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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 3

Letter from the CIO

The University of the Virgin Islands was awarded the National Science Foundation's EPSCoR Research Infrastructure Improvement C2 grant in August 2011 titled "United States Virgin Islands EPSCoR RII Program: Inter-campus and Intra-campus Connectivity". The award made under this grant will provide \$1 million for up to 2 years to support the enhancement of inter-campus and intra-campus cyber connectivity within an EPSCoR jurisdiction. These awards are intended to enhance broadband access for academic research and the utilization of cyberinfrastructure consistent with the jurisdiction's Science and Technology (S&T) plan. The inter-campus and intra-campus connectivity targeted by these awards is expected to broaden individual and institutional participation in STEM research and education activities within and among jurisdictions and to facilitate synergy among NSF EPSCoR Research Infrastructure Improvement activities.

The resources available through this grant will build capacity and redundancy in the University's cyber-infrastructure that will enhance the University's ability to work with the UVI Research and Technology Park and provide the University with new and innovative options for working with the Virgin Island's Department of Education. Request for proposals have been initiated for high-bandwidth network interconnection from the St. Croix submarine landing station Level3 to UVI's St. Croix campus. The university has received request for proposals and vendor selection is currently underway.

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In This Issue

C2 Grant Update.....1	Server Virtualization.....1
STJAC News.....1	Advance Learning Spaces.....2
BlackBoard Learn.....2	National Library Week.....3
IdM Update.....4	Live@edu Update.....4
Portal Upgrade.....4	Videoconference Update.....5
Student Tech Fee Update.....6	Customer Service Survey.....7
Employee Recognition.....8-9	ITS is Working for You.....10

High Performance *Server Virtualization, What it All Means!*

ITS has proactively embraced virtual technologies. Fitting well within the University's 'Going Green' initiatives, virtualization reduces data center overall environmental and system costs. Current operational costs for daily hardware maintenance of the data centers must include individual software, energy needs and staff for each physical server. By implementing server virtualization, we are introducing more efficient hardware, used to improve application capacity and performance. These larger scale servers host multiple applications, which were previously housed on individual servers. The larger server is sliced into several encapsulated virtual machines, which then act like individual servers. Virtualization provides a flexible, low-cost and maintainable method for disaster recovery, hardware redundancy and high availability. This makes it easier to recreate applications that become corrupt, require upgrades or other changes with little downtime noticed by users. In this environment, the new improved/upgraded application can be built and the old one replaced seamlessly. Overall, virtualization provides improved access to resources and reduction in hardware to support and centralized application management.

St. John Academic Center News

Progression continued at the St. John Academic Center (STJAC) in the Spring of 2012. Students logged a total of 1105 hours at the center, enrolled in 61 credit hours, and continued to elevate their academic experience through the videoconference technology between the two campuses and the Center. Instructors and students continue to express gratitude and high praise for the excellence and freedom that the STJAC has opened in their lives.

As the Center continues to expand and elevate the community of St. John, the first adult education course was launched in May by the Cooperative Extension Services, Clothing Construction. The collaborative effort between the Center and Cooperative Extension Services, Carmen Wesselhoft and Carlos Robles, once again proved to be a success. Ten students started the course, which will last throughout the Summer and conclude with a fashion show in August.

Congratulations to Miss Claydonna Bartlette, who completed her last three semesters at the St. John Academic Center to finish her B.A. in Accounting, Miss Renee Wilkinson who used the Center many hours to complete her Masters of Education, and Shawn Brookes who received the Resourceful Award student worker award.

If your component, department or office is interested in creating a community and/or automating its operation, please send requests to the helpdesk via telephone at ext 1466, email helpdesk@uvi.edu, or UVI portal <https://mycampus.uvi.edu/>. Institutional Advancement, Board of Trustees and Cabinet have already come onboard.

High Performance *Advance Learning Spaces Project*

The need for learning spaces that encourages collaboration, enables the use of technology by both faculty and students, and creates learner-centered environments 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 the current classrooms and learning spaces at the University of the Virgin Islands do not meet the 21st century needs of students or faculty.

The Learning Spaces Task Force (LSTF) was created to evaluate the condition of each classroom on both campuses and make recommendations on the priority for each space to be renovated and upgraded. The task force is comprised of four (4) faculty members (2 from STT and 2 from STX), an IT Specialist, physical plant representative, two (2) students, representatives 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 LSTF recommended all rooms be standardized and be equipped with instructor lectern, computer with DVD player, laptop connectors, whiteboard capable projection screen, crestron room integration systems, and document camera.

The first four rooms that are slated for renovation are CAB 109 and CAB 306 on St. Thomas and EVC 501 and EVC 716 on St. Croix. These rooms will be model rooms to gain feedback from students and faculty for next year's renovations.



CAB 109



CAB 306



EVC 501



EVC 716

BlackBoard Learn is Here!

After much piloting, the new Blackboard Learn course management system is ready to go. The CETL will be offering training sessions throughout the summer for faculty that are ready to move their courses to the new Blackboard Learn environment for the Fall. A self-paced tutorial has been developed in Blackboard Learn that will help orient you to the new look and feel of Blackboard. If you are ready to take the leap contact the CETL at ext 1214 or 1609 to be enrolled in the course and to get assistance moving your courses from Blackboard 8 to Blackboard Learn. You can access Blackboard Learn by clicking on the link below. <https://bblearn1.uvi.edu/webapps/login/>

Some of the improvements include:

- Expanded and Updated Browser Support – Firefox, Chrome, Safari, and Opera. No more bouncing between browsers!
- Ability to drag and drop to move
- Course structures that realign the navigation menu on the left to be consistent with the pedagogical needs of the course type – lab versus lecture.
- Course themes and many other improved features



For additional information on the upgraded Blackboard Learn environment, please check out the video at <http://youtu.be/kzKK5vaRkuw>.

Service Oriented

Libraries Celebrate National Library Week 2012

You Belong At Your Library – Libraries Celebrate National Library Week 2012

The National Library Week 2012 theme: *You Belong at Your Library* was the focus of a series of exciting and informative events held at the Libraries from April 9-13. The activities which engaged and delighted the UVI community included presentations by the student Drama Club, student Rap/R&B duo K-Factor, and literary readings by SGA; trivia contests; video interview with Prof. Emeritus of Social Sciences Arnold Highfield, and employee appreciation treats, to name a few.



It was educational and entertaining to hear students perform their original poetry, and literary readings. The audience practiced “finger-snapping” applause (suitable for a library setting) to cheer the St. Croix student Drama Club’s dance performance and trendy “decas”, poems containing ten syllables; while the faculty advisors Mary Jo Wilder and Jewel Brathwaite engaged participants in Maya Angelou’s, *Still I Rise*.



(Professors Wilder and Brathwaite participate with student Drama Club & audience)



(Honorable Judge George Cannon shares information on the Baha’i faith)

The main event of the week was the first UVI Human Library® activity held on both campuses. A Human Library® is a program that allows ordinary people to turn their lives into “open books” for the purpose of educating their communities. During this event, over 12 volunteers functioned as “books”, and were checked out by students, faculty, and staff for a brief period of enlightening discussion and interaction. The volunteers represented topics including: careers in Agriculture; Baha’i, Judaism, Muslim and Nation of Islam religions; Palestinian and Indian ethnicities; and occupations as female Shoemaker, political Ambassador and HBCU President. Libraries continue to seek innovative strategies for providing access to information, as user needs demand a shift in focus from physical resources housed within facilities to online and other access options. The oral tradition of information-sharing may well be a critical choice for connecting our 21st century learners with the institution and the community.

With a distinguished panel of human books including President David Hall, Ambassador Todman, and District Court Judge George Cannon participating, feedback from the over 100 registered participants and presenters was glowing and rewarding. We are greatly encouraged to hold a repeat occurrence of the Human Library® event. Thanks to all the participants, UVI departments who contributed prizes, ITS staff, and others who made this event such a huge success!

Uncompromised Integrity

Identity Management Project Update

An identity management (IdM) solution to manage access to the University systems was implemented which relies on Banner as the database of record for all employee and student account creations. Accounts are created in the network, portal, email and groups automatically after a new record is created in Banner. Changes to persons' job or status are also made in systems based on those changes being made in Banner. This makes this a fully automated system, eliminating individuals' role in this process allowing for faster account creations, reduction of possible errors, etc. In addition, the initial password for all accounts is now unique to the specific user eliminating the use of a generic initial password which everyone knows and can potentially use to compromise an account.

In this process, Human Resources and Accounting were involved in devising policies for account management. These include the length of time one retains access to the network as well as the names used for persons. Henceforth, only the official name as evidenced on government identification will be used for account creations. This reduces conflicts and confusions caused by accounts created with preferred nicknames, middle names, etc.

Once human resources creates an employee record in Banner, including the individual's job, a record is created in the identity management system. That record includes the email address, job title, component, campus, gender, and other relevant information. This additional information is used to place that employee in the directory (Active Directory), groups and the Live@edu email system. Employee accounts are now created nightly, ensuring employees added on any given day can log into the network and have an email account within 24 hours of orientation with HR. HR provides new employees details on accessing their new accounts though ITS then provides support for access issues. For students, they are added to systems once the student record is created by Access and Enrollment Services with email accounts created in GoogleApps. Student accounts, though, are created three times a day at 12noon, 4pm and again nightly. This ensures during peak registration, students can have access to the network within hours after registration. As with human resources, enrollment management provides students initial information about their accounts. ITS thereafter provides support for access issues.

Cleveland, OH on June 15, 2012 - CampusEAI Consortium, the global information technology services and consulting provider, has released the recipients of the CampusEAI Awards given out at their 9th Annual Users Conference. Institutions honored are strong examples of what is made possible by partnering with the Consortium. Recipients were chosen based on a variety of metrics, including leadership in new Consortium initiatives, contributions to myCampus development and achievements in portal usage. **Best CampusIdM Awards: University of the Virgin Islands.**

Live@edu Project Update

UVI email was migrated to Microsoft's Live@edu cloud-hosted solution for educational institutions. This service provides UVI persons 10GB of email storage. Live@edu allows UVI access to the same Exchange service previously in use but at no cost. Instead of servers purchased, maintained and supported by ITS staff on campus, the service is entirely hosted by Microsoft. Hardware and software updates are therefore handled by the vendor and are seamless to users, reducing downtime and ensuring access to the latest and greatest offered by Microsoft. Live@edu provides an updated Outlook Web Access (OWA) interface with access to calendars, contacts and email. From the OWA interface, one can also access the 25GB of free SkyDrive space allotted per Live@edu account. SkyDrive can be used for storage, to share documents or collaborate with others. The Live@edu service also provides instant messaging features. Users on the domain can search for and add contacts for easy communication using the MSN messenger platform or directly within the OWA.

Want SSO for Live@edu, change your network password in the portal's password management suite. This will sync the network password with Live@edu, allowing you to use that one password on mobile devices, the Outlook client and Outlook.com. Log into the portal, go to Account, and reset your password. While there, provide five (5) questions and answers. These will be posed to you should you ever forget your password and need it reset.

Portal Upgrade with Password Management

The myCampus portal located at <http://mycampus.uvi.edu> was recently upgraded to version 7.0. Through the portal, one has single-sign-on access to the new Live@edu email service, in addition to other applications previously available there. These include BanWeb, Blackboard and PeopleAdmin. The ITS helpdesk application (log your own technology issue) and EMS (request a room) will be added in the near future. Students additionally have access to their GoogleApps account and can download Microsoft Office software free of charge through the portal. The upgrade also provides improved messaging functionality. Now, individuals can send messages to groups through the myMessages feature. From the Messages tab, persons can send messages to groups (faculty, staff, students) based on their eligibility. Messages are then available through the portal myMessages portlet or can be emailed out to mailboxes.

In addition, the password management suite is available through the myCampus 7.0 upgrade. Through the Account function, persons can setup password reset questions and change their network password. If the reset questions are answered, one will be prompted with them when the password requires resetting or is forgotten. To setup your password reset questions, log into the portal at <http://mycampus.uvi.edu>. Click on Menu, then Account. Click on Update Password Reset Questions. Provide five (5) questions and the answers to those questions. Click on Save. As usual, technology questions can be posed to the helpdesk by emailing helpdesk@uvi.edu.

Informed Decision Making

Videoconference Upgrade Update



ITS is always striving to improve on what we provide. At the start of the Fall 2011 semester, our UVI videoconference classrooms were upgraded to include some improvements to the way the rooms are used. The most important and obvious of these is the addition of Crestron touch screen controllers. This system is fully integrated with all of the components of each room videoconference system to provide the user with simple controls for all of the most important items. Gone are the array of remote controls from our classrooms to be replaced by one sleek touch screen control.

With one press the entire videoconference system turns on and is ready to make a call. A directory of all UVI videoconference rooms is easily accessible as well as important phone numbers for contacting the ITS Help Desk and other conference rooms should you need to do so. Now users can quickly choose to display the conference room computer, their own laptop, the document camera for paper or transparencies or the DVD player. Each device can be completely controlled using the Crestron controller so there is no need to look around to find the correct remote control to use.

After the end of the Spring 2012 semester ITS brought back the engineers at Envision who originally set up the Crestron systems to do an update and improve some of the operations that our users felt were not yet perfect. They improved the DIRECTORY screen and the VOLUME function so that information was displayed a little faster and with better feedback for the user.

As always we value the feedback that our users give us. The 2012 Customer Service Survey was sent out and 126 people responded to it with information that will help us to improve in many areas. In 2011 our customer service survey shows that 41.3% of UVI students were satisfied with the quality of instruction that they received in video conference classes. In 2012 that number decreased slightly to 39.6%. In 2011 54.8% of faculty had received technology training and other professional development through ITS in the past five years while in 2012 that number increased to 55.8%. In order to increase effectiveness and satisfaction with teaching using technology such as videoconferencing ITS will be adding more faculty training opportunities. We will also be working to improve the quality of the instruction we provide and doing everything we can to make using classroom technology easier. In addition our technical staff has worked closely with faculty to determine what their classroom technology needs are. Here are some of those comments from 14 faculty who responded to our questions recently:

- Have spare bulbs and other parts available all the times to prevent outages.
- Have more IT techs available so that the students are not soured on the tech room experience.
- I have found the tech support very good at UVI but it is under-staffed given our reliance and our student's reliance on the video classes.
- Provide a log journal for instructors to notify weekly problems and for IT to review weekly this journal.
- I attended the training sessions in Fall Semester, took careful notes about the new controllers, etc, and made specific efforts to "stay between the lines".
- My class was never connected as far as I can remember prior to the start of the class, but due to the tutelage of your employees, I have sufficient knowledge to connect it and troubleshoot many issues that might arise.
- Have the rooms connected prior to the class; train me on the equipment so I could make the connection myself and trouble shoot, fix minor problems when necessary.
- I taught VC from B-110 to STJ, and it was close to perfect most of the time. I had only one student on STJ, and we were able to text each other to facilitate communication when the few problems did arise.
- I was scheduled for and completed a class that was designated as V (video) with students at two locations. However, the class was delivered by web because of the lack of rooms.
- Take some time to teach faculty how to operate the system.
- Did you have to move your class to another videoconference room due to a problem with the size, location or schedule of the room you were assigned? YES. This was due to a scheduling conflict.
- Improve sound quality between B101 and EVC713.
- What percentage of the time would you say that you found your room connected prior to the class start time? 100%

Your feedback is the most important tool that we have to improve our videoconference facilities. We have already done many things based on this feedback that we have received here to make improvements and we are working on more. This information is also used to help make decisions on how future systems will be configured. Please take the time to respond to our surveys to keep this process going and as always we thank you for working together with us to make UVI a better place for our students, faculty, and staff.

Fiscal Responsibility

Student Tech Fee Update

Information & Technology Services (ITS) continues to improve the student learning environments and has developed the Student Technology Fee Committee (STFC) whose objective is to solicit from the student body ideas on new technologies that will enhance learning and can be implemented in the learning environments at UVI. The Technology Fee Committee convened for the 2011-2012 Academic year during the Fall Semester. At this meeting Darion John King was elected as the new chair. Presently the committee is comprised of 20 individuals — eight students from St. Croix, seven students from St. Thomas and five advisors from the ITS staff.

During the spring 2012 semester, the committee met to review approximately sixty-six (66) proposals of which the top three proposals were provided to the CIO for approval and funding. The following is a brief description of the top three proposals that were approved and are scheduled to be implemented in Fall 2012.

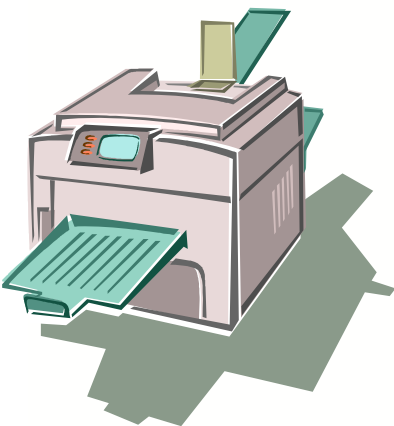
Wireless printing solution for STT, STX, and STJ: Provides a web page that allow users to upload their file and print to any lab printer. Wireless devices such as laptops can print using this system. It will be integrated into the UVI P-Counter system for accounting purposes. Cost - \$5,990.

Improved campus Wi-Fi solution: Based on student feedback, this may increase the coverage area of the UVI Wi-Fi network and/or change the way users' login to the UVI Wi-Fi network, making it easier to access and improve compatibility with Android devices. Cost - \$176,000. The technology fee will be used to fund a portion of the implementation.

Replacement high capacity, B&W and color printers for high use in computer labs on both campuses, this would address the needs to replace aging and worn out printers in the labs as well as provide faster printing and high capacity media storage, which will reduce the frequency to replenish paper and toner. Cost - \$32,692.00

In addition to the above funded proposals, the Technology Fee is used to fund two (2) IT Tech staff positions on both campuses and additional improvements to the University's learning environments and network.

The deadline for submitting proposal requests for the Fall 2012 semester will be set by the STFC when the Fall semester begins. Please check the digital signs or contact the STFC via email at stfc@myuvi.net for additional details.



Performance Assessment

Customer Service Survey Comparison

The ITS Component has gone through several CHALLENGES over the past year and as a direct result, had to completely reorganize its organizational structure in order to sustain the budget crisis that the university has been facing. One of the major challenges has been the loss of funds for part-time Call Center agent positions. The call center position catered to customers on the phone as well as customers that walked up to the service desk seeking technology support. The support varied from checking out a book, connecting videoconference (VC) meetings in the library conference room or classroom support, such as assisting a professor with displaying his PowerPoint presentation.

The loss of the call center positions were distinctly noted in the results of the ITS 2012 customer service survey. Results from the last five surveys (FY 2006-2011), rated the competence, professionalism, listening skills, appropriate attitude, patience, courtesy, and clarity of the call center agent in the 90th percentile as it relates to the satisfaction of the service given by ITS. The results of the 2012 customer service survey indicated a 10% percent drop in all the categories mentioned above; this indicated that customers were not as satisfied with the services received from ITS as they were in previous years. This dip in satisfaction demonstrated the impact of the loss of the call center agents, whose main objective was to focus on the immediate needs of the customers calling or walking up to the desk.

Even though ITS lost five major positions, helpdesk requests for service continues to increase on a rapid scale. In FY 2010 we logged 5620 service requests and in FY 2011 we logged 6182 requests; these numbers do not capture the many service requests that are performed on the fly by the technicians when they are stopped in the hallway by faculty and staff asking them to come take a look “real quick” at their technology issue. Also, classroom support is a big priority for ITS; we work daily to ensure that all VC classes start on time and faculty members are comfortable with utilizing the equipment in the rooms. Many times technicians are requested to stay until the faculty or presenter feels the class, event or meeting is going well.

During the FY 2011-2012 we saw another increase in the number of customers visiting the library. Using electronic gate counters, we tracked the number of entries into the St. Thomas library as part of an assessment activity on the utilization of the renovated library space. The system logged 49,254 entrances and the same number of exits into the library building. During a similar period in 2009 to 2010 the gate counters registered 36,789 entrances. This demonstrated a significant increase in the number of patrons coming to the library to utilize the services provided by the ITS component. In addition to seeing an increase in customers visiting and utilizing the library during FY 2011-2012 interval, new in-house services were added to the menu of service offerings which included scanning, faxing, copying, WIFI assistance and hardware/software troubleshooting for student laptops. The increase in the popularity of tablets and smart phones by users has also become a new service for our Service Desk staff as they provide assistance with connecting WIFI and configuring email for these devices.

This year, for the first time, customers were asked to rate the following services: reference desk assistance, information literacy instruction, UVI email and the digital display signs. All services with the exception of the digital display signs, received a rating of 90% satisfaction or better; the digital display signs received a rating of 80% satisfaction.

Timeliness of resolution of issue is a growth area for ITS. The more staff we have on board the quicker we can resolve technology issues. ITS objective continues to be to strive to return all customers to a point of service within three business days. However, our reduction in staff has directly impacted this goal. In FY 2011 customers rated our resolution time as 77%. In FY2012 it remained flat at 77% whereas, in FY 2010 when we had more staff customers gave us a rating of 87% satisfaction with our resolution time.

Overall, ITS received a satisfaction rating of 70%, down 3% from our 2011 rating of 73% satisfaction. The results of this survey have given us specific areas to work on improving for the 2012-2013 satisfaction review. ITS will continue to work diligently to provide the best customer service to our users, regardless of our resources, and we strive to continue to develop our talent and keep our customers informed and up to date on the technology that is in use at UVI.

Emotional and Spiritual Health

Employee Recognition

News

National Network of Libraries of Medicine Southeastern Atlantic Region

Inspiring People in our Region: Judith Rogers, Manager, Learning Resources & Faculty Technology Services, UVI

"Our greatest impact is achieved when we are flexible enough to adapt our programs to meet real, articulated needs." **Judith Rogers, Manager, Learning Resources & Faculty Technology Services at University of the Virgin Islands.**

What is your position? Manager, Learning Resources & Faculty Technology Services – meaning: manager for University Libraries (both campuses of UVI), and faculty support for the learning environment.

Is there something in your own personal story that led you to do the work you do? There are three major events that have led to what I do: 1) I began my affiliation with the libraries as a paraprofessional in the Greenblatt Library, Medical College of Georgia (MCG). Through this association, I became affiliated with the Medical Library Association, through which I was awarded a scholarship to complete my MLS degree. The attainment of the MLS degree equipped me to return to the U. S. Virgin Islands and take up a professional position at the University of the Virgin Islands Library (UVI) Library on St. Croix Campus; 2) With my medical library experience at MCG and knowledge of the NN/LM programming, I reached out to the Juan Luis Hospital (JLH) librarian for partnership in a grant to educate health professionals throughout the Territory about Medline and other NLM resources. At the time, St. Thomas and St. John did not have access to a medical library locally. We introduced participants to Grateful Med, and successfully promoted the JLH Hospital and UVI libraries to meet some of their information needs; 3) My appointment as the UVI campus librarian opened up several opportunities to grow the library programs through closer collaboration with faculty at UVI. One such opportunity was in chairing an ad hoc committee for faculty development. Through leadership in this position, we established faculty resource centers that are still sustained today through the Libraries as Centers for Excellence in Teaching & Learning.

What do you love most about your outreach work? I enjoy seeing participants develop an awareness of the vast resources freely available through the NLM and NN/LM SE/A. When you are immersed in the profession, it is easy to assume that information about these resources is being communicated effectively simply because announcements have been made here or there. It is so important to promote our programs actively and continuously using a wide variety of media. Otherwise, folks simply don't get it!

What is the biggest challenge in what you do? Developing professional staff who "buy-in" to the vision that effective promoting, teaching and program outreach is very necessary for succession planning. But, that is also our major challenge. In the environment of Internet and social media, some may feel that human interaction for outreach and communicating the value of the profession is diminished. In fact, it is even more important for ensuring that libraries get attention as dynamic entities that meet communities where they are, and provide solutions for their critical needs of daily living.

What has been the most fulfilling part of your work in terms of health outreach to your community's underserved populations? Outreach to Juan Luis Hospital and health professionals, including UVI faculty and students, amazingly, continues to produce dividends for the UVI library programs. The library's strong partnership with the UVI School of Nursing actually grew out of the JLH project, and continues to be strengthened through our outreach to health professionals in the community. I believe the School of Nursing sees us as genuine partners with them in developing students to be effective and nurturing caregivers in the community.

What do you see as the biggest health concerns in the communities you serve? Asthma cases are extremely prevalent here. I've experienced this first hand with two members of my own family. Infants, young children and the elderly particularly are impacted. HIV-AIDS and hypertension issues are probably the second and third major concerns.

How did you first come to know NN/LM SE/A? I learned about NN/LM SE/A as an employee at the Greenblatt Library, MCG. I became more aware of the programs through the visits of various SE/A outreach coordinators who have embraced the USVI since the early 1990's.

In what ways has NN/LM SE/A been of help to you? Outreach from SE/A for training and funding opportunities has been especially helpful. In 2010-11, UVI participated in another NN/LM SE/A funded project to provide training for community healthcare professionals and lay persons. In addition to the success with project participants, the activity brought an added dimension to the UVI programs through the services of an additional staff member, and promotion of the library within the community.

Can you share a success story about the impact of health outreach in your community? In the early 1990's I was contacted by a physician on St. Thomas as a follow-up to the health information outreach training conducted there. She became quite proficient in locating articles to support her work and used my library as a supplier for the full-text of articles. Although the St. Thomas Hospital had since established a mechanism for supporting physicians there, our relationship continued for over 10 years until she passed away a couple years ago. She often expressed that the benefit of friendly service and understanding towards her needs was worth reaching out across the water when she needed help.

What advice would you give others who are interested in doing health outreach work in their communities? Ask your contacts in the community to identify their needs and look for ways to match your ideas/resources with solutions to meet those needs. Our greatest impact is achieved when we are flexible enough to adapt our programs to meet real, articulated needs; Be prepared to have back-up plans for every activity; Don't give up, even if the response is weak in the beginning. Health outreach enhances the quality of life in the community and, by association, the work that we do. For more information, please contact Nancy Patterson (npatters@hshsl.umaryland.edu).

This is to let you know that a new SEA Currents article has become available. You can find this article online [here](#).

Emotional and Spiritual Health

Employee Recognition



Ms. Dannica Thomas, Administrative Specialist III and Office Manager in the Office of the CIO, has been recognized as employee of the quarter. We recognize Dannica for the mere fact that she does everything and does it without reservation! Along with the daunting tasks that come with working closely with the CIO, and providing administrative support in a component such as ITS (where everyone is clueless about anything having to do with paperwork), Dannica has assisted in many other projects within the component. She has taken the initiative in working with the myCampus Portal leading to being designated a “Portal Administrator”. She was and is still involved with the email migration project. She went out on the field with other technicians and serviced users in a professional and efficient manner. She has also taken the lead to work with Institutional Advancement, the Office of the President and the Board of Trustees to enhance the use of technology in their operations.

Let us all thank Dannica today. She has helped each and every one of us, and has done it efficiently and without hesitation. She is always willing to help and is always pleasant in assisting others. Dannica is an invaluable employee and we are very pleased to have her in the ITS component.

Mr. Lance McKay has departed UVI in his full-time capacity as IT Specialist II. He will be missed for his technical skills and friendly personality; however, fortunately, Lance will continue to serve on a temporary part-time basis until the end of the fiscal year. We want to recognize at least one example of his great service experiences to the UVI community.



Dr. Elizabeth Jaeger had been teaching Psychology 530 and had requested some assistance from ITS to support that. She was located off island and her UVI students met in classrooms in both St. Thomas and St. Croix. Lance was always there to provide much needed support for this class that required a special Skype connection. Mr. McKay’s dedicated support of the students and faculty in this class lead to a successful semester for all. Dr. Jaeger had this to say about him: “...the class members and I believe he deserves honorary credit for our course given the amount and quality of support he gave us! Mr. McKay is a real gem. He made the difference between a class that could work and one that could not. I believe UVI is very fortunate to have him on staff.”

Thank you Lance for not only living up to expectations but exceeding them and providing a great example of how we all go above and beyond to support our students, faculty and staff!

ITS is pleased to recognize the following employees with 5, 10, and 20 years of service, respectively:

5 years:

Burt Chesterfield
Christy Vineyard
Shelly Anslyn-Jones

10 years:

KimbaLee Dawson
Jose Negron
Dawn Matthew
Elroy Richard

20 years:

Desha Brathwaite

You continue to make countless strides to attain greater success. In spite of the financial challenges we face, you continue to push forward and strive to meet ITS service standards according to the ITS Customer Service Charter. Continue to remain competent, committed and determined to find resolutions for our customers! We appreciate everything that you do! The team sincerely appreciates each of you for your hard work and years of service.

Emotional and Spiritual Health

New Members of ITS

Mr. Adam Robinson joins ITS as the Network Engineering Manager. He will be based in St Croix, but will oversee Information Technology Infrastructure on STX, STT, and STJ. Adam has 14 years of IT experience with deep technical roles in Network Administration, Telephony, System Administration, and Web Design. He has built and managed Network Operations Centers (NOCs) for multiple Fortune 500 Companies including Bank of America, Symantec, and American Express. He also holds Business and Technical Certifications including Cisco Certified Network Professional Routing & Switching (CCNP R&S), Cisco Certified Design Professional Routing & Switching (CCDP R&S), VMware Certified Professional on vSphere 5 (VCP5), PMI Certified Associate in Project Management (CAPM), ITIL v3 Foundations.

Please give Adam your support.

Ms. Ashley Till joins ITS as a new librarian providing support for the St. John Academic Center and the Ralph Paiewonsky Library on the St. Thomas campus. Ashley comes to us from South Carolina State University, where she served as archivist and librarian. Below is a little information to help us get to know her. I'm looking forward to having her start VC yoga classes!

Ashley graduated from Emory University with Ecology and Anthropology double majors, graduated from Colorado State University with MA in cultural anthropology; while there, she received a grant to conduct field research in South Africa, two years after apartheid ended. Ashley received MLIS from University of South Carolina, specializing in information technology. Ashley grew up on a farm in South Carolina, really enjoy being in nature, hiking, swimming and reading. She is a certified yoga instructor and have been practicing yoga for 20 years. She loves being a librarian at an academic library because it's an opportunity to teach students life long learning skills, work with innovative people, and use the most state of the art technology. Ashley moved to the Virgin Islands on August 1, 2012 with her dog, Belle, and look forward to being part of the UVI and VI community.

Please give Ashley your support.

Mr. Ehrin Lynch started as a temporary employee earlier this year as an IT Specialist on the island of St. Croix. We are proud to announce that he is now a full-time staff member in the same capacity, effective July 2012. To help you getting to know Ehrin even better, see additional background details below:

"Ehrin was born on the island of St. Croix and raised in Frederiksted. At the age of 14, he moved to Atlanta to pursue better opportunities. Ehrin completed high school in 2005 with a College Prep Distinction diploma, as well as multiple full and partial athletic scholarships to Division I and II schools. Ehrin attended Paine college and majored in Management Information Systems. In 2011, he graduated with his bachelor's degree in MIS. Then, in January 2012, Ehrin decided to return home, find a job, and utilize his knowledge gained."

Please welcome Ehrin into the ITS component, if you haven't done so already, and give him your support.

Mr. Alex Caraballo began studying computers at the tender age of 9. Alex started learning about computers with Windows 97, the basic file system, file operations, and command prompt (now known as cmd).

In addition, Alex worked with TV Channel 12, also known as WTJX. Throughout high school and college, Alex was very tech pro-active. In college (UMASS Dartmouth), Alex worked with the MCLP (Mobile Computer Leanding Program Team) /LSIRT (Library Services Information Resources Technology Team). Alex graduated with his Bachelor of Science degree in Computer Engineering, which made provided him with an opportunity to work with NAVSEA on a school collaborated project. The basic-core of the project was to create a system to keep track of sailors on a submarine (class Virginia). The team created a active RFID that is on-demand pinged to keep track of every sailor that was on-board the submarine. Sailors wore beeper size RFID which weighed less than 16 oz / 1 lb, performed their daily operations, while submarine commanding officers would query their location on a web site app.

Please give Alex your support.

Emotional and Spiritual Health

ITS is Working for You!



University of the Virgin Islands

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School of Nursing – Caribbean Exploratory (NIMHD) Research Center
#2 John Brewers Bay, St. Thomas, VI 00802



April 24, 2012

Tina M. Koopmans, MA
Chief Information Officer
University of the Virgin Islands
#2 John Brewer's Bay
St. Thomas, VI 00802

Dear Ms. Koopmans:

This is a letter of commendation for Burt A. Chesterfield, Information Technology Specialist III. On April 16th there was a doctoral project defence scheduled to begin at 11:00 am originating in room 142 in the ACC building. It was to link with the University of Wisconsin Milwaukee (UWM), St. Croix and St. John, with facilitation of the use of Skype and power point. We received a notice one week prior scheduling a test of the connections for 10:00 am on that day.

No IT tech had come when I arrived at 10:45 am, at which time I spoke to Mr. Richardson at the Help Desk expressing the urgency of the situation. It was 11:45 when Mr. McKay arrived.

Mr. Chesterfield came to the event as an interested attendee. When asked, he willingly worked to make the necessary connections and set up, which allowed the defence to begin, although 25 minutes later than scheduled. His assistance really saved the day for Ms. Hart-Hyndman, whose anxiety was already intensified by the fact that her project was being evaluated, and key to approval to receive her doctoral degree. He also preserved the valuable time of the persons at UWM and the more than forty (40) community persons who had come to witness Ms. Hart-Hyndman's defence.

I applaud Mr. Chesterfield's commitment, and ask that this commendation be placed in his file.

Sincerely,

Gloria B. Callwood, PhD, RN, FAAN
PI and Director, CERC



Good day Mrs. Wheatley,

We communicated earlier in the semester when I needed assistance for a psychology class (PSY 530) class I was teaching that had some unusual IT demands. Mr. McKay was assigned to the task. I want to reiterate a sentiment I expressed earlier in the semester: Mr. McKay did an amazing and professional job making sure our class was connected from Philadelphia to St. Thomas and to St. Croix. He never once hesitated to help us throughout the semester, especially as some tech issues changed. Indeed the class members and I believe he deserves honorary credit for our course given the amount and quality of support he gave us!

Mr. McKay is a real gem. He made the difference between a class that could work and one that could not. I believe UVI is very fortunate to have him on staff, and if I am ever given the opportunity to teach another class at UVI, you can bet I will ask for Lance if I ever need IT help. Thank you for sending us Lance.

Best,
Dr. Elizabeth Jaeger



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Vice President for Institutional Advancement

June 15, 2012

Ms. Tina Koopman
University of the Virgin Islands
Information Technology
2 John Brewers Bay
St. Thomas, VI 00802-9990

Good day Ms. Koopman:

The Office of Institutional Advancement extends a heartfelt thank you to the Information Technology staff members who assisted with the Alumni Phonathon, during June 4 - 7, 2012. Your staff assisted with making phone calls, and processing and updating information. As usual, we were also able to use the equipment loaned from the CETL Room.

I don't normally single out the contribution of one individual when they function as part of a group, but I must give special thanks to Edward (Ted) Fort. For whatever reason, the laptops were not locating the Raiser's Edge information on the first evening of the phonathon. During the second night of the activity (Tuesday) Ted went beyond the call of duty by accompanying us at the phonathon. He worked late into the night to ensure every laptop was functioning properly. Ted's efforts gave us the ability to process gifts on-line, update constituent files, and enter pledges. He was our "knight in shining armor."

Thank you so much Ted for all of your help and assistance!

Sincerely,

Dionne V. Jackson
Vice President for Institutional Advancement

DVJ:pf

Good afternoon, Mr. Richardson and Mr. Garcia:

This is just a note to say a very special thank you to both of you for taking the time to connect ACC 303 with EVC 401 this afternoon. Your response has made it possible for us to join the Junior University Orientation Program taking place on STX this afternoon.

Your assistance is greatly appreciated. You are great examples of service excellence.

Thanks again.

Haldane Davies, Ph.D.
Special Assistant to the President
Executive Director, Institutional Effectiveness and Assessment
Executive Director, Foundation for the University of the Virgin Islands

Good Day:

I felt obliged to take a minute out of my day to thank **Mr. Ehrin Lynch** on the STX Campus for taking the time out of his busy schedule to carefully set up Skype to facilitate a scheduled interview for today, in EVC 807 at 12:00pm. Although he was busy attending to many other tasks, he took the time to make sure that everything was in place and operable.

I would also like to thank **Mr. Romeo Richardson** on the STT Campus, for his valuable time and effort for setting up the link between STT and STX.

I hope to continually receive great service such as what was given today from the IT Technicians at UVI.

Regards,

Mrs. Rishina M. Williams
Administrative Assistant
College of Liberal Arts & Social Sciences

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