ITS Update

Issue 11 – September 2011

TRU Quarterly Update on Information Technology

-Courtesy of TRU Marketing

THOMPSON RIVERS UNIVERSITY

What's New This Fall

✓ Important! Please be aware that most computer lab computers and classroom instruction computers are now running Windows 7 and will require logging in with Network credentials. Lab computers and classroom instruction computers have the new version of Microsoft Office 2010. Check out these sites to learn more about Windows 7 http://www.tru.ca/its/windows7.html and MS Office 2010 http://www.tru.ca/its/msoffice2010learn.html

✓ IT Support is now available in the House of Learning. Stop by our Service Desk located in the Learning Commons on the First Floor.

✓ We have just released new videos to help students access their computer accounts such as myTRU, Network, Blackboard and Moodle. These videos are a useful tool so feel free to use them as part of your student orientation. Visit www.tru.ca/its/studentvideos.html to view the new IT student support videos.

✓ In addition to existing wireless printers in student lab locations, there are now printers on each floor in the House of Learning that can be used for wireless printing. Instructions and locations are available at: http://www.tru.ca/its/labs/wirelessprinting.html

✓ Our Media Services team is busy upgrading multimedia classrooms across campus. Currently in the works are: AV upgrades for 43 classrooms, 31 projector replacements, HOL Installs, sound system updates for 11 computer labs, 34 Smart Board installs and upgrading the A/V in the Food Training Center.

In this video Student Jessie Paulstian explains how to access your myTRU account.
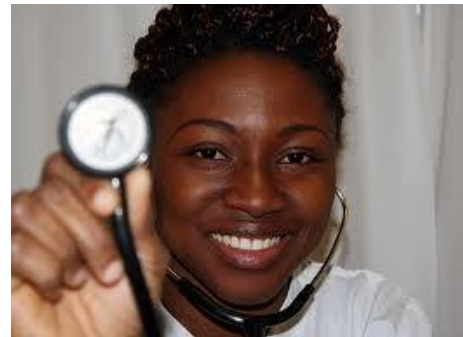
iPad's for TRU Nursing Students – K. Lussier

A recent study of nursing education by the Carnegie Foundation determined that there was a critical need for schools of nursing to incorporate technology that fosters the integration of nursing theory with clinical practice skills. This requires that nursing students have immediate access to reference books, clinical skills demonstrations, and class learning management systems. Nursing faculty can assist students by drawing on virtual group work, online interactive activities, online clinical case studies, and clinical practice guidelines. The challenges nurses face while in the practice setting include limited access to resources, lack of computer access, dated resource material in the clinical agency and in the community setting. Students are often isolated from other students and faculty, and often have limited teaching materials available for patient care.

Krista Lussier from the School of Nursing, is the principal investigator commencing a study involving the integration of the iPad into a rural clinical setting.

With the support of IT Services, thirty students (15 students in the fall term and 15 students in the winter term) will receive a 16Gb iPad II to use for the duration of the semester. Each iPad device will be loaded with relevant clinical resources (e.g. eBooks including medication/diagnostic guides, the relevant Clinical Skills/Procedure book) and be used specifically in the clinical setting. The purpose of the study is to determine how the iPad can be utilized in a rural clinical setting.

Improving IT Governance – B. Mackay

IT governance as defined by the IT Governance Institute is:

- The responsibility of the board of directors and executive management

- An integral part of enterprise governance, consisting of the leadership, organizational structures and processes that ensure that the enterprise's IT sustains and extends the organization's strategies and objectives

At TRU, there are three key areas that require IT governance; Academic and Student computing, Research Computing and Administrative Support Systems. With over 80 IT projects underway, it is essential that we are focusing on the right initiatives at the right time to support students and meet TRU's strategic goals.

Starting this fall, committees for each of these areas will be formed and meet to identify, prioritize and monitor the applications, services and technologies required by TRU Academic Faculty, Schools and Divisions, the Research Office and Administrative Support Units. Supporting these groups will be a Project Management Office that will ensure that we adequately prioritize, resource, execute and control IT projects at TRU.

Draft terms of reference for these committees can be found at www.tru.ca/its/pmo.html

project SAGE
Banner Implementation

-G. Lalli

Banner Advancement Project

The Banner Advancement module is fully integrated with the SunGard Banner Suite and is designed to help TRU manage fundraising, alumni relations, and development programs.

With both Student and Open Learning modules live and running we have now entered the last phase of Project SAGE. I sat down with Sylvie Veilleux, Banner Advancement Team Lead, for her thoughts on the timeline and benefits of the project.

Q. Sylvie, How long do you anticipate this project will take to complete?
A. The duration of the project is 9 months; we plan to go live April 1, 2012.

Q. How will this project help TRU Alumni?
A. Banner Advancement will provide a more convenient way for Alumni to maintain ties with the University as well as providing links to their classmates. Banner Advancement offers better control of alumni and development programs by helping our staff cultivate relationships, manage events and coordinate volunteers.

Q. How will this project benefit the Advancement Office?
A. Banner Advancement is completely integrated with Banner Finance and Banner Financial Aid, this will facilitate the acknowledgement and receipt of donor gifts as well as help the communication process between the three departments. Banner Advancement is an excellent tool for gift-processing, pledge-tracking, and stewardship activities. The entire TRU Advancement Staff is excited about the project and looking forward to improving our donor and alumni services.
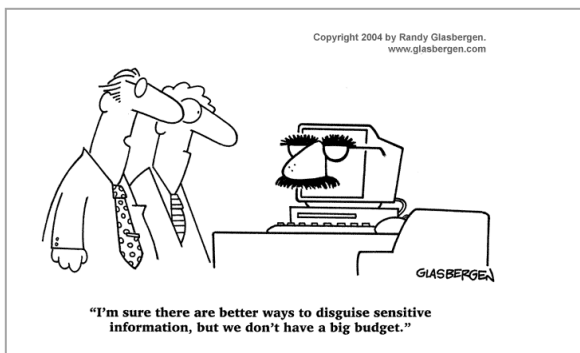

Information Security Awareness Essentials courses continue in October….. more details will be available by mid-Septem1ber.

"I needed a password eight characters long so I picked Snow White and the Seven Dwarves"   -http://tinyurl.com/3vrpwc9

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"I'm sure there are better ways to disguise sensitive information, but we don't have a big budget."

Protecting TRU Data Offsite

TRU has a sharing agreement with the City of Kamloops to store back up equipment in each other's secure data center. Effective September 9th, all of TRU's critical data will now be backed up to the City data center automatically using Backup-to-disk technology.

Our very own Anna Machaj, Director, Enterprise Systems received special recognition from Open Learning on August 24th for her outstanding efforts supporting the OL Division. Congratulations Anna!

Judith Murray, VP, OL presents Anna Machaj, Director, Enterprise Services with OL Recognition Award

Eduroam - Easier Access to the Wireless Network

Most network users on campus will see two wireless networks - Eduroam and TRU Wireless. **TRU wireless** requires a current Network account or a guest wireless account and will require you to login each time you use it. However, a much easier approach is to connect to **Eduroam** whenever possible.

The first time you log into Eduroam you will be required to enter a valid network ID and accept a certificate to activate the account. From then on Eduroam will automatically log you into the secure wireless network on campus.

Note that Eduroam can be used for wireless access at participating university campus' worldwide. iPad's and iPhones are also easily configured to work with Eduroam.

For more information see http://www.tru.ca/its/hdesk/wireless/eduroam.html or contact IT Services for further assistance.

Going Green with Double-Sided Student Printing

To further support our Green IT initiative, printing in most student labs will be "Duplex by default" if the printer is capable. Students have been asking for this option. There are instructions posted for those who require single sided printing options.

To view instructions for changing printer settings to single sided printing visit http://www.tru.ca/its/iprint.html#Change Printer setting from Duplex to Single Sided

New Faces in IT Services

Please join us in welcoming...

Leon Racicot
Relief Media
Production
Technician

David Wells
IT Service Desk
Analyst

Francesca Miccolis
Relief Switchboard
Operator