Library Opens Learning Center

By Michelle McHugh, Cataloging and Metadata Librarian
Weinberg Memorial Library

Reilly Learning Commons
The University of Scranton’s Weinberg Memorial Library recently opened its new Learning Commons! The Reilly Learning Commons is on the first floor of the library, which was renovated over the summer to include new group study rooms, collaboration spaces, and high-end technology. The renovation was entirely completed with donations raised through an initiative led by Dean Charles Kratz for the Weinberg Memorial Library’s Twentieth Anniversary. The main donations came from the Reilly family. Joseph Reilly worked at the University of Scranton for many years in the maintenance department and two of his sisters, Evelyn and Katherine, were both early female graduates of the school.

Planning:
The planning for the new spaces was a huge collaborative effort between many campus groups. The Learning Commons committee consisted of library staff, teaching faculty, CTLE staff, Information Re-
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WordPress Web Services Now Available to Faculty and Staff

by James Franceschelli
Dir., Information Technology Services, ITS

Information Resources is partnering with the Center for Teaching & Learning Excellence to pilot WordPress Web Services. Through the new service, Faculty or staff may request the use of WordPress to create individual pages and blogs to support their instructional and research activities. This service is meant to supplement the resources already available through the Content Management System for individual needs. It is not for use in creating or maintaining divisional, departmental, programmatic or official University Web pages as defined by the University’s Web Guidelines (http://www.scranton.edu/webcms/images/web-guidelines-2013.pdf). The pilot phase will run through the fall term and help us to identify training, resource and support needs. Faculty interested in working with us on the pilot should contact the Technology Support Center or the Center for Teaching & Learning Excellence.
VDI Expansion and BYOD

With the success of VDI (Virtual Desktop Infrastructure) over the last two years, it has been expanded in several computer labs this summer and now accounts for almost 500 lab systems. Labs utilizing virtual desktop infrastructure are now in AMH204, AMH207A, BRN102, BRN201, CLP224, CZK113, HYL102, HYL204, HYL402, JOH156, LOY221, LSC260, LSC328, LSC333, LSC464, MGH110, MGH126, MGH406, MGH438, OHA306, OHA426, and all throughout the library. The thin client devices used in these locations are much more energy efficient than traditional desktop computers, last much longer since they have no moving parts and save IT Services time in the setup of the labs as well as with software deployments. In addition to these lab facilities, we are planning on leveraging this solution for work study and adjunct faculty computers as well as some traditional PC’s in staff and faculty offices this fiscal year.

With the expansion of thin clients in lab facilities, the VDI team is also now piloting a BYOD initiative with one course in the Kania School of Management. Students taking this course will have the ability to connect to a virtual machine from their own computers from their dorm room or from home. This virtual machine contains all of the same software as is offered in the computer labs in Brennan Hall.

In addition to this BYOD initiative for students, we are also piloting a solution for staff members who may need to work while they are away from the office.

Windows XP End-of-Life

Support for the Windows XP operating system ended on April 8, 2014. After that date, security patches for the XP operating system were no longer available from Microsoft which significantly increased security risk to anyone still running the XP operating system.

IT Services has completed the upgrade of Windows XP to Windows 7 operating systems on all computers that are capable of running Windows 7. Beginning in December 2013, we upgraded almost 500 computers to Windows 7. Client Services and Field Services staff worked with staff and faculty to schedule their migration, reinstall software and printers and attend to any issues that arose.

There are a handful of computers that are running old programs or old equipment that will not run on the Windows 7 operating system. These computers are being further secured to prevent malicious attacks.

Medicat Implementation

IT Services, Information Security and ITDA assisted the Student Affairs division with the selection and implementation of Medicat in the Wellness Center as their EMR (Electronic Medical Record) system during the Fall 2013 semester.

The Wellness Center is now securely connected to Medicat in their offices and health rooms; documents are securely scanned directly to the Medicat system; kiosks are installed for students to check in to their appointments using their Royal Card and OSH (Online Student Health) was used for incoming freshman.

In the Fall 2014, we are now working on the implementation of Medicat in the Counseling Center. Staff are now securely connected to Medicat and kiosks have been installed for students to check in using their Royal Card. Scanners have been ordered to securely scan documents directly to the Medicat system.

One major benefit of Medicat includes Electronic Health Records (EHR) which eliminates paper, provides fast and accurate charting, ensures security and HIPAA compliance and is intuitive and easy to use. Another benefit is the Student Self-Check-in (SCI) which gives students the ability to self-check-in for their appointment. Online Student Health (OSH) information is also a benefit and will provide accessible, secure and convenient 24/7 online forms.

iOS 8

iOS 8 is here! If you haven’t already installed it on your iPhone, iPad, or iPod Touch, here are some tips for a smooth update.

Check to make sure your device is compatible with iOS 8. Most iPhones from the 4s and above are compatible.

Back up your data. Use iCloud or iTunes to back up your device.

Make sure your device is plugged in to a power source. If the battery dies in the middle of the update, it may cause a corruption of the device.

You will also want to be sure that you are connected to WiFi so that you don’t use all of your data for the upgrade.

The main issue encountered by customers trying to update their iPhone or iPad with iOS 8 was not having enough space available on their device.

This update requires almost 6 GB of available storage space in order to download the compressed file, extract it and then install the update. Be sure to check and make sure you have enough available space before starting the update.
Central Microcomputer Budget Planning

*by Danielle Morse*
*IT Asset & Vendor Relations Manager*

The Central Microcomputer Budget Planning process for FY15/16 begins in November 2014. Each Fall, Information Resources distributes packets to each department chair which includes a listing of current computer assets, a form to request replacement/new equipment for the next budget year, and request guidelines/instructions. Faculty and Staff with a desktop or laptop computer that is several years old and in need of updating should contact their department chair to discuss the possibility of a replacement. The recommendations from each department chair are collected as we formulate the overall central budget submission. The University’s Equipment Committee determines the funding available to meet these requests. The IT Asset & Vendor Relations Office in co-ordination with IT Services administers that budget in a way that allows for the maximum number of requests to be approved. Leveraging bulk buying of systems that meet our standard configurations reduces our per system cost. These cost savings mean that we can accommodate more of your requests. Unfortunately, budget dollars only go so far. Every request is evaluated and prioritized based on need and usage. Each employee should only be allocated one computer. The budget allocations for each department are finalized during the Spring semester. Computer deployment for labs and classrooms takes place during the summer months with Faculty and Staff systems following starting in the Fall and continuing through FY15/16.

Identity Finder

*by Adam Edwards*
*Information Security Director*

As part of Information Security’s Data loss Prevention effort the Identity Finder software is being used to identify the location of restricted data so it can be secured or removed. The Information security office is conducting this effort so restricted information can be secured or removed so it is not left vulnerable to potential identity theft. Some of the information that is being searched includes Social Security Numbers, Driver’s License Numbers, and Credit Card Numbers. Our initial phase of the effort which was scanning the staff machines for restricted data has been very successful. The Identity Finder scans have been able to find repositories of restricted data that we would not have found without it. I want to thank everyone that has participated in the effort so far. Your hard work in removing and securing this data has helped secure the University. As we continue our scanning efforts we look forward to working with other departments.

If you have any questions in regards to the Identity Finder scanning please email security@scranton.edu

Don’t Make Your PC Sick!

*by Gail Bontrager, Asst. Dir., TSC*
*with Adam Edwards, Information Security Dir.*

The TSC logged virus infections for 4 faculty/staff and 87 students the first week of classes! TSC staff were able to clean 50 of the student PCs and restore network access for them during that first week. Many PCs become infected when users download software. Often, a user will think they are on a legitimate site when they download software but have actually been redirected to a suspect site so … be very careful when downloading any programs to your PC.

For faculty and staff PCs, the university manages updates for programs such as Java, Adobe (Flash, Active X, Shockwave, Reader), and Firefox through KBox so you should never download these products from a website. While it generally takes us time to clean staff/faculty PCs because of the labor intensive process, we were able to get the 4 faculty/staff PCs quarantined that first week of classes cleaned and back to their owners within about a week. Faculty and staff are able to obtain a loaner laptop from the TSC while their office system is being cleaned.

Additional steps you can take to help prevent your home computer from getting infected are:

- Keep your OS updated
- Be careful with USB drives
- Keep an updated backup
- Install an anti-virus program
- Install an anti-spyware program
- Don’t click links in emails or popups

If your computer does become infected with a virus, it will likely get quarantined form the university network. University owned computers will be picked up, cleaned and returned to the faculty/staff owner. Students will need to bring their infected computers to the Technology Support Center to have the virus/malware removed. Computers purchased through the university Dell program may be dropped off and picked up when the computer has been cleaned. Students with computers not purchased through the university Dell program will need to remain with their computer while it is cleaned. They should plan to be at the Technology Support Center for two hours. Faculty/staff with personally owned computers that become infected will need to take their computers to an outside vendor to be cleaned.
Library Opens Learning Center

Continued from page 1

sources, IT Services, and campus facilities. The committee began with researching other libraries’ learning commons and trends in services. The committee took field trips to Penn State University, University of Pennsylvania, and St. Joseph’s University to tour their libraries. Focus groups were conducted with faculty to learn about services and technology they would like to see in the library for their students to complete projects in their courses.

The committee created a plan from their research for what they wanted in the Reilly Learning Commons and presented this vision to the architects from Hemler & Camayd. The architects, campus facilities, and IT services worked to bring this vision to life over the course of one year. In spring 2014, the committee finalized a floor plan, ordered technology, and green lighted construction!

The Space:

The Reilly Learning Commons has 8 group study rooms. Two are dedicated to the Writing Center, which provides help to students in the evening. They will be holding both appointments and drop-in hours. When tutoring is not scheduled, the rooms will be available for students to reserve.

There are 5 group study rooms around the perimeter. They each have large monitors with HDMI connections for students to view their laptops as a group. The group study rooms are reservable through SpringShare’s LibCal software. We are encouraging students to always reserve a room. In each of the rooms, the blue walls are writeable! Some have chalk and some have dry-erase markers.

We also have a room dedicated to lecture capture. Students are able to record presentations using Panopto software and save them online. They can view themselves back for critique or send copies to their professors.

There are four booth seating, or collaboration areas with large monitors and HDMI cables. Four students can have their devices plugged in at a time and switch between them by pushing the play button on each cord. We are circulating additional adapters for other devices in case they don’t have HDMI ports. These seating areas also have two stools and a high counter for additional students to work together.

In addition to the group study rooms and the collaborative booth areas, we’ve also added 6 new high end PCs and 6 new iMacs! They each have dual monitors and have brand new software including Adobe Creative Suite, iMovie, Final Cut Pro, and more. Students can work in pairs or small groups at these stations. We also have our 19 older lab PCs and open stations for students to bring their own device. We have also added a Tech Support office that is staffed by student workers daily to help with technology in the space.

The Future

We see our new Learning Commons as the first step toward our long term plans for the Weinberg Memorial Library. We hope that feedback and use of the space will drive change upward to the other floors of the building. We are very excited to see how students use the new space and what they create with the technology we are providing.

On-Line Safeguards

1. Create Strong Passwords and change them often. (Use upper and lowercase letters, numbers, and symbols with a minimum of at least 9 characters.)
2. Don’t use your University password for any on-line log in. Create strong, new passwords for sites that require them.
3. Only navigate to trusted web sites.
4. Avoid downloading files or images from sites you don’t know.
5. If banking on-line, check your balances DAILY to spot irregularities.
6. Don’t give out personal information or transact business over public WiFi networks. Information can be easily intercepted.
7. Don’t share too much personal, financial or location information on social media sites like FaceBook.
8. Avoid sites offering “too good to be true” offers.
9. Never give out your Social Security number to any site. See if you can make other arrangements such as using the US Postal Service.
10. Set your browser(s) to clear your History and your Cookies.
11. Report any problems to TSC at ext. 4357.

October is CyberSecurity Month

by Adam Edwards, Information Security Dir.
ITDA Updates

By Connie Wisdo, Director of IT Development & Applications

Are You ‘In Residence’?

Over the past several months, a number of useful, but outdated Residence Life applications were retired. The functions provided by these apps are now managed by Residence Life using software called Residence (by Symplicity Corporation).

Rose Ann Jubinski from IT Development & Applications worked with Residence Life for a year to plan and configure the system, and populate Residence with data from Banner - students, buildings and rooms. All the hard work of planning, training and testing resulted in a successful go-live this past February. Michelle Boughton notes, “If it wasn’t for Rose Ann, I don’t know what we would have done.”

Some of the features available in the Residence system include

- Housing Lottery – Students and Residence Life staff used features available in the software to offer a full-featured lottery, with increased flexibility for students, in March
- The flexibility allowed Residence Life to add more features for students
- Residence allowed Residence Life staff to enter the lottery while it was in progress, to troubleshoot. In the past, they had to wait until lottery was over.
- Break Housing – Residence Life creates and manages students’ applications for all breaks in Residence.
- New First Year Housing Questionnaire – First-year Students were the first to experience this new feature. Residence Life was able to assist students with their questionnaires; students were able to select roommates. The roommate matching process was run in July to assign rooms to all incoming First-year Students.
- Room Assignments and Changes – Residence Life manages all room changes in their Residence software. The room inventory displays which rooms are open and potential roommate(s) for student needing a room change.
- Student Information Availability - Staff and RAs are able to log into the system and access student information. Critical information includes the student’s photo as well as emergency contact information; students self-populate cell phone numbers.
- Targeted communications: email students in batch which allows Residence Life to target populations: for example, they can email all female students who live in first year and junior housing
- Greater search capabilities: for example, select to search all male students who are seniors living in apartments on first floors, and download the population to Excel for further use
- Staff profiles: Residence Life can have an unlimited number of staff users in the system and build specific staff profiles
- Portability – Residence can be accessed by students and staff from any device: PC, Mac, tablet, smartphone.
- Built-in Reporting Tool - Exports to Excel and also has graphs. Allows for saving/storing reports and populations. Users of the reporting tool do not have to be member of Residence Life, and can still receive support from Symplicity for building reports. For example, the Director of Off Campus and Commuter Student Affairs maintains reports concerning commuter students.

Future plans for possibly expanding Residence includes the use of its key tracking module which would give Residence the option to replace the existing, home-grown system for managing residence hall keys.

RoyalCard Wireless Access Card Readers Updated

During the summer, the Persona wireless card access readers were updated to improve the RoyalCard system. These card access readers are those that are found on the interior doors of the Loyal Science Center, Public Safety, and a few doors of The Denaples Center. Due to the maintenance of these locks, we had to change the way they are able to read RoyalCards. This change has affected all users of RoyalCards that have old formatting. You may not be aware as to whether or not your card is properly formatted. If you have been told that you have access to one or more of these readers, and find that you are still unable to access the lock, you may need to verify that your card is up to date. Those cardholders that still carry the vertical layout cards with the scenic background are candidates for issues. If you have the latest style RoyalCard with the purple background and horizontal layout, then your card will work. To obtain a new RoyalCard, please visit the Technology Support Center located in Alumni Memorial Hall.
Summer Classroom Upgrades & Maintenance

Over the summer, the Office of Instructional Technology continued to update and upgrade several classrooms across campus. The majority of the upgrades were confined to the second and third floors of Hyland Hall, specifically 201, 202, 203, 204, 205, 206, 301, 302, 303 and 304. All rooms received upgrades to cabling, speakers, document cameras, projectors and control systems. A major change to the second floor rooms was the replacement of the SMART Boards with SMART Syposiums, enabling OIT to provide a large pull down screen to make the projected image easier to see for the students, while providing the same SMART functionality to the instructors.

A major upgrade was also done to Brennan 101L. OIT worked with JP Lilley to completely upgrade the equipment from analog to digital. The classroom saw significant upgrades to the processing and switching technologies, a new touch panel, projector, document camera and flat screen displays. The classroom design and programming were developed in house with consultation of several faculty that utilize the lab for instruction.

In conjunction to the upgrades in Hyland Hall and Brennan Hall, OIT worked with the PCPS Dean’s office, Facilities and Operations to upgrade the mediation in McGurrin Hall 213. This room was equipped with antiquated video conferencing equipment that was no longer utilized as it once was. The room received new equipment and cabling, along with a new podium, with rack rails for equipment that is accessible from the front and rear of the podium. OIT also worked with facilities to complete an FIP project in O’Hara 307 to upgrade the viewing lab for Foreign Languages.

As a culmination to the summer projects, OIT also oversaw the preventative maintenance checks of the A/V equipment associated with Brennan Hall and the Loyola Science Center. This maintenance is part of the service contracts related to each of these buildings. The maintenance checks led OIT to replace several projector lamps that although operational, had a significant number of hours on them and could have failed at any time.

Panopto Lecture Capture Expansion

During the 2013 – 2014 academic year, the Office of Instructional Technology worked with the Panuska College of Professional Studies to pilot Panopto, a desktop lecture capture solution with the Nursing, Counseling and Education departments. The pilot exceeded expectations in every recording scenario, from simulations and counseling sessions to standard lectures. Based on the overall success of the pilot, the license was extended and expanded for use across campus.

During the summer, the Office of Instructional Technology worked with the Center for Teaching and Learning Excellence and IT Development and Applications to integrate Panopto with DeSire2Learn. This integration provides users with single sign-on access to Panopto and gives users another layer of security in limiting who can see the recordings.

There are six classrooms; Brennan Hall 205, McGurrin Hall 118, 205, Loyola Science Center 118, 401 and 590, that are Panopto enabled with HD quality cameras and microphones. If you are teaching in one of these classrooms and interested in using Panopto, please contact the Technology Support Center to have the Panopto link activated in your course and someone from OIT will meet with you to review the system.

Coming Soon: Tetherless Teaching Pilot

Do you wish you could move around the classroom with your iPad or laptop and be able to display your content on the projector? The Office of Instructional Technology is looking at two products in conjunction with TAG faculty representatives that will work with windows, apple and android devices. We are working to determine the appropriate locations for the pilot and hope to have something operational this fall.

IT Training Update

by Jack Williams
IT Training Specialist

We have expanded the list of training programs available to all university personnel, to include Banner navigation training and Argos reports. Training in Gimp2 is now available, as well. Gimp2 is a free graphics program that can be used for photo or image enhancement, especially for staff working with our CMS web program.

Upcoming training programs we’re working on are FootPrints, our ticket tracking program and RegOnline, an event registration and management program. Classroom instruction will be offered as well as tutorials available on the IT Training website, www.scranton.edu/it_training.

The list of training topics include: Microsoft Office 2013 titles, (WORD, EXCEL, etc.), Lync, RoyalDrive, CMS web, Outlook e-mail and calendar, and basic computer classes.

Classes run every weekday from 8:30 a.m. to 4:00 p.m. Sessions are generally one hour, with some topics needing several sessions to complete the training. CMS web is offered in basic and advanced levels. All classes are customized to the staff attending, addressing the training needs for that individual.
Adobe announced changes to their licensing model that affects all higher education institutions, including the University of Scranton. The new institutional plans for Creative Cloud will replace our current CLP program with a new VIP program with centralized management. There will be no future Creative Suite products offered through the traditional suite model, that is, no CS7. Computers with a permanent license installed today will continue to work indefinitely.

Previously, Adobe sold perpetual licenses that, once purchased, always belong to the user and are specific to a version. As an example, if a department had purchased Adobe Acrobat 10, when Adobe released Acrobat 11 departments would have to purchase a new license for that version.

Now, Adobe has transitioned to a yearly subscription model. If a department purchases an Acrobat subscription, they will need to pay for the subscription every year to continue to use the software. One benefit of a subscription is the department will always have access to the most current software version.

Through our partnership with JourneyEd, they are offering a special CLP migration rate for this first year of subscriptions which locks in your price for 2 years. This offer is only good until November 30th 2014.

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Creative Cloud for Education products include:

- Photoshop CC
- Illustrator CC
- InDesign CC
- Dreamweaver CC
- Premier Pro CC
- After Effects CC
- Muse CC
- Audition CC
- Bridge CC
- Flash Pro CC
- InCopy CC
- Media Encoder CC
- Speedgrade CC
- Acrobat XI Pro
- Encore
- Fireworks
- Flash Builder Premium
- Lightroom

Our Advice

Our advice to departments considering purchasing Adobe software is to contact the TSC no later than 11/14/2014 to start the process. If you don’t want to have the latest version every year you can still purchase a perpetual license at this time. Design and Web Premium CS6 costs $359.60 and Acrobat Professional 11 costs $97.32. After November this option will be discontinued. If you want to make sure you always have the latest versions, the Creative Cloud subscription plan detailed above is your best option.

All purchases of Adobe software for departments need to go through the TSC. In the new VIP program, licenses are assigned to a specific user or device through an Admin Console administered by the IT Asset & Vendor Relations Office. A Footprints ticket will be created for your software request and a purchase requisition will be sent to you for a budget number and signature to authorize the purchase. Once the purchase has been processed, a technician will schedule an appointment with you for the installation. If you do not already have an Adobe ID you will need to create one before the installation.

Personal Purchases

Through JourneyEd, Students, Faculty, and Staff have the opportunity to purchase Adobe products for personal use at discounted prices. Creative Cloud Student and Teacher Edition 1yr subscription is $239.88 and Acrobat XI Pro Student and Teacher Edition is $118.99. Go to http://www.journeyed.com/select/go/CAUSCRANTON to order and then simply fax or email a copy of your Royal ID to JourneyEd. It typically takes less than a business day to process, and you will not be charged until after you have been approved.

October is CyberSecurity Month

Special Student CyberSecurity Day
October 22nd - DeNaples Center
www.scranton.edu/staysafe
Project Management Office Adds Value to the University
by Lorraine Mancuso, PMP
Dir., Project Management Office

You might be wondering how a Project Management Office can offer value to the institution. What does such an office really do? The PMO provides a variety of benefits to the institution. In the absence of a PMO, projects are managed by a variety of project managers whose focus is primarily on an individual project at a given time. The PMO, on the other hand, is designed to go beyond the singular project focus and brings value in three key areas.

The first value-add is the ability of the PMO to focus the efforts of a department, division or the enterprise. Each year there are several complex initiatives. It actually takes several projects or multiple phases to accomplish a strategic objective. An example of this was the initiative to improve wireless capability across campus. By focusing on what could be accomplished in a given period of time, the initiative was defined as a project which would have multiple manageable phases. The project was completed successfully as a result of planning and managing the entire initiative rather than handling each phase without focus on the entire objective. By breaking the portfolio into three windows which coincide with the Fall, Spring and Summer timeframes, greater attention is paid to the alignment with semester work, so as not to impact critical operations of the key University business units.

The second value-add is the attention paid to the resources available to support a project. Many times we assume that a resource is available. However, as organizations downsize to meet the demands of a struggling economy, resources are at a premium and careful attention needs to be paid to which resources will be required for the projects within the portfolio. It is also important to understand the impact across projects should a resource suddenly become unavailable. We must consider time off, illnesses, family demands, life stages and the possibility that our resources will seek employment elsewhere. The PMO must establish contingencies primarily in the form of understanding where that back-fill resource might come from to support a strategic project. In this day and age we don’t usually have idle resources, but if external factors prevent movement on a project, the PMO must detect this and immediately make those resources productive on the next project. The PMO must also be cognizant of the skill sets required for future projects. Will resources have the skills at the time when they are needed most? With a variety of skills from programming to server management, to phones and card readers, mobile devices be it phones or iPad or wearable gadgets, each device has a procedure associated with it. The ability of our resources to be skilled in multiple technological facets allows us to service our customers with reduced cost to the institution.

Finally, data analysis is critical. While reporting is valuable, those reports need to be interpreted across the portfolio. With the help of the PMO, monitoring of critical key performance indicators will allow us to deliver those initiatives which will ultimately serve to ensure an exceptional student experience and keep the University of Scranton among the top ranked schools in the country.

In summary, the PMO brings value by focusing the organization, understanding resource utilization and skills and interpreting data. Such efforts lead to alignment of projects with strategic tactical goals and ensure the enterprise remains competitive and healthy.

FootPrints Tips
by Gail Bontrager,
Asst. Dir. Technology Support Center

1) What happens when you report a problem to the Technology Support Center?
If the TSC staff cannot immediately resolve the problem, they will log the problem in FootPrints. Problems are generally logged under the name of the person experiencing the problem – not the name of the person calling the problem in. An email message with a ticket number will be sent to the customer under whose name the problem was logged. If the customer does not get an email message, they should contact the TSC to ensure their problem gets logged appropriately.

2) Can I log my own problem?
Using the Service Catalog, faculty and staff can indeed log their own problems. Customers need to log into my.scranton.edu, click on the Home Tab, scroll down a bit and click on FootPrints in the left column. Customers will be prompted to log in with their my.scranton username and password. Unless the customer is an agent in one of the workspaces, they will be at the Knowledge Base screen. Once they click on Service Catalog (on the top), they can report a problem by clicking on Find Services in the Report an IT Problem box. They will need to make subsequent choices about the type of problem they are experiencing and enter a description of their problem.

3) Can I look up possible solutions to my problem?
Using FootPrint’s Knowledge Base, customers can look up solutions to common problems. Customers need to log into my.scranton.edu, click on the Home Tab, scroll down a bit and click on FootPrints in the left column. Customers will be prompted to log in with their my.scranton username and password. Unless the customer is an agent in one of the workspaces, they will be at the Knowledge Base screen. Enter the item on which you want to search in the Search Results for Keyword box and a list of articles about that topic will appear.
Improved Exam Scanning Services

by James Franceschelli
Dir., Information Technology Services, ITS

IT Services is pleased to announce improved test scanning services. Exam scanning services is now offered through our Technology Support Center located on the first floor, Alumni Memorial Hall. Faculty who have used this service in the past will see immediate benefit with expanded service hours and electronic delivery of test results. We evaluated the existing service that has been a great success from our Data Processing office. Through our examination, we found that many schools have moved away from test scanning services, however those that continue to provide the assessment do so through their help desk areas. As our customers demand extended hours and electronic results we looked for ways to improve. Over the summer months the TSC staff has worked closely with Carol Cornell to take over the service. We take very seriously the assessment process and have developed a process to ensure confidentiality of all information.

Exams may be left with full-time staff members or placed in the secure Exam Scanning Drop box. Exams will be scanned only when full-time staff is available. All exams will be properly stored and secured and results will be confidential. Scan results may be available within a day, however because of expected demand, we have established a two business day turnaround. Errors on the scan sheets will be noted and faculty can determine the appropriate action. Scan result reports will be provided in email directly to the faculty member. Faculty may then print out or store their results as needed. After the exam has been scored, scanned sheets will be available for pickup from full-time staff at the TSC. Full time staff must be available to access and release the scanned sheets directly to faculty members or their secretaries. No student workers will have access to the forms or results.

Technology Support Center

Exam Drop-off Hours:
Monday – Thursday, 8:00 a.m. to 10:00 p.m.
Friday, 8:00 a.m. to 9:00 p.m.
Saturday, 9:00 a.m. to 5:00 p.m.
Sunday, 12:00 p.m. to 8:00 p.m.

Exam Pickup Hours:
Monday – Thursday, 8:00 a.m. to 10:00 p.m.
Friday, 8:00 a.m. to 5:00 p.m.
Sunday, 12:00 p.m. to 8:00 p.m.

As an alternative to exam scanning, faculty interested in using on-line testing tools via Desire2Learn are encouraged to contact the Center for Teaching and Learning Excellence for assistance.

We realize that exams are an essential part of the educational mission and we are committed to handling those exams with the highest level of confidentiality.

Microsoft Office Professional Plus for Students, Faculty & Staff!

by James Franceschelli
Dir., Information Technology Services, ITS

Information Resources has recently been enrolled in Microsoft’s Student Advantage Program. The program provides all currently enrolled University students with a free download of Microsoft Office 365 Professional Plus. The package includes a full version of Microsoft Office for Windows or Macintosh computers. The license remains active for as long as the student remain enrolled. After graduation, students may extend their use of Office through a Microsoft subscription basis.

The windows download includes Word, Excel, PowerPoint, Outlook, Access, OneNote, Publisher, and Lync. The Macintosh download includes Word, Excel, PowerPoint, Outlook and Lync. These programs are full versions and offer the same functionality of as MS office products available at retail sources. Office Mobile options for Android and Apple OS are also available. Students may install the software on up to 5 devices (laptop, desktop, mobile).

The extension of our Microsoft license provides our students with the latest version of the Microsoft productivity suite at no additional costs. More information on the program can be found at: http://www.scranton.edu/pir/office365/office365-for-students.shtml

On September 22nd, Microsoft announced that the same Microsoft productivity suite offering will be extended to University Faculty and Staff later this year. This is a huge advantage for University employees that will enable them to run the applications on home computers and mobile devices. As more information is made available, IT Services will provide updates on this important offering through the my.Scranton portal and bboard.
Recycling University-Owned IT Equipment

by Danielle Morse
IT Asset & Vendor Relations Manager

Do you have IT equipment in your office that you no longer use? Is there an unplugged PC under your desk that’s taking up room in your supply closet? Do you stub your toe on that printer laying on the floor? If you answered yes to any of these questions, you need to contact the TSC to have the equipment picked up. DO NOT put University owned IT equipment in the garbage. DO NOT store University equipment in your closets!

Unsecured computers can contain sensitive University data that needs to be protected. When the equipment is picked up, ITS will determine if the equipment can be re-deployed on campus. If it is determined that the equipment is not worthy of re-deployment, all disk drives will be wiped clean using Department of Defense standards and recycled in a secure and environmentally safe manner. Disk drives for computers that will be re-deployed will be wiped clean and reformatted. All users are responsible for copying off personal data before computers are picked up by ITS. All equipment received by ITS will be placed in a secured location until the equipment is either recycled or re-deployed. If you wish to schedule a pickup please contact the TSC.

Please note that this recycling is only for UNIVERSITY OWNED equipment. We cannot accept or recycle personally owned electronics. For personal owned, home systems, please contact your local municipality for electronic recycling information.

The IT Asset & Vendor Relations Office has diverted 21,475 pounds of electronic waste away from landfills with our recycling efforts this year alone. We are planning another pickup this Fall so please contact the TSC as soon as possible if you have equipment not being used.

University of Scranton Disaster Recovery in the Cloud

by John Ochman,
Assistant Database Administrator

The Fall 2013 edition of IT Matters introduced the IT Infrastructure Group’s pilot project of using Amazon Web Services (AWS) as a failover for the University’s website for Disaster Recovery (DR). In the event of a disaster, Scranton’s www traffic will be directed to a virtual web server in one of Amazon’s data centers. The Infrastructure Group has expanded their DR efforts to include many critical IT functions related to the core business functions provided in the Ellucian Banner framework.

The group’s DR plan is a multi-phase approach. This first phase, which has been completed, includes the Banner production database, Banner INB and Banner Self-Service and has been a collaborative effort involving Systems, Database and Network staff that comprise the Infrastructure Group. The DR plan requirements for this phase were as follows: 1) located off campus, 2) systems and data must be secure, 3) allow for quick switch over in order to minimize downtime, 4) inexpensive, and 5) expandable and flexible.

After reviewing several options and proposals by various vendors, Amazon Web Services (AWS) was selected as the best fit to host the systems in the cloud and Oracle Advanced Security Option (ASO) was used to secure the database. AWS and ASO satisfied all the requirements in the following ways:

1) systems are located in the cloud (AWS data center in Northern Virginia), 2) ASO is used to encrypt the database datafiles and backups, 3) AWS servers were built with our software to allow quick switch over to similar systems, 4) AWS has a pay-as-you go policy so we only pay for the GB that we consume and the amount of time that the servers are online, 5) future servers can be added to the AWS cloud.

If you are interested in learning how the DR plan may fit or can be incorporated into a departmental, divisional or University Business Continuity Plan, please contact Maureen Castaldi, Assistant Director, Database Systems.
Technology Support Center News
by Gail Bontrager,
Asst. Dir. Technology Support Center

Did you Move Over the Summer?

The TSC student staff were very helpful in disconnecting, moving and reconnecting equipment for department members who moved over the summer. It is important for us to know if you moved as we need to update several important databases in order to keep track of our assets (computers, printers, telephones, etc.) and to update Banner, network port records and the 911 system for emergency purposes.

The information we collect is the building, room number, and port ID for the room you are vacating and the room to which you are moving as well as the PC Service Tag# and your phone extension. Some faculty and staff are comfortable moving their own equipment. In this case, please remember to call (x4357) or email (techsupport@scranton.edu) the Technology Support Center to let us know you have moved.

Do you need a new Mobile Phone?

Great news! Now it is easier than ever to request a new mobile phone. No more filling out paper forms and chasing down your Budget Supervisor and/or Vice President to get signatures so you can replace your outdated/broken mobile phone. Now all you need to do is log into my.scranton.edu, click on the Home tab, scroll down a little and click on FootPrints. From the Service Catalog, select Request an IT Service, Technology Acquisition, Mobile Device Acquisition, Mobile Equipment Acquisition, Request this Service. You will be ask to provide such information as:

- Whether this is New Service or an Upgrade of a Current Device
- Whether you are a Dean or Above
- The Mobile platform you prefer (IOS, Android, etc.)
- Which Device you prefer (e.g. iPhone 6, Samsung Galaxy S5, etc.)
- What accessories you would like (car charger, case, etc.)

You will also need to provide the names of your Budget Supervisor and Vice President - just enter their last name in the appropriate box and press Enter. Their information will auto-fill. Be sure to click Save. You will be notified of all approvals, when the device is ordered and when the device arrives. Faculty and staff participating in service trips also use this tool to request a loaner mobile phone.

Since this workflow was implemented about four months ago we have processed 27 technology acquisition requests.

Welcome, Class of 2018!

The TSC provided multiple services to the Class of 2018 during the four Orientation sessions this past summer. Not only did they take 1052 Royal Card pictures during the Orientation sessions in July, they also answered many, many questions regarding which computers to buy, what software they would need, and how to protect their systems from various forms of malware. We gave out candy (to keep them alert for their Royal Card picture), pens with TSC contact information, and University of Scranton lanyards for their Royal Cards, which were mailed to them in August. We also let the incoming students know that they, too, could become a part of the TSC by applying online to become a Student Consultant!

Field Services Cross Training Continues

Perhaps you have been a tad surprised to see Mark Fischetti deliver your new PC - or Glen Pace show up to activate a port? Since Mark Fischetti joined Field Services last November, the five Field Services technicians have made a concerted effort to acquire the skills to support a myriad of services: PC setups, software installation and troubleshooting, hardware repair, telephone installs and troubleshooting, port activations, Cable TV/data jack repairs and troubleshooting, Call Box repairs, Royal Card hardware troubleshooting - and more! Glen Pace attended Mavericks training so he can better support Macintosh issues. Mark Fischetti is working on his A+ Certification. Shawn Beistline and Tom Kern have acquired some Dell certifications. Joe Kitcho helped manage the return of 270 leased systems – which was no small feat! In addition, they manage our printer inventory, update the IP database and recycle all the obsolete equipment we no longer want. And - they do it all in such a friendly, helpful manner!
The Future of Banner - Action Planning at Scranton

by Robyn Dickinson
Assoc. VP, Information Resources & CIO

Banner, the University’s Enterprise Resource Planning (ERP) system, enables many operations and processes across campus — payroll, course scheduling, and processing donations — just to name a few. Banner was implemented here in the early 1990’s and although it has been upgraded many times to meet the changing needs of its college and university customers, questions remain about whether or not we are getting the value we need from the Banner system. We are not alone in asking this question, the higher education business officers through their professional association, NACUBO, and chief information officers through EDUCAUSE, have been jointly studying this issue for the past year.

A recent report from their 2014 Administrative IT Summit, recommends that institutions can maximize the value of their administrative systems by focusing on four areas of activity. The first is reviewing the enterprise application mix. Today cloud or shared services models for administrative software can help schools to gain features and functionality at a lower cost than they could provide on their own, our use of Microsoft’s Office 365 for email and calendar is a good example of this and viable cloud ERP systems are emerging. Second is reviewing business processes and reducing customization of administrative systems. Extensive customization to meet institution-specific business practices is now adding to the cost of managing and maintaining these systems with very little value-added to the mission of most institutions today. Third is using the data already stored in these systems as a source for business intelligence, thus deriving additional benefits from existing systems. Finally, strengthening partnerships with vendors of administrative applications, using these long-term contractual relationships to fully optimize the use of the systems for the purposes which they were designed. A copy of the full report can be found on the EDUCAUSE website as part of their Administrative IT Program.

Over the summer we renewed our contract for the Banner system with Ellucian through 2019. As part of the negotiation, we decided to take advantage of a new professional service they offer called Action Planning. The purpose of Action Planning is to realign our use of the Banner system with our business processes with the hope of gaining efficiencies or added benefits. Through surveys and onsite interviews this fall, the Ellucian staff will gather information about our processes and how we use Banner and make recommendations to us about ways we can improve the alignment between our operations and the features and functions offered by the Banner system today. The result will be a multi-year plan for us, working with Ellucian, to improve the value we are getting from our use of Banner. I expect that we will see recommendations that include streamlining our processes, reducing customization, and implementing new or unused features of Banner. I want to thank Ed Steinmetz, Senior Vice President for Finance and Administration, for serving as the Executive Sponsor for our Action Planning process. I encourage you to participate in the process if you receive a survey or are invited to attend a meeting, we want to work together to improve the environment that many of you work in every day.

Faculty Office Hours System

By Cindy Hricko, Assistant Director, IT Development & Applications

Students can check out the brand new Online Faculty Office Hours Directory on my.scranton!

Last year, the Office of Student Government requested a new application be developed by IT Development & Applications (ITDA) to allow students to view faculty office hours, and the Faculty Senate approved. Currently, faculty members post office hours on their office doors and some may post on their own, or departmental web sites. This application, written by ITDA staff and our ITDA Intern, Matt Tarantino, provides a central place in my.scranton where students will search for their professors’ office hours and location, email address, and office phone number. Having Matt, the Student Government’s Director of Technology, on our team really helped to shape the new system. You can find it in Self-Service, under the Student Services & Financial Aid tab, called Faculty Office Hour Directory.

Faculty members, or their secretaries, can enter office hours via the administration piece of the application (found on the Employee tab under Directory in my.scranton). We tried to make it as easy and convenient as possible, to encourage its use by the faculty. For added convenience, ITDA included an option for faculty and students to get an iCal export of a faculty member’s office hours, for import into their own personal calendars.

“I needed this YESTERDAY. I would like to ask one of my former professors for a letter of recommendation and I had no way of knowing her office hours. Thank You!”
— Shannel Julius
class of 2015