

myTRU International Student Tab

This fall TRU's four hundred and fifty new and eight hundred returning International students will see a new tab in myTRU just for them.



The new International Student tab has all of the information that was formerly hosted on the old WebCT server and includes new features as well. All of the content presented in the new tab is managed by TRUWORLD staff.



Features include email, calendaring, the ability to chat with other students and TRUWORLD staff, announcements and links to other important content and services.





project SAGE Banner Implementation

Student Admissions Go-Live October 2009

October marks the first milestone for the Project SAGE Student Team. The application cycle for the 2010 academic year officially starts in October 2009, so the applications received for Fall 2010 will be officially processed in the new Banner student system. This will first impact all Kamloops and Williams Lake campus programs which start in Fall 2010 or later. The majority of TRU staff and faculty will not notice this first student admission "go-live", but individuals involved in receiving, reviewing and processing new applications will begin to implement new admissions processes as the intake for Fall 2010 and beyond progresses. Applicants may notice the "go-live" features with an enhanced Post-Secondary Application Service of BC (PASBC) interface and web-based admissions process.

This first implementation consists of the Admissions and Accounts Receivable module in the Banner 8 Student module as well as a new PASBC interface and web admissions process.



Marion Hannaford, along with Dawn Lamore, newly dedicated to the Student Team, will be working hard in the coming weeks to finalize testing, develop documentation and most importantly design and deliver the

this issue

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necessary training program for all staff directly involved in the processing of campus based programs. This training is expected in October, which will coincide with the official go-live of the Admissions module; details will be provided and training schedules established for all affected staff in Kamloops and Williams Lake.



There was no time for photo ops with the Student Team, shown here hard at work

In addition to the Admissions Go-Live, work is continuing on the other aspects of the SAGE Student project. The deadline for the 2010-2011 class schedule is fast approaching for Kamloops and Williams Lake campuses. This schedule will be built in the new Banner system but will retain the web display accessed from the home page as usual.

Work on converting the records from the OL system and the Colleague systems to Banner 8 continues. With Finance and HR already live on Banner 8, the challenge of matching records is keeping a lot of people on the Project SAGE teams—IT, Student, HR, and Finance—busy.

by Marion Hannaford & Leena Niemela

Electronic Voting for Students

This year TRU will be piloting a new electronic voting system for students participating in the 2009 student elections for the Board, Senate, and Planning Council.

In previous years voting was done in the old WebCT service which has recently been retired. Approximately 800 of TRU's 14,000 students voted last year.

Access to the new voting service will require students to login in to myTRU in order to cast their votes.



It is hoped that as student use of myTRU increases, participation in voting will also increase. ITS will be measuring use of myTRU and election participation to determine the effective uptake of these new services. Check out future issues to find out how we're doing.



Information Security Awareness Not Just for Students

Student Orientation 2009 was September 8th

... and ITS was there again this year presenting new students with information about ITS and basic Information Security concepts.

This year we had an estimated 400 new students stop by our table in the gym to ask questions and answer our information security quiz. All students also attended the Orientation sessions and received a more formal introduction to ITS and

information security concepts from the Lab Support Group.

Throughout the year the TRU Information Security Office will also run a poster campaign to help ensure that our students are aware of risks and best practices in information security.



Some of the many students who filled out the Information Security Quiz for a chance to win an iPod

But Information Security Awareness training isn't just for students. Be sure that you attend one of the

many TRU Information Security Awareness sessions for staff and faculty this year.



Marlies McArthur, Manager of Client Services and Brian Mackay, CIO award two of the coveted iPod Shuffles to students.



Podcasting

TRU will be using Wimba Voice Tools technology to begin podcasting courses this Fall through the BlackBoard and Moodle learning management systems.

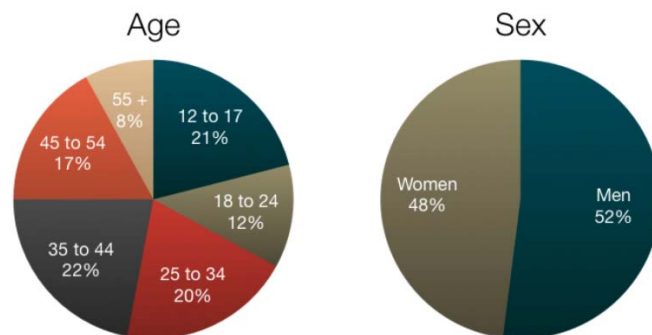


A **podcast** is a series of digital media files, either audio or video, that is released episodically and downloaded through [web syndication](#). The mode of delivery is what differentiates podcasts from other ways of accessing media files over the Internet, such as simple download or streamed webcasts: special client software applications known as *podcatchers* (like [iTunes](#), [Zune](#), [Juice](#) or [Winamp](#)) are used to automatically identify and download new files in the series when they are released, by

accessing a centrally maintained web feed that lists all files currently associated with that particular series. New files can thus be downloaded automatically by the podcatcher and stored

locally on the user's computer or other device for offline use. This makes it simpler for a student to access lecture content for review or if they were unable to attend class.

Demographics of the Podcast Consumer



Base: Have Ever Listened to a Podcast



TRU - ITS



Beyond Project SAGE – Thinking about IT in 2010

Everyone in ITS is working hard to ensure [Project SAGE](#) is a success. This project (the biggest IT project in TRU's history) involves the standardization of TRU's Student, Finance, Advancement and HR systems on Banner Version 8 as well as many other new modules that will improve services for students, faculty and staff. Human Resources, Payroll and Finance went live in April 2009 and the big push is on for Admission go-live in October. Once Student Admissions goes live it will be all-hands-on-deck completing data conversion and other functionality for the Open Learning and Campus Student Registration go-live in June, 2010.

But what happens after go-live in 2010? Here are some of our plans and predictions over the next few years. Ok 18 months...

Cloud computing will have a major impact on how IT services are provided into the future. We are also looking at virtualization of our desktop environments to improve student access, flexibility and availability, all the while reducing our carbon footprint.

The continued evolution of our synchronous (Video Conferencing, Collaboration Tools like Wimba or Elluminate) and asynchronous (ie Blackboard, Moodle) learning technologies is a given. We can anticipate more time-shifting tools like audio and video podcasts being used by TRU faculty. Multimedia equipment will be available for most classrooms on campus.

A funny thing happened on the way to the future: some things got bigger and some things got much smaller. Desktop computing will move slowly to virtual solutions (ie no more black box under your desk) and TRU Students will use smarter (and smaller) wireless mobile devices on the campus. This will require mobile computing versions of the TRU website and other services such as registration and scheduling. These

mobile devices will also be location-aware enabling augmented reality applications for teaching. Monitors, however, will get bigger and bigger as new display technologies make larger displays more affordable.

Project SAGE will allow new ways of providing services to students, faculty and staff, while improving internal business processes and open up new partnership opportunities with service providers. Once the dust settles from the go-live of our new Banner system, work will need to start on phase II of a number of modules to further improve student services and processes. This system will allow better reporting and decision making to happen. We will also undertake a review of our current Novell File, Print and Groupware software.

Pandemics and other potential threats to TRU will need technologies to ensure campus safety and allow teaching and learning to continue remotely. As mentioned, all the pieces will come together to let students study where they want and faculty teach where they want.

While this happens, we will continue to work on our Information Security, Service Management (ITIL) and Project Management capabilities within ITS. All new technology decisions will be made with consideration to their environmental impact. No planning is done in isolation. ITS will continue its partnership and liaison with the Senate sub-committee on Instructional Development and Support as well as the EATAC committee.

by Brian Mackay, CIO



10Gbps Infrastructure Upgrades



In 1989 many of us were excited to have 9,600 bit per second connections to the mini-mainframe. Just 10 years later we were installing 10 Mega bit per second shared hub infrastructure. Now another ten years later the Technology Services Group is installing 10 Giga bit per second switches and core routers. That's 10,000,000,000 bits per second of data to your desktop or an increase in speed of 1000 times each 10 years.

If your car's speed had increased at the same rate, you would now be able to travel at about 100 million miles per hour which would allow you to circumnavigate the globe in less than one second. If this trend continues, those of us who keep working until 2020 should see the installation of the first 10 Tera bit per second network.

Cars will likely still travel about the same speed ;)



Pandemic Planning

If you have been reading or watching the news, you are aware that the World Health Organization, has declared the H1N1 (swine flu) virus to be pandemic.

ITS has approved the purchase of a new SSL Virtual Private Network (VPN) solution which should be in place before TRU experiences this or any other event that might require the campus to be closed or buildings to be quarantined. The SSL VPN will allow critical work to be done remotely from any secure desktop in the event that access to offices is limited.

You will need to fill out the TRU Applications and Systems Access Request (ASAR) form to gain access to this new service. Stay tuned!

ITS Update
Issue 04
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New Faces in IT Services

Over the last few months you may have noticed some new faces in ITS. Please join us in welcoming:



Lianne Hales
Assistant to the
CIO



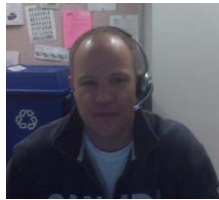
Wendy Blake
Senior IT Analyst



Rick Gunnyon
Software
Analyst



Kristen Windsor
Project Sage
Assistant



Lee Scaife
IT Service Desk
Technician



Sonia Gill
IT Service Desk
Technician



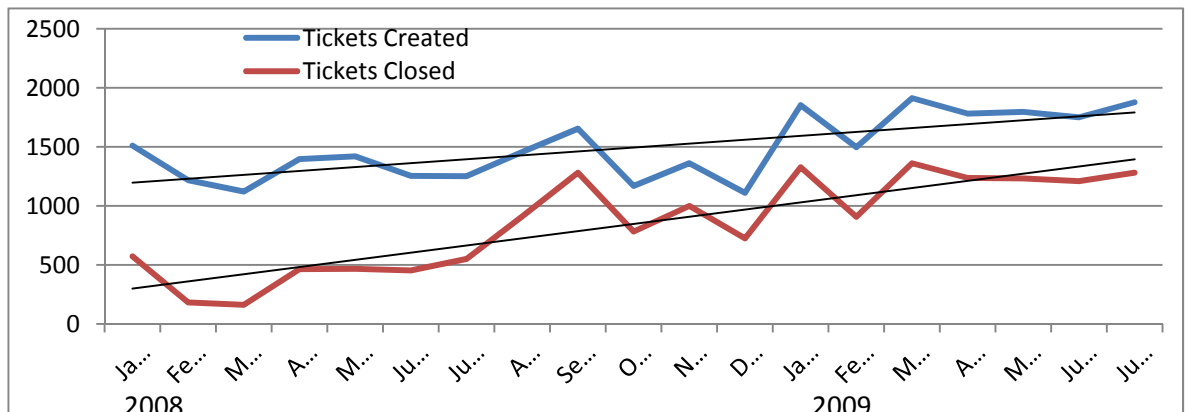
Sheila Fitter
IT Service Desk
Technician

If you have technical problems or questions-
Contact us by Phone: 250-852-6800
Or email: Itservicedesk@tru.ca

Metrics that Matter

Service Request Close Rate

• Since January 2008, ITS has been monitoring and reporting the service request close rate for service request tickets. As can be seen in the graph below, ITS has shown consistent improvement in the number of requests closed both by absolute volume and by percentage of tickets opened while the total number of requests have continued to increase.



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