronic resources are at their disposal. The center has the capacity for multiple daily classes from a catalog of 43 offered each semester. While not a full-service campus, the center allows students to reduce their weekly travel between the islands.

With more time to study and less money required for travel, student enrollment increased in one semester's time. "We have seen an increase in our St. John student population from 37 to 47, and we are only at the beginning of this process," Koopmans reported.

"Many of our students arrive at UVI ill-prepared for college-level courses," explained Judith Rogers, manager of learning resources and faculty technology services. "The library provides unique resources and strategies to help students develop in the way that they should." The center plans to rotate staffing with librarians trained in information technology.

"The academic community is committed to St. John," said Provost Karl Wright. "It is in our strategic interest to serve all three islands, including St. John." In the immediate future, UVI plans to create an adult bridge program for returning learners and increase the number of course offerings.

Rogers acknowledged the importance of the HBCU Library Alliance in assisting with their library and campus goals: "Our librarians have been challenged to take on leadership roles to adapt to changing student needs, applying what they learn from the leadership institutes."

#### Plan it and they will come

The Atlanta University Center (AUC) Robert W. Woodruff Library serves the oldest and largest consortium of HBCUs: Clark Atlanta University, the Interdenominational Theological Center, Morehouse College, and Spelman College. With approximately 8,700 students and 700 faculty members, these institutions make up the Atlanta University Center.

Established in 1982 to enrich the academic environment of AUC, the library for many years was not fully integrated

into the community, largely due to communication-related issues, including lack of branding, inconsistent messaging, a dated and incomplete website, and inadequate visibility on the four campuses.

The disconnection between the library and the campuses was reflected by faculty and student references to the facility as "the" library as opposed to "our" library. This perception of the library lingered until 2002, when an external review panel produced the Fye Report, which made eight equally weighted recommendations for the library's improvement.

Loretta Parham, chief executive officer and library director, explained that the focus on communications was first and foremost, because library leadership saw communications as the heart of the organization and the essential means of moving the library's mission forward and into the community.

"It is because of communications that we were able to get funding, to have faculty and staff become familiar with our programming, and correct the misperception that the library had nothing to offer," Parham explained. "Communications is a catalyst—the heartbeat of the transformation. At the time we were facing the challenge, we knew that we needed a very concrete plan. We were doing some of everything, and we realized that we needed more strategy and focus."

In 2004, the library's first strategic plan as an independent nonprofit entity was created under the guidance of Carolyn Hart, assistant director of planning, assessment, and communications. That same year, the library hired a communications manager.

Since then, AUC Woodruff Library has made great strides in its communications. It implemented four key strategies: strengthening visual branding, identifying key messages, creating outlets to effectively disseminate those messages, and reinforcing the branding and messages through various channels. The library also began partnering with members of the academic community by participating in monthly meetings on AUC campuses and actively engaging faculty and students.

The result was threefold: streamlined communications and programming, increased and improved visibility of the library, and cutting-edge marketing. "Our communications manager recently created a new library brochure featuring a QR code," Parham said. "This use of technology in our marketing material is something fairly new to our library. It's another innovative way that we're communicating with the students and faculty we serve."

Today, the library is considered an integral part of the academic community, offering an information-rich website, newsletters, and onsite locations for librarian visits. Faculty and students now understand how the library's goals intersect with their objectives and recognize the library as their own.

Although communications materials and strategies have improved significantly, Parham believes there is always room for improvement. She suggests libraries develop a communications plan that will generate buy-in among staff and encourage widespread participation and accountability. Parham also recommends collaborating with other libraries.

"Within the profession, there are so many opportunities, and the sharing of information is central to our field," Parham said. "Library staff can ask for examples of great communications ideas and advice from other libraries."

When asked to describe AUC Woodruff Library now, Parham responded, "Centered" describes the library's place and opportunity within the academic village, as the heart of intellectual discourse."

#### Other projects

The seven other HBCU libraries whose success stories have been documented are:

- **Clafin University, Orangeburg, South Carolina:** "Establishing a Successful Information Literacy Program," a program focusing on students and faculty;
- **Delaware State University, Dover:** "Supporting Effective Research with Standardized Subject Guides" for subject-specific resources;
- **Fayetteville (N.C.) State University:** "Safeguarding Institutional History through Collaboration," focusing on preservation;
- **Savannah (Ga.) State University:** "Innovating to Ensure Excellent Customer Service," which takes a holistic approach to innovation to ensure excellent customer service;
- **Southern University and A&M College, Baton Rouge, Louisiana:** "Streamlining Library Service Points," with librarians working across departments;
- **University of Maryland Eastern Shore, Princess Anne:** "Creating Collaborative Study Spaces"; and
- **Virginia State University, Petersburg:** "Preserving Black History and Training a New Generation of Archivists."

For more information about the project and participating libraries, visit [hbculibraries.org](http://hbculibraries.org).



SHANESHIA R. F. BROOKS-TATUM, HBCU Library Alliance project coordinator and writer, has a doctorate from the University of Michigan and is a former postdoctoral fellow at Atlanta University Center's Woodruff Library, where she taught research methods and writing. She is author of several scholarly articles and coeditor of a collection of scholarly essays, *Reading African American Experiences in the Obama Era: Theory, Advocacy, Activism* (Peter Lang Press, 2011). Brooks-Tatum is currently a visiting scholar at the Interdenominational Theological Center in Atlanta, where she is working on a book on Christian hip-hop music and will teach a graduate course on gender, race, and religion in hip-hop.



Article courtesy of the January/February 2012 American Libraries:

The Magazine of the Library Association

<http://americanlibrariesmagazine.org/features/02062012/preserving-black-academic-library-history>

\*STJAC=St. John Academic Center

# High Performance

## *St. John Academic Center News*

The St. John Academic Center (STJAC) continues to strive towards its objectives. The door of enrollment was substantially broadened in the Spring Semester. Six (6) new students used the STJAC as the entry point into UVI, the youngest student is sixteen (16) years of age while the oldest is seventy-seven (77). The combination of retention and an increase in enrollment culminated in a sixty-seven percent (67%) increase in semester hours and tuition revenue (Fall 2011 to Spring 2012).

The opening of the New House classroom on the St Thomas campus is another barrier removed for the St. John students. The classroom is a step toward the solution of the late night scheduling conflict for St. John students. The STJAC was able to move two courses into New House for the Spring semester.

Assimilating future St. John students into UVI is one of the three core objectives. The STJAC arranged for forty (40) Julius S. Sprauve students to travel to the St. Thomas campus in January. The same students toured the STJAC and attentively listened to a lesson on, "The Doors that Education Open."



### *Automating the Office of the CIO*

ITS prides itself on efficiency of its operation and services. As many 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.

As stated in newsletter, Volume 7 Issue 1, ITS continues to make its operations paperless. ITS continues to find and test free software to make electronically signing and accessibility easier. Several months ago, ITS staff emailed documents with or for signature to the appropriate staff member; however, as of January 2012, ITS managers have been testing a file manager software, which allows users to share documents and folders. Once one uploads a document, all persons that share that folder receives notification and the appropriate staff members accesses that file, signs using iPads/ThinkPads. For example, there is a "Signature Required" folder, once a document is uploaded for the CIO's signature, the CIO then accesses the document, signs and saves it. Then the document is automatically updated with the proper signature, which all persons that have access to that folder receive notification that the document was updated by the CIO. This reduced the amount of emails received and sent with and for signature. Again, ITS is in the testing phase and will notify the UVI community with an update once finalized.

In addition, 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](mailto:helpdesk@uvi.edu), or UVI portal <https://mycampus.uvi.edu/>. Institutional Advancement has already joined the bandwagon.

# High Performance

## *Advancing Learning Environments Project*

The Advancing Learning Environments (ALE) Project is to develop learning spaces that encourages collaboration, enables the use of technology by both faculty and students, and creates learner centered environments. These are critical elements to student success. Due to a shift to wireless technologies, the call to improve retention and enrollment, and the shift to a more collaborative teaching pedagogy it has become obvious that all classrooms and learning spaces at the University of the Virgin Islands do not meet the 21<sup>st</sup> century needs of the students or the faculty that teach them. The University has embarked upon a highly successful training program for faculty to provide skills to use a variety of technology in blended and distance courses. The goal of the ALE project is to increase the number of “smart” classrooms from thirty-percent (30%) to ninety-percent (90%) over the next five years.

The Learning Spaces Task Force was assembled to provide a multi-constituency/stakeholder perspective and recommendations to address the learning space needs of 21<sup>st</sup> century students and faculty at the University of the Virgin Islands. The task force is comprised of four faculty members (two from STT and two from STX), an IT Specialist, physical plant representative, two students, a representative from the CEA’s office, a representative from the registrar’s office, and chaired by the Director of the Center for Excellence in Teaching and Learning (CETL). The task force was charged with evaluating the condition of each classroom and making recommendations on the priority for each space to be renovated and upgraded.

We will update the UVI community as the Advancing Learning Environments project progresses.

### *Combining Courses in BlackBoard*



While many faculty find that combining multiple sections of a courses makes the course management aspect a bit simpler, it can create some confusion for students who register late for **Blackboard** classes. Once multiple sections of a course have been combined and a student (or two) comes to you and says “I can’t see this course in Blackboard but others can”, you should first check to see if the student is listed in the course section that has been left as “unavailable”. Often times faculty combine their courses prior to or at the beginning of the semester, if a student registers for the section of the course that was left “unavailable” after you have combined sections the student will not be able to see the course. If the student is listed in the section that is “unavailable”, he/she can be manually enrolled into the section that is available. This should resolve the student issue, if it does not the student should contact the helpdesk for further assistance.

### *BlackBoard Learn Update*

Blackboard Learn implementation continues and is being piloted by several faculty this semester. Workshops are currently being scheduled so faculty may begin developing their courses for next semester in the Blackboard Learn environment. Additional information and schedule will be forthcoming from the Center for Excellence in Teaching and Learning.



# Service Oriented

## *iPads and Kindles Now Available for Checkout*



Using library eBooks yet? Need a little help with an eReader? Access to library eBooks just got easier with the availability of iPads and Kindles at the St. Thomas and St. Croix Libraries and the St. John Academic Center (STJAC). With valid library cards, you may check out an iPad or a Kindle for overnight use. eBooks may be checked out on the iPads. The Kindles may be used for eBook classics and other freely available resources. Contact your library for further information.

### *EZProxy Makes Home Access to Library Databases Easier*

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. Using library databases off-campus just got easier. A new proxy service launched in November 2011 allows library users to access databases for research using the same login credentials used for connecting to the network on campus. Simply select the database of your choice from the list of resources and use your UVI ID and password, when prompted.

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. If you connect through <http://mycampus.uvi.edu>, library databases will be accessible through the single login that connects you to other UVI resources. Simply scroll down to the Library Databases box and select the resource you wish to search.

\*EZproxy access is managed for UVI by OCLC®.

### *Librarian Liaisons to Schools and Colleges Established*

Effective library collection development relies heavily on collaboration between faculty and librarians. Faculty knowledge of research and content within the disciplines supplemented by librarian knowledge of new and forthcoming publications, reviews, and other releases are the ingredients for building rich and useful resources for the benefit of student development.

To strengthen the faculty/librarian collaboration, the staff has identified Librarian liaisons to schools and colleges. The group will provide updates to faculty regarding current and new resources and will be available to share information on library programs and services. Contact information for each librarian is shown below. Please contact your liaison for information and assistance:

- |                                    |   |
|------------------------------------|---|
| 1. CLASS – Liberal Arts/Humanities | Cynthia Richards - x1369 ( <a href="mailto:crichar@uvi.edu">crichar@uvi.edu</a> )     |
| 2. CLASS – Social Sciences         | Sherna Gumbs - x1363 ( <a href="mailto:sgumbs@uvi.edu">sgumbs@uvi.edu</a> )           |
| 3. School of Business              | Celia Prince-Richard - x4143 ( <a href="mailto:cprince@uvi.edu">cprince@uvi.edu</a> ) |
| 4. School of Education             | Wenda Stephenson - x4136 ( <a href="mailto:wstephe@uvi.edu">wstephe@uvi.edu</a> )     |
| 5. School of Nursing               | Tanisha Mills - x1373 ( <a href="mailto:tmills2@uvi.edu">tmills2@uvi.edu</a> )        |
| 6. College of Science and Math     | Tanisha Mills - x1373 ( <a href="mailto:tmills2@uvi.edu">tmills2@uvi.edu</a> )        |

# Uncompromised Integrity

## *Identity Management Project Update*

Identity Management (IdM) is the management of identities within electronic systems. This incorporates giving permissions to systems based on roles as well as the removal of access at relevant times. IdM aims to increase system security while automating the processes of providing authorizations. At UVI, IdM is driven by the Banner database. A user is created as a student or employee in the network and other systems after the respective account is created in Banner.

This project also introduces the use of the UVI ID number in all system records. Employees will eventually login to the network using their UVI ID number. Email addresses will also be updated, allowing for the use of the address [firstname.lastname@uvi.edu](mailto:firstname.lastname@uvi.edu) ([jon.doe@uvi.edu](mailto:jon.doe@uvi.edu)). While this is currently an alias for all employees, it will be formally utilized. Eventually, student email accounts will also utilize this format, instead of using their UVI ID number as their username. Remote authentication will also be possible. Instead of having to come on campus for the first login on the network, this will be possible remotely.

Once implemented, UVI persons will authenticate to the network via the myCampus portal (<http://mycampus.uvi.edu>). Upon initial login a person will be prompted to provide answers to five questions. Persons who forget their password will be prompted with a few of these, which if successfully answered will reset the account password without assistance from the helpdesk. Groups will also automatically be created for students and employees based on several factors including gender, campus, department, program and residency.

### *Live@edu Migration Project*

UVI's email is moving to the Cloud! What is the cloud? 'The Cloud' is the generic term used for remotely access services. UVI resources already in 'the cloud' include the website (<http://www.uvi.edu>), the myCampus portal and student email (Gmail).

The technology industry has seen a shift to more and more services in the cloud. Email is no different. Educational institutions have been moving students and/or students and employees to either Gmail or Live@edu for email the last few years. This saves an IT department money on upgrading hardware, software and staff. UVI is no different. ITS was investigating and planning for a migration of employee emails to the cloud, using Live@edu. The recent failure of the Exchange system led to the acceleration of this timeline.

Live@edu was selected because of its connection to Microsoft. ITS has a Microsoft Campus Agreement, which provides that company's software at a great discount. It also provides licensed home use access to the Office suite of software for employees and students at a low or no cost. Live@edu will provide cloud hosted email using an interface already familiar to UVI employees. Outlook will remain the tool for accessing email.

As we move through the migration, additional information will be shared with employees. Once accounts are created, persons will be provided access to their new mailbox. Information on archiving and/or reducing the size of the mailbox to below 3GB have been shared with all. Once mailboxes are the requisite size, assistance will be provided to individuals to migrate mail from the old system to the new one.

# Informed Decision Making

## *Libraries to Implement LibQual+®*

To assess and improve the quality of library service, it is said that “it is more important to study people than books”. Although ITS has been using locally developed surveys to collect data annually, the level of sophistication for effective administration and analysis is lacking in the current process. To this end, ITS staff is undertaking a major project in 2012 to collect user feedback. The project will use LibQUAL+®, a suite of services used nationally by libraries “to solicit, track, understand, and act upon users’ opinions of service quality.” The Libraries were awarded \$7,500 by the HBCU Library Alliance to perform the comprehensive user assessment of library services, including the ITS service desk. Funds will be used to purchase LibQUAL+® administration and analyzing services from the Association of Research Libraries (ARL). The project will be conducted over the next twelve (12) months, and should strengthen the interaction with users for improved program effectiveness.

### ***Video Conference Quality of Service Implemented over Christmas Recess***

There has been a tremendous increase in the capacity of the University’s network and an accompanying increase in the consumption of that capacity. Web traffic, voice and video over IP, and other multimedia applications have significantly contributed to the increase in that traffic. Some applications, such as the interactive multimedia applications, not only require large amounts of bandwidth, but also require specialized service from the network with respect to latency and loss. The network has to accommodate the traffic without degrading the performance of other applications on the network, some of which may be mission critical like videoconferencing. To provide predictable performance, videoconferencing requires significant bandwidth with minimal delay, jitter and loss. The inability to provide the required network quality has been one of the major obstacles affecting the University’s videoconferencing. One helpful solution is the recent implementation of Quality of Service (QoS) over the holiday break. QoS for networks is an industry-wide set of standards and mechanisms for ensuring high-quality performance for mission critical applications, like video conferencing. By using QoS mechanisms, we can use existing resources efficiently and ensure the required level of service without reactively expanding or over-provisioning our network. QoS network devices must be able to differentiate among classes of arriving traffic and satisfy their individual requirements. QoS mechanisms provide a set of tools that can be used to do that. It enables the network to recognize traffic belonging to videoconferencing so that preferential service is provided to it. QoS does not create any additional capacity for videoconferencing. It just helps to manage the available resources for videoconferencing according to policies set out by our network.

*The 2011 ITS Annual Report will be available soon. Titled “Competence, Commitment, Solutions”, the report reviews the activities of Information & Technology Services in the last fiscal year. It will be available directly at <http://www.uvi.edu/sites/uvi/Publications/Forms/AllItems.aspx> , under section “Information and Technology Services” in category “Annual Reports”.*

# Fiscal Responsibility

## *Budget Cut Impact*

Information and Technologies Services continues to make strides on maintaining standards despite the recent budgetary cuts and personnel lost within the component. The objective is to remain consistent with the standard of service delivery promised in the ITS Service Charter. In addition to the eight (8%) VI Government mandated salary reduction; ITS budget was reduced by \$111,201 in this fiscal year. In an attempt to do more with less, at the beginning of the year ITS eliminated reduced existing subscriptions and ongoing maintenance contracts, in addition to reducing the costs for library collection development. Based on ITS limited financial resources the following services impacted were as a result:

- Closed the libraries and helpdesk on Saturdays.
- No longer provide staffing for the CA lab and lower campus on St. Thomas.
- No longer have network techs on call evenings and weekends.
- No longer have part time help to answer the help desk phone.
- Reduced the periodical and book collections.
- Charge back telephone installations and network drop installation to departments.
- Committed to paying five percent (5%) of the operational cost of the St. John Academic Center. This was to be covered by salary savings from staff providing service to the grant program, but the salary saving was taken in the budget cuts.
- A grant expiring that currently pays for half of the University's Internet service that is expiring in September 2012. This was not funded by the budget committee last year, so the cost of the service will either have to be absorbed or the service eliminated.

The biggest single challenge faced by ITS is the lack of ongoing monies to support the maintenance and support of equipment and services. Annual maintenance costs for FY2012 are estimated to be \$907,715. The older equipment is, the more likely it is to fail. Most one-time grant monies cannot be used to support replacements. The network servers, network equipment, microwave, desktop equipment all take more time to manage as they age. They also fail more. Currently this annual maintenance is unfunded and most investments are coming from salary savings within the Component. So without these funds and additional investment, this equipment will fail to meet the ongoing needs of the University. This directly equates to loss of productivity for the ENTIRE UNIVERSITY.

In spite of the financial challenges we are faced with ITS will continue push forward and strive to meet ITS service standards according to the ITS Customer Service Charter.

# Emotional and Spiritual Health

## *Employee Recognition*



**Sherna Gumbs**, Special Collections Librarian, received a \$15,000 scholarship to participate in a nine month intensive leadership institute beginning February 2012 under the direction of the HBCU Library Alliance. She will join nineteen (19) participants from other HBCU libraries in training and development to provide in-depth educational leadership programming at their home institutions. The curriculum includes dynamic topics such as components of successful leadership, relationship management, measuring the effectiveness and impact of library services, and aligning performance with strategy. Monthly web-based classes will be taught using expertise from the HBCU Library Alliance community. A mentoring component will provide effective mentorship during the Leadership Institute and strengthen mentoring on individual campuses and within the network of leadership in the HBCU Library community. The HBCU Library Alliance project is funded by a grant from the Andrew W. Mellon Foundation.

**Shelly Anslyn-Jones** is being recognized for her commitment to the ITS component. ITS employees often wear many hats and are responsible for many services that are critical to our mission here at UVI. Shelly Anslyn-Jones wears many hats and does it well! In the morning when our technicians are performing opening procedures for videoconference rooms, Shelly is there. Whenever anyone needs assistance, she always responds quickly with a very pleasant attitude. Shelly is equally responsive when customers call for assistance. She plays the role of intermediary, performing a delicate balancing act to reassure distraught customers, while encouraging and assisting technicians to provide immediate responses to customer needs. Shelly is the primary service desk attendant assisting with a variety of library and classroom support services. Shelly listens carefully to the needs of students, faculty and staff alike; she makes it her business to find a resolution to their concerns. If she does not know the answer, she always partner with a knowledgeable team member for guidance and solutions, which adds value to ITS services. Shelly is an excellent example of how ITS provides world class customer service!



**Debra Pennington** has been working with TIAA-CREF on devising a more efficient way of reporting employee contributions. In the past, the payroll technician had to spend several hours inputting and updating employee contributions manually into the TIAA-CREF database. With the work “Debbie” (as she is affectionately known) has been doing with TIAA-CREF, processing time will be cut down to approximately five (5) minutes. Debbie has worked tirelessly with the TIAA-CREF representatives as well as the payroll and benefits staff at UVI to get this process implemented.

Debbie has been with ITS for four years. She came to us from West Virginia. She and her husband relocated here because of their love of island living and the beautiful surrounding waters. They get out on the sea every chance they get. They are also very good ambassadors for the US Virgin Islands, attracting lots of tourists to the islands. They maintain a blog site called “livedelifeusvi”, which chronicles their experiences (good, bad, and ugly) since they moved here.

We recognize Debbie for her dedication to all projects and tasks assigned to her no matter how challenging they may be. Debra Pennington, WE APPRECIATE YOU!!!!

# Emotional and Spiritual Health

## *ITS is Working for You!*

Edward T. Kelliher  
P.O. Box 490  
St. John, USVI 00831



2/9/2012

To: Ms. Tina Koopmans  
Chief Information Officer  
UVI  
#2 John Brewers Bay  
St. Thomas, USVI 00802

Cc: Carey Galdo, Kent Wessinger  
St. John Academic Center  
P.O. Box 1167  
St. John, USVI 00831

Dear Ms. Koopmans,

I wanted to let you know what a phenomenal staff you have at The St. John Academic Center, especially in Carey Galdo.

Ms. Galdo is always extremely helpful in facilitating my application to UVI's master's program which is no easy task and I would not be able to do it without her.

She always takes the time to tell me the prerequisites I need, what I need to do logistically and always finds information for me if she doesn't know the answer. She even has the necessary paperwork ready when I need to submit it.

Carey Galdo's greatest trait is consideration of other people and you are lucky to have her.

Sincerely and thank you for your service as well,

A handwritten signature in black ink that reads "ET Kelliher".

Ted Kelliher

I am writing to report on the excellence of Jose Negron's technical help over the phone. My PC died. In just two calls and three questions Jose had me back up and running (Albeit without one bank of RAM. )



In the 1980's I was the senior tech at the Boston Computer Exchange ( I fielded thousands of questions in the era of DIP switches, 10 Mg hard disks, DOS 1.0 and no mice) I did thousands of tech calls in that era. I know how hard it is to "see" inside the clients computer and figure out what's wrong with scant data.

Jose is great at this task. He is a real asset to the University. Many Thanks and give him a hearty pat on the back and a day off sometime.

Alexander Randall 5<sup>th</sup>, Chair Department of Music, Communication, Arts and Theatre\*

Dear Cherie and Erik:

Cooperative Extension Services (CES) would not have been able to conduct a video-conference training workshop (*Alternative Onsite Wastewater Treatment System Design, 3/13-14*) without the responsiveness, technical expertise, and troubleshooting skills of the IT Helpdesk team. This training workshop was part of a 5-year program conducted in partnership with the University of Rhode Island, VI Department of Planning and Natural Resources and VI Waste Management Authority. CES had to set up a video-conference location on St. Croix because the VI Government agencies did not have available funds this year to send St. Croix personnel to St. Thomas.

The evening before the workshop, CES and SBDC staff were unable to establish a video-conference connection with STX UVI room 133. We called the IT Helpdesk, Romeo Richardson and Jose Negron assisted us immediately. Jose tried to solve the problem by phone, but that approach was unsuccessful. He suspected that the video-conferencing equipment had been reconfigured by Broadband VI and decided that a service call was necessary. Unfortunately, he determined that SBDC's video-conferencing capability could not be restored until Broadband VI repaired the damage. We left SBDC wondering if we could conduct the training workshop successfully.

Early next morning we learned that Erik had set up a video-conference connection between the UVI CELL classroom and room 133. Everything worked beautifully, and we were able to conduct the video-conference without any problems.

Thank you very much for the quick and effective response. All those involved with conducting the training were very impressed with commitment to customer service exemplified by the IT Helpdesk team.

Toni Thomas, Cooperative Extension Service