University of the Virgin Islands

Information & Technology Services

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

ITS Newsletter Vol. 1, Issue 2

VISION 2012

On March 11, 2006 the University of the Virgin Islands' Board of Trustees unanimously approved *Vision 2012: Transforming Our Future*. As most of you know, this document is a huge stride for the University in determining our future. The successful use of technology is essential to achieving Vision 2012. The Information and Technology Services component of the University has just recently finalized the "*technology plan to achieve Vision 2012*". This document and its many appendices outline the strategy to provide the technology necessary to improve UVI. ITS will be posting this document on the web. In ITS, we are committed to achieving Vision 2012 and dedicated to making a difference at UVI. We hope you will see continued improvements in the services we provide and that these improvements make it easier for us all to meet Vision 2012.

Vice President of
Information & Technology
Services,
　　　Ms. Tina M. Koopmans

The ITS Customer Service Statement　In keeping with the Mission, Vision, and Strategic Objectives of the University of the Virgin Islands, the staff of the Information and Technology Services component 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.

- Adopted by the ITS staff January, 2006

Increased internet capacity　The Internet connections to the University have been increased dramatically since January. On St. Croix, the Internet connection has increased by a factor of 600%, from 512 kilobits to 3 megabits per second. On St. Thomas, the Internet connection has increased by a factor of 300%, from 1.5 megabits per second to 4.5 megabits per second. In April, the network connections between campuses were consolidated into a larger, efficient connection. The consolidation of connections, 6 megabits for data and 3 megabits for video conferencing, plus the addition of 3 megabits, provides a total of 12 megabits for data and video conferencing between the campuses. To support video conferencing, bandwidth guarantees and priority are provided to this service so that is has the bandwidth it needs on demand. These improvements facilitate faster and more effective information flow, research, video conferencing, email and access to internal and external IT services for academic and administrative purposes. Investments such as this in our IT infrastructure are helping UVI meet the objectives of VISION 2012.

Proposed lab printing changes　Keep an eye out for lab printing changes.　A print management solution will soon be implemented in public computer labs which will make it necessary for users to login. This will allow for adequate resource controls to be put in place as well as serve as a mechanism for individuals to be charged for printing.

Who you gonna call?　It is not always easy to know where to get help. Do you have questions about your computer, email, where and how to access information? Call x**1466**, the Information & Technology Services Helpdesk. They have the knowledge and the ability to get you hooked up with an answer to your questions.　You may also call any of our team leaders.

Bill Henckel, Banner	1467
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Libraries observing extended hours during exam week In response to student requests, libraries will **close at midnight** Monday through Thursday and Sunday to allow increased access to resources for completing research projects and aid student preparation for final exams.　The library computer labs will also be available during these extended hours.

Color prints now available　You now have an option for printing color documents from your electronic files. Bring your file to the Library's circulation desk on either campus and ask the attendant for assistance in printing your color document. The charge for color printing is **$0.25 per page.**

New at night You may have noticed that ITS has assigned a manager on duty to support evening classes at the University. This manager is housed in the library and can be reached at extension 1360 on either campus. This manager will be available to solve problems, help students and touch base with instructors using the facilities. We look forward to seeing you around campus!

Customer service To accomplish the goal of Information and Technology Service's *vision* for better overall customer service, the Helpdesk has suspended repair on student, staff and faculty personal equipment. We will no longer accept personal computers or devices that require a stay at the Helpdesk over night. This includes hardware problems and serious software problems (e.g. Windows system file corruption, virus infection, spy ware infection.) However, we will continue to support our UVI community and will provide service on UVI authorized software installations, proxy and dial-up configurations, wireless campus configuration, minor connectivity problems (e.g. dorm access) and of course consultation on the best way to solve your problem. We apologize for any inconveniences this may cause. Please call Ms. Cherie Wheatley at 693-1541 if you have any questions.

Event technology services In order to provide additional support and improve the utilization and access of technology services, ITS has assigned a coordinator to all public events that will be held at the University. Ms. Cherie Wheatley should be contacted at cwheatl@uvi.edu during the *early planning stages* of your event. She will ensure that all your technology needs are identified in order to guarantee a successful event.

Circulation of media items Effective May 15th, all media items requested from the St. Thomas library will have to be formally checked out. A valid library card will therefore be necessary to attain laptops, projectors, video cameras, and other equipment from the library. Note also that all media requests should be made and picked up at the circulation desk. Please call 693-1367 for more information.

Implementation of Outlook and Exchange to meet UVI's VISION 2012 schedule, email and document sharing objective
VISION 2012 strategic goal #2, measure of accomplishment 2.C.1 states the need to facilitate University-wide information and data flow by enhancing the internal communications infrastructure system, measured by simplifying scheduling, email and document sharing by 4/30/2007 through the implementation of an enterprise-wide groupware solution. Outlook and Exchange have been selected to be the groupware solution that will facilitate this objective. A total of 100 users including the President's cabinet and early adopters are using this new system. Training for the University is being developed so that all employees of UVI can use this technology tool effectively. We expect to have the University community migrated in Fall 2006. For more information call Mr. Wesley Joyce at 693-1469.

Detecting plagiarism with Turnitin UVI Faculty are currently testing an online service called **Turnitin**, designed to assist in deterring plagiarism. Like hundreds of colleges and universities throughout the world, students and faculty at UVI are faced with increasing threats to academic integrity as content from the web offers effortless options for completing research assignments. The student body of the 21st Century has been called the "cut and paste" generation because of the widespread inappropriate use of articles on the web in papers turned in for grading. **Turnitin** is a tool that allows students and faculty to identify content taken directly from web resources without proper application of rules for integrating and citing sources. It helps to increase student understanding of citation principles and guides faculty in assessing this aspect of student writing. Look for more information about **Turnitin** after the trial ends this semester. For information on how to properly cite articles and resources, stop by the library on either campus and ask one of our specialists.

Banner 7 The Enterprise Data & Application Services group is in the process of installing and testing a new version of Banner. While there will be no major changes to the basic Banner functionality that users are acquainted with, the application is moving from a PC client to an Internet based form. Banner 7 will look familiar but slightly different. One new feature that users will notice is called Common Matching. When a new person is entered into Banner, the application will attempt to determine if that person already exists in the system and will warn the data entry operator. Potentially, this will be able to reduce duplicate entries and improve overall data integrity. Many departments are already involved in testing and implementing the new system. ITS expects to move to the Banner 7 system before the fall semester. For more information call Mr. Bill Henckel at 693-1467.

Telephone system upgrade The Information and Technology Services component is proud to announce that the upgrade to the University's telephone system has been completed. End-user features and functionality will remain the same in this seamless implementation of the new communication servers on both campuses; the system will now be able to offer Voice over Internet Protocol (VOIP) services, the communication enterprise can know be extended to remote locations, and UVI is now equipment with the latest telecommunication technologies that will be utilized in transforming the future of the University. Please help me congratulate the UVI team who contributed to the seamless implementation of the new communication servers Wesley Joyce, Herman Hart, Mark Bough, Derval Prince, Daryl Petersen and our dedicated, hardworking student workers.