IT News
INFORMATION TECHNOLOGY
@ WILLIAM PATERSON UNIVERSITY

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The William Paterson University of New Jersey Information Technology Plan 2010-2013

This document is the fourth comprehensive plan developed to guide the growth and delivery of information technology resources and services available to the William Paterson University community. The plan continues to follow the principles and the basic four goals set up in the previous plan.

The values implicit in our principles finds expression in a series of four goals that continue to provide direction and meaning to the planning efforts of the three information technology units: Information Systems, Information, Instruction and Research and the Cheng Library.

These principles and goals served well in providing a firm foundation for the development and delivery of technology resources and services over the past four years as evidenced in many significant achievements:

- The development and successful management of a comprehensive computer renewal project that ensures that all computer labs and full-time faculty and staff receive new computers on a regular basis and funded from a central source.
- The implementation of a content management system to enhance the development and functionality of the University's website.
- An assessment of the technology needs of the University's learning spaces and the development of criteria for managing their effective growth and evolution.
- A significant upgrade in the capacity of the network and a major increase in the University's internet bandwidth.
- A focused effort to convert all traditional main campus classrooms to multimedia enabled learning spaces.
- The successful conversion of student email to a vendor-hosted platform that provides users with enhanced services and functionality within a cost-effective business plan.
- Enhanced cross-unit working relationships of information technology staff achieved through collaboration and team work on several major initiatives.
- Advancement of "Think Before You Print" campaign in all public labs leading to sizable savings for the University at the same time increasing awareness of keeping our campus green.
- New teaching and learning technologies implemented including clickers, lecture capture, blogs and use of streaming digital video.

Four major initiatives are described in the 2010-2013 IT Plan. The first initiative is **Virtualization**. When applied in the server environment, virtualization enables several applications to operate on the same server, making more efficient use of the physical space and existing hardware. Virtualization software

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WPUNJ Mobile App - Coming Soon!

Initial features will include instant access to campus information including:

University News & Announcements
Campus Directories & Maps
Student Class Schedules & Grades
Library Search & "Ask WillyP"
Real-time Computer Lab Availability
Real-time Campus Shuttle Locator, NJ Transit schedules
"Where'd I Park My Car?"

More information regarding the app's official release date will be made available in the upcoming months. For further information, please contact Brian Fanning, Information Systems/Enterprise Information Services, fanning@wpunj.edu.

Enhancements to WPUNJ Student Email—Here Now!

We are pleased to announce exciting new features for student WPUNJ Live@Edu email services. Windows Live SkyDrive provides students with a way to view, create, and edit Office documents from virtually anywhere. As part of this upgrade, individuals will get 25GB of online storage for sharing both documents and photos and have access to Microsoft Office Web Apps. Office Web Apps are browser-based versions of Word, Excel, PowerPoint, and OneNote.

Windows Live SkyDrive
• 25GB of free online storage.
 • Easily store files online in a password protected environment
 • Access, view, and edit your online documents from home, the classroom, the library, or virtually any PC or Mac that is connected to the Internet. No installation of Microsoft Office required!
 • Ability to share permission to other individuals to view or edit any one of your documents
 • Simultaneously edit documents (Excel spreadsheets and OneNote notebooks) with others in real-time and see exactly who is editing and viewing your documents
 • Get the benefits of working with online documents using the familiar Microsoft Office experience
 • When you need to access additional features, it takes just one click from any Office Web App to open the file in the corresponding Microsoft Office program on your desktop
 • Access and view your files from your mobile device.
 • Check here for more help http://explore.live.com/windows-live-skydrive-help-center

 Office Web Apps
 • Store, access, and share thousands of documents, photos, and Microsoft Office files
 • Access files from anywhere online & view photos from most web-enabled mobile phones anywhere you have Internet access.
 • Control who sees what with password protection
 • Drag and Drop: Uploading content is as easy as dragging and dropping the files from your computer onto the Web (requires Microsoft Silverlight installed)
 • Working on a project with classmates? With shared folders, the whole team can upload, download, and collaborate on documents and other files

Any questions or comments can be directed to HELP@wpunj.edu or 973-720-HELP (4357).

Academic Websites Now in dotCMS by Robert Harris

Anyone who has visited the WPUNJ website in the last year is likely to have noticed the new look and feel of the site. In cooperation with the marketing consultants, Lipman Hearne, a design team headed by Yuri Marder (Marketing and Public Relations) set color, font and image standards that would represent the university as a whole while maintaining the individual identity of each college.

A team of CMS experts led by Robert Harris (Instruction and Research Technology) approached each of the colleges with the offer to redesign each area from the ground up. Kurt Wagner, Anthony Joachim (Cheng Library), Housen Maratouk and Jae Kim (IRT) were joined by software engineer Brian Publik (Information Systems) and Marder in an effort to convert the college level sites first, then each department.

The renovation had three aims:
- A site re-vamp conforming to the standards described above
- Content update
- Conversion from hypertext markup (HTML) to use of a content management system (CMS), in this case, dotCMS

Implementation of the content management system is one of the most important innovations because it allows for implementation of dynamic tools such as events calendars and for site update by individuals with no training in website design. Using the CMS takes minimal training and combined with hands-on experience can be undertaken by a wider range of the university community than was possible when the university webpages were managed by a small corps of experienced HTML professionals. Working with content experts in each area the CMS team converted close to 100% of the academic websites between February and October of 2010.
http://www.wpunj.edu/academics/

When the conversion was completed, the second phase of the project was initiated: the training of college and department web editors in the process of web site maintenance. The Academic Technology team in IRT (Robert Harris, Jae Kim, and Housen Maratouk) is working with departmental editors across the curriculum and stands ready to provide support to anyone who needs it. A CMS Documentation page is posted at: http://www.wpunj.edu/cms/ and a listserv comprised of all the editors is used to send updates and support. Any department editor who has not yet asked for training or who needs to be added to the list should contact Robert Harris at:
harrisr@wpunj.edu – Atrium 109 – 973.720.2451

Library-Blackboard Integration by Kurt Wagner

The Library has been eager to have a role in Blackboard since its adoption at WPUNJ in 1999 and has investigated the possibilities of having Library tutorials and information literacy content posted for easy student access. As the capabilities of Blackboard have evolved, it became possible for the Library to have its own tab, facilitating access to the Library home page. With the assistance of IS programmer Vladimir Pichardo, the Library's presence is being customized to deliver content unique to each student. When a student logs into Blackboard and selects the Library tab, he or she will see a version of the Library web page that reflects his or her current enrollment. The far left menu (not shown) is the same as appears on the regular library web page. The center "welcome" section describes the ways that Library assistance can be obtained. The highlighted sections provide subsets of the Library's article databases and web resource guides that are mapped to the University's departments.

The Library hopes that this and further refinements will help students find the article databases and web resource guides that are most pertinent to their current courses of study. Aware that students often find the selection of databases and other resources confusing, and that students sometimes are hesitant to ask for assistance, this functionality is provided in the hope that it provides more focused access to the research tools a student will find most useful.

Please contact Kurt W. Wagner (973-720-2285, wagnerk@wpunj.edu) with any questions about this project.

Cheng Library Adds E-Book Collection by Richard Kearney

The Cheng Library is pleased to announce the acquisition of **over 260 new electronic books** in a variety of subject areas though the <u>Ebrary E-Book service</u>. These books, when added to the 4,182 already in our collection from <u>netLibrary</u>, increase the Library's e-book collection to over 4,400 titles.
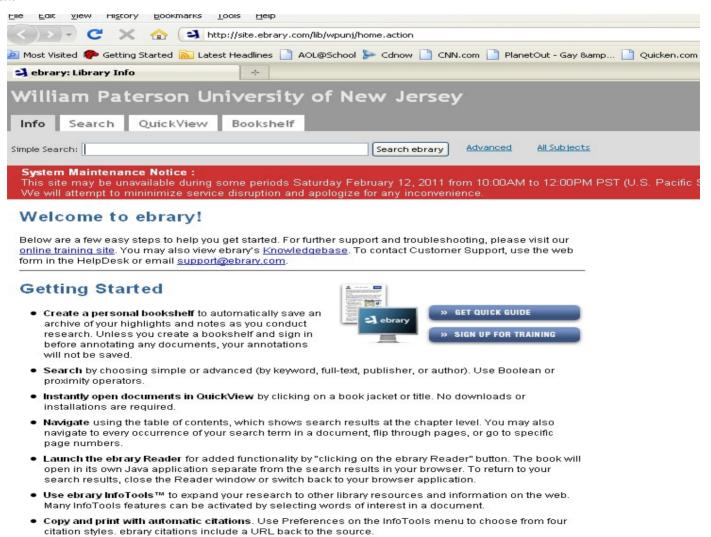
The new titles, which include academic monographs and reference titles from several different publishers, are <u>all accessible through the Cheng Library's online catalog</u>. A clearly marked link within each catalog record will "open" the book in Ebrary's e-book reader on the web. The Ebrary screen provides easy access to each book's table of contents and supports full-text searching of a book. Students and faculty can easily navigate within a book by moving through individual pages or jumping to matching instances of search terms, copy selected text for notes, print pages, and save citations to RefWorks.

Ebrary's web platform, however, includes several additional features that are accessible when a user creates a personal account on the site. With a personal Ebrary account, one can:

- Highlight and annotate books
- Create links to other online resources within books
- Create a personal "bookshelf" within an account and save books and annotations to it
- Create folders on the bookshelf to organize research
- Make use of linked online resources

Personal account holders can also use their Ebrary ebooks with Java-based reader software that can be installed on Windows or Linux machines. In addition to supporting the personalized features listed above, the reader software also offers text-to-speech functionality and other options for greater accessibility.

A <u>Quick Start Guide</u> (in PDF format) is available to get you up and running with Ebrary e-books and Cheng Library staff are happy to answer any questions you have about e-books. Faculty interested in ordering books in e-book format should contact their departmental liaison in the Library - please see <u>this list of Library liaisons</u> to find the contact for your department.

appropriately allocates the resources needed with no visible difference to the end user although applications such as high-performance computing tools and multimedia applications may not perform well and should be tested first. Virtualization of servers provides both operational and capital cost savings while reducing energy usage and cutting carbon emissions. It also provides for redundancy of operations in the case of application failure.

In the desktop environment, the virtualization model supports the use of multiple network subscribers on individualized desktops. End users may be geographically scattered but are connected to the central machine via a local area network (LAN), a wide area network (WAN) or the public Internet. Unlike the use of remote desktop software, this model supports the simultaneous use of the same controlling machine by several people without disturbing each other's work. When deployed in computer labs, virtualization provides for more flexible usage and enables remote students to take advantage of computer lab software without having to come to campus. An effective example of this is the delivery of SPSS to William Paterson University students at Mercer County College.
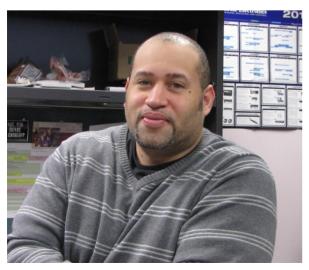
Mobile phones have been called "the revolution no one noticed" (Livingston, 2010) and indeed they have gained tremendous momentum in the last few years. In order for our students to be able to utilize their mobile devices (laptops, netbooks,iPads, mobile data phones), our websites need to be revamped to include mobile applications for our students to use in their everyday lives. Mobile learning is moving forward at an equal pace and we need to be ready to provide these services to our students as well. Thus, **Preparing for Mobile Computing** on our campus is a second major initiative (please see p.2).

The third initiative described in the new IT Plan is **Expansion of Wireless Access** across all campus buildings and residence halls to support mobile computing. The *ECAR Student Use of Information Technology, 2010* report clearly indicates that students are using wireless access at greater levels each year. Moreover, they expect to be able to bring their laptops to campus and access information in both formal and informal learning spaces. In responding to this demand for more robust wireless computing, the IT Plan also recognizes that maintaining appropriate network security is essential to the University's technology infrastructure.

Reconceptualization of IT Help Desk Services constitutes the Plan's fourth major initiative. As teaching and learning technologies become more complex, it is imperative that a new model for the delivery of help services be found in order to meet the needs of our faculty, staff and students. The expertise of staff in the three units of the Library and Information Technology division will be brought together in a centralized location easily accessible to campus users. Implementation of a Help Desk knowledge database that provides a common access point for various IT help services will be an important element in improving help services. Moreover, this initiative will complement efforts to provide a distributed "Learning Commons" throughout the Library.

The IT Plan 2010-2013 was formed with the input of the IT Advisory Committee, the Faculty Senate Technology Council, TAC, the Learning Spaces Committee and IT Management Team of William Paterson University. The full plan is accessible at http://www.wpunj.edu/its.

Rhoderick Holliday, On-Duty Engineer for Broadcast, Production & Support unit of IRT

Joining the IRT Department this semester is Rod Holliday, the newest professional staff serving the University in the Broadcast, Production and Support team. Rod has worked for CBS Radio, MTV Networks, ABC television, News 12 New Jersey, and many other commercial agencies in various aspects of broadcast production for over 10 years.

Rod is putting his skills to work throughout campus. He recently completed a speaker installation in the Rec Center and a Super-Scope audio system repair in the Shea Recital Hall. He was our lead camera operator for Kathy Waldron's Investiture video broadcast. This semester he is working with the Counseling Health & Wellness Center to produce a highlight video of Passaic County's annual "Teen Summit." Rod is also assisting faculty in Hobart Hall with the use of equipment in the Martini Broadcast Studio, WPSC-88.7 Radio Station, and the Television Studios. Welcome Rod Holliday!

POW! Print-only workstation for Quick Print is a hit! By Kurt Wagner

For quite some time the Library staff noticed that at 7:45 AM a large number of people waited to enter the library and would proceed directly to the ERC computer lab to print their work and rush to class. Staff observed that a significant number of people always wanted to just print and did not need to use the computers for any other work. It was also obvious, particularly during the busiest times (the weeks before mid-terms and finals), that students were frustrated when they could not quickly gain access to a workstation to print out their assignments.

We had periodically discussed whether a stand-alone print/scan workstation would be something that would be used, and so, as it became clear that the Fall 2010 end-of-semester computer blitz would again be stressful to students, the Library decided to deploy a "print only work-station" for a Quick Print at one side of the Reference Desk. The Quick Print workstation is identical to a computer lab workstation and is connected to a dedicated printer. Students are able to call up a document from their email, a USB drive or website and quickly print using the GoPrint system. Library staff monitors the workstation to make sure it is not being used for anything other than printing.

From the time of Quick Print's deployment on December 2, 2010 to the end of the semester on December 17th, 987 print jobs and 5,043 pages were printed. Another way of thinking about it is that nearly 1000 times in two very busy weeks a stressed out student did not have to find or wait for a computer to free up but instead was able to quickly print and get on with his or her day. POW! In fact, it's working out so well, that a Quick Print station will soon be set up in the Atrium as well.

Please contact Kurt W. Wagner (973-720-2285, wagnerk@wpunj.edu) with any questions about Quick Print.

What's New with NJVid? by Sandie Miller

NJVid is proud to announce the following:

- Learning-on-Demand
- an Annotation Tool to create video clips and playlists
- over 3,750 video titles in all of NJVid

William Paterson University's collection is now over 800 videos including videos from the Cheng Library, the Music Department, the History Department, and University Events. If you would like to contribute videos from your department, don't hesitate to contact Tom Nemeth at nemetht@wpunj.edu or call ext. 2416.

Learning-on-Demand provides a quick upload to NJVid for faculty or students and a persistent URL to share with others through Blackboard or email. These videos are not made public unless you want them to be.

The Annotation Tool allows you to create video clips of any video in NJVid to which you have legal access (i.e. those licensed by WPU, the Commons videos, or your own personal videos). What's an annotation? It's a start and stop point on a video with a text box in which you can describe, explain, or annotate the video clip. Collect a few annotations and create a playlist for your students of the various clips with your comments. The playlist then has its own persistent URL and you can place this in your course website for your students to view and understand your important points about the clips. Students can create annotations, too, and share back with you! What a wonderful teaching and learning tool!

So check out NJVid! http://njvid.net