2014

ITS Summer Plans Update 2014

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HARTFORD CONNECTICUT

May 19, 2014

Dear Trinity Community,

Information Technology Services (ITS) Update

Wasting no time in the summer calendar we began patching our voice mail system early this morning. We have packed the week with upgrades, with WordPress scheduled for Tuesday, Moodle on Wednesday and the 7 hour upgrade of our back-end storage on Saturday, May 24th. During the storage upgrade the web-site, email and PeopleSoft will be unavailable. We are taking advantage of this window to also perform an upgrade to our wireless network which should address the stability issues we encountered during the spring semester. Our annual PeopleSoft summer patch application will take place the weekend of June 21st.

"SCALE-UP" Physics

The summer is always filled with a variety of construction projects that require networking and classroom technology support. The first project getting underway is the Physics Scale-up project. Renovations to the Physics teaching laboratory McCook 219 will begin shortly to re-vitalize the space and transform it into a workshop-style classroom. This education research-based initiative led by Barbara Walden & Brett Barwick changes the way first-semester introductory physics will be taught starting this fall. This new approach integrates lab and other hands-on activities directly in to the classroom. Classes will meet 3 times a week for a 2-hour slot. The room will hold four large circular tables equipped with laptop computers, each of which will accommodate 3 groups of 3 students to support and encourage the group work that is central to the course. There will be projection on 3 walls and instead of traditional white-boards, wall-talkers (whiteboard wallpaper) will be installed around the room to provide maximum writing surface close to each work group. We look forward to hearing how the students like this innovative approach to physics.

Classrooms and Labs

The slow boot-up of the computers in our labs has been an area of focus for our Imaging Committee. As part of the ongoing process to mitigate this issue we have decided to restore the generic lab sign-on in the LITC B02, B03 and Blume labs, as it exists elsewhere on campus.

As with past summers we will be upgrading the images of the lab and classroom computers with a target completion date of August 8th. The computers in the Blume Lab & Seabury 205 will be replaced this summer. Other learning space initiatives include new whiteboard in the B03 lab and Seabury 205, instructor's work-stations will be upgraded in approximately 20 classrooms with projector replacements scheduled for half a dozen places. These new Apple Computers no longer have built-in

optical (CD/DVD) drives. If you need one please contact the helpdesk. For a detailed list, please see the [classroom](#) web page on the ITS site.

Educational Technology

The Winter Institute on Teaching with Technology was held late February. Dave Reuman demonstrated how he was supplementing classroom instruction with his open educational resources. Rachel Barlow and Michelle Kovaric demonstrated some tools they found helpful with passing along comments in grading papers. Michelle piloted JING and found it easy to incorporate screen shots & provide feedback through voice recordings. They both found the tools to be efficient ways to communicating feedback, noting the voice recordings in particular helped convey suggestions in ways that written comments might not. Scott Smedley demonstrated how his Wildlife CIS (Compost Scene Investigators) project uses WebEx to increase connections among students, faculty and public. Our Spring Institute was unfortunately cancelled as a result of several speakers having to withdraw at a late date.

Our Instructional Technologists are often behind the scenes in helping students prep for an event, one such example is the role Sue Denning played in the entrepreneurship competition in providing guidance to the students with their presentations. Additionally, Sue worked extensively to support electronic portfolios at Trinity, and will be presenting a poster on interface design as a mode of self-reflection at this summer's Associate for Authentic, Experiential and Evidence-Based Learning (AAEBL) conference in Boston.

The Dean of Faculty's Office and their counterpart at Wesleyan University and Connecticut College initiated a collaborative effort to expand course offerings at our institutions by sharing resources this past spring siting the Neuroscience programs as a place where all were looking to enrich their curriculum. The spring telepresence course on schizophrenia taught by a Wesleyan faculty went well – so well that a Connecticut College student wrote [this enthusiastic report about it for their school paper](#). All three schools are excited about the value of the collaboration and would like to expand offerings in the future. The schools are working together to identify other areas of study that could use this approach and take advantage of the telepresence technology.

HelpDesk

We will be retiring the email address lockline@trincoll.edu effective June 1st. All requests for lock/door and or card access should be made through the ITS helpdesk along with other IT related requests. Through our web self-service you can create a ticket directly at http:// itshelp.trincoll.edu or if you prefer call the helpdesk at ext. 2100 or email at helpesk@trincoll.edu.

Infrastructure

We are moving forward this summer with the replacement of the electronic locks in the Jones & Elton dormitories with the new Salto locks (card only). Should time permit we will look to address another dorm as well as additional exterior doors this summer. As we run the wiring for the exterior doors we will also put in place the infrastructure required to place surveillance cameras at the entrances of the dorms.

Our network core was upgraded to support up to 40 Gigabits per second of data and increase resiliency in the case of equipment failure. This represents an increase of almost 300% over our core capacity last year and will allow us to satisfy the ever-increasing bandwidth demands.

This summer we will be upgrading our Exchange email system, which will improve reliability, speed and capacity, as well as migrate away from less secure methods of access. As part of the change we will be requiring connections only be made via encrypted protocols (Authenticated SMTP, IMPAS and POPS). This may require some small modification to client computer settings.

Administrative & Web Development Initiatives

We have begun mapping out the design of the new paperless process for Admissions which will be in effect for the fall 2014 application process. Some highlights of the design include: importing common application documents directly into Image Now (our new Enterprise Content Management System), utilizing an on-line admissions scorecard and automating admissions process workflows. During the reading period, Admissions Officers will be reading and annotating application files on-line. This will eliminate the practice of printing out the 7500 applications we receive electronically and filing in paper folders. Development, Accounting and the Registrars Offices currently use a document imaging system called Open Docs. As a second phase of the project, existing documents will be migrated to the new platform and support of Open Docs will be discontinued. After these first two phases, additional offices including the offices of Financial Aid, the Registrar and Dean of Students will begin using the system as well.

Working with HR, several departments will be using the newly deployed e-performance PeopleSoft module for annual performance evaluations with the goal of using this process campus wide next year. The roll-out of the PeopleSoft time and labor feature continues this summer with student workers with the expectation that by fall all bi-weekly pay groups will be using the web time entry system.

The Dean of Students Office began using the Maxient system for management of judicial issues during the early part of the spring semester. This system provides a single on-line location for tracking adjudication of college policy violations by students. Discussions are underway with the Dean of Faculty Office to expand the use of the system to manage retention cases. While the nomenclature is definitely geared towards judicial language, it models the retention process quite effectively. As part

of the retention tracking effort we will be working with the Registrar's Office to make the transcript request process for current students part of TC Online and expand the use of Clearing House for transcript requests from our alumni. We went live this semester with the National Student Clearinghouse Degree-Verify service.

The course management system that was developed in conjunction with the Dean of Faculty & the Registrar offices has continued to evolve over the academic year as department chairs begin to embrace the new web-based planning tool to develop the course schedule, manage and track teaching loads. This application will transform the way the Dean's office tracks teaching loads & offers reporting features that the Deans Office can utilize to provide a comprehensive view and standardizes the flow of information into the office. Next phase includes consideration of feeds directly into PeopleSoft.

In another project that has been initiated by the DOF Office and the First Year program Jean Pierre Haeberly has developed a process to automatically place students in the First Year Seminars, which historically has been a manual process performed by the Registrar's Office. The goal of the project is to place students in their top selections while optimizing the academic goals of diversity and class make-up. This new process will be in place for the assignment of fall 2014 first year seminars.

Enhancements to the Advising Portal are underway with search features that will give faculty a tool to talk to majors and prospective majors with concrete examples of what our alums have done with degrees in a particular area of study. Advisors will be able to search by major, industry or geographic location. The data presented is a result of a department sponsored alumni survey that began fall 2013 seeking alums willing to share their stories on-line, speak with students and/or host internships. In addition, as part of the web re-skinning project we will work with the Communications Office to profile alumni who provided us background information on their careers and their personal journey and provide dynamic lists of selected alumni on individual department sites. Only about a dozen departments have been completed at this time, Rachel Barlow will continue the surveys in the fall.

College Advancement rolled-out the Reeher predictive modeling software platform in late February, a tool that aids in the identification of prospective donors from both a wealth perspective but also from an inclination to give. This solution is tightly integrated with PeopleSoft extending the use of giving history and our own internal rating system. The system provides the gift officers with a dashboard that allows for drill-down of constituent detail. The Development office sited the use of the Reeher product as a key factor in helping make the giving day a success.

Data Security

A key initiative of the ITS department is to improve our business practices around data security and to create a greater awareness across campus. As you may recall not too long ago we instituted a practice of requiring passwords on our cell phones /tablets and began the practice of encrypting laptops. Our current security initiative begins to address best practices in storing and protecting personally

identifiable data (PII) i.e. social security numbers and other sensitive data (credit card numbers,bank account numbers, etc). We began rolling out the Identify Finder solution, which identifies PII information with a few administrative offices this spring and will be continuing the roll-out during the summer and fall semesters.

A security breach that results in the exposure of personally identifiable data can be very costly, both in terms of remediation costs and the college's reputation. There are legitimate reasons to collect and maintain this type of information, but we want to ensure that the data is stored in appropriate locations and we minimize the risk of exposure.

If you have any questions about any of these initiatives I can be reached at ext.2525 or email, Suzanne.Aber@trincoll.edu.

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