THOMPSON RIVERS UNIVERSITY

Information Technology Services

Issue 15 January 2013

What's in Store for 2013 – B. Mackay

2013 is already shaping up to be a very busy year for Information Technology Services

A major initiative this year is the delivery of phase one of the new **TRU Website Redesign in June**. There will be two innovations with the new design including the use of **Responsive Design** to allow the TRU site content to morph to any device you are using. The other breakthrough will be an integrated **Course Finder** that will let students find TRU courses and programs regardless of the delivery method or TRU teaching location.

› ITS will be involved with the **Community U** initiative by assisting with the setup of the registration and schedule builder system, as well as call center software to support students.

› ITS is working with other TRU services groups to establish **emergency notification** technologies for mobile phones and desktop computers.

› A new campus **classroom scheduling software** solution will be sourced and implementation will begin.

› We will be converting all employee email from Groupwise to **Microsoft Outlook** by May 2013.

› Coupled with the **Blackboard 9 LMS** upgrade initiative, we will be working with various academic stakeholders to implement **learning analytics** to better support students that may be falling behind. We are also looking at course survey solutions.
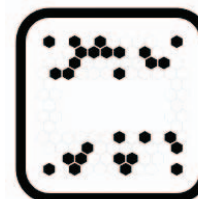
› We will continue to work with the Centre of Teaching and Learning Innovation to implement **Lecture Capture** technologies.

› The new **TRU Law School** facility will require advanced classroom media technologies to support learning spaces such as the Moot Court.

Download BeeTagg Reader and view this newsletter on the web!
www.beetagg.com

Microsoft Outlook Project Update

Over the last year we have been preparing to convert TRU to Microsoft Outlook Email. This software will replace Novell Groupwise for the 2,100 users and 800 resources in use. Microsoft Outlook will be available as a client for Mac and PC's, as well as being accessible from the web and smartphones.

The Project Plan Includes the Following phases:

	Completion Date
Procure Hardware and Software/Install and Configure	Jan
Set up first exchange mailbox server	Jan
Quest Conversion Software Installed and Configured	Feb
IT Services Pilot of Outlook	Feb
Training Resources Available	March
Secondary Pilot of Outlook	April
Go Live for entire campus (after exams)	May

Please note: all Groupwise email will be converted to *Microsoft Outlook*, excluding Groupwise Archives and Rules. In anticipation of the new system, you can help us by deleting any unwanted email in Groupwise prior to the conversion. More updates to follow.

Before You Travel with Your Smartphone

Our Staff continue to travel outside of Canada without adequate mobile phone data or voice roaming plans resulting in some bills in the thousands of dollars. Please contact **ITServices@tru.ca** for travel packs before your trip. Once on your journey, you can charge your data roaming plan by simply **texting the word 'travel' to 7626 from your mobile device**. You will receive a link with information about Travel Packs directly to your device that will allow you to add Travel Packs for minutes, texting and data to your device. Once you have used up your Travel Pack just send a text to 7626 with the word 'travel' and repeat the process all over again. You can buy unlimited travel packs as long as you have used up the first one.

If you are unable to add the Travel Packs please contact IT Services at **ITServiceDesk@tru.ca** and we can have the additional packages added each time as required.

Alertus Desktop Emergency Notification System

ITS is currently rolling out the Alertus desktop notification system so that campus EMERGENCY messages can be sent to all student and employee computers at TRU, including Williams Lake and the regional centres.

The Alterus system will be installed on PC's first with MAC installs to follow. You will know it is installed when you have a yellow Alertus Desktop Alert icon in your system tray. Please note that this system will be limited to authorized safety and security personnel for use only in emergencies or to test the system readiness.

Join the Conversation

Please join the TRU Yammer Community by going to the following link **www.yammer.com**

You must use your TRU email to sign up. Yammer is to help bring social collaboration to TRU. Currently we have over 168 users.

New High Definition Video Conferencing Facilities

New sites include:
> Trades and Tech Room TT219
> CN Boardroom
> Barber Centre
> Lillooet (this required a network upgrade)

Coming in 2013...
> 60 seat Law Classrooms
> Moot Law Court
> Law Boardroom

Continuous Improvement of TRU's Enterprise Systems

The Enterprise Systems (ES) team, in cooperation and collaboration with all TRU stakeholders, continues to make improvements to core systems to better support students and employees. We have adopted a program of continuous improvement by having a cross-functional team prioritize systems enhancements. Each month the group selects the improvements that are to be worked on in priority order.

For example, in December 2012 16 improvements went live. Major improvements for December included:

> FlexReg Upgrade with automated WinPrism bookstore interface for student orders
> Banner Human Resources Upgrade
> WinPrism Upgrade
> DegreeWorks Upgrade

The ES group is also collaborating with the eight other Banner Schools from across BC to streamline systems administration tasks and to reduce our risks as well as coordinate the implementation of the new Banner XE.
The New Year will bring more improvements including:

> FlexReg for Apprenticeships and Community U
> Credit Bank
> Operational Data Storage Upgrade
> P-Card Functionality
> Work Flow Upgrade
> Argos Reporting
> OL Exam Scheduling
> Classroom Scheduling System
> CurricUNET
> Course Search Functionality for new website
> Share Point

For more information please contact Dr. Anna Machaj
Email: *amachaj@tru.ca*.

Did you know...??

While ITS does not officially support Windows 8, TRU wireless network now supports Windows 8 Tablets and Windows RT.

PLEASE NOTE:
Media Services will be relocating to the old Facilities (now the HR building) at the end of February. Watch for more communication in 2013.
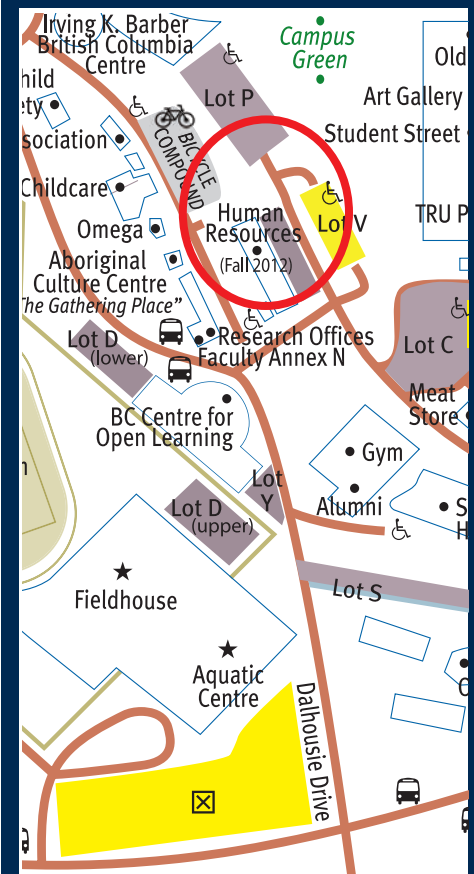
A Day in the Life of the TRU Wireless Network

A snapshot of wireless network use on November 19th, 2012 (Kamloops campus only)

The world has seen an explosion in wireless device use and TRU is no exception. Students use their mobile device to interact with TRU services throughout the day

NUMBERS

Sessions 36,000 users

Users 5,016

Concurrent Users 3,200

Total Traffic 1.25 T

Data per User 255 MB

Average session time/user
5 minutes 32 seconds

133%
Growth in TRU wireless usage since November 2011

Connection SSID

EDUROAM 62%

TRU 39%
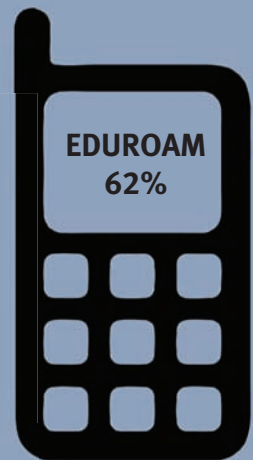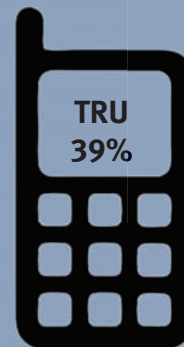
Busiest Buildings
Old Main • Residence • House of Learning
International Building • Arts and Education

Students printed over wireless in all buildings

Disability Services Receives Funding for Adaptive Technology – M. Huntley

There are very few people who have not benefited in some way from the advances in technology over the past few years. These advances have had a significant impact on our daily lives and none so much as for persons with disabilities. The advancements in adaptive technologies have meant that persons with disabilities are able to work and live their lives more fully and independently. This certainly holds true for students with disabilities at TRU.

Thanks to funding approved by the TRU Academic Computing Technologies Advisory Committee (ACTAC), students with disabilities, who once had to rely on a Disability Services staff person to read aloud or tape record a test or exam, are now able to complete their tests, exams and reading assignments independently with the use of adaptive technology. With the funding, Disability Services has been able to purchase three copies of Kurzweil 3000 and 1 copy of Kurzweil 1000 text to speech software which allows students with learning disabilities, visual disabilities and/or physical disabilities to read/listen to scanned or electronic text material independently. The Department also received funding for three scanners which work in conjunction with the Kurzweil software. This funding has enabled Disability Services to upgrade and significantly supplement existing adaptive technology which, in turn, has meant improved services to those students requiring the use of adaptive technology, particularly for the writing of tests and exams.

The Disability Services Team would like to thank ACTAC for its support and for taking another step towards creating a more universally accessible learning environment for students with varying abilities.

For more information about Kurzweil 1000/3000:
www.kurzweiledu.com/products.html

For more information about the scanners used:
www.canon.ca/inetCA/products?m=gp&pid=4276

www.canon.ca/inetCA/products?m=gp&pid=4566

International Cyber Security Awareness Month – H. Burley

Last October, once again the TRU Information Security Office participated in International Cyber Security Awareness Month. All three of the ongoing Information Security Awareness Essentials sessions for staff were presented in OL127, while Cyber Security Awareness Day events were held in Old Main and the Brown Family House of Learning.

This year students participated in a phishing pond event for a chance to win campus food cards and other fun prizes that helped to take their minds off the stress of midterms.

Thanks to our ITS Administrative Assistant, Gurjit Lalli, Software Analyst, Lea Baxter, and Systems Analyst, Rick Walker for helping run the Cyber Security Awareness Day tables.

Amy Herauf makes an attempt at phishing for a prize at the HOL.

Blue Jeans for Video/Teleconferencing

Thanks to a cloud-based video conferencing service called **Blue Jeans Network**, over 5,500 faculty and staff across ten higher education institutions in BC have joined online multi-party video conferencing meetings.

In less than one year, the usage of Blue Jeans video conferencing has grown by 2,200 per cent among BCNET higher education members. In fact, in September and October alone, 1,500 staff and faculty participated in **Blue Jeans** meetings and a total of 5,500 people have used the service, since its launch.

Shared Video Conferencing Service for Higher Education

Blue Jeans service is available for BCNET higher education members through a pre-negotiated BCNET service contract that aggregates 35 ports among members.

The service provides a low-cost, alternative solution to expensive room-based systems. By aggregating ports, the service reduces individual campus purchase costs for cloud-based ports and decreases support and operating costs.

BCNET members were looking for a cost-effective shared service that extends high-quality video collaboration beyond the boundaries of room-based video conferencing. Over the next few months, BCNET will work with members to support a larger roll-out of **Blue Jeans** at participating campuses to enable user adoption and gauge requirements and satisfaction with the cloud-based, shared service.
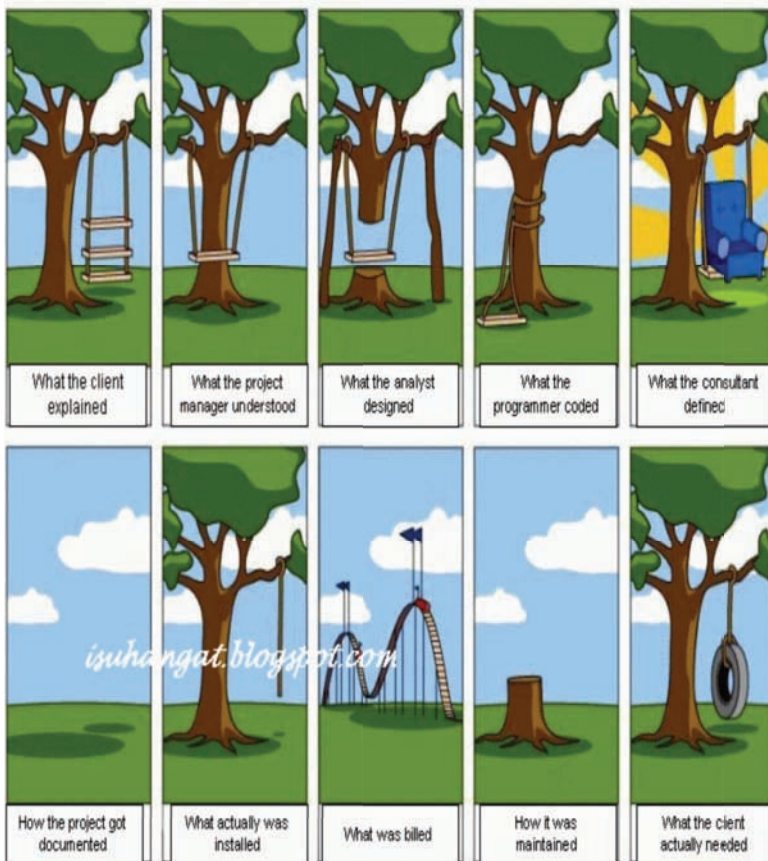
Blue Jeans is ideally suited for small and midsized meetings and can be used by faculty, staff or students.

If you require more information please contact:

Allan Boyda   Gurjit Lalli
aboyda@tru.ca   *glalli@tru.ca*

To set up your next video conference through **Blue Jeans** please email *TRUBJN@tru.ca*

Where We Rank

With an overall rating of **A-** *for the Quality and Availability of Technology*, TRU IT Services ranked *1st for the Public Universities in BC*, at the top of the "Small Institutions" category from across Canada and *First Place* in our Canadian benchmarking peer group of 15.

We will continue to work hard to support students and faculty and will be developing a survey to collect feedback from our employee community in early 2013.

First Staff Member Completes Information Security Awareness Essentials Online – H. Burley

Congratulations to Ashley Jones, an Open Learning Faculty Member, who was the first to complete the new On-Line Information Security Awareness Essentials program. This program was developed by the National Council of Canadian University CIOs (CUCCIO) – Security Special Interest Group, and is licensed for all faculty, staff, and students at TRU.

In Ms. Jones own words, *"As a fairly new OLFM, I was happy to see an online session regarding Information Security Awareness. I found the lessons to be easy to follow, well-paced, and, overall, very interesting and informative. The test questions every few lessons were not intimidating, yet summarized the material well. Well worth the time!"*

The CUCCIO on-line Information Security Awareness Essentials course can be used to meet your annual security awareness participation and can be found at:
http://moodle.tru.ca/course/view.php?id=1603
Just login with your network UserID and Password.
Course Enrolment Key: infosec

Nursing and Respiratory Therapy SIM Lab Uses Innovative Technology for Teaching

Murray Doubt in Media Services has been working with the Nursing and Respiratory Therapy departments to implement technologies to support TRU's new simulation lab. This innovative approach provides a hands-on simulation of real life patient situations as the student interacts with SIM Man or SIM Baby, smart mannequins in the monitoring and correction of patient vitals. Beyond the mannequins, the approach uses cameras, microphones, wireless networking and simulation recording and playback so that students can learn from the lab experience. In early January, ITS will assist in connecting the vital statistics monitoring equipment to the recording system.

SIM Man

"A Few Minutes Make a Big Difference" – H. Burley

Of the 220 information security incidents that were recorded from December 2011 to the end of October 2012, over half were related to phishing. Although ITS has worked hard to raise awareness about this issue, a few individuals always fall for these malicious messages. In incidents where this has happened, ITS has found hackers have logged into TRU accounts in well under one hour.

By taking steps to quickly block malicious web sites and inform others about the specifics of the incident, we have been able to greatly reduce the impact of these incidents. However, this all depends on people reporting these incidents to *infosecurity@tru.ca* or *itservicedesk@tru.ca*. Please take a few minutes to forward suspicious email to us and we will do our best to help.

Information Security Incidents Dec 2011 - Oct 2012

Phishing , 115
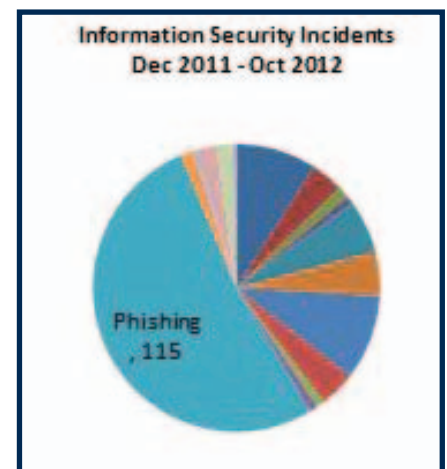
Blackboard Learn 9.1 Upgrade

A new version of Blackboard is on its way. By the end of 2013, IT Services will have supported TRU through the upgrade; including conversion, content management and training. The new system will feature a new look and host innovative and advanced functionality. Faculty will have access to social networking tools, a spaces tool to facilitate impromptu communications, video feedback, analytics, global notifications and mobile capabilities. Students will benefit from a more intuitive, collaborative and powerful learning management system.

Why upgrade now?
Learning requirements have evolved over the years and the new technology will meet those demands. Also, our existing system has matured. Blackboard is phasing out support of Blackboard CE and it's time for our hardware to retire. The project is ramping up and gaining traction. The project team is committed to ensuring a smooth and seamless conversion. Communications will be forthcoming on a regular and frequent basis.

Are you a Blackboard User?

For more information and support with your upgrade please contact:
Faith Bateman
Tel: 250.852.7274
Email: fbateman@tru.ca

Blackboard Collaborate from your Smart Phone!

Heath Hamoline has implemented the iPhone Black Board Collaborate (Formerly Elluminate) functionality so that students and faculty can simply download the free app from the Apple app store and gain access to Collaborate Sessions.
Please contact Heath Hamoline *hhamoline@tru.ca* for connection assistance.

Welcome to Our New IT Staff

Faith Bateman
IT Business Analyst

Mission
Enabling Excellence

We provide cost effective, reliable technology and strategic advice to enable the TRU community to achieve excellence.

Contact

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T: 250.828.5332
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