Desire2Learn Is Here!
By Connie Wisdo, Director, ITDA

Following months of preparation, our new learning management system, Desire2Learn (D2L), went live in January, just a few weeks before the start of the Spring semester. Thirty-two faculty (full and part-time, representing all Colleges) “opted-in” to teach all their Spring, 2014 courses using D2L.

ITDA worked extensively with the Center for Teaching and Learning Excellence (CTLE) to ready the system for University faculty, so they could choose (by mid-January) whether they wanted to use ANGEL or D2L to teach their courses this Spring. In late December, over 6,000 courses, from Fall, 2011 through Fall, 2013, were exported from ANGEL by ITDA, and run through a custom converter by D2L. But that was only half the battle, since none of the converted courses came over with instructors assigned.

Using custom scripts to pull and format data from Banner, ITDA was able to use a D2L user-management tool to match the instructors to their converted courses. ITDA also built custom forms, made available to faculty via my.scranton, allowing them to “opt in” to D2L for Spring, as well as request any additional courses to be converted from ANGEL. CTLE conducted numerous, hands-on, D2L training sessions and open migration workshops in January to help faculty get acclimated to the new system, and adjust converted content from ANGEL. During Fall and Intersession, faculty received email messages from CTLE and ITDA, notifying them of the transition timeline, and providing them with their options regarding D2L.

Continued on page 6
A New Lecture Capture Product?
by Jason Wimmer, Asst. Director, Office of Instructional Technology
& Jason Oakey, Instructional Technologist

During the spring semester of 2013, PIR partnered with faculty members from Education, Counseling and Nursing departments and investigated a lecture capture solution that would meet their recording needs and potentially scale to other areas of the university. Both areas were using dated technology to record simulations, which were getting increasingly harder to support from an IT perspective and unreliable for the end users. We reviewed Mediasite, the current system in the Loyola Science Center, who just released a desktop capture solution and Panopto. After several meetings, demonstrations and testing of both products, a decision was made to purchase Panopto on a Pilot basis, with funding that PCPS had set aside for over a year and a half. Panopto is software as service desktop recording solution designed to provide an all-in-one recording solution for academic institutions.

Overall, the decision was based on several things; overall ease of use, ability to securely allow students to record, low level of administration, overall cost and the stability of the corporation. The decision to not go with Mediasite was based mainly on the fact that we didn't feel the product was ready for the investment. The in-room, appliance based solution similar to what we have in LSC was cost prohibitive and would have only allowed us to have two rooms at the most.

Throughout the Fall Semester of 2013, the Office of Instructional Technology partnered with the departments to pilot Panopto. The three departments had different needs. The Counseling Department's needs were specific and somewhat different than the typical Lecture Capture paradigm. The department conducted one-on-one counseling sessions that required specific access controls for practicum courses while paying close attention to client confidentiality. The Nursing Department had similar confidentiality requirements for their patient simulations, along with the need to immediately review the simulations. The Education Department was interested in using Panopto for traditional lecture capture and also to record student teaching exercises for critique. Panopto not only delivered, but exceeded expectations in each of these areas.

During the Fall Semester, the pilot showed great potential, with over 380 recordings, 120 participants and 14 different systems deployed in MGH Hall. Perhaps the most illuminating aspect of this exercise is the feedback we have been receiving from instructors, the ITDA and the student users. One of our instructors commented:

"I LOVE IT! It made my work with students so much more effective. I am able to comment directly onto the screen and see exactly the point in the video that I am referring to in my comments." – Rebecca Spirito Dalgin, Ph.D., CRC, CPR, Associate Professor, Rehabilitation Counseling Program.

And our student feedback was tremendous with comments like;

"I felt that the PANOPTO program was an invaluable resource during my Practicum experience." - Emily

"PANOPTO was a great asset to my practicum experience." - Sarah

"I loved using Panopto last semester and cannot say enough positive things about the system. I found it to be very user friendly for both student and instructor." – Julie

The overwhelming recording success in fall led OIT to expand the use of the product into two additional locations in McGurrin Hall. One will be used for simulations in the Nursing Department, while the other will be used for traditional Lecture Capture and Student Teaching training in the Education Department.

(Continued on next page)
How Do Students Want to Use Technology? 
Results & Plans from the ECAR Student Technology Survey

by Robyn Dickinson
Assoc. VP, Deputy CIO, PIR

As part of our cycle of Information Resources’ surveys, the ECAR Student Technology Survey was administered to undergraduates in Spring 2013. The survey is part of a national study that focuses on how students use and want to use technology on college campuses.

Key findings from our students include:
• 95% own laptops and 84% own a smartphone
• 60% indicate that they learn best in a blended learning environment
• 61% would prefer to take courses that include online components
• 63% would like to see greater use of lecture capture
• 53% would like to see professors make more use of the Learning Management System

• 65% reported that technology helps them feel more connected to the University

These prompted several robust discussions during the fall semester with groups such as the Information Resources Advisory Committee, Academic Deans and Technology Advisory Group members, University Planning Committee, and the Student Senate. In particular, the Student Senate members helped to clarify that our students are most interested in seeing technology used to enhance, but not replace their educational experience. They would also like to see us maximize the use of technologies that are already in place, specifically the Learning Management System. They rely on their smartphones to connect with everything happening on campus and manage their lives as students.

This spring we will continue our discussion with the Academic Deans and Technology Advisory Group members on ways to further the use of our new Learning Management System, Desire2Learn, and make lecture capture technologies available to more courses. We also continue to work with the Marketing Department on enhancements to our mobile application offerings for students.

For more information about the ECAR Student Technology Survey results, you can go to our Institutional Research Survey Reports Page at http://www.scranton.edu/pir/institutional-research/institutional-survey-reports/institutional-survey-reports-page.shtml

A New Lecture Capture Product?
by Jason Oakey & Jason Wimmer
(Continued from previous page)

The overall performance of the product and its ability to scale to a deployment across campus for different purposes, led PIR to partner with the Dean of PCPS to look to secure funding on an annual basis for a campus wide deployment. These talks are ongoing and have been very positive. Within the next few weeks, OIT will be getting a meeting together with the chairs of TAG and members of the original lecture capture group to show Panopto and discuss our findings.

We are excited about the potential that Panopto has for the University of Scranton. It is clear to us that this technology has had a positive effect on education. We are committed to providing the service and support necessary to implement this and other new technological classroom tools to our faculty and most importantly our students.

Computer Security Tips
Don’t check “remember my password” boxes.

Numerous programs offer the option of “remembering” your password. Unfortunately, many of them have no built-in security measures to protect that information. It’s best to retypen your password each time you log in eliminating the possibility that someone will be able to steal or use it.

Beware of Shoulder Surfing
A person who is standing near, as you fill out a form, enter your password, may be doing more than just waiting their turn. Shield your paperwork from view using your body and cup your hand over the keypad.
Cable Television Service Options
by Ron Skutnick
Director, Network Infrastructure

As the end of a seven year contract with Comcast nears completion in May 2014, Network Infrastructure is investigating options to provide future video services to our campus. Comcast and Campus Televideo are each conducting site surveys to investigate the details of the physical cable TV infrastructure. This work is pivotal to future video delivery using traditional QAM analog or digital transmission. Once complete, each company will provide pricing and service options that Information Resources will evaluate.

Service options will include traditional cable television channel lineups but other options being explored include IP video delivery and premium movie channel options that could be made available to students opting for such service. Comcast demonstrated their latest Xfinity on Campus service that can be delivered over the campus network infrastructure. Bandwidth consumption and utilization would need to be closely studied should this option be considered. Xfinity on Campus is only being delivered to a handful of schools in the North East and it is still questionable whether or not that service would be available in our geographic area in June.

Campus Televideo delivers their channel lineup using DirecTV satellite service and can also deliver optional IP video over campus networks. The Network Infrastructure team is expecting proposals at the end of February and will then seek input from the University of Scranton Programming Board (USPB) should channel lineup selection be required. The goals of the contract negotiations are to deliver a comparable channel lineup with more HD program delivery while achieving operational savings as well.

Consumer Services Support on RoyalAir
by Tim Meade, Network Administrator

The typical student brings an average of 2.5 networked devices to campus. Over the last year, PIR has received a number of student requests for support of consumer devices, such as wireless printers and AppleTVs, on the ROYALAIR wireless network, much like they can in their home networks. These devices utilize a consumer protocol, more commonly known as Bonjour, which has traditionally been difficult to incorporate in an enterprise environment. The latest update to the wireless network on campus has provided Network Infrastructure the ability to enable support for this protocol to ROYALAIR.

Once a Bonjour-enabled device is connected to the wireless network, it will be discoverable within the local geographic area. For example, if you connect your printer to the wireless network in Condron Hall, it will be shared with the Wireless Access Point (WAP) it is connected to as well as adjacent Access points. However, your printer in Condron Hall will not be available for people to discover in the Denaples Student Center. Bonjour on wireless is not a replacement for enterprise services such as Royaldrive or printing services due to the lack of security and protections that the protocol inherently has given its openness.

Did you know...
You can synch your smartphone with your email and your calendar.
You can connect to both on select iPhones and Android devices.
For an easy step-by-step tutorial on synching your smartphone, go to our Mobile Device Center:
http://www.scranton.edu/pir/its/techservices/mobile/

IT Security Tip
Change your passwords often and make them strong!
Use at least 9 characters
Use upper and lower case letters
Mix in numbers and symbols
A Tribute to Frank Parker
by Jerry DeSanto, Ed.D.,
Vice-President for Planning and CIO

Decked out in a short sleeve shirt and tie, black trousers, and black shoes, always purchased at Levy and Son's Shoe Store, Frank Parker patrolled the hall on the first floor of St. Thomas Hall seemingly proud of the raised floor computer center that stood majestically behind glass. This long term University professional employee passed away recently, but for many his memory as a key figure in the history of computing at the University will live on indefinitely.

Frank was dedicated to his work like none other in his time boasting at times that he put himself on 24 hour watch (in his office) over an embryonic computing environment that was anything but reliable. He would sit behind his scratched wooden desk piled high with papers, books, manuals, and mail and engage anyone in conversation about the Xerox Sigma Six mini-computer, miniature trains, Star Trek, Star Wars, and myriad of other topics that interested him. He had an infectious smile and laugh. His short cropped black hair and glasses gave one the impression that he was studious and serious. He certainly tended toward being an introvert, but his love and passion for the University and the computing environments was undeniable.

Frank's work was focused on systems and operations. He was not a take-charge guy, but rather deferred larger decisions to folks like Walt Kanavy or me. But, he appeared to always be there when you needed him.

When I reflect on Frank's many contributions and legacy I think of his easy going demeanor with co-workers and customers alike. I also can't help but be impressed with the many hours he labored just to keep the trains running on time. He enjoyed many friendly relationships with vendor representatives like Rudy Henn and Bill Callahan, and I think at times he leveraged those connections to obtain more timely service for the University.

In his later years at the University Frank moved on to the Purchasing Department, where he worked until retirement. It's interesting that we wait until someone passes on to truly reflect on the impact that person had at a point in history. Decades later I can honestly say that Frank Parker played an integral early role in the development and advancement of computing technologies at the University.

Let me close by quoting Theodor Seuss Geisel, “Don't cry because it's over. Smile because it happened”.

--J. DeSanto, Ed.D.
Desire2Learn is Here!
by Connie Wisdow
Director of IT Development and Applications (ITDA)

We decided that the best way to communicate to students about this ‘dual-LMS’ semester would be to create an interim web page, containing links to both ANGEL and D2L, and redirect the “book” icon in my.scranton to this interim page. In addition to the links, information and updates about the LMS transition are contained on this page. CTLE and ITDA also worked with Student Government to send out a mass email, introducing D2L to all students in November. Students whose instructors opted-in for Spring see these courses when they log in to Desire2Learn, but no other courses. Likewise, the courses being taught in D2L have been disabled in ANGEL so the students don’t see them in ANGEL.

As was the case with ANGEL, the new learning management system is integrated with Banner. All the courses and authorized LMS users in Banner are automatically created in D2L, faculty assigned to courses in Banner are automatically assigned to their courses in D2L, and student registrations/withdrawals from courses are reflected in D2L. ITDA staff worked diligently, including over the Christmas break, to design, develop, test and tweak the code that is being used to integrate Banner and D2L. XML files are generated, sent to Desire2Learn, and processed on the D2L server at 1:00 p.m. and 3:00 a.m. each day.

Many staff and faculty on campus used ANGEL for managing ad-hoc, (University) community groups. Over the next few months, ITDA will reach out to the managers of those groups to see if they wish to continue using D2L for this purpose, since their content can be converted from ANGEL to D2L, just like courses.

One of the biggest changes that users of D2L will see is that email is now two-way between the LMS and Outlook (Live@edu). In ANGEL, we only had the option to do one-way email forwarding (from ANGEL to scranton.edu). You could not reply back to the ANGEL email that you received in your scranton.edu (Outlook) email inbox. This was viewed as inconvenient, since the receiver of the email would have to log into ANGEL, then navigate to the inbox within ANGEL, open the email in ANGEL, and then reply to it. Just like in ANGEL, all emails are automatically forwarded from D2L to your scranton.edu inbox. But now, you can reply directly to these emails and they will go back into the D2L system.

Another cool feature in D2L is Notifications. Through Notifications, you can opt to receive text messages (or emails) about activity in courses such as: News posts, upcoming Dropbox due dates, unread Discussion board posts, and even a daily summary of activity.

I could go into a lot more detail about features and functionality, but space in IT Matters is limited! If you’d like to learn more about our new LMS, login to Desire2Learn and check out the Faculty Resources and/or Student Resources widgets. There is also a link to Student Help Videos in the top nav bar. In addition, you can find more links and helpful information by visiting CTLE or http://www.scranton.edu/academics/lms/d2l-resources.shtml. Finally, mark your calendars for April 24, 2014, and watch for portal announcements regarding our upcoming, "Desire2Learn Day” at the University!
New RoyalCard Designs
Patrick Mullarkey, Campus Card System Administrator

Two new RoyalCard designs are underway in the RoyalCard Office. To help better identify individuals throughout the campus, and to keep a better record of individuals carrying RoyalCards, there are now two new unique designs. Non-Affiliate card holders will no longer carry a visitor card or common RoyalCard. A new design was developed by the Public Relations Office to help identify those who are not directly associated with the university. The card is red and designed in a portrait orientation. Also, all non-affiliate cards now contain a photo, name, organization and issuing department for identification. The non-affiliate card has a one year expiration.

Additionally, the University Police Department will be receiving a new RoyalCard soon. Also developed by Public Relations, the University Police ID will be landscape in style, purple, and look similar to the standard RoyalCard. It will contain the University of Scranton Police logo, clear identification that the cardholder is a member of the university police department, and descriptive information on the back of the card, i.e., hair color, eye color, height and weight. All of these features are to ensure easy identification for students, faculty and staff. These cards are still in development, but should be in production soon.

New RoyalCards for Faculty and Staff
Patrick Mullarkey, Campus Card System Administrator

As you may already know, a new RoyalCard design was developed and issued to incoming freshman students this past summer. The card design features a landscape layout, a larger photo, and an expiration date. In order for us to issue the new RoyalCard campus wide, every faculty and staff member is required to visit the Technology Support Center (TSC). A schedule has been implemented that highlights when each department should arrive at the TSC for a new RoyalCard. You can find the schedule in your email inbox, or on the myScranton portal. The schedule began in November, and we have issued new RoyalCards for approximately 75% of faculty and staff through January.

It is important that all faculty and staff visit the TSC for a new RoyalCard for their designated month. The schedule is provided to prevent delays at the TSC when printing your new RoyalCard. If you are not able to visit the TSC for your new RoyalCard at your scheduled time, please feel free to show up at your convenience. As a reminder, any faculty or staff that does not obtain a new RoyalCard prior to May 1, 2014 will have their card deactivated.

New Off-Campus Merchants Accepting RoyalCard
by Patrick Mullarkey, Campus Card System Administrator

The RoyalCard Off-Campus Merchant program will be expanding again. This spring, Community Relations will be running a campaign that promotes the Downtown Scranton businesses. In concurrence, the Off-Campus Merchant Program will be expanded and promoted. Lavish, The Mall at Steamtown and Northern Lights are the first three new merchants to join the program. Cards will begin to be accepted at these merchants in the upcoming week.

New Feature for Reporting Application Errors
by Connie Wisdo, Dir. ITDA

A new feature is being introduced in processes that run from the BANNER ERP/Employee Applications menu. This feature addresses security concerns and the desire to improve the customer experience. Error messages now display in a much more readable, yet secure, format.

Customers can report them directly to the Technology Support Center via a button click, which creates an email addressed to the TSC. It captures the customer email address, the URL of the application, and the time stamp, making it quicker and easier to create and assign Footprints Tickets. Once the ticket is assigned, ITDA staff can log into a tool called Splunk, where a query retrieves the error from the server logs. (Note: this process does not apply to BANNER INB, ARGOS, or Employee Applications that already contained error handling.)

The process is expected to reduce the overall time associated with troubleshooting, from reporting thru resolution. The project team included Gail Bontrager, Maureen Castaldi, Adam Edwards, Scott Finlon, Cindy Hricko, Alex, Krist, Calvin Krzywiec, John Ochman, and Molly Piazza.
SANS Security Awareness Training is comprised of a set of short videos, that will focus attention on the most important target for identity thieves, all of us, the users of computers and other on-line media, here on campus. To help build awareness of the threats we face, IT Services has registered all full-time personnel at the University into the SANS program, an interesting and easy to use training presentation.

To participate in this important security training, go to: www.scranton.edu/it_training Click on the SANS Security link or contact:
Jack Williams, IT Trainer: jack.williams@scranton.edu

OIT Updates
by Jason Wimmer, Asst. Director, OIT

Intersession Classroom Upgrades
by Jason Oakey, Instructional Technologist

Once again OIT hit the ground running over our intersession break with the remediation of seven classrooms including rooms in Hyland Hall, McGurrin Hall and the Loyola Science Center. This process involved members of OIT, NI and our facilities department along with our low voltage vendor on a tight schedule to get the job done. We updated LSC 590, HYL 407 and 401 along with MGH 202, 203,205 and 206.

With all of our classroom spaces we try to conform to our recently established University Classroom Designation Schema. This was developed shortly after the phase one completion of the Loyola Science Center and has been instrumental in current and planned mediation designs. Our new classrooms are now aligned to what is referred to as a Type A room and is described as;

**Type A room**
This is a basic classroom design for the most common teaching environments.

The Type A classroom is to consist of the following technological attributes:
- Instructor's computer with digital audio/video outputs
- Document camera with a digital video output
- Basic technology control device (currently an Extron 226ip) with network accessibility
- Video switching/scaling device with analog and digital inputs and digital outputs
- Display device in 16 x 9 or 16 x 10 format
- Connectivity for external HDMI sources

Other rooms scheduled for remediation in this budget cycle are three conference rooms, STT 115, AMH 117 and STT 5114, the Provost Conference room. This type of room is described as follows with extra consideration given to STT 115 and STT 5114;

**Type C room**
This is a standard conference room setting

The Type C room is to consist of the following technological attributes:
- Presenter's computer or convenient connection for a portable device such as a laptop with digital audio/video outputs
- Basic technology control device
- Automated or manual display device in 16 x 9 or 16 x 10 format
- Digital inputs to the display devise

All of our newly mediated spaces are equipped with the industry's most advanced and reliable products that have a proven track record among integration professionals. That being said, OIT is constantly searching for what will be the next piece of gear to find its way into our classrooms, taking into account our faculty's needs and industry trends both in A/V as well as education.

(Continued on next page)
The activity at the site of the new Rehabilitation Center is beginning to pick up as the contractor’s battle the elements to keep the project on track. While the building is beginning to take shape on the outside, many hours of work have taken place behind the scenes to define the technological needs of the disciplines moving into the building.

The University used a slightly different approach to this building and hired Acentech, Inc., an Audio Visual Consultant to work PCPS faculty and members of IT to design the learning spaces and assist us in developing the bid package. Acentech, Inc., worked with IT Services, the Office of Instructional Technology, PCPS faculty, architects from Hemmler & Camayd and members of facilities staff to design and spec out the learning spaces in the building.

During the fall semester, the group met several times through conference calls and onsite to discuss the spaces and the technological needs and desires of the faculty in each of the disciplines. In one onsite meeting, the group spent the day going through preliminary drawings of each space with faculty representatives from the specific areas to discuss anything from the number of projectors in the room, location of the podium to sight lines of students.

The new Rehabilitation Center will have over 25 mediated learning spaces, with a focus on collaboration and active learning. The focus on collaboration and the phenomenon of bring your own device (BYOD) will be evident, as several rooms in the building will be designed for groups to display their devices on flat screens for group work and projects. These collaborative learning spaces will be necessary as there are no computer labs in the building.

The Office of Instructional Technology is in the process of reviewing AV drawings of the mediated spaces and will be meeting with members of the team and Acentech, Inc., to prepare the project for bid. In the coming months the steel will rise into the Scranton skyline and the team will be reviewing bid responses from AV installers.

Brennan 101L Intersession Updates
by Robert Kennedy, Senior, Instructional Technologist

In response to faculty suggestions, OIT performed a number of updates to the Alperin stock trading lab in Brennan Hall during Intersession. First and foremost were some programming changes to the Crestron control system that now allow faculty to display either monitor of the instructor station PC to the projector and student pods. In the past, only the main monitor was able to be displayed. The ability to display this content on the four side monitors was dramatically improved as well. Additionally, the aging projector screen was replaced due to mechanical issues and markings on the fabric.

Perhaps the most noticeable change is the look of the Stock Ticker. Due to software compatibility issues, OIT upgraded the circuitry of the system and installed a new mother board. These updates streamline the ability to perform information updates via web based software. It also offers vast improvements in the scheduling system for messages that run on the ticker.

Rehab Building Progress
by Jason Wimmer, Asst. Director, OIT

The activity at the site of the new Rehabilitation Center is beginning to pick up as the contractor's battle the elements to keep the project on track. While the building is beginning to take shape on the outside, many hours of work have taken place behind the scenes to define the technological needs of the disciplines moving into the building. The University used a slightly different approach to this building and hired Acentech, Inc., an Audio Visual Consultant to work PCPS faculty and members of IT to design the learning spaces and assist us in developing the bid package. Acentech, Inc., worked with IT Services, the Office of Instructional Technology, PCPS faculty, architects from Hemmler & Camayd and members of facilities staff to design and spec out the learning spaces in the building.

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The NSSE Report examines how University students responded to survey items relative to students at institutions within three comparison groups in five key benchmark areas. Each of these areas is composed of a number of questions that are linked to the University’s strategic plan, education practices, and student learning outcomes. The three comparison groups are schools that are members of The New American Colleges and Universities consortium (NAC&U), schools within the Master’s (Larger) Carnegie Class, and the NSSE group, composed of all the schools that participated.

A few highlights from the report are listed below.

- The University of Scranton received an average score of 68.9 on Supportive Campus Environment questions, substantially higher than any of the three comparison groups (NAC&U, 63.6; Carnegie, 60.8; NSSE, 60.5).
- The NAC&U comparison group scored higher (50.3) than the University (44.7) on Enriching Educational Experiences questions, but the University still scored better than the Carnegie Class (39.6) and NSSE 2012 (40.4) comparison groups.
- Scranton and the NAC&U comparison group did not differ significantly on Level of Academic Challenge, Active and Collaborative Learning, or Student-Faculty Interaction.
- The University scored significantly higher than both the Carnegie Class comparison group and the NSSE 2012 comparison group on Level of Academic Challenge (Scranton, 60.9; Carnegie, 57.9; NSSE, 58.4), Active and Collaborative Learning, or Student-Faculty Interaction.
- The University scored significantly higher than both the Carnegie Class comparison group and the NSSE 2012 comparison group on Level of Academic Challenge and Active and Collaborative Learning.

If you have any questions or would like data on specific questions, please contact: jordan.knicely@scranton.edu or X4177.
As you may be aware, support for the Windows XP operating system ends on April 8, 2014. After this date, security patches for the XP operating system will not be available. This significantly increases the security risk to the University. IT Services is currently working on upgrading the remaining faculty and staff Windows XP PC’s with the Windows 7 operating system with hopes of completing the majority of them by the deadline of April 8, 2014.

What you can expect if you are currently using a computer with Windows XP:

- A staff member from IT Services will contact you to schedule your conversion.
- On average, the conversion process takes about 1½ hours to complete. Depending on the amount of data you have to be copied, this timeframe could be a bit more or less. The process includes moving your data files to Royal Drive, swapping your XP hard drive with a Windows 7 hard drive, installing additional software (if needed) and installing your printer.
- For added security of your data and files, your Windows 7 computer will be running as a standard user. This is important because it reduces your vulnerability to viruses and other malicious attacks. Be aware that if/when you attempt to install additional software, Viewfinity Privilege Management will prompt you to enter a business justification and will either elevate your privileges automatically or forward your request for approval to the Viewfinity console. Additional information for faculty members about Viewfinity is available from the TAG blog.

The upgrade to Windows 7 includes Microsoft Office 2013. Lab and classroom machines will be updated to MS Office 2013 this summer so this will ensure that your machine and any lab/classroom machine will have the same version of MS Office.

Some departments are considered a higher priority for this conversion because of potential restricted data stored on their machines. These departmental machines will be completed first with approximately 75% of them already completed. We will then attempt to complete the majority of faculty systems before the end of the Spring semester so that when faculty return to teach in the Fall 2014 semester, their computers will be at the same Operating System and MS Office version as is in the labs and classrooms. Currently, approximately 45% of all faculty systems have been upgraded to Windows 7. The remaining staff machines will then be converted.

Chart of Responses to Benchmark Questions from National Survey of Student Engagement (NSSE) Senior Student Survey Report for 2012

by Jordan Knicely, Research Analyst, Institutional Research

(See story previous page)
Planning and Information Resources

Updated computing and technology related policies and procedures

- Acceptable Use of Computing Resources Policy
- Broadcast Email Policy
- Information Classification Policy
- Information Access Policy
- Peer to Peer File Sharing Policy
- Incidental Use of Computing Resources Policy
- University Privacy and Confidentiality Policy
- Planning & Information Resources Privacy and Confidentiality Statement
- CSIRT Standards Manual

For more information on The University of Scranton’s Policies and Procedures, Go to: http://www.scranton.edu/pir/policies.shtml

Changes in Field Services
by Gail Bontrager, Asst. Dir., Technology Support Center

In January of 2013, staff in IT Services was reorganized in an effort to provide better service to our customers. The Computer Maintenance Center staff (Joe Kitcho and Glen Pace) joined the two part-time ITS staff to become Field Services. This change provided more resources to software issues such as setting up new PCs, rebuilding PCs, installing software and troubleshooting software problems while maintaining our current Hardware services. In May, one of the part-time staff accepted a full-time position at another university and the other part-time staff left to pursue other interests. In August, we hired a new full-time Field Services Technician (Tom Kern) and a part-time Field Services Technician (Shawn Beistline) to fill the void left by the departing technicians.

Both new staff started at our busiest time of the year, Fall start-up, and jumped right into their roles with great success. In November 2013, Mark Fischetti joined the Field Services group to provide support for network ports, phones, and Royal Card hardware. We are now in the process of cross training the Field Services staff so they can support each other in all PC hardware and software tasks as well as Network and Royal Card issues. This group has only been working together for three months but they have made great progress. You may have seen one of these technicians as they have been in many offices over Intersession converting PCS to Active Directory (AD), converting PCS from Windows XP to Windows 7, setting up new PCs, etc.

Computer Login Conversion to Royal ID Number
by Deanna Beyrent, Asst. Dir., Client Support Services, ITS

In an effort to keep the login experience at all computing devices consistent, IT Services has been working toward converting all computers to R# logins instead of local legacy account logins (i.e. beyrentd2) created on the machine. A benefit to this conversion is that the password for your R# is the same as the password you use to access my.scranton.edu so you no longer need to remember a separate password for your desktop. Also, forgotten passwords can be changed by going to my.scranton.edu rather than having to wait for an IT staff member to manually change the local password on your machine.

Lab and classroom machines were the first to experience this change and were converted to R# logins in the Summer of 2012. We are currently working toward converting all staff and faculty systems to R# logins.

At this point, most Windows XP desktops have been updated to R# login. While all new systems since last May were deployed with Windows 7 and R# logins, there are a handful of Windows 7 desktop computers that were deployed with local login accounts. We are currently working on a solution to convert those Windows 7 computers that were set up with a local user login to R# login. Anyone who has a Windows 7 desktop computer that logs in to their machine with a local legacy account can expect to be contacted by a member of IT Services to change to the R# login.

We are also working toward a solution to convert laptop computers to R# login keeping in mind that some laptops could potentially be off our network for an extended period of time. Along with this, we are looking into converting Macintosh systems to R# logins in an effort to keep the login experience at all machines consistent.
Viruses on the Rise ... Again
by Gail Bontrager, Asst. Director, Customer Service, TSC

The Technology Support Center is seeing an increase in virus/malware infected computers. Since January 2, there have been 28 virus infections reported to the Technology support Center. We would like to remind customers that there are steps they can take to avoid getting viruses/malware on their PCs:

1) Be careful what links you click on – especially in social media sites such as Facebook
2) Be careful what executables (programs) you run
3) Be careful when opening attachments in email
4) Keep your computer up to date - University faculty & staff can make sure they have run all their KBOX updates by clicking Start → Force KBox 1000 check in. Any pending updates will pop up in the lower right corner of the screen. It is best to close all applications before running the updates. After the updates complete, it is a good idea to reboot the computer.

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CMS (web page editing)

The classes we offer for CMS (Content Management System), the system producing the University’s website, continues to be our most popular. As the CMS program changes and evolves, our class sessions get you up to speed on the new features, changes to the program itself, and new and better ways to complete your website duties.

In the latest update, the CMS program provides some popular, sought-after features including: Drag-and-Drop files and folders; Submit and other buttons that are always available without scrolling; easier video and image input; and easier publishing with a new Relationships Tab.

Our initial CMS sessions, for those who have no experience with CMS, generally run about two hours. Here, we discuss all aspects of the CMS program, using a hands-on approach. Students will actually work with their own websites and can edit and publish right in the classroom.

The second or additional class(s) are generally one hour in length and are designed for those staff who need a refresher, want to know about some of the optional features of CMS, or who have questions about what they need to accomplish with CMS.

Microsoft Office 2013

In this class we discuss the differences between Office 2010 and Office 2013, including Calendar and email. This hands-on class is one hour and questions regarding any part of the new package, are welcomed.

Windows 7

As Windows 7 is installed on University computers on a departmental schedule, staff may not be aware of many of the features of the operating system. The one-hour class will familiarize staff with the new features, the look, and the functionality of Windows 7.

Banner Navigation

IT Services is offering a class in Basic Banner Navigation. Included will be identification of the main elements of Banner, logging in/out, explaining forms, naming conventions, and a lot more. This class is designed for those new to Banner. The benefit is knowing the Basic Banner system prior to working within the program.

Using RoyalDrive

Most computers on campus have been converted to having files that are saved sent directly to the user’s My Documents folder in RoyalDrive. But many people are not aware of the many features of the RoyalDrive program and how it can help with daily duties. This class will show how RoyalDrive can be efficient and safe when working with our important university files.

Basic Computer Use

For those staff who are new to computers, or need a refresher on basic computer use, we offer this basic class to eliminate the anxiety that often occurs when people first learn about computers. In the class we identify files, folders, saving, printing, and much more. We also have the class go on-line to learn about the internet. My.scranton.edu is discussed in detail, as we have users access their personal information, including timesheets, balances for vacation and sick hours, and much more.

For more information on these and other classes available, go to the IT training website: www.scranton.edu/IT_Training, or contact Jack Williams, IT Training Specialist at: jack.williams@scranton.edu.
Don’t Trust Links Sent in Email Messages

A common fraud, called "phishing", sends messages that appear to be from a bank, shop or auction, giving a link to a fake website and asking you to follow that link and confirm your account details. These fake sites can be hard to spot, so no reputable organization will send a message requesting your confidential information.

First RegOnLine Event Goes Live
by Connie Wisdow, Director, ITDA

RegOnLine is the new event management system being implemented by The University of Scranton. It will be phased in as a replacement for the event portion of iModules (the alumni on-line community) and its use is expected to grow beyond the Advancement area. The product can be used to build websites for an array of events, paid or free, and can accept credit card payments as well.

The first site built with the new, RegOnLine event management system went live this past December. “Dinner with 12 Strangers” is a new program at The University of Scranton. Students can enjoy a meal hosted by alumni, faculty or staff. The dinners provide an opportunity for networking and profound discussions aimed at building and strengthening The University of Scranton community.

This program presented the perfect opportunity to set up a website using the RegOnLine survey tool. In addition to surveys, the tool can be used to set up websites for free events. Those volunteering to host a dinner were able to sign-up in December, and in January the site was opened up to students who wished to attend one of the dinners.
Projects, Milestones and Successes

By Lorraine Mancuso
Dir, Project Management Office, PIR

Several projects from the Fall 2013 project pipeline have been completed and closed. These include an upgrade to the Office 365 product, the ERP Migration documentation updates, the RoyalCard Service upgrade, (see article on page 7), and the Campus Wireless upgrade.

Several projects in the current portfolio will be completed by the end of the Spring semester. Footprints Phase2 will be closed once the Infrastructure Workspace is completed. Completion of the Infrastructure Workspace will allow the legacy Project tracking system to enter the history books. The D2L implementation, (see article on page 1), will run in parallel with Angel for the Spring term before moving to full production in the Summer. The migration to Windows 7 and Upgrade to Office 2013, (see article on page 11), are on schedule. The Employee New Hire Workflow for Staff new hires is expected to run in Production before the end of the Spring semester eliminating the manual entry of data from People Admin to Banner. The BYOD Strategy completed a report identifying strategic objectives which will now be prioritized and discussed with various leadership groups on campus.

Several new projects have entered the pipeline. A Mobile Device Management (MDM) research group will evaluate potential MDM software solutions. The IT Disaster Recovery project includes the installation of database encryption which in turn will allow completion of a cost effective disaster recovery solution in the cloud. Retirement of Royal Directory means there will be one less directory server to maintain. A major project is to Retire BIQuery now that users have the flexibility to manage datablocks in production. Once applications running on the LYNX server are moved or re-engineered, this server will be retired. Footprints Phase 3 will tackle the next set of priorities to enhance or develop workflows which will continue the quest for efficiencies.

Work continues on the following projects which began in previous portfolios. Requirements for a replacement of the existing Network Access Control (NAC) will be finalized. IT requirements for the new Library Learning Commons have been defined with construction to begin in the summer. Additional research is necessary to finalize requirements for future IAM projects. Banner XE requires additional information before we can confidently move forward with implementations. Plans for Campus Virtualization and Software Virtualization require additional study.

The PMO is also providing support for several external projects. The Admissions CRM Implementation will focus on the Graduate admissions process through Spring. All IT areas are involved in supporting requirements definitions and budget planning for the construction of the PCPS Rehabilitation Center, (see article on page 9), scheduled to open in 2015. The HR Office is engaged in the upgrade of the People Admin software product to the latest version which offers a modernized user interface and many product enhancements.

Employee Recognition Awards

The Planning & Information Resources division seeks to recognize the accomplishments of its staff at all levels in the organization. Nominations are encouraged from all members of PIR and the University community. Calls for nominations begin February 1st, and deadline for nominations are March 31st each year. In general, each of the awards is based upon performance in the previous award cycle. For more information or to nominate someone, go to: http://www.scranton.edu/pir/employee-rec.shtml

SkyDrive Pro Added to Office 365 Services

With the upgrade to Office 365, Microsoft has added SkyDrive Pro to our services. This is different from “SkyDrive” that was originally included with Live@EDU and was transitioned to a purely consumer service early in 2013. SkyDrive Pro provides faculty and students with 25GB of file storage. It also includes “Office Web Apps” which are web-based versions of familiar Office applications, including Word, Excel, PowerPoint and OneNote.

While these web apps only include a subset of the features available in the full desktop applications, they provide easy access to basic tools. Note that Microsoft will soon be changing the name of SkyDrive Pro to “OneDrive for Business.” SkyDrive Pro has been made available for students and faculty for collaboration. Staff should continue to use RoyalDrive for all university data.
Email Hint!

Never respond to an email asking for personal information.
Companies you do business with should never ask for account information, credit card numbers or PIN information in an email message. If you have any questions about an email you receive that supposedly comes from your financial institution, call the local branch office. Do NOT respond to the email.

Never reveal your password. The Technology Support Center staff does not need your password and will not ask you to divulge it. Do not provide your password to anyone claiming to need it.

Farewell from the CIO

by Jerry DeSanto, Ed.D.,
Vice-President for Planning and CIO

“Change is the law of life. And those who look only to the past or present are certain to miss the future”.---John F. Kennedy

According to Dr. Wayne Brown’s 2013 annual higher education CIO survey the tenure of a higher education CIO is approximately six years. Well I beat those odds considerably having served the University of Scranton in this capacity since 1991. Interestingly, the same publication points out that a high percentage of baby boomer higher education CIOs will be retiring over the next 5-10 years ushering in a new generation of IT leadership. I’m not retiring just yet, having been appointed Executive Vice-President of John Carroll University. But, I am saying goodbye to the CIO role and the University of Scranton.

Some would probably secretly admit, myself included, that I stayed too long. And my having a role that espouses change for institutional advancement and improvement, others may see some contradiction in my long tenure. That said, I look back on close to three decades of steady progress in information technology at this University thanks in large part to the outstanding group of skilled IT professional I’ve had the opportunity to lead. As I recently told my IT staff at my final all-hands divisional meeting, I think IT at the University is poised for greater success down the road with a new spirit and energetic, innovation-inspired leadership. It is time for change for both me and the University. However, I assert that the IT foundation is solid and the strategic-oriented philosophy embraced by our IT staff will keep the needle moving forward for the University. The road will not be easy because IT is expensive to maintain and manage, and with limited budget resources tough choices will have to be made.

The higher education IT landscape moving forward is focused on the mobile and BYOE (bring your own everything) revolution, acceleration toward more cloud and SaaS (software as a service) applications, increasing emphasis on security and compliance, and a burgeoning trend toward leveraging data as an asset. All higher education CIOs wrestle with these and other challenges every day.

Higher education as an industry continues to be under tremendous pressure. Almost every higher education conference/publication today is focusing on the reasons for the predicament at hand, and the dangers that lie ahead. It doesn’t matter who the scribe or speaker is. Every discussion surrounding the future direction and prospects for higher education includes IT in the short list of solution sets. So, the role that IT plays today and in the future will continue to be central in this industry. Consequently, as a parting thought I would recommend that IT continue to be looked upon as a key resource to advance the goals of this University. I would urge the IT professionals working at the University to persist in thinking and planning for how IT can be used a lever for strategy implementation and change in close alignment with the strategic and tactical plans of the University.

As a final word I wish that the new CIO receive the very high level of support and cooperation I received from the entire University Community during my time here. It truly has been a pleasure and privilege to serve as your CIO for such a long time.

--J. DeSanto, Ed.D.