Letter from the CIO

ITS is looking forward to the Fall semester and is busily preparing, repairing and expanding.

We are in the final stages of the network upgrade and security project and have reached important milestones – including the stability and redundancy of the UVI infrastructure. We are also upgrading printing capabilities across the campuses to eliminate the difficulties experienced during the past semesters.

ITS is also preparing to implement it's customer service charter which promises to improve customer experiences with technology and in the libraries on both campuses. This includes a single point of contact on each campus for library and technology needs.

The Internet2 connection, which has been long in coming, is nearing completion. ITS continues to work with the UVI Research and Technology Park to deliver this service before classes begin in the Fall.

The ITS staff continues their diligent and dedicated efforts to resolve outstanding service issues and improve the systems to better meet the needs of our students. We appreciate your support and look forward to continuing to improve your technology and information experiences.

I encourage any feedback and can be reached at x1540.

Tina M. Koopmans
Chief Information Officer
Tina.Koopmans@uvi.edu

Update on UVI Student Email System

Information & Technology Services has created new email accounts for students using Google Mail. The Google Mail service is available as an option for all students, at their discretion. New students who do not have an email address are strongly encouraged to utilize the new Google Mail service as a first choice. Students can request a new email account by contacting the Helpdesk at 693-1466.

Whatever your email preference, it is important that all students update their respective Blackboard account with an email address of their choice. The email supplied in Blackboard will be utilized to provide students with official UVI communication from faculty, Student Affairs, and Administration.

Benefits of Google Mail:
With Google Mail, students can communicate using Gmail, Google Calendar and Google Talk. They are also able to collaborate and publish documents with Google Docs, allowing them to share files and collaborate in real-time.

These email accounts have been created using the student's first initial, middle initial and full last name (up to 14 characters) as the username.

Instructions on creating a Google Mail account:
Students can access email at **http://myuvi.net**.
Username = first initial, middle initial, last name up to 14 characters
Example: John James Doe = jjdoe@myuvi.net
Initial password = first initial, first six letters of last name, last 4 numbers of UVI ID

Upon initial login, the student will be prompted to change his/her password.

NOTE: If no middle initial is reported to UVI, none will be used in the username creation.

Frequently Asked Questions

What happens to mail in the old student mail system? How is mail in the old mail system transferred to the new Google mail system?
Students must migrate mail from the current UVI system to Google Mailor or an address of their choosing.

How does the new mail system work with Blackboard?
At the beginning of the semester, the email address in Banner is written into Blackboard during the student and course load process. If a student changes their email in Blackboard, this change is not overwritten by subsequent Banner updates within the respective semester. Students are encouraged to update their Blackboard account with their preferred email address.

ITS Component Operating Hours

Greetings University Community:

The Information and Technology component has made a solid commitment to becoming a cross-functional unit of the University of the Virgin Islands. Moving forward with this objective we have recently merged the Information Technology helpdesk and the Library Circulation desk into one unit. We identify this unit as our "ITS Service Desk". Services offered to students and faculty by the ITS Service Desk are as follows: book check outs, reset passwords, activate a library card, loan equipment, and sign up for voice/data activation in the residence halls, loan software and make a help desk request for technology services, just to name a few. Our hours of operating during Summer Sessions I and II for the St. Thomas and St. Croix campuses are posted below.

Monday thru Thursday	8:00am to 10:00pm
Friday	8:00am to 8:00pm
Saturday	10:00am to 5:00pm
Sunday	1:00pm to 8:00pm

Technology Changes ....COMING SOON

- Changes in Managing Grants Online
- Campus-wide Wireless Access
- Updates to Bookstore Systems
- Online OTS Reporting

- Library Renovations
- 7x24 Computer Lab Access
- PC Replacement Plan Rollout
- Microsoft Office 2007

Secure Network Access: Web Application Security and Secure Gateway

It became apparent after the network upgrade performed Fall 07, we needed to shift our focus to the security of our network along with making sure the basic infrastructure was in good working order based on industry best practices.

The security project consists of three (3) major components:

1. Installing firewalls on both campuses.
Firewalls block intruders from coming on to our network to gain unauthorized access to our database information. We have installed redundant firewalls on STT and will be installing redundant firewalls on STX in the coming weeks.

<u>Benefits:</u>
* We can stop unauthorized access to our network and database information.

* We can now control off campus user access to the network through a Virtual Private Network (VPN) A VPN is a network that uses a number of systems that enable the creation of private networks using the Internet as the medium for transporting or tunneling the data.

*We can create site-to-site VPNs. This means we can securely tunnel applications like Blackboard and Banner from both campuses.

2. Mail gateway/spamming appliance was successfully installed.
The appliance installed is called Ironport (http://www.ironport.com/) and is rated #1 by Gartner Consulting which provides independent reports and reviews on networking appliances. The installation was completed by a senior network engineer from Ironport who specializes in University installs.

Ironport uses three methods to detect spam:
a. <u>Reputation filtering</u> – a proprietary outer layer defense developed by Ironport called "sender base". This provides a real time e-mail traffic threat assessment and identity suspicious e-mail sender by verifying IP address against DNS records using encrypted keys. All senders have a valid IP address. This mail is never delivered because its IP address is not verifiable. Addresses that are not verifiable are spoofed/phishing e-mails 100% of the time.

b. <u>Anti-spam filtering</u> – Ironport's context adaptive scanning engine examines the text of the message, including "what" content the message contains, "how" the message is constructed, "who" is sending the message, and "where" the call-to-action of the message takes you. By combining these elements, Ironport's anti-spam stops broadcast range of threats.

c. <u>Virus detection</u> – Ironport blocks e-mails with attachments that have executables or regular attachments that have been scanned and contain viruses.

3. Web/content filter: An installation date is to be determined.
The appliance that will be installed is called Bluecoat (http://www.bluecoat.com) and is also rated number #1 in the Gartner report. Web site blocking and content filter is not based on dictionary words anymore. This is older technology. This appliance blocks sites based on how domain names are registered on the Internet. If the sites are registered as science and educations sites, they will not be blocked. However, if they are known offenders and are registered as pornography, gambling, and/or gaming sites, they will be blocked. Additionally, this service can be managed down to the port, mac and IP address as well as by site. Therefore, if there happens to be a site that is blocked that you need to visit, we can make that site available to just your workstation.

Secure Network Access: VPN now available

UVI employees can now securely access network resources from off campus with high speed internet service (DSL speeds or greater), a workstation/ laptop (Vista is not compatible), and the appropriate VPN software.   To request and set up your VPN access account, you must contact the Helpdesk at 693-1466. An account will be set up with your user name and password and instructions on how to download the software needed will be e-mailed to you.

Web Time Entry

ITS, Accounting and the Human Resources components are currently in the process of implementing Web Time Entry for Banner Web. Web Time Entry is a web-based time entry system that allows for tracking, approving and managing employee time incurred. This feature will allow employees to enter time on the Web. Training will start in June 2008.

PC Replacement Plan

ITS is currently in the process of finalizing a plan to replace computers within each component and will meet with all component heads to verify and finalize the list of PCs that will be a part of the replacement plan from their area. Implementation is set for October 2008, based on funding from each component.

How to Retrieve Quarantined Emails

The IronPort Spam Quarantine holds spam and suspected spam messages addressed to the user. These messages were set aside during processing so that users can verify whether or not these messages are indeed spam. Quarantined messages will be automatically deleted after a certain amount of time (set by the email administrator), so users do not need to take any action.

Users can **sort** the message listing by clicking on the column headers (From, Subject, Date, Size).

To **read** a message in the quarantine, click the message's subject. The message is shown in the Message Details page. From here, the user may release a message from the quarantine or delete it.

To **release** a message from the IronPort Spam Quarantine, click the checkbox next to the message (or messages) and then select Release from the drop-down menu. If the user is viewing the message in the Message Details page, select Release from the drop-down menu. The message is then released from the quarantine and delivered to the user's Junk Mail inbox in Outlook.

To **delete** a message, click the checkbox next to the message (or messages) and then select Delete from the drop-down menu. If the user is viewing the message in the Message Details page, select Delete from the drop-down menu.

Using the **search/advanced search** fields, users can search their quarantined messages for a specific term in the message. Search results are displayed in the Search Results page. Users can read, delete, and release messages on this page. To clear the search results, and return to the users' current list of quarantined messages, click Clear Search.

Users can **create safelists** to ensure that messages from certain senders are not scanned with anti-spam scanning engines. Select the checkbox next to message, and choose "Release and Add to Safelist" from the drop-down menu.

<u>Directions to access IronPort quarantined email:</u>
1. Go to: https://146.226.2.10:83
2. Enter UVI email user name and password

Campus Pack Suite Now Available

Blackboard is now equipped with Campus Pack Suite.

Campus Pack™ is a suite of easy-to-use tools for learning, sharing, and collaborating to engage students and enhance the e-learning environment. The suite includes the following applications:

Teams LX™: for building wikis
Teams LX brings wikis into the Blackboard environment. Users can easily work together to organize information and keep a history of the work, facilitating review and assessment.

Journal LX™: for blogging
With Journal LX, instructors can create blogs in which students can reflect on and analyze course-related topics and assignments. Students can review and comment on their peers' postings, and instructors can participate with students in the evolving dialog.

**Podcast LX™: create podcasts with ease**
Podcast LX integrates podcasting into the Blackboard environment without requiring additional infrastructure. It allows instructors to easily create RSS feeds and post episodes, and it allows students to subscribe to course feeds with one click.

Expo LX™: create and share personal spaces and e-portfolios
Expo LX creates space for individuality within your learning system. Both students and instructors can author content in the form of blogs and websites, and share their sites with the campus community.

Search LX™: for searching course content in Blackboard
Search LX is an essential tool for finding course content with speed and accuracy. The top-of-the-page search box and advanced searching options streamline content retrieval.
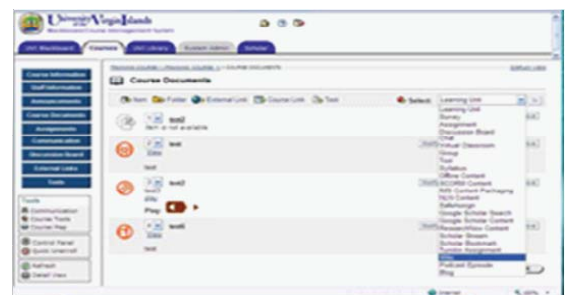
New VIUCEDD/RPS Videoconference Rooms

ITS has recently completed work on new videoconference facilities for VIUCEDD (**see photo on right**). This project was made possible by the efforts and support of the VIUCEDD program, The Westchester Institute for Human Development, the UVI Research and Public Service component, and the UVI ITS component. These videoconference rooms are intended to be training centers for VIUCEDD and RPS programs although other areas may use the facilities when they are available. The systems include all of the standard features of all UVI videoconference rooms such as computer input, DVD playback and document cameras. The rooms are T-114 on St. Thomas and REC-133 on St. Croix.

EDUS Operating Hours
Enterprise Data & User Services (EDUS) operating hours for Summer Sessions I and II are as follows:

Monday through Friday
8:30 am to 5:00 pm

ITS Customer Service Charter -- DRAFT

ITS, along with the rest of the UVI components, ITS is working on completing a service charter. We would like your feedback on our proposed standards. Please review this special supplement and send feedback to Cherie Wheatley via email or telephone. We would also be glad to meet with your department or area to further discuss our service charter. Please call x1460 to schedule a time. You can review the entire service charter on the ITS Blackboard course.

WHO WE ARE

Information & Technology Services (ITS) is a subdivision (component) of the University of the Virgin Islands which was established to provide technology and information resources to meet the varying needs of the University community. In December of 2004, the University of the Virgin Islands committed to a reorganization of the technology and library resources into a single University component with the objective of improving service to our customers and maximizing resources. The new component was named Information & Technology Services (ITS). Information & Technology Services is in the business of providing resources and technology support to achieve the mission, vision and strategic objectives of the University of the Virgin Islands (VISION 2012). We are dedicated to service, accountability, and cross-functionality.

SERVICE

In keeping with the Mission, Vision, and Strategic Goals of the University of the Virgin Islands, the staff of ITS is dedicated to serving the technological and informational needs of the University of the Virgin Islands and general community. This effort involves anticipating and assessing customer needs in order to acquire resources and implement services. We strive to provide efficient service while demonstrating high-quality work, professionalism, courtesy, technical competence, and innovation.

ACCOUNTABILITY

Information & Technology Services Team members are responsible to the University and to each other for the successful completion of the work of the component. In addition to the essential duties and responsibilities of each position, every team member is accountable to demonstrate outstanding communication skills, effective collaboration, personal initiative to overcome obstacles and the ability to work efficiently to meet deadlines and the needs of our customers.

CROSS-FUNCTIONALITY

The Information & Technology Services component of the University is a combination of library, information and technology resources combined to support the needs of University stakeholders. Every team member will be required to support the overall mission of the component and the University by participating in cross-training on functions of the component and by participating in the delivery of services through the main customer service centers on each campus. This may include performing technical or clerical duties to meet the immediate needs of students, staff and faculty. As the hub of the component for each campus, these customer service centers are responsible for providing library information and services, technology and help desk support, and media and classroom assistance.

WHAT WE DO

In keeping with the Mission, Vision, and Strategic Objectives of the University of the Virgin Islands, ITS is dedicated to sustaining the technological and informational needs of UVI and the general community. We provide the technology solutions and information resources to achieve Vision 2012 in a variety of ways. We maintain accountability for the reliability of the network infrastructure in support of the University's strategic direction, which provides access to information technology services and global communication via voice, video, and computer networks. We develop and promote enterprise-wide applications. ITS provides library services and resources while serving as advocates for UVI faculty and student technology needs. We also provide high quality customer service to our clients and stakeholders (customers). We are committed to service, accountability, and cross-functionality.

OUR CUSTOMERS

Our customers and stakeholders are the students, faculty, and staff of the University of the Virgin Islands and the Virgin Islands community.

OUR SERVICES

We are dedicated to meeting the information and technology needs of the University community. We will:
- Provide technology resources that support instruction;
- Provide a reliable network infrastructure;
- Develop, promote, and support University-wide application software;
- Provide library resources and services;
- Provide instruction in the use of technology and library resources;
- Insure that our customers receive accurate, consistent and responsive customer service.

To enroll in the Information & Technology Services Blackboard Course:
- Access the Blackboard site: http://blackboard.uvi.edu/Login
- Click on the "Courses" tab in the upper right-hand corner of the screen
- In the "Course Search" box enter information technology services
- Click on the "Enroll" button next to the Information & Technology Services class
- Click "Submit"
- Click "Okay," and the user will be directed to the course

Our Services

Provide information resources

Measures of Effectiveness

The libraries are open and the service desks are staffed Monday-Thursday, 8:00am-10:00pm, Friday 8:00am-8:00pm, Saturday 10:00am-5:00pm, and Sunday 1:00pm-10:00pm while classes are in session.

Most requested materials will be made available within 10 days. Special requests will be made available within 30 days.

Reference services will be available face to face, via telephone and email during the library's normal operating hours.

Provide instruction and support in identifying, retrieving, and using information and technology resources.

All students in general skills classes will receive training in information literacy skills and library use. Training is available for all classes upon the request of faculty.

We will offer monthly training sessions in information and technology resources to faculty and staff.

We will provide a reliable and stable network.

Scheduled maintenance will be announced at least 48 hours in advance and will be planned during low use hours.

Within 60 minutes of identifying a problem with our technology, we will notify the University students, staff, faculty and community via email. In the event that email is not functional, we will use the audix system to notify our customers.

Provide high quality customer service to our clients and stakeholders (customers).

We will respond to phone calls at the helpdesk within four rings and solve 30% of helpdesk requests during the first call.

We will provide the customer with feedback on the progress of helpdesk tickets every three business days until the requests are completed.

We promise to inform our customers about the implementation of approved projects in the ITS Project Plan not less than 30 days prior to execution. We will disseminate this information in our ITS newsletter, which is published three times a year.

We will publish an ITS newsletter three times a year.

Provide technology to support teaching and learning

Rooms with technology are prepared and useable at the beginning of a confirmed event scheduled through Event Management Systems (EMS).

We will conduct daily scheduled reviews of classrooms and labs to identify problems and resolve potential service issues.

Service Principles

Our telephones will be answered promptly

Service Standards

We will respond to our customers' calls within four (4) rings.

We will answer queued calls to our Call Centers within two (2) minutes.

We will be courteous, professional and helpful

When answering the telephone, we will provide the caller with our name and work area.

When we call our customers, we will provide our name and work area and tell you why we are calling.

We will be accessible by telephone during business hours

We will provide coverage to all departments within ITS through the ITS Helpdesk (693-1466), the St. Thomas Library (693-1367), and the STX Library (692-4130).

The Office of the CIO, ITS Helpdesk, and Libraries will respond to customers' telephone messages within one (1) working day.

Our recorded messages will be current and give appropriate contact details during absences.

We will assist customers promptly

We will serve customers within ten (10) minutes of their arrival, if they have an appointment.

We will serve customers within 20 minutes if they do not have an appointment.

We will advise customers, in advance, about any unexpected delays in attending to them.

We will be courteous, professional and helpful

We will be neatly dressed and well presented.

The ITS Helpdesk and UVI Libraries will have in-person service options.

We will be accessible

Our offices will be clean and comfortable, and, with additional funding, have clear signage and current, relevant information on display.

Faculty/Staff Online Technology Training

Faculty and staff took advantage of three online professional development webcasts sponsored by ITS and delivered by TLT Group on Friday, May 9th. The topics covered were:

1. Seven Principles of Effective Teaching & Learning with Technology - Strategies for using technology to improve teaching and learning, based on Chickering and Gamson article describing the Seven Principles of Good Practice in Undergraduate Education (1986) **http://www.hcc.hawaii.edu/intranet/committees/FacDevCom/guidebk/teachtip/7princip.htm**.

2. Using Flashlight for online surveys - online survey tool part of TLT membership with options for developing surveys and analyzing responses. (During the session, participants began the development of a survey to find ways for improving collegiality between campuses. We expect participants to complete and administer the Flashlight survey in the near future.)

3. Using UVI's TLT membership for professional development – presentation on a variety of technology tools for teaching and learning. For the first half of the session, UVI participants joined with other faculty and staff in "Friday Live", a regular technology forum presented weekly by the TLT Group. The UVI group then wrapped up with a review of TLT resources available to us through our TLT Group membership.

To access the calendar for upcoming training opportunities, go to **http://www.tltgroup.org/calendar.htm**.

UVI Librarian recognized as "Librarian of the Year"

Cynthia Richards, Public Services Librarian at the Ralph M. Paiewonsky Library, was honored on May 18, 2008 by the St. Thomas-St. John Library Association (STSJLA) as Librarian of the Year with a luncheon at Pilgrim's Terrace. Ms. Richards was recognized for her work in both the public and public school libraries, in addition to the Ralph M. Paiewonsky Library where she has been a full-time Librarian for eight years.

Employee Pay Stub Details in Banweb

Full employee pay details are available in Banweb. Employees are now able to view current pay, banking and leave information on Banner Employee Self-Service Web, all in one location at http://banweb.uvi.edu. ITS and Accounting will be offering training for employees, teaching all how to maneuver the site in order to attain employee related information. Listen out for the training sessions.

Call the Helpdesk at x1466 if you need a login or password.

LEGAL NOTICE
University of the Virgin Islands Research and Technology Park Corporation (RTPark)

We are a prospective applicant under the Rural Broadband Access Loan and Loan Guarantee Program being administered by the Rural Utilities Service (RUS), United States Department of Agriculture. We are required, as a prospective applicant, to announce our intent to provide broadband services (as defined by the Federal Communications Commission, data transmission speeds exceeding 200 kilobits per second) in the United States Virgin Islands, an unincorporated territory of the United States, in the following areas as defined in the Virgin Islands Code, Title 17, Chapter 34:

"Research and Technology Park" means real property owned or leased by the University of the Virgin Islands in the Virgin Islands which has been leased to RTPark by the University's Board of Trustees pursuant to a resolution adopted at a duly constituted meeting of the Board, which resolution, proclamation, or order shall include a detailed legal description of the area to be included in the Research and Technology Park and any real property owned by RTPark or leased from any other party (definition from §482(j)).

"Research and Technology Park project" means any building, whether or not in existence or under construction or other improvement; purchase of an existing building; refinancing of an existing building in order to facilitate substantial improvements thereto; or real estate improvements, including remodeling and refurnishing of or adding to existing property or both, and, if a part thereof, the land upon which it is located, and all real property deemed necessary to its use (definition from §482(k)).

Incumbent broadband service providers have **30 days** from the date of this Legal Notice to inform RUS if they are currently providing broadband service in these areas or if they have a commitment to provide service in these areas. Incumbent broadband service providers should submit to RUS, on a form prescribed by RUS, the number of customers receiving broadband service in the proposed service area, the rates of data transmission, and the cost of each level of service or proof of commitment to provide service in the proposed service area. A map should also be provided showing the boundaries of your service area in relation to the areas above.

A Legal Notice Response Form can be obtained from RUS' website at www.usda.gov/rus/telecom. The Virgin Islands Code may be browsed online at http://www.michie.com/virginislands/.

Email Update

The listserve and mail alias issues were recently resolved. To recap, the installation of the new mail gateway uncovered mail routing issues. External e-mail and some internal e-mail were not always delivered to listserves, i.e. sttfac@uvi.edu and mail aliases, i.e. hrweb@uvi.edu.

Mail traffic has been re-routed according to industry standards. The re-routing bypasses servers that currently provide student mail and listserve services. Listserve e-mail addresses like stxfac@uvi.edu are no longer operational. Instead, we will use Exchange group distribution lists to communicate internally to staff and faculty. While the group distribution lists are being created, you are encouraged to continue using the "**ALL**", "**STTUSERS**", "**STXUSERS**" lists to communicate to groups.

Please call the Helpdesk should you have further questions at 693-1466.

ClearTXT Notification System

UVI students, faculty and staff will soon be able to receive emergency alerts, announcements and campus updates through their cell phones via text message. Colleges and Universities around the country are instituting emergency notification systems, like clearTXT, in order to boost campus security.

Users will sign-up and access clearTXT through their UVI Blackboard account and will have the ability to opt-in to receive a variety of messaging services. Users will not be automatically enrolled in the alert system as cell phone providers have service plans that may charge a per-message fee. The secure clearTXT/Blackboard interface insures that user cell phone numbers and contact information are not compromised. Messages may be sent to a cell phone with any carrier; all carriers in the VI are already registered in the system.

Once a user has signed up with clearTXT, he or she will receive all UVI emergency notifications by default. Emergencies include events that could threaten life safety on a campus and/or severely impact normal campus/college operations. This may also include severe weather alerts such as hurricane, severe storm and flash flood warnings.

Additionally, since clearTXT is synchronized with Blackboard, users may choose to receive class 'Announcements' (schedules/room changes, instructor absences, etc.), via text message. Users can opt-in for messaging service for each class, every semester. Public Relations currently maintains a Blackboard presence, as does the Student Government Association, and ITS. Users would also have the ability to receive special announcements (upcoming events, presentations, important dates, printer downtime, etc.) from these courses.

HR Department Selects PeopleAdmin

In an effort to improve the University of the Virgin Islands human resources processes, the Human Resources (HR) Department has selected the web-based company PeopleAdmin to provide the solution needed to help us improve efficiency and make improvements. PeopleAdmin is a web-base HR information system that is utilized by over 400 hundred Higher Education Institutions within the United States. In keeping with VISION 2012, adopting the PeopleAdmin system will enhance service delivery through the implementation of process improvements in the Human Resources Department.

Over the next couple of months, HR will work closely with representatives from PeopleAdmin and ITS on the implementation process, making the Position Management and Applicant Tracking electronic.

The system will enable real-time position management to include online:
- Electronic Signatures for all approving managers
- Requisitions generation
- Job Descriptions generation
- Position Evaluations
- Annual and interim employee performance evaluation
- Exit Interviews

The Applicant Tracking feature will support the following:
- Automate the job posting approval process and posting of vacancies online
- Enable on-time acknowledgement notices to perspective employees;
- Provide all applicants with automated feedback
- Enable on-line reviewing of applicant profile by HR and the hiring managers

The implementation of this system will include user training sessions across the University. User training is currently in progress.

Audio Conferencing Solution

ITS is pleased to announce a new service for audio conferencing for groups of six or more participants. **Please Note:** Our current telephone system allows audio conferencing capability for up to five simultaneous participants.

Soundpath Simplicity offers the following features to UVI customers:
- Soundpath Conferencing Services requires a cost of 7 cents per minute per line on audio conference calls and provides an 800 number to access the conference call.
- Easy to use
- Personalized, easy-to-remember pass code
- Simplified billing
- Secure
- Flexible
- Conference recording and replay
- Soundpath can provide to UVI, operator-assisted calls for up to thirty-five (35) participants and one operator to meet and greet each participant
- Transcriptions
- Participant List
- CD or WAV files are available for recorded conference calls

ITS will work with each component to determine how each department will receive service. Individuals should contact their component offices for access codes.

Library Website Changes and additions have been made to the Library's homepage, making it more usable and complete with convenient online forms. You can view the site at: http://library.uvi.edu

Who's Happening in Information & Technology Services

Welcome to ITS...

Romeo Richardson: Romeo, who previously worked as a temporary staff member in the Paiewonsky Library, joined the ITS staff as an Information Technology Specialist I in the Technology Customer Service department on April 1, 2008.

Tiffany Hyndman: ITS welcomes Tiffany, who joined the ITS staff as a Call Center Agent in the Technology Customer Service department, on April 15, 2008.

Cecil Stanfield: ITS welcomes Cecil Stanfield to Enterprise Network Services. He comes to us from the great state of New Hampshire where he was a Communications Analyst. In that capacity, he performed such functions as SharePoint web development and maintenance on Cisco-based wide area networks. As an ENS Infrastructure Specialist III, he will be primarily responsible for the HP and Cisco networking gear on the St. Thomas campus. He will also be responsible for maintaining specific Microsoft-based servers.

Moving up in the ranks....

Sherna Gumbs: Congratulations to Sherna who has worked for the Ralph M. Paiewonsky Library since 1999 was recently promoted to Librarian II/Special Collections & University Archives! Ms. Gumbs also received from the University of Pittsburgh, through the UVI/Pitt project, a Masters degree in Library & Information Science and marched with UVI graduates on St. Thomas, Monday, May 12, 2008.

Bethany Wilkes: Congratulations to Bethany who was recently promoted from Acting Manager to Manager of Learning Resources & Student Technology Services which became effective May 1, 2008!

News Flash...

Judith Rogers, Manager, Learning Resources & Faculty Technology Services (STX), will be delivering a paper and participating in a panel discussion on the Digital Library of the Caribbean at the upcoming 33rd Annual Conference of the Caribbean Studies Association, May 25 – 30, 2008 in San Andres, Colombia.

Congratulations to Recent ITS Graduates...

Shelly Anslyn-Jones, Library Assistant III (STX), received a Bachelor of Arts degree in Business Administration/Marketing from UVI.

Shelly Ansyln-Jones

Christine Freeland, Call Center Agent (STT), recieved a Bachelor of the Arts degree in English from UVI.

Chirstine Freeland

Other ITS staff members (STX) received Masters degrees in Library & Information Science from the University of Pittsburgh through the UVI/Pitt project and marched with UVI graduates on St. Croix, Tuesday, May 13, 2008:
Jonell Johnson, Library Specialist I, part-time
Celia Prince-Richard, Administrative Assistant III
Elroy Richard, Library Specialist I

Elroy Richard

Celia Prince-Richard

And the Winners are...

ITS would like to recognize two of our staff members for outstanding job performance. Congratulations to **Giovanni Garcia** and **Burt Chesterfield** for winning the Employee Recognition Award! Keep up the good work!