

September 6, 2013

Dear Trinity Community,

### **Information Technology Services (ITS) Update**

Every summer is filled with many technology initiatives, this summer our energies were primarily focused around supporting the construction projects and system upgrades.

#### **Educational Technology**

This summer saw the arrival of Jason B. Jones as Director of Educational Technology, which gave us the chance to relocate the entire group to the level 1 south wing of LITC, near the Music & Media Library. While the move is still a work-in-progress, it allows the instructional technologists, Student Technology Associates (STAs) and Media Technology Services (MTS) students and staff to share space and improve service to faculty, students and staff. They will also be supporting the Blume Lab, which will become part of the 24-hour zone. Additionally, Trinity's Bloomberg terminal for news and financial data has been moved to this space.

As a way of introducing this space, we invite you to a "Bring Your Own Device" reception near LITC 115 on Wednesday, October 2<sup>nd</sup> at 4.30 (originally scheduled for 9/24). If you have a smartphone or tablet, please bring your device and join in a lively discussion of apps for academic purposes (device not required)!

There have been several interesting summer projects. We supported three hybrid courses in the graduate program, offered by Stefanie Chambers, Adrienne Fulco, and Milla Riggio. Stefanie's courses on women, gender, and politics and on education policy and reform featured lectures captured on video, as well as student video projects and class meetings in the Moodle discussion forums, while Renny's course deepened students' engagement—individually and collaboratively—with Supreme Court cases. Milla's class on film adaptations of novels experimented with Google Hangouts as an easy way to have video-based class sessions from anywhere. We also supported the webinar portion of Scott Smedley's citizen science program, Wildlife CSI (Compost Scene Investigation), in which environmental educators learned about the effect of compost on scavenging.

This year will see a full slate of offerings from Educational Technology: in addition to the Bring Your Own Device reception, there will also be workshops on web writing (co-sponsored with the Center for Teaching & Learning), on 3D printing, on using video in class, and much else. There are faculty using tools such as timelines and maps in innovative ways, and we look forward to hearing more about them in the future.

## **Infrastructure Projects**

Fred Kass, our new Director of Networking and Infrastructure Services had a full plate this summer as he joined the team in the midst of the many construction projects underway. The Crescent St projects consumed a great deal of time this summer as we worked with the Kirchorff-Consigli team and many campus partners to bring technology, cable TV and the new Salto door locks into the new housing. To give you an idea of the ITS effort our team spent over 1700 hours on the project running cables, mounting racks, installing wireless access points, hanging surveillance cameras, installing locks and getting network connectivity to the dorms. This project also involved the re-routing of several key pathways for infrastructure on the south end of campus. Other large projects included the Vernon Social Center, the conversion of Gallows into the Center for Teaching & Learning and the transformation of the Life Science auditorium which was a project initiated through the Learning Space Committee. Although our work is hidden behind the scenes, it's very rewarding to be a part of the transformation of all of these beautiful spaces on campus.

In addition to technology upgrades related to construction projects we also enhanced and expanded Wi-Fi coverage on campus to help address the continued and growing influx of wireless electronics such as smartphones, laptops, tablets and other handheld devices on campus. A new network was created for student wireless appliances. We installed 45 new access points replacing older or less powerful devices, and in some cases added service in areas where the campus members have encountered problems (23 in residence halls & 22 in common or office spaces). In addition to upgrading and adding new access points around campus, some of the backbone for the wireless network has been replaced.

## **Upgrades**

As usual we had a variety of system upgrades that were completed over the summer. We kicked off the summer with the Moodle Upgrade on May 22<sup>nd</sup>. The new feature with this release is the drag & drop capability. This was followed by a June 10<sup>th</sup> upgrade of our COGNOS reporting system to Version 10.2, which now provides for enhanced dashboard capabilities. That same week, we upgraded the Web Help desk ticketing system. PeopleSoft system patching took place on June 22<sup>nd</sup> and included 7 bundles of standard maintenance updates. Our Event Management (EMS) and WordPress Systems were upgraded to their latest versions in early-August.

## **Campus Safety Initiatives**

Our latest project for Campus Safety was the implementation of a new dispatching and report management system called Report Exec. Campus Safety Officers were trained on the new package on May 30<sup>th</sup> and the system went live on June 4<sup>th</sup>. This system provides the basis for the college's Clery

Reporting and has replaced the dispatching component of our aging SSITS system. Working with the Dean of Students Office, the next phase of this project will be to select and implement a replacement product for judicial tracking and sanctions.

We also completed the installation of the 14 new blue lights & 12 security cameras in June for the line-of-sight perimeter surveillance. Overall we have doubled the number of cameras in the last year, totaling 165.

### **Electronic Medical Records**

ITS continues to work with members of the Health Center to expand the use of Pyramed, the electronic medical records system. Since the initial implementation two years ago, we continue to add functionality to the system including requisitioning lab tests and getting results electronically with Quest and Clinical Lab Partners. More recently, we have automated the process for importing student insurance information, avoiding hours of manual entry time. We are also working to configure the system to send charges directly to insurance companies for payment, so students will no longer have to pay out of pocket and wait to be reimbursed for certain services.

### **Virtual Desktop (VDI)**

ITS began a pilot program in the LITC labs to move the Windows image off the desktop and onto servers in our machine room. The initial phases were focused on the technological aspects of the project, but we are getting ready to move into the second phase to work with faculty to ensure that the use of the applications in the virtual environment is as seamless as we anticipate.

### **Learning Space Committee & Classrooms**

Over the course of the summer we updated instructor work station in 40 of our classrooms with new mac mini's. ( <http://www.trincoll.edu/LITC/its/instructional/Documents/F2013MacMinis.pdf> ) We have completed the refurbishing of blackboards in McCook 303, 305, 309, 309A . Other learning space committee projects are the installation of additional document cameras, upgraded projection in the Blume Lab, Theater and Dance TC-156 renovation (conversion of dance studio to black box) and updating of technology and seating for the writing center.

### **Enterprise Applications**

The roll-out of online reporting of Time & Labor through PeopleSoft continues and, within the next couple of weeks, 1/3 of the hourly staff will report their time via this system. In addition to the remaining staff, we also plan to bring student payroll onboard throughout the fall semester. This eliminates a lot of data entry work that is currently being handled by the payroll office. Academic Works was used this year for the collection of information for awarding endowed scholarships. This new system streamlines the process of awarding, managing and reporting our endowed scholarships, a

project that will primarily benefit the Office of Financial Aid and the Development Office. Enhancements to the data collection process for the parent information as part of the First Year portal have been implemented along with the further refinement of the loading of data into PeopleSoft, resulting in savings of labor and time for the Development Office data entry staff, but more importantly making the data available sooner for the research staff. In addition, much effort has been made towards improving the data, reports and functionality available to the Advancement office including enhanced search results within PeopleSoft, a cleanup of names based on newer naming conventions and a prototype of a dashboard within PeopleSoft.

A new version of the Common Application system (used by Admissions applicants) was released in August and will be used for the upcoming applicant season. We will expand use of the system to include transfer student applications.

Looking forward we have begun evaluating document imaging vendors with the initial goal of moving the Admissions and Financial Aid offices forward with a paperless process. Although the majority of applications are submitted electronically, the application reading process is still a paper intensive process. A document imaging system will provide the platform to eliminate the printing of thousands of pages and make it so files can be read by multiple readers concurrently.

### **Web Development**

For the first time we collected ID photos as part of the starting-out portal for students who were not able to come to June days. We had over 200 students take advantage of this new application, which dramatically reduced the number of last minute changes that needed to be made for dorm access and printing of ID cards, making the move in process a little more streamlined.

Residential Life now has a new web-based tool to manage room assignments & dorm access control information. The new process is integrated with PeopleSoft so for example the Athletic Department will no longer have to provide a list of team members to residential life, just door access details. This replaced a spreadsheet process that was cumbersome & will make it simpler to update information by groups of students. Currently under development is a web-based planning tool that the Dean of Faculty Office and department chairs will use to manage and track teaching loads. This planning tool will be used to document courses that will be taught the “next” academic year and identify department staffing requirements. We anticipate being able to begin using this tool for the fall planning cycle.

### **Post Office and Central Services**

The opening of the academic year and return of students, faculty and staff to the campus brings a significant increase in package deliveries through our Post Office. In August we delivered 4,358 packages to the community, as well as letters, magazines and other mail. Students continue to order

and ship books to the campus and many send other items such as clothing and dorm furnishings for easy pick-up in the basement of Mather.

Our staff in Central Services spent part of the summer familiarizing themselves with a new color printer which replaces their aging Océ. This new Xerox produces high-quality color at competitive rates and has a variety of finishing options that can handle different kinds and sizes of media. We will host an Open House this semester, but feel free to give us a call if you'd like a sneak preview.

### **Venture Trinity**

While clearly not related to technology I had a wonderful opportunity to work with a great group of women on campus to develop and lead the inaugural Venture Trinity Women's Leadership program for incoming first year students. This was a concept that came out of the budget revenue committee directed at student retention. The planning committee was led by Joan Hedrick. Twenty-nine young women from across the country came to campus prior to pre-orientation for a 3 day program where they experienced team building exercises, learned about their own leadership strengths, met with young alumni, faculty, the Women's Leadership Council and trustees. Our 2 key note speakers were Cornelia Parsons Thornburgh '80 and Katherine Kane, Executive Director of the Harriet Beecher Stowe Center. The program was very well received.

### **Wrap-Up**

Interested in learning more about the new locks that are appearing in Crescent St, Gallows Hill and Vernon Social Center, check out the information & video posted on the ITS website: <http://www.trincoll.edu/LITC/its/IDCardLocks/Pages/HowToNewLocks.aspx> . If you have any questions about any of these initiatives or organizational changes I can be reached at ext.2525 or email, [Suzanne.Aber@trincoll.edu](mailto:Suzanne.Aber@trincoll.edu).

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