

ITS Update

TRU Quarterly Update on Information Technology

Issue 10 March 2011

THOMPSON RIVERS UNIVERSITY

project SAGE Banner Implementation

Project SAGE – Open Learning Go-Live

After years of work, we have now one integrated Student System for all TRU students, which means that TRU now has one student records management system for both Campus and Open Learning (OL) Students.

OL go-live on the Banner 8 Student system is a milestone that sees all our core Enterprise Systems integrated in one system.

Unlike a traditional campus, most OL student interactions are enabled through IT. IT Services has struggled for the last seven years to maintain OL's legacy student system so that OL faculty and staff could continue to assist students without disruption. Now that we are on a stable platform, we can start to improve the systems and services we provide students in an integrated manner with all of TRU.

Open Learning will be able to use the FlexReg tool for registration and secure, PCI-compliant, online payment. OL staff will be able to create customized learning plans for students using Degree Works. OL students now have an option to choose the course materials which they want to purchase from TRU using an on-line solution called WebPrism. OL Students and OL Faculty Members join the rest of the TRU community in being able to access self-service functionality via myTRU.

OL Faculty Members are now able to view their base-pay and assignment pay payroll stubs on-line. The former "Tutor Portal" replacement is now part of self-service functionality accessible from myTRU.

We recognize how difficult this implementation has been for TRU and we wish to thank everyone for their hard work and patience. Some of the staff in Enterprise Systems in IT Services have worked every single evening and weekend since December.

While most Banner sub-systems are live except Advancement, there is considerable work to be done to optimize Banner, and related systems, so that Faculty and Staff can support students as affectively as it is possible.

Please see tru.ca/its/pmo where we will post a project list of new initiatives.



As OL prepares for Go-Live Leena Niemela, Kristine Smalcel-Pederson and Cameron Beddome roll out the OL Emergency Go-Live Cart



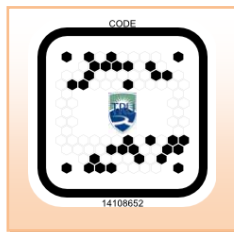
Karl works around the clock to complete SAGE - nice Pajamas Karl

“Digital Future of Higher Education” Provokes Discussion at Home and Abroad

Held at Thompson Rivers University on February 22, the one-day Digital Future of Higher Education conference, co-sponsored by IT Services and the New Media Studies Research Centre, brought in over 130 in-person attendees from the University, the community and educational institutions nearby. It also attracted over 300 participants via video livestream and twitter from as far away as Ireland and Israel.

The Kamloops Daily News published no fewer than three articles on the event. With titles like “Technology grooming better learners?” and “Teaching technology puts passion at risk,” these articles captured the urgency of the issues discussed. A critical piece in the national University Affairs publication was led by these same discussions to ask whether “the promise of e-learning at Canada’s universities” was indeed being fully realized.

Video recordings and PowerPoint files for all of the presentations are available at the conference Website:
<http://www.tru.ca/digifuture>.



Brian Mackay, TRU’s CIO, congratulates Gloria Ramirez, winner of an Amazon Kindle



Mobile Moodle for TRU Students on the Go!

A smartphone friendly version of Moodle is now available. Access this version from the m.tru.ca site or simply enter mymoodle.tru.ca from your smart-phone.



Bigger Monitors for TRU – Lower Energy Consumption

TRU is standardizing on 23” LED displays across campus, moving away from the 19” LCD displays currently in use. A University of Utah study found users prefer larger screens to do their work – resulting in productivity benefits. Believe it or not the new 23” displays consume less energy than a 19” display, (24W versus 25W). Starting with the Summer 2011 installation – 23” inch displays will be the new standard, desk space permitting.

19” monitor



23” monitor



Going Green with Phone Bills

Starting in March 2011 IT Services will no longer be providing paper copies of the phone bill but will email a pdf of the invoice for your review and records.



House of Learning Technologies

Nearing Readiness

With House of Learning (HOL) nearing completion, the work for IT Services to get the space tech ready for students and faculty intensifies. In the next few weeks, Network and Technical Services will ensure that telephone, computer and wireless connections are live so that office moves can begin. For those moving, the moving company will move your office computer but please leave your old phone in your existing office, as you will be getting a new phone in the HOL.

The Leadership in Energy & Environmental Design (LEED) Gold status of the House of Learning has created the opportunity for IT Services to innovate with a number of new technologies to support students. The main floor learning commons will be using Virtual Desktop Infrastructure, a green alternative to standard desktop PC's that will provide the same functionality with a much smaller environmental footprint. Students will simply log in using their network credentials to access the same services available on other lab computers without the need for a desktop computer.

Media Services will also be installing Lecture Capture technology in the second floor classrooms. This will allow lectures (Speaker, Power Point, Document Camera Output) to be captured for later playback by students from the Learning Management System. It is important to note two aspects of lecture capture technologies to put faculty member's mind at rest

regarding intellectual property: 1) Lectures will only be captured if the professor requires it by pushing "Record" from the Crestron Controller and 2) The lecture will be stored as a timed resource link in the Learning Management System for only as long as the instructor makes it available to the students.

The Multimedia capabilities in the House of Learning will be the most advanced at TRU. The Barber Centre, a 300-seat theatre-in-the-round, will have advanced projection and sound equipment to support events captured in the room. Media Services is currently planning for webcasting and video conferencing from this new facility. Each classroom will have fixed multimedia equipment (Projector, Screen, Controller, Audio, Document Camera, Smart board) and smaller spaces like the study rooms will have LCD Displays for student use. These rooms will be bookable through the Library's study room booking system <https://groupstudy.tru.ca/>. To find out more on group study see the last page of the newsletter. Media Services is also looking at new Digital Signage for displaying building and campus events such as athletics and convocation.

IT Services is planning to provide technical support alongside the Librarians at the first floor service desk in the HOL. This will provide support to the students, faculty and staff using the facility.



Whenever you attend one of the following events keep in mind that **Media Services** is busy behind the scenes making it all happen. A sample of events we support include:

- International Orientation
- Convocation
- Annual Sports Awards
- Alumni Breakfast
- ASSIST
- United Way
- SON Event
- Chinese New Year
- A Day in the Arts and Sciences
- Teaching Practices Colloquium
- Math Contest
- Service Awards Ceremony
- Presidents Lecture Series
- Alumni Gala
- International Days
- Survivor
- Art Gary Event
- Senate Meetings
- TCC Webcasting
- School meetings, Seminars and events
- Student Engagement
- Health and Wellness Events and Seminars

TRU Information Technology Services

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<http://www.tru.ca/its>

Who does IT Services Support?

-by Marlies McArthur

2010 saw larger support numbers overall, but changed in areas of support from the previous years.

Computer Lab Support increased their Support numbers in 2010.

	2010	2009
Overall	30,138	28,882
Web Help Desk Tickets	21,799	21,322
Computer Lab Support	8,816	7,083

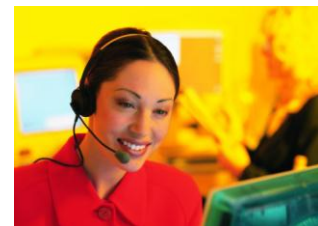
Who are the top ten client groups that we support?*

1. Campus students
2. Open Learning students
3. Faculty of Science
4. Faculty of Arts
5. Students Services
6. IT Services
7. Open Learning Faculty Members
8. Human Resources and Planning
9. Faculty of Human, Social and Educational Development
10. Open Learning - Business Intelligence and Operations
11. Honourable mention - Williams Lake Campus

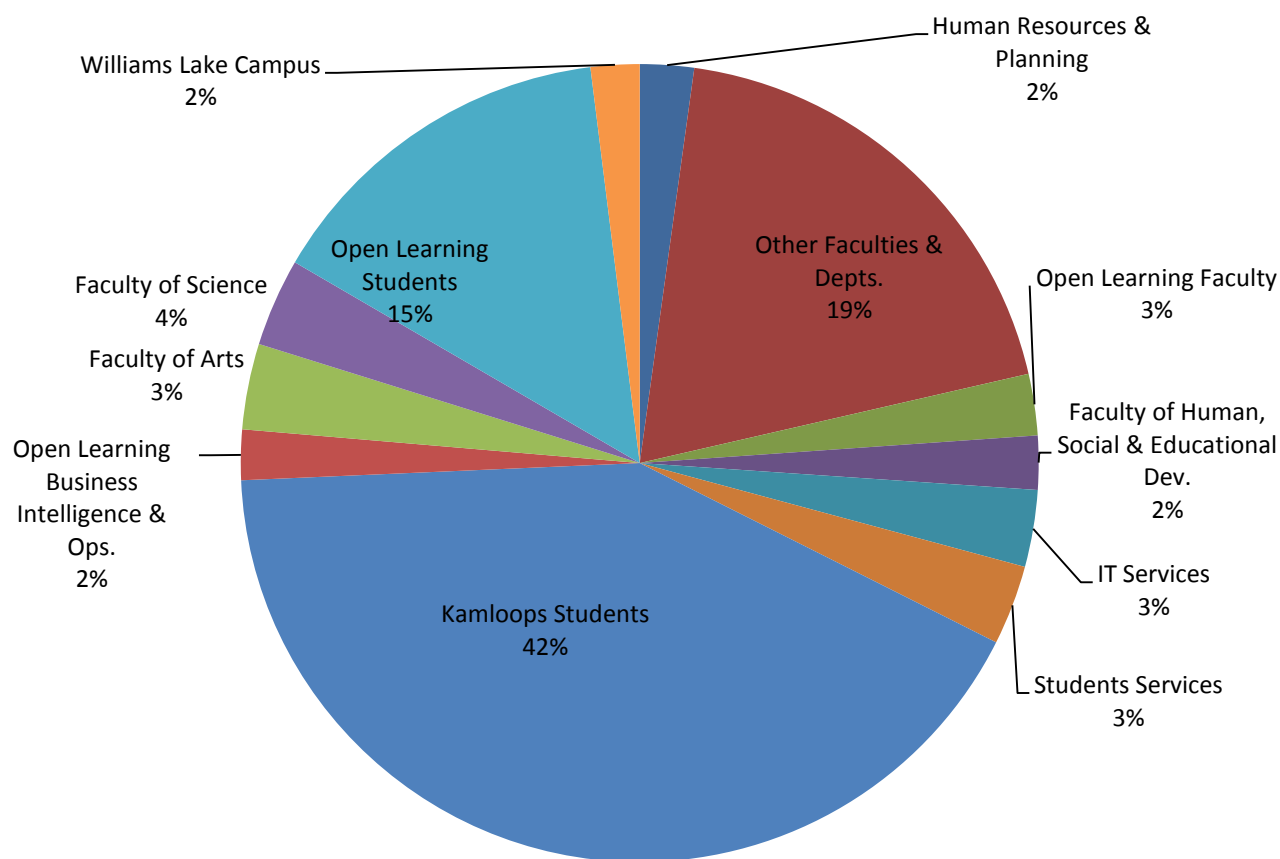
What are the main applications that we support?

myTRU account support - (3058) 15%
Desktop Support - software - (1834) 9%
Blackboard Support - (1774) 9%

*based on Web Help Desk tickets



IT Services Support Tickets for 2010 (Totalled 30,138)



Help! The World Has Run Out of IP Addresses

by Hugh Burley

When you visit www.tru.ca from your PC, you actually are accessing an IPv4 address; 192.146.156.125 from an IPv4 address; 206.123.xxx.xxx. There are 4,294,967,296 unique IPv4 addresses, which may seem like a lot, but on Feb 03, 2011, the last available blocks of IPv4 addresses were allocated. Fortunately engineers have been working on an alternative to IPv4 for quite a few years and IPv6 is almost ready. If you're thinking, "that's cutting it a little close", you're absolutely right.

Within the next year some new services will only be given IPv6 addresses, and you will only be able to access them if you are a member of the IPv6 global Internet. IPv6 addresses; 2001:0db8:1234:5678:9abc:def0:1234:5678 provide approximately 340 undecillion (<http://en.wikipedia.org/wiki/Undecillion>) addresses and can certainly provide access for many years to come, but expect a few bumps as the Internet and TRU make the move.

Visit <http://www.apnic.net/publications/news/2011/delegation> for more information.

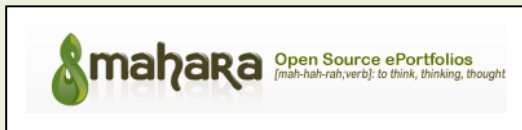
EPortfolios to Support Life Long Learning

We anticipate that in the future TRU students and faculty will begin taking advantage of the benefits ePortfolios bring for personalized, competency based learning and assessment. Students and graduates will be able to demonstrate their academic achievements and projects to prospective employers through this system. Because of the lifelong learning nature of eportfolios, TRU would host student portfolios for life.

Once Moodle 2.0 is in production, students and faculty will have access to the Open Source Mahara ePortfolio system that was recently installed at TRU. Mahara lets users create electronic portfolios, weblogs, and is a resume builder and social networking system designed to provide users with the tools to create a personal and professional learning and development environment.

From the website Mahara “means ‘think’ or ‘thought’ in Te Reo Maori, the name reflects the project collaborator's dedication to creating a user-centred lifelong learning and development application as well as the belief that technology solutions cannot be developed outside the considerations of pedagogy and policy.”

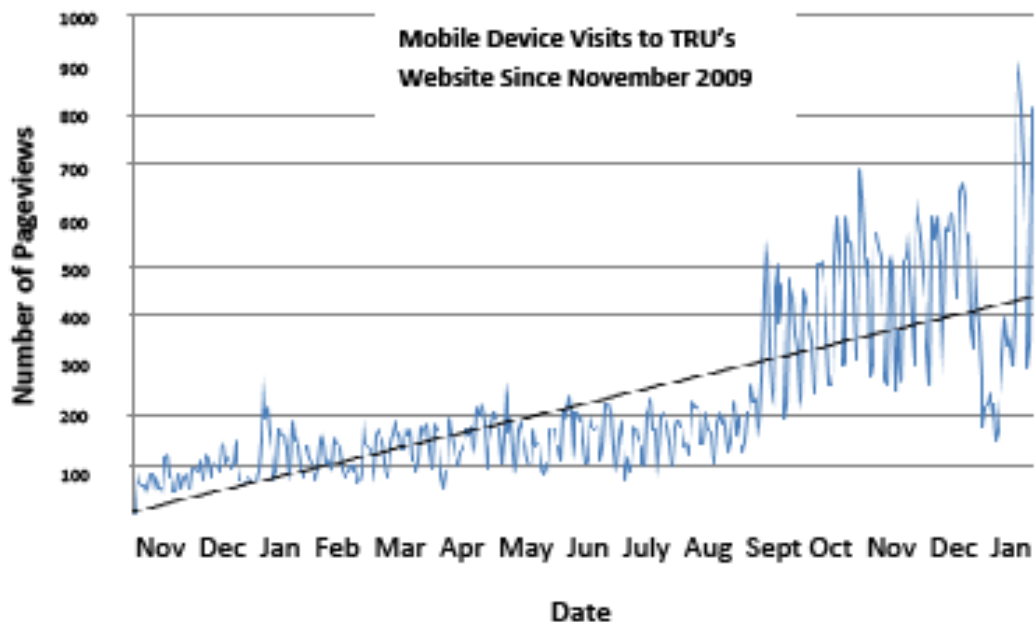
Please contact Doug Baleshta for more information on Moodle 2.0 or Mahara. dbaleshta@tru.ca



Mobile Adoption at TRU

Smartphone usage at TRU has tripled since November 2009. TRU's website was accessed by smartphones over 50,000 times in January 2011.

**Use of Smartphones by Students Continues
Dramatic Growth**



Windows 7 Ready for Full Deployment

All new leased computers will be released with the Microsoft Windows 7 Operating System. This OS is a vast improvement from Windows Vista and will allow users to take advantage of 64 bit applications on the desktop.

Switch to Office 2010 This Summer

Microsoft Office 2010 is now ready for deployment and will be rolled out across TRU over the summer. Office 2010 brings about further improvements to the Office package including a number of Office-wide productivity enhancers, including photo editing tools and a much-improved paste operation. Office 2010 is compatible with Office 2007 and 2003.

Moving Student Email to the Cloud

IT Services is currently investigating the feasibility of replacing the myTRU email with Google Gmail. This email package offers many benefits to the existing solution including:

- A modern interface used by over 170 million users including most TRU students;
- Integration with the myTRU portal;
- Students would retain their @mytru.ca email accounts in gmail;
- Privacy issues addressed through the agreement established between Google and the University of Alberta;
- Saving TRU money from not having to manage another email system and the related storage costs, and;
- The benefits of integration with Google Apps and Google's multi-layer calendar.

Over the next few months, a number of advisory committees will provide consultation on the viability of going in this direction. While other Canadian Universities have adopted Gmail as the standard email package for their faculty and staff also, this proposal only considers a replacement for myTRU Mail at this time.

Coming soon to Finance and the Registrars Office: Automatic Call Distribution

Network and Technical Services are putting the finishing touches on Automatic Call Distribution software (ACD) for about 24 locals in Finance and Registrar's Office. This software will guide callers to 828-5036 and 371-5646 through a call tree that will make things more efficient for everyone. Routing calls to the University Cashier will be available from both call trees. Students will be able to make enquiries and get support for Admissions and Records, Financial Aid, Trades, Open Learning, Continuing Education and TRU World Admissions more easily. The ACD has already shown to be successful for Open Learning and IT Services.

The ACD software will also be used to promote information resources through myTRU and the TRU Website.

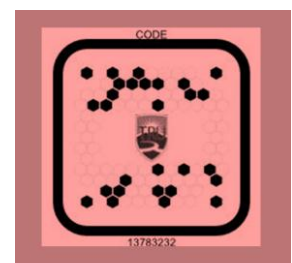


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Download *BeeTagg Reader* and
view this newsletter on the web!

<http://www.beetag.com>



Get the Keys to Improving Information Security at TRU

Over the next few months TRU's Information Security Office and members of TRU's Faculty of Computer Information Systems Technology will once again be offering opportunities for staff and faculty to attend Information Security Awareness presentations. These are an important part of the University's ongoing information security program and provide an introduction to key concepts, practices, and policies. This year a new Information Security Awareness Essentials session has been added as a refresher for those who attended the first session last year.

Information Security Awareness Essentials I

This Information Security Awareness Essentials presentation is designed for all TRU Staff and Faculty and represents a key component of TRU's Information Security Program. This one hour interactive presentation was developed to ensure that all members of the TRU community are aware of Policies, Standards, and best practices related to the treatment of institutional information. The presentation is designed to build awareness, develop a common information security language, and to be mildly entertaining. This presentation can be booked through the Information Security Office and requires a minimum of 10 participants.

Information Security Awareness Essentials II

This session is designed as a refresher and to provide a deeper look at TRU's information security policies and standards. Any changes to information security practices at TRU will be covered in annual revisions of this presentation. It is recommended that all staff and faculty attend Information Security Awareness Essentials I first to build an understanding of basic concepts.

Contract the Information Security Office to book a presentation

Email: infosecurity@tru.ca

Phone: 250-852-6351



Students Can Now Book Group Study Rooms On-Line

-Kathy Gaynor

Last summer, in preparation for the opening of the House of Learning (opening Spring 2011), IT Services and the TRU Library worked on automating the booking of the library group study rooms. For years, students were manually signing up for library group study rooms on sheets of paper. This system did not meet the service levels that the library wanted to deliver to students, nor is it a scalable system with the addition of eight bookable study rooms in the House of Learning. Working closely with the Library, IT Services developed an online booking system that met the library's needs: password protected, expandable, stable, and secure. Since the launch of the group study room program in September 2010, students and library staff have been able to check the availability of group study rooms online, book their own group study rooms remotely through their computers or mobile devices, book group study rooms in advance, and library staff have fewer group study room bookings conflicts to mediate. This collaborative project is an overwhelming success with over 2,000 bookings completed!

To book rooms visit <https://groupstudy.tru.ca>.

