

ITS Update

TRU Quarterly Update on Information Technology

THOMPSON RIVERS UNIVERSITY

Issue 13 – May 2012

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Advancement Project Success

Kudos to Sylvie Veilleux and the Enterprise Systems team who has worked hard to bring this project in on time and on budget. The Banner Advancement system provides a convenient way for TRU alumni to maintain ties with the University as well as well keep in touch with their former classmates. It also helps the advancement office by coordinating fundraising, volunteers and events. Banner Advancement is completely integrated with Banner Finance and Financial Aid in order to streamline the gift processing process.

New APAR for Faculty

Building off the work of a consultant, IT Services has developed a web-based software application to assist faculty with the preparation and publishing of their annual APAR reports (Academic Professional Activity Report) To streamline the process, the Academic Inventory system is connected to the Banner system so that all sections taught by the faculty can be inserted in the report automatically. Features designed into this new system include the ability to post CV data directly to the TRU website.

<https://kamino.tru.ca/ai/login/login.html>

Access the application using with your Network ID and password.

Active Directory Project Update

Over 1,100 machines have been added to TRU's Active Directory. Once complete ITS will start moving TRU to Microsoft Outlook/Exchange email.

Measuring IT

In an environment of doing more with less and the relentless change in the world of IT which includes exploding use of mobile technologies, cloud services and reams of data (Big Data) ITS has been working to develop clear, customer oriented service measures to ensure our stakeholders understand the value we bring to TRU and that we are constantly improving. These service measures include:

1. **Globe and Mail University Report Card Overall Grade for Information Technology**
2. **IT Cost and Performance**
3. **Ensure TRU Executive is satisfied with ITS compliance with its annual external financial audit.**
4. **Percentage of registration completed through self-registration**
5. **Critical system up time**
6. **Average time taken to close an IT service request.**

In subsequent newsletters we will focus on how we are doing in each of these service measures



Lessons Learned on the iPad – K. Lussier, School of Nursing

Since commencing an iPad study in the School of Nursing in the Fall of 2011, 52 students in two cohorts have utilized an iPad 2 in one of two clinical settings. The two clinical settings included: Conayt, a Friendship Centre in Merritt and Ponderosa in Kamloops. Of the 52 students, 51 consented to take part in the study and were in either year 2, 3 or 4 of the BScN program. Students were invited to take part in two online surveys and also a group interview at the conclusion of their experience.

One of the most significant findings was how students embraced the e-textbooks donated by Elsevier. Students discussed the flexibility of having all their textbooks on a mobile device that was light and easy to transport. Due to this, students discussed engaging in learning that fit the definitions of both mobile and just-in-time learning, in many situations that were either directly attached to their school experiences or not. Students identified the ease at which they were able to access accurate information quickly and utilized the iPad for researching extensively. A number of students mentioned how they would take advantage of their time, such as while waiting for appointments, by accessing their e-textbooks and other school online materials while outside of the learning environment. Students identified that this free-time would not normally have been filled with any school related activities.

Students found barriers to include: difficulties with internet access in the facilities and the students felt that having 3 G access would be necessary to avoid this. Students discussed the device as being a potential barrier to their relational practice with patients and families and identified that it may be culturally inappropriate in some situations. Finally, students felt that the faculty needed further support to integrate technology into both classroom and clinical learning experiences.

exam4

Electronic Law Exams – M. McArthur

The Law School has purchased Exam4 software for their students to complete their exams. Students receive a hard copy of the exam questions, so only answers get typed into Exam4. The software uses the internet to start the exam, but once they are into the Exam4 software, they are no longer able to access any other resources. When they complete their exam, students connect to the wireless network to submit the exam to a secure server that only the Law Faculty access. Each student is given a unique identifier (eg. types of cars) when writing their exam so that faculty will not be able to identify the student and mark only based on the content of the submission. The identifying information is revealed after the exams have been marked and reviewed. To find out more about Exam4, contact the Law School administration, who are happy to share their experiences after two successful exam terms.

Mobile Explosion

Year over year, wireless network access has doubled on campus. If this trend continues mobile devices will exceed the number of desktop systems over the next year.



E-Wellness Events Raises Awareness for Cyber Security –H. Burley

During the first quarter of 2012 the Information Security Office and the Wellness Centre worked together to develop a new awareness program for students. This program began with the development of a new poster series built around the concept of e-wellness which were posted on bulletin boards and the Web. On Monday February 13th and Wednesday March 28th, day long information security events were held on Student Street and in the Williams Lake Gathering Place. Throughout the two days over 230 students, staff, and faculty participated by completing a short information security quiz and many more just stopped by to chat. The events included a poster scavenger hunt and draws for Bookstore gift certificates.

Thanks go to Creative Services, the Printshop, and the Wellness Centre for their participation in these fun and informative events.



G. Simpson from TRU Williams Lake Campus awarding J. Lyoness a \$50 Bookies Gift Card



G. Lalli at the E-Wellness Table

Information Security Awareness Training – H. Burley

In the last twelve months 557 faculty and staff have participated in face-to-face Information Security Awareness Essentials I or II sessions. These sessions present basic information security concepts and review pertinent TRU policies and standards. Starting in May 2012 a level III program is being added which includes more advanced topics for compliance with Payment Card Industry standards and the BC Freedom of Information and Protection of Privacy Act. The TRU Information Security Office is also pleased to announce the completion of the first university sector national purchase program for an on-line information security awareness program. This program is expected to be provided for all staff and faculty during the coming year.

myTRU Portal Records Broken January 9th, 2012

On January 9th, 2012 there were a record breaking 10,000 visits to the myTRU portal.



Bit Locker to Secure Laptops and USBs – H. Burley

One of the most common causes of information security breaches, like the UVIC breach in January, are lost and stolen mobile devices that contain unencrypted confidential data. It was with this in mind that TRU's Information Security Committee (<http://tinyurl.com/7687tjq>) created the Information Classification <http://tinyurl.com/6tf9zpw>) and Mobile Device (<http://tinyurl.com/7rwhmp4>) Standards to require that any confidential data stored or transmitted outside of the TRU network be encrypted. If you are using a Windows 7 system you can encrypt your USB drives using Bit Locker to Go (<http://tinyurl.com/75vdtra>). The TRU ITS department will be assisting individuals to encrypt all notebook and netbook drives by July 2012.

Meet the Staff in IT Services



IT Services Vision

TRU is consistently rated number one among its peers in Canada for the quality of its information technology services.

Mission

We provide cost effective, reliable technology and strategic advice to enable the TRU community to achieve excellence.

Goals

- Improve Access to and Use of Information
- Protect and Enhance the TRU Brand
- Improve Education and Research Outcomes
- Provide Sound Infrastructure



Banner Users:

SunGard HE is now called **ellucian**

TRU Information Technology Services

PO Box 3010
900 McGill Road

Kamloops, BC, V2C 5N3

<http://www.tru.ca/its>

Blue Jeans Video Conferencing

TRU is able to use the Blue Jeans Video Conferencing virtual bridging software that makes it easy to plan, book and deliver multi point, multi-mode video conferences using TRU's video conferencing classrooms, skype, or teleconference.

Contact Allen Boyda at 250-371-5880 or by email Aboyda@tru.ca



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<http://www.beetagg.com>

