



Information and technology services are directed by the IT Management Team and provided by three departments: Information Services/Network and Hardware Services (IS/NHS); the Library; and Instruction and Research Technology (IRT). For information on any one of our services that we offer, click on: <http://www.wpunj.edu/itservices/>

Spring/Summer 2003



WPUNJ IT Plan in Action

The groundwork has been laid and work is already in progress for the information technology that will be available to the University community for the 2003-2004 academic year and beyond.

Based upon the University's IT PLAN (2001-2006), these

changes include a new operating system and toolkit software for computer labs and office desktop computers, email systems will be upgraded to meet the tremendous growth and demand, and the University's IT Enterprise Systems will move to Internet age technology.

"Our Priority will be delivery of information and services to students with upgrading Blackboard, the library system and the implementation of a web portal that will be the common interface for all information and technology services."

New Desktop Software Image for the PC Platform

Microsoft Windows XP Professional will be implemented as the

new standard operating system for PC platform computers in University computer labs and offices. It is somewhat surprising to recall

that Windows NT has been our standard for the past 5 years, and when we originally upgraded to Windows NT, we strategically skipped over its predecessor, Windows 95. Similarly, we have avoided the disruption of Windows 2000 as an interim upgrade and expect Windows XP Pro-

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Update on WPUNJ Online Security

Should you be concerned about the security of information that is available online and now being delivered on the web? The answer is definitely yes!

First, the delivery of all of the applications in WPOne has been designed to address the security of data as a fundamental principle. What this means, is that information transmitted over the network is encrypted, access to databases is blocked by firewalls, and the delivery of applications makes every effort to limit exposure to information. Be assured that the IT units will provide continual as-

essment and review of the "backend" to ensure the security of information.

The second part of maintaining secure access is a responsibility we all share. Your user account and password are the keys to accessing your information, as well as information in your departments and the University. It is a major responsibility that needs to be handled appropriately. Here are some things you need to know and do.

1. Manage your password.

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WPUNJ IT Plan in Action

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essional to provide a stable environment for the next 3-5 years. In addition to the added level of stability that Windows XP will bring to desktop computing, it will also be fully compatible with the latest computing technologies such as USB 2.0 and Firewire peripherals. Furthermore, Windows XP has a built-in Remote Assistance feature that will assist to provide faster technical support to those in need.

What this also means is that the outdated Office 97 applications that include Word, Excel, Access, PowerPoint will be replaced with the Office XP Professional line of these products. The new "desktop" is projected to be in place for the beginning of the fall 2003 term.

Email Systems Upgrade

100% utilization of the WPUNJ email system by the campus community is one of the major objectives of the IT Plan. In order to achieve this objective, as well as keep pace with overall growth in email use, we must upgrade our current licensing. As a result, it is necessary to upgrade to the next iteration of our email system, Exchange 2000. The look and feel of the new version of email will be much the same as the current Outlook, but with significant improvements in the web-based access. These features will be highlighted during the implementation to ensure everyone is aware of the changes. **Email addresses and the way they are accessed will remain the same. It is requested at this time that everyone take time to clean up his or her respective email accounts to expedite the conversion to the new system.** The implementation is scheduled to begin in June and continue until all user accounts are migrated.

University's IT Enterprise Systems

At the December 2002 Board of Trustees meeting, based upon the University's IT Plan (2001-2006), the IT Management Team recommended upgrading the University's IT Enterprise Systems. These are the computing applications that impact our faculty, staff and student success every single day. You know them as the Library's Online catalog, Blackboard, Student Information System (SIS), Financial Records System (FRS), Human Resource System (HRS) and Alumni Development System (ADS).

The Board has approved the recommendation and, over the next two years, each of the indi-

vidual applications in the IT Enterprise will be upgraded and integrated into common web-based environment that can literally change the way we conduct academic business. Our priority will be the delivery of information and services to students with upgrading Blackboard, the library system (see the article on the Library's Bibliographic System), and the implementation of a web portal that will be the common interface for all information and technology services.

Tegrity® Instructor-Turnkey Studios

This semester, Instruction & Research Technology is offering the Tegrity system. Faculty can record anything from a simple demonstration to an entire class session for replay via the Internet at the student's convenience. Tegrity is a turnkey solution of hardware/software tools for online delivery to traditional, hybrid or online courses. The platform is comprised of a networked PC, instructor camera, LCD projector, document camera, microphone and speakers mounted on a integrated portable cart.

With Tegrity, instructors can record content with students in the room or after class, interact with content in a natural style using any ordinary whiteboard, and upload recordings to the Tegrity Server right from the classroom. The Director of Mediated Education at Kansas State University, Rob Caffey, says "Kansas State's instructors are creating and delivering a huge amount of effective e-content for students all by themselves. They simply teach and let the Tegrity . . . do the rest."

Tegrity Demonstrations are being offered through the newly announced Faculty Technology Curriculum (<http://www.wpunj.edu/irt/ftc/>), and after the demo, instructors can arrange for a one-on-one training session with the tool. For more information: <http://www.wpunj.edu/irt/ftc/> or call X-2659.

Blackboard Institute Report

On January 24th, 22 fulltime and adjunct faculty from across the curriculum joined the staff of IRT for the second Blackboard Institute. For three consecutive days, faculty and staff collaborated to learn the pedagogy as well as the ins-and-outs of using Blackboard and teaching online. All activities were hands-on, allowing faculty to leave the institute with almost a complete course ready for delivery on Bb.

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The Bb Institute is a hands-on immersion workshop to prepare a Blackboard course site to teach an Internet course or supplement a traditional course. Participants can expect an exchange of information and ideas on Blackboard course design; learning how to use the Internet for instructional purposes; incorporating electronic presentations; how to incorporate original and scanned images and digital photography into a course site; copyright and fair use policies, and maintaining electronic instructional materials.

"Blackboard is a blessing to teaching. Just the way to make learning exciting for the student."

WPUNJ faculty boasted of learning "Fancy things to add to web page (flash, wave, photos, film clips, etc)," and "the quiz making capabilities." One participant wrote: "I am happy that I am enrolled in this program, and I appreciate the fact that all of the instructors are very much aware of the different levels of the students in this class. I now wouldn't hesitate to ask for assistance from anyone."

Other input included:

- "This workshop is terrific. The hands-on approach and instructors that really know their stuff are the two things that make all the difference.
- "This is an excellent course. I am learning a lot. Now I can say that I am really infusing technology into my teaching.
- "Blackboard is a blessing to teaching. Just the way to make learning exciting for the student. I have learned a new vocabulary - in a new context - 'hybrid.' I can now create, save, retrieve, and manage electronically, in a way that I didn't before. The digital photo session was so cool. Being told I was "photogenic" helped too!"

Blackboard Institutes are held before and after the Spring semester, and before the Fall semester. Our next Bb Institute is May 19th, 21st and 22nd. Contact Instruction and Research Technology for more information: irtinfo@wpunj.

Library's Bibliographic System to be Upgraded

As a part of the University's Enterprise Systems upgrade, the Library's soon-to-be discontinued DRA bibliographic system will be replaced by the Voyager Library Management System by Endeavor Corp. Over the course of Summer 2002, a team of Librarians evaluated four library systems and selected Voyager. Migration to the new system is in the planning stage, and it is projected to 'go live' in Fall 2003.

The new system will take advantage of the power of the Oracle database management system. It will offer staff advanced interfaces to perform cataloging, acquisitions, periodicals, material booking and circulation management. Voyager offers sophisticated reporting and analysis tools that will enhance the Library's ability to manage its collections and plan for the future.

Faculty, staff and students will see a new online catalog interface that will provide more efficient searching, customizable features, the ability to have searches performed automatically, and email sent with notification of new acquisitions. Advanced linking will allow simultaneous searching of the book collection and periodical databases.

VHS Camcorders Bite the Dust!

Media Services has recently discovered that VHS camcorders – video cameras that record on regular VHS tape - are no longer being manufactured. However, the smaller camcorders that record miniDV formats are available.



Consequently Media Services has purchased digital video camcorders to supplement the existing pool of VHS camcorders. IRT is developing training sessions to assist you in using this new format. For more information, contact Bob Murphy at ext. 2985 or murphyr@wpunj.edu.

Update on WPUNJ Online Security

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- Create a password that is at least 8 characters long and includes numbers, letters and special characters.
- Do not share your account or password with others.

2. Periodically change your password.
2. Log off computer or lock workstation before leaving it unattended.
3. Log out of a software application and/or close web browser when finished with any online access to information resources

Media Technology Usage up and Expanded to Valley Road

Valley Road facilities have been up and running since last September. Technologies in the classrooms, conference rooms and labs have been used by all. Training sessions were conducted by Jane Hutchison, Bob Murphy and Sandie Miller.

Step-by-step guides on how to operate the equipment along with troubleshooting tips were prepared, handed out and copies were laminated and posted at each instructor's podium.

If you need additional training or were not available to attend the initial training, please contact Jane Hutchison at ext. 2980 or hutchisonj@wpunj.edu. If you need



assistance while teaching in any of the rooms in Valley, contact Bill Shaw at ext. 3770 or shawb@wpunj.edu, our new multimedia specialist.

Even though we have expanded the facilities in Valley Road with new technologies, Media Services is continuing to support your instructional needs on the main campus.

By the end of the fall semester, Media Services set-up statistics were comparable to that of the previous year when there was no Valley Road. This means that

more and more faculty are using media in their classrooms. Using technology as an effective tool in teaching and learning is on the rise!

IRT's Broadcast, Production & Support Team Produce a Video on Asthma Education

IRT's Production Team produced a 20 minute video, The ABC's Of Asthma, that addresses asthma in the public school setting. Asthma is one of the leading causes of student absenteeism in this country, and of concern to all who work with children in the schools. In 2001, the New Jersey State Department of Education was mandated to provide annual asthma education opportunities for the teaching staff in New Jersey schools. Through a grant received by the Pediatric Asthma Coalition of New Jersey, William Paterson was hired to produce this video.

Dr. Joanna Hayden, Chair, Department of Community Health, served as the executive producer and writer. Patrick Ryan was the coordinator of the production. Interviews were conducted with asthmatic children ranging in age from 10-15, doctors, EPA and New Jersey Dept. of Education representatives and videotaped in Studio A. The BPS production team produced this video including the taped interviews, graphics, original music, remote shots, and narration.

Smart Technologies come to Main Campus Auditoria

IRT was instrumental in designing and overseeing the installation of multimedia technologies in Wing 101 and Ben Shahn 20 auditoria. The planning began with the renovations of these facilities last year, but funding was not available until the fall and installation began during the winter break.

AV Services of Fairfield, NJ won the bid for installation. Each room is equipped with a sound system, ceiling mounted

projector and a smart lectern with a Crestron touch screen equipment control system, a desktop computer, document camera, and VCR and DVD players. In addition, Ben Shahn auditorium has dual slide projectors located in a control booth at the rear of the room for showing Art Department slides.

Media Services, located on the first floor of the library will oversee the maintenance and operation of the equipment.

Quick handy reference guides will be available along with one-on-one instruction for those who teach in these rooms. For more information, contact Bob Murphy at murphyr@wpunj.edu or call at extension 2985.

Don't forget to check out the Faculty Technology Highlights at (http://www.wpunj.edu/irt/faculty_highlights.htm) and IRT's new Faculty Technology Curriculum (<http://www.wpunj.edu/irt/ftc/>)

Blackboard Semester Report

The Spring 2003 semester marks another record breaking semester for use of the Blackboard (Bb) course management system at William Paterson University. More than 10,000 student seats participated with 169 faculty in threaded discussions, synchronous chat, group assignments and other marvels of the Internet age. As of the beginning of February the numbers were:

- Course Shells: 381
- Course Sections: 410 (44 DL)
- Bb Faculty: 169
- Student Seats: 8,055

A course shell is the password-protected website in which students and faculty interact. Because each shell may be occupied by more than one section of the course, more course sections are represented than shells. The majority of courses taught this semester are hybrid - that is - faculty meet with students in the traditional course format, using Bb as a tool of communication and cooperative learning. There were 44 sections taught completely online through the College of Continuing Education and Distance Learning (<http://www.wpunj.edu/cedl/>).

Nearly 40 more faculty participated on Bb than in the fall of 2002, and more than 3,000 student seats were active this semester than last! The phenomenal growth in the use of Bb can be attributed to the flexibility of the system. Bb is equally adept for use as an accessory to traditional courses as it is in fully transforming a course for online delivery. Faculty across the curriculum are discovering the contribution this course management software can make to both teaching and learning.

RESOURCES:

- Take an introduction to Bb through the Faculty Technology Curriculum: <http://www.wpunj.edu/irt/ftc/>.
- Order course shells for the Fall and Summer semesters at: <http://www.wpunj.edu/irt/bb/>
For more information email: irtinfo@wpunj.edu.
- Finally, people new to Bb should consider taking the Bb Institute -- Our next Bb Institute is this Spring, May 19th, 21st and 22nd (we skipped May 20th for commencement). Please call X-2659 to sign up or email giummarrad@wpunj.edu.

Electronic Reserves

Electronic Reserves has been greatly improved. A new system has been put into place to better organize electronic reserve materials. Faculty may submit journal articles, book chapters, electronic documents such as word-processed files, image files, and links to web sites.

Among the new system's features are copyright compliance tools, "off/on" date selection, and easier file management, enabling documents to go online much faster. Take a look at Electronic Reserves at <http://ereserve.wpunj.edu>. Click "Electronic Reserves and Course Materials". Choose a faculty name or department and you can see the documents offered.

Once a course page has been established it can easily be linked from Blackboard courses. For more information about putting materials on Electronic Reserve, contact Victoria H. Wagner, Access Services Librarian at wagnerv@wpunj.edu or 973-720-3190.

Videoconferencing Facilities Expand!

Videoconferencing comes to Valley Road. There are three portable videoconferencing units available in the Valley Road building as well as a videoconferencing conference room located on the 4th floor. If you are interested in using this technology, please contact Bill Shaw at ext. 3770.

Videoconferencing has been available on the main campus for a few years and is most often used for interviewing search committee candidates, bringing experts into the classroom from a distance and holding statewide meetings. For more information, contact Patrick Ryan at ext. 3326.



New Faces to Welcome

Jaehyun Kim



Dr Kim, Instructional Technologist for IRT, is responsible for working with faculty and students to assist them in incorporating technology in the teaching, learning, and research environment. His Ph.D. is in Instructional Technol-

ogy and he moved here from Atlanta, Georgia, where he worked for IBM as an Instructional Designer.

Nancy Weiner



Nancy joined the library's professional staff on September 3rd. In her new position, Nancy serves as a reference librarian with responsibility for distance education. Nancy will be working to promote existing library services to students taking online courses, as well as implementing new ideas for this growing segment of the student body.

Bill Shaw



Bill Shaw is IRT's new Multimedia Specialist for the Valley Road building. He started his new position during this past Fall semester. He has had 25 years of experience in television/multimedia in the corporate environment and he looks forward to the challenges that he may encounter. He is very excited to work with all the new facilities at Valley Road and is very grateful for all the help and support he receives from his fellow IRT members. Bill says that he is working with a wonderful team.

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Mike Kowal



Mike provides technical leadership in the support of the university network backbone and the new Valley Road building. Reporting to IS/NHS, he assists in the network capacity planning, performance monitoring,

security, maintenance and upgrades of all the university network hardware resources. Specific responsibilities are: remote access, wireless access, WAN access, network performance, monitoring and utilization.

8 Wireless Laptops Added to Media Services

Eight wireless laptops are now available at the Library through IRT's Media Services. These laptops are loaded with Microsoft Office applications such as Word, Excel, PowerPoint and Access and are configured to connect to the Internet via the University network.

The laptops are available to all University students, staff and faculty for in-library use.

The wireless coverage is limited to several first floor areas and most of the second floor. The laptops offer the ability to work on group projects together in the study rooms, do research while comfortably seated upstairs, and work while closer to the book collection. The laptops are configured to print to the ERC printer in the front section of the lab, downstairs.

Brian Gorski



Brian Gorski is a Cable Satellite Engineer for IRT. He is responsible for the technical aspects of the design, installation, maintenance and repair of Instructional Television Services. This includes the ITV Classroom, Martini Teleconference Center and the Campus Cable/Satellite

HeadEnd. His professional experience includes Bloomberg Television, Kelly Broadcasting Systems and Fox News Corp. He is a William Paterson University graduate.

More information about the wireless laptops is available at: <http://www.wpunj.edu/library/wirelesslaptops.shtml>.