information & technology services

University of the Virgin Islands

Steps to Vision 2012

✸ **Internet Speed**: On September 12, 2005, we tripled the speed of the Internet connection that provides services to Blackboard, Banner and other services.

How about speeds for web browsing?

Thanks to a generous donation by **Derivative Corp**, in cooperation with **Broadband VI**, the Internet speed has quadrupled for the University campus on St. Croix, bringing speeds up to 3 MB.

Look for similar improvements on the St. Thomas campus in Spring 2006.

Libraries and Technology? How did that happen?

At a time when the impact of technology and the information age is the greatest, the University of the Virgin Islands (UVI) made the decision to provide the resources to help students, staff, and faculty achieve success in the "information age." UVI made the decision to merge two critical components of the University – its technology resources and its library resources—into a single component.

The merger allows IT to maximize resources dedicated to overlapping areas, creating a more learner-focused technological environment, providing IT services at the point where learners discover their needs. By combining resources and cross-training staff, a more customer-service focused organization emerged with the skills to meet the University community's technological and informational needs. The trend in higher education is to merge the growing role of technology and the changing role of libraries and re-focus the services on a student population that grew up with the Internet and knows how to "Google." By providing the resources to meet the needs of our learners where they are, we can provide them with the lifelong learning tools to turn technology into productivity, data into information, and information resources into knowledge.

The new organization has a management structure based on constituency – not on equipment. The leadership role merged the Chief Information Officer and the Director of Libraries. Managers now have specific accountability to serve teachers, staff, researchers, and students with every hardware, software, print, or database solution needed to accomplish this. The new component has named itself **Information & Technology Services (ITS)** realizing a.) that technology has become the primary avenue to *information,* b.) the work traditionally done in libraries has been extended by *technology,* and c.) providing learners with the *services* to succeed is our only purpose.

UVI Appoints Tina M. Koopmans
New VP of Information Technology

Tina M. Koopmans has assumed the position of Vice President of Information Technology and Learning Resources at the University of the Virgin Islands. Koopmans is a seasoned Chief Information Officer with more than 15 years of significant experience in providing managerial and technology leadership for information technology and libraries in the U.S. and Canada.

"I'm looking forward to working with Ms. Koopmans, whose expertise will help us integrate the University's information technology and library services areas," UVI President Dr. LaVerne E. Ragster said.

Tina M. Koopmans

Ms. Koopmans served as Vice President and Chief Information Officer at Grand Rapids Community College in Michigan and had most recently been a vice president at an information technology consulting company in Sarasota, Florida. She holds a B.A. in Communication Studies and an M.A. in Information and Library Science.

At UVI, Ms. Koopmans will be responsible for the operation of the Information Technology area, which includes academic and administrative computing, and library services. Combining the information technology and library services areas has become an industry trend that UVI hopes to emulate.

"We have a tremendous opportunity to become more customer-centered and student centered," Koopmans says. "We will be staffed efficiently to solve problems with one call. By having direct access, we will have everything we need to solve student problems. We're taking the barriers down."

Introducing Information & Technology Services

The new **Information & Technology Services** component at the University of the Virgin Islands is made up of some new faces and some familiar faces in new roles. The implementation of this new organizational structure will occur over nine to twelve months as "the way we do business" changes throughout the University. Since the technologies touch every department in the University and the success of the University is linked to the success of the technologies, it will be necessary for the final implementation of the organizational structure to maintain its fluidity.

Library and Student Technology Services

This team will be the advocate for student needs. These responsibilities however are tied very closely to other areas of the component. Sharlene Harris will lead this team with Erik Pattison supervising in the Learning Environments area, specifically focusing on classroom, computer lab, smart and video conference rooms.

Sharlene Harris

Classroom Readiness: This team will assume the accountability for maintaining facilities, machine configuration, videoconferencing equipment and testing software for requested by faculty, provide material access, support technology assignments for faculty, provide labor for classrooms and technology, maintain statistics and serve as the 'owners' of the classrooms. In essence they assume end-to-end responsibility for the classrooms.

Learner Technology Support: By augmenting the computer lab staff with video conference staff and staffing resources from the library, the learner resource team will provide learner support to students in labs. The computer lab staff can take advantage of their connection to the tutors and their organizational connection to the library to lead the development of training of information literacy and bibliographic instruction and to provide the necessary 'just in time' support. The team will also keep statistics, coordinate technical resources for resolution, track problems and make recommendations to technical staff to improve services. This team will have adequate technical resource access to meet learner needs as they arise and resolve learner concerns on the spot.

Learning Environments: Erik Pattison is leading our effort to evaluate and improve all teaching and learning spaces across the university. We are examining everything from the layout of the room to the type of furniture to the use of technology. Our assessment of all the spaces on St. Thomas and St. Croix will yield an extensive plan to renovate

Erik Pattison

learning spaces to best achieve University goals.

ADA Compliance: This team will serve as advocates and monitors to make sure services offered are compliant with ADA standards.

Library STT: As part of the learner resource team, the library staff can provide guidance and service regarding

St Thomas Library Staff

information resources to assist learners in the success of their course work. They will provide access to materials for distance learning courses and provide student support in managing distance learning classes as well as on campus classes. The library staff also provides bibliographic instruction and information literacy instruction, orientation and training for the services offered from the learner resource team.

Library and Faculty Technology Services

This team, headed by Judith Rogers and assisted by Debra Graulich, will serve as the advocate for UVI teaching faculty and is very closely associated with the other areas within the component. Specific responsibilities:

Training: This team will deliver training to faculty to enhance their use of technology to meet teaching, learning and work goals. Training is designed both by the team and by departments and other components. It includes training on Banner, Blackboard,

Judith Rogers

and PC skills, appropriate use of technology, curriculum enhancement, teaching strategies and other technology and non technology curriculum desired by the institution

Emerging Technology Development: This team will track and review new technologies and work with instructors and departments to investigate implementation and return on investment to the institution.

Instructional Resource: This team will be familiar with available technologies and to work with instruction to further develop resources for curricula support for faculty, i.e. promoting Blackboard use for all syllabi, designing and implementing an automated

curriculum or learning objects database, laptops for faculty, etc.

Blackboard Administration: To provide the technical resources to manage curriculum based software like Blackboard and make recommendations to expand their uses based on the strategic direction of instruction.

Instructional Design: To serve as a depository for instructional design resources both by providing access to such expertise and by developing the expertise in house; and employ instructional design techniques for all training material.

Copyright: This team will assume the accountability for copyright training and enforcement for the University.

Library STX: As part of the teacher resource team, the library staff provides guidance and service on information resources to assist learners in the success of their course work. They will provide access to materials and support for managing student information needs in face-to-face and distance learning courses. The library staff will also provide bibliographic instruction and information literacy instruction, orientation and training for the services offered from the learner resource team.

ITS Staff, St. Croix

University of the Virgin Islands

⚙ **Learning Environments**: UVI's most important assets include classrooms and other spaces dedicated to teaching and learning. Working with the faculty, Erik Pattison is leading our effort to evaluate these spaces. We are examining everything from the layout of the room to the type of furniture to the use of technology. Our assessment of all the spaces on St. Thomas and St. Croix will yield an extensive plan to renovate learning spaces to best achieve University goals.

Customer Service Management Team

This team, led temporarily by Dr. Annette Markham, is responsible for ensuring high quality service to the customer and to provide quality assurance across other areas of the ITS Division. This team's objective is to understand the customer's perspective and provide advocacy for the customer in all ITS projects, policies, and procedures.

Immediate tasks involve:

- Focusing on improving communication at the helpdesk.
- Improving the helpdesk phone system to respond more quickly to customer requests.

- Improving the internal work process systems to solve customer issues more quickly.
- Initiating ongoing process improvements across the ITS Division.
- Identifying and maintaining service standards.

Lead members of this team include Derval Prince, Cherie Wheatley, Jose Negron, Daryl Petersen, Reed Greaux and Nicholas Penny.

Jose Negron, Daryl Peterson, Derval Prince

Enterprise Network Services

Wesley Joyce

This team serves as the advocate for the needs of the research faculty and maintains accountability for the reliability of the network infrastructure in support of the University's strategic direction, by enabling access to information technology services and global communication via voice, video and computer networks. The responsibilities of Telecommunications and Network Operations units were merged to form this new team.

Wesley Joyce, team leader, Mark Bough and Herman Hart are taking on the responsibilities of :

- Planning, implementing and maintaining the University's copper, optical and wireless based networks.
- Delivering university-wide voice and data communications systems
- Procuring and maintaining all university servers in support of academic, research and administrative goals.
- Building and maintaining information security across UVI's infrastructure.
- Collaborating with ITS units and functional areas of the University in support of the educational environment (video conferencing, classrooms, labs) and other user environments.

Enterprise Data & User Technology Services

This team is proactively responsible for the development and promotion of enterprise wide applications. This team advocates for the staff's needs and their use of technology to meet university goals.

Specific responsibilities of this team include:

- **Business Process Re-Engineering:** work with departments to better organize workflow with or without technology to increase efficiencies.
- **Banner System Development**

- **Training on Enterprise systems** and other application software
- **Data Warehouse** design and development
- **Disaster Recovery** operations
- **Other Enterprise** Prism, Library System, Razors Edge, email etc

Herman Hart, Wesley Joyce, Mark Bough

University of the Virgin Islands

ITS Strategic Objectives 2005-2006

Objective One: Redesign and maintain a robust, reliable, state of the art information infrastructure to support the effectiveness and efficiency of administrative and educational processes

- Increase the current capacity of the University Internet connectivity by December of 2005.
- Assess and remediate the current network infrastructure to increase network uptime to 99.99% (approximately 8 hours per month of down time) by fall 2006.
- Achieve a registration period where the systems are available throughout the registration process by September 2006.
- Assess and remediate information security practices throughout the infrastructure by December of 2006.
- Develop a business plan to support the University connection to Internet2 that is fiscally sound. Provide draft by November 2005.
- Develop a disaster recovery and business continuity plan for the University by January 30, 2006.

Objective Two: Enhance the Enterprise Information System including the Banner ERP to allow seamless, anytime, anywhere access to resources, information and support.

- Assess the current Banner system and develop a project plan and cost model to further implement the functionality of the system to best meet the strategic thrusts of the University by May 1, 2006.
- During academic year 2005/06 develop policies and procedures to transform the library on STT into the primary resource for classroom support including technology, videoconferencing, information literacy, technology training for students.
- Assume responsibility for CLE testing and training by Spring 2006.
- Complete a classroom inventory and assessment to identify changes in environment to support student success and develop a plan to remediate classroom assessment findings by December of 2005.

Objective Three: Create learning environments within the University that promote service to students and contribute to the success of the students

- During academic year 2005/06 develop policies and procedures to transform the library on STT into the primary resource for classroom support including technology, videoconferencing, information literacy, technology training for students.
- Assume responsibility for CLE testing and training by Spring 2006.
- Complete a classroom inventory and assessment to identify changes in environment to support student success and develop a plan to remediate classroom assessment findings by December of 2005.

ITS Strategic Objectives 2005-2006, cont'd

Objective Four: Create a technology support system for faculty to support teaching and learning.

- Create curriculum development and instructional design resources to meet the needs of the teaching faculty. Develop a plan by March 2006.
- Formalize faculty training for the use of technology to enhance teaching. Develop a curriculum and plan by March 2006.
Complete the renovations of space in the STX library to accommodate faculty needs by March of 2006.

Objective Five: Develop and implement the new organizational structure for technologies that focuses on the achievement of Vision 2012 and the Mission of the University and builds a collaborative, cross-trained staff.

- Develop a training plan for ITS staff to keep them up to date on new technologies and provide growth opportunities within the University.
- Develop a communication mechanism to keep University stakeholders up to date on news related to ITS.
- Improve technology customer service to student, faculty, and staff based on the comparative results of a University-wide satisfaction survey given in October of 2005 and August of 2006. This should show a statistically significant shift.
- Develop a floor plan and architectural design to relocate the staff of the component into the first and second floor of the STT library following the opening of the Harvey Center.

Objective Six: Implement strategic budgeting to allocate technology funds appropriately to achieve Vision 2012.

- Compose a multi-year budgeting plan by July of 2006 that addresses efficient use of Title III, EPSCoR, technology fee and operational funding.
- Develop a plan to remove IT positions from Title III by October 2010.

Objective Seven: Research, assess and remediate information and access policies and procedures to assure University compliance with Federal legislation.

- Make immediate strides to bring the University into compliance with FERPA and Graham, Leach, Bailey, legislation within 18 months.
- Make immediate strides to bring the University into compliance with HIPPA legislation within 18 months.
- Make immediate strides to bring the University into compliance with FSMA legislation within 18 months.
- Make immediate strides to bring the University into compliance with GAZBY 35 within 12 months.

Objective Eight: Provide technical guidance, planning support to enhance the efforts of UVI's Technology and Research Parks.