



## Information Technologies Activity Report

November 1, 2008–January 31, 2009

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### Highlighted News

**New Microsoft Site License:** We have expanded our agreement with Microsoft to allow a broader range of Microsoft software to be installed on all University-owned computers. Our new Microsoft agreement includes

- an upgrade license for Windows Vista Enterprise (including “downgrade” rights to Windows XP Professional)
- licenses for Microsoft Office Enterprise 2007 and Microsoft Office for Mac 2008
- the entire Microsoft Enterprise CAL (Client Access License) Suite (client access to Microsoft’s server products such as Windows, Exchange, and SharePoint Servers, etc.).

Users of Intel-based Apple Macintosh computers should note that our agreement covers use of a Windows operating system on a Mac via Boot Camp or virtualization software. The licensed Microsoft software is available at the University’s UDeploy software download site (<http://udeploy.udel.edu>).

### Planned Outages

**UDSIS:** The next round of UDSIS patches from PeopleSoft is scheduled for the weekend of February 14. The exact time of the outage will be posted on the CAS login page. These patches will primarily impact Financial Aid processing.

### Security, Privacy, and Safety

**Encrypted E-mail:** To improve the overall security of the University of Delaware’s information resources, UD now requires all desktop e-mail software use an SSL-encrypted connection to our inbound mail server. About 2,000 people are using an improperly configured e-mail client. They are being notified, via e-mail, that after March 1, they will be unable to read their e-mail with improperly configured e-mail software.

The IT Help Center has published a web page with links to instructions to set the necessary encryption: <http://www.udel.edu/help/ssl.html>. If you have any questions, contact your CITA or complete an IT Help Center Help Request form at <http://www.udel.edu/help/webtt.html>.

## User Surveys

As we announced in the last IT Activity Report, we are asking for feedback on the services we provide. Over the past 4 months, we've developed and distributed several different surveys. If you receive one, please take the time to complete and return it. Your feedback will help shape the future direction of IT services. Remember, your opinion counts!

**IT Customer Satisfaction Survey:** So far, over 400 members of the University community have responded to our Customer Satisfaction Survey. The survey is available to students, faculty, and staff at <http://www.udel.edu/it-customersurvey>. If you have not yet done so, please take a few moments to complete this survey. Your comments are important to us.

**Site Survey:** During the second week of November, we distributed a survey to users of our Smith, Harrington, and Pearson Hall computing sites. We received 438 responses to questions about the people using the site, for what purposes they were using the site, and about improvements to our sites.

- 60% of those responding to the survey live off-campus.
- 88% reported using one of our sites at least once a week, including 13% reporting at least one visit a day.
- The top uses of these sites included printing, e-mail, Web browsing, and accessing MyCourses or Sakai.
- Many students also reported that they use our sites because they need to use specific software or hardware that they didn't have access to elsewhere.

### **Nearly All UD Freshmen have Laptops, but What Do They Do with Them?**

Our RDMS staff collaborated with EDUCAUSE on an annual, national survey about student use of information technologies. In 2008, 90 higher-education institutions and over 27,000 freshman and seniors participated, including 936 from UD. Read about UD and non-UD students' favored online and offline IT-based activities; how they use their computers to interact with faculty, classmates, and friends; and student ownership preferences. The survey and summary reports are available at <http://www.udel.edu/it-us/surveys/ecar/2008/>.

## Teaching & Learning

**Faculty Senate ICRSS Committee:** In the spirit of UD's shift to responsibility-based budgeting, the Faculty Senate's Instructional, Computing, and Research Support Services (ICRSS) committee is working to redefine its relationship with IT. Carl Jacobson, Interim Vice President for Information Technologies, is

serving on ICRSS to hear faculty concerns and recommendations. At its December meeting, ICRSS began to identify themes to explore in spring 2009:

- Online learning policies
- Implications of RBB for online course enrollment
- Generational issues between students and their professors
- The impact of technology on the quality of student writing
- Etiquette issues that affect student employability
- The role of e-mail in faculty work
- Improvements to PeopleSoft and UDSIS
- Grants administration
- Creating policies for offering hybrid courses that could make more efficient use of UD classrooms
- Extending the ITV concept over the Internet
- Redefining the role of online learning in the University of Delaware Signature Experience, and
- Helping faculty internalize the learning principles that guide effective use of technology.

**Winter Faculty Institute:** Over 120 participants attended the 16th annual UD Winter Faculty Institute on January 6. Reflecting the Institute’s theme of an “ecosystem of learning,” the day’s events demonstrated how teaching tools and learning practices are rich, diverse, and interconnected. During his keynote address, Gardner Campbell, Director of the Academy for Teaching and Learning at Baylor University and Associate Professor of Literature and Media in its Honors College, explored ways educators can turn the promise of technology to enhance learning into a reality. A number of UD faculty showcased the use of technology in their courses, and small discussion groups tackled specific issues related to teaching with technology, including Sakai@UD, faculty expectations about IT support, and the value of video and clickers. For more information, visit <http://www.udel.edu/present/winter/>.

**Second Life Use by Faculty:** A number of UD faculty have begun to explore how Second Life might help their students learn complex material.

- Professor Don Lehman, Medical Technology, plans to have his Forensic Science students discover their first crime scene and body on a UD Second Life island late in the spring 2009 semester.
- Professors Alvina Quintana and Carolyn Bitzer, Women’s Studies, intend to use Second Life as a key component in their spring 2009 Capstone course, “Methodology and Activism—Past and Future Trends.”
- Professor Ralph Begleiter, Communication & Political Science and International Relations, will use Second Life to simulcast his Global Agenda 2009 class, “Tinderbox: Understanding the Middle East.”

**Sakai@UD Project Sites:** Beginning with the fall 2008 semester, faculty have been using Sakai@UD to help deliver instruction to and to encourage collaboration among their students. Having seen the potential in Sakai’s communication and collaborative tools, many users have asked that we allow

them to use Sakai@UD to support a variety of non-course-related projects. As a result, several pilot projects using Sakai@UD began in January:

- Faculty Senate ICRSS committee: committee work and discussions
- MATH251 instructors: collaborative development of lesson plans and assignments
- SOCI Study: shared reference materials for a research project involving both faculty and students
- Clinical Studies: refresher for participants in a CHEP workshop
- CHEP Delaware Academy for School Leadership: professional development training to public and charter school leaders
- “Focus on Fiction” (ENGL): an online creative writing workshop for Delaware and Pennsylvania high school students, using not only a Sakai project site, but also using Internet2 for face-to-face interactions.

We will release Sakai@UD project sites to faculty and staff in February—watch for the announcement in UDaily.

## **Business Systems**

**UDSIS:** For the past year, IT-MIS has been working with the Deans and Assistant Deans to improve UDSIS interfaces. Some notable results include the following:

- Three powerful views were added to Advising Notes to enable advisors to access information about individual students: test scores, admissions profiles, and an enhanced intake form.
- As a result of feedback from a series of focus groups, we updated and improved the Graduate Admissions Application.
- The Change Academic Plan Web Form was modified so that Assistant and Associate Deans may initiate a change on behalf of a student.
- A Transfer Credit View has been added to both the Admitted Student site and Advising Notes that shows incoming students Transfer Credit resolution.

**Admissions:** The MIS-SIS group developed and deployed a new UDSIS bolt-on application called the “Admission Decision Screen.” Staff in the Admissions office now have the ability to input admission decisions on a single screen, improving productivity by making their workflow more efficient.

**UD Public Safety:** Recently, the T2 Parking system used by Public Safety to manage parking and traffic citations was upgraded. As a part of this upgrade, ePark (UD Parking and Citation Web Applications) was modified to interact with the new system. Since the upgrade affected only the back-end of the system, users did not notice a change. In fact, since September, members of the UD community using the ePark Web site have been using the updated system.

**Drupal:** IT staff are working with the Office of Communication & Marketing, the UD Web developer community, and other universities to develop an appealing and user-

friendly Web development package based on the Drupal Content Management System. Specifically, the team

- Organized a formal steering committee to help direct IT's Drupal Web services,
- Began work on documentation and training for the UD community and on Web templates and themes,
- Purchased three new servers that will be dedicated to supporting Drupal Web sites, and
- Brought in a consultant to lead a 3-day Drupal workshop for staff from IT and several departments that already use Drupal.

We will be ready to host Drupal web sites for development by the end of February 2009. At that time, IT will begin offering Drupal workshops and presentations led by IT staff and other attendees at the recent 3-day workshop.

## Event Production

**New Video Highlights Recreation Facilities Plans:** IT-UMS produced a new video that highlights plans for new recreational and athletic facilities as part of the UD's Path to Prominence. The video has been posted on <http://www.bluehens.com> and the University of Delaware Athletic Fund Web site ([http://www.udaf.udel.edu/capital\\_projects.html](http://www.udaf.udel.edu/capital_projects.html)). The video features UD President Patrick Harker, Volleyball Head Coach Bonnie Kenny, Football Head Coach K.C. Keeler, and Barry Miller, interim associate director of recreation services, discussing how the facilities will provide the campus community a rich array of athletic options, from recreational sports, to intramural clubs to top-ranked varsity teams.

**Delaware Gubernatorial Inauguration 2009:** Shortly after midnight on January 20, 2009, Delaware Governor Jack Markell and Lt. Governor Matt Denn took the oath of office in Mitchell Hall. The IT-UMS-managed facility provided full technical and production support for the event. An integral component to the success of the Delaware gubernatorial inauguration was the addition of overflow rooms in Gore Hall as well as a live webcast. Watch Delaware Gov. Jack Markell and Lt. Gov. Matt Denn be sworn in at <http://www.ums.udel.edu/podcast/watch?c=192>.

**Winter Commencement 2009:** On January 10, 2009, IT-UMS increased our media production efforts for the Winter Commencement ceremonies held in the Bob Carpenter Center. For the first time, the event was simulcast on a large HD screen above the main stage using output from multiple cameras. In addition, a commemorative DVD was produced and made available for purchase. Continuing a tradition, Winter Commencement was again webcast live, so that friends and family could attend the ceremony "virtually." Watch Winter Commencement at <http://www.ums.udel.edu/podcast/watch?c=190>.

**Fall Semester/Winter Term Summary:** During November, December, and January, IT-UMS supported 48 performances and events in the Roselle Center for the Arts and the

Mitchell and Pearson Hall performance venues. The events ranged from performances by student vocal groups to performances by international touring artists. Another 25 events were supported at other UD venues: for example, UD football stadium operations—including the new video board, ELI Graduation, Winter Commencement, and Senior Administration Receptions.

## **Training Opportunities**

**Lunch and Learn:** Demand for the new “Lunch and Learn” IT training series continues to grow. Sixteen well-attended sessions were held in November and December, including new classes demonstrating advanced use of Microsoft Office applications. For example, one session focused on using Excel pivot tables to quickly compare large amounts of data downloaded from UD Financials. Several classes took place in a Pearson Hall ITV studio to allow staff in Georgetown to participate. Participants tell us that

- the noontime sessions are popular because staff can spend less time out of the office while still participating in IT training opportunities.
- they like the small group format, allowing for more opportunities to ask questions and share best practices.
- even though they like the “Lunch and Learn” format, they would like more hands-on sessions.

**New IT Training Facility:** To accommodate the increased requests for hands-on training, a new facility equipped with 12 dual boot iMacs, will open in 010 Smith Hall early in the spring semester. We plan to offer training on a variety of IT applications including collaborative tools and Microsoft Office.

## **IT Help Center**

The IT Help Center reported 4,801 calls and e-mail contacts for the months of November–December 2008 and January 2009, resulting in 2,604 trouble tickets and 804 Network Services requests. Online documentation was accessed 19,229 times through the Help Center’s Web page (<http://www.udel.edu/help>) during this period.

We saw a rise in problems reported in the areas of access, e-mail, and course management systems. The increased volume was mainly due to IT’s increasing support of Exchange, SharePoint, the Sakai course management system, and the requirement for secure connections for e-mail. Overall Help Center statistics can be found at <http://www.udel.edu/help/stats>.

## **Personnel**

### **New Hires in IT**

**Joan Stephenson** has joined IT-Telephone Services as a Service Coordinator. Her primary responsibility is the daily coordination of telecommunication moves, adds, changes, and installs. Joan comes to us from private industry where she managed multiple projects in a manufacturing setting. She has a Bachelor of Science in Elementary Education from the University of Delaware.

**Tina Callahan** has returned to IT-User Services as an IRC II after working with the UD Institute for Public Administration Water Resource Agency. She is facilitating the rollout of our content management system (Drupal), working with other IT staff and a cross-section of users representing departments across campus.

**Chad Kuck** has been hired to fill the open Video Production Technician II position in IT-UMS. Chad has a strong background in production for other colleges and universities similar in size to UD. He is experienced in the type of equipment and editing software we currently use, which will allow a seamless transition to our staff.

**Erik Norris** has joined IT-UMS as a Classroom Technology Technician I. A May 2007 graduate from the University of Delaware with a degree in English/Film, Erik has worked part-time for the IT-UMS Classroom Technology unit since February 2007.