Information Technology NEWS

University of Redlands Education +

Fall 2013

WELCOME TO INFORMATION TECHNOLOGY SERVICES

With much enthusiasm, Information Technology Services (ITS) brings to you this edition of the Information Technology News. During this past year, ITS has made many additions, as well as improvements, to the technology infrastructure and services that are critical to the function of University of Redlands. Our mission is to provide a high quality and comprehensive technological environment. This newsletter is just one avenue we use to highlight the many projects completed by ITS in this past year.

A few project highlights include:

- The development of the Center for Digital Learning, opening during fall semester, will give faculty members a place to experiment and create a variety of media elements geared toward enhancing teaching and learning.

- The creation of Skype-ready classrooms allowing faculty members to bring in subject-matter experts into their classrooms virtually.

- The increase in bandwidth to the main campus and to the regional campuses allowing for faster access to resources, both on and off the campus.

- Establishment of a virtual desktop computing lab which uses technology called a "thin client." The thin client accesses a server which delivers back the look and functionality of a traditional computer.

- The conversion of an additional classrooms across campus to technology enabled classrooms (TEC). Additional classroom conversions will be completed during the fall semester.

We thank you in advance for your continued support as we work to improve both the services we provide and the technology infrastructure we support. If you have suggestions and/or recommendations, please do not hesitate to contact me at extension 8303 or by e-mail at hamid_etesamnia@redlands.edu.

- Hamid Etesamnia

CENTER FOR DIGITAL LEARNING

The new Center for Digital Learning (CDL) will be open during the fall semester. The CDL is an outcome of the recommendations made by President's Task Force on Online Learning established at University of Redlands in Fall 2012. A charge of the task force was to advance our strategic interests and plans for developing online and/or blended courses and programs, with an initial focus on the professional Schools of Business, Education, and Continuing Studies that serve primarily adult working students.

To provide an effective infrastructure for the infusion of technology into existing teaching, as well as the development of online and hybrid offerings, the Center for Digital Learning (CDL) is being established in the Fletcher Jones Foundation Computer Center, room 116. The CDL is a place where faculty members will be able to envision and create educational learning elements. The CDL will be staffed by a full-time instructional designer. The instructional designer, when hired, will assist in the creation of media elements that meet the defined learning objectives of the faculty members.

With the support of the instructional designer, the CDL has been designed with these capabilities: video recording studio, video editing facility, and a video conferencing room.

CENTER FOR DIGITAL LEARNING (CONTINUED)

There will also be check-out equipment for faculty members who wish to develop learning elements in locations other than the CDL. Our "take and make" solution features a PC laptop, camera, headset, and a copy of Camtasia, a top tool for creating screen recordings, voice-over PowerPoint files, and more. There will be five of these "take and make" set-ups for check-out.

The goal of the CDL is to support various pedagogical models including the flipped classroom. Gaining elevated attention in higher education, a flipped classroom is a "pedagogical model in which the typical lecture and homework elements of a course are reversed. Short video lectures are viewed by students at home before the class session, while in-class time is devoted to exercises, projects, or discussions" (Educause, 2012). The CDL will provide the necessary tools and support to create video clips that may be used to augment instruction, thereby giving faculty members the means to explore and implement the flipped classroom model.

For more information, contact Catherine Walker at extension 8321 or Shariq Ahmed at extension 8352.

Source: Educause. (2012). 7 things you should know about flipped classrooms. Retrieved from http://net.educause.edu/ir/library/pdf/eli7081.pdf

INTERNET BANDWIDTH INCREASE

Today's requirements for information and services include increased access to Internet-based, off-campus resources. In many cases, these resources put a strain on available Internet bandwidth. Internet bandwidth is often explained using a pipeline analogy; a larger pipe opening allows more information and data to flow through.

To keep pace with resource demands, our Internet bandwidth to the main campus was upgraded in August 2013 from 600 Mbps to 800 Mbps. With a 200 Mbps increase, we have expanded our pipeline opening by 33%.

We have also increased the bandwidth going to each regional campus. This upgrade provides additional support for the instructional and administrative needs requiring network access. The service was upgraded from 3 Mbps to either 9 or 10 Mbps at each regional center providing a bandwidth increase of 300%.

For more information, contact Terry Reed at extension 8318 or Chris Kincaid at extension 8309.

Image source: http://bltechtools.files.wordpress.com/2013/03/bandwidth.jpg

## WIRELESS NETWORK UPGRADE AND IMPROVEMENTS

Over the past several years, the use of wireless laptops, smartphones, and tablets has risen on our campus and world-wide. According to a report published by Gartner, Inc., the leading information technology research firm, the "fourth quarter of 2012 saw record smartphone sales of 207.7 million units, up 38.3 percent from the same period last year."

The push for additional network support for wireless devices has driven the need to upgrade the wireless network environment on the main campus and at the regional centers. We have upgraded the wireless network in the residence halls and the administrative/academic buildings. The upgrade involved replacing existing equipment with new hardware that supports the Wireless N technology standard. The Wireless N standard provides access to additional bandwidth, stronger security, and support for more wireless devices connecting at the same time.

For more information, contact Terry Reed at extension 8318 or Chris Kincaid at extension 8309.

Source: Gartner, Inc. (2013). Gartner Says Worldwide Mobile Phone Sales Declined 1.7 Percent in 2012. Retrieved from http://www.gartner.com/newsroom/id/2335616

VIRTUAL DESKTOP INFRASTRUCTURE PILOT
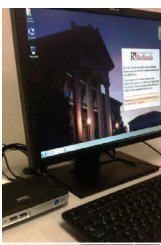
ITS is implementing an innovative alternative to traditional computer labs by establishing a Virtual Desktop Infrastructure (VDI) pilot lab in the Fletcher Jones Foundation Computing Center, room 104.

There is no longer a computer at each student station; the computer has been replaced with a device referred to as a thin client. The thin client, connected to a monitor, provides access to a powerful server. The server effectively delivers the look and functionality of a traditional computer, back to the client.

Lab 104

VIRTUAL DESKTOP INFRASTRUCTURE PILOT (CONTINUED)

VDI offers many advantages, such as:

- A simplified process for adding and removing software applications as this process now occurs on the server instead of occurring on each individual workstation.

- A more secure and controlled way to manage the end-user experience through centralized management.

- Thin-client devices are less expensive than traditional desktop computers. While there is the cost of the server, there is the potential for an overall reduction in equipment costs achieved through the use of thin clients.

- Thin-client devices conserve energy and save on utility costs as they use less power to run than desktop computers.

For more information, contact Luke Bixler at extension 8476, Terry Reed at extension 8318, or Chris Kincaid at extension 8309.

EXCHANGE SERVER AND OUTLOOK WEB ACCESS 2013—NOW IN PLACE

In mid-August 2013, ITS upgraded the Web-based e-mail application known as Outlook Web Access (OWA) to version 2013. OWA is primarily used by faculty and staff when they are away from their office computers; for instance, when using a different computer on-campus, or when at home or traveling. OWA is also the primary e-mail application used by students, on or off-campus, to access their Redlands e-mail.

OWA 2013 has a new streamlined look. The main functions include: Mail, Calendar, People, and Tasks are now linked across the top. Further to the right, using the down arrow by your name, you can access another mailbox that you manage, and sign out. Under Options, represented by the gear icon, you can create automatic replies such as out-of-office messages. The last icon, the question mark, provides access to the online help. Help, in OWA 2013, is much improved as it now displays information specific to the function you are using.
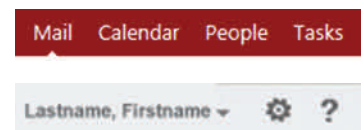
Toward the left corner, you will find the option for creating all "new" items. Each function here is related to the option selected from the top menu. For instance, when Mail is selected, the "new mail" button appears allowing you to start a new mail message. With OWA 2013, the interface is now standardized across all of the latest versions of browsers: Internet Explorer, Firefox, Safari, and Chrome (on both PCs and Macintosh computers).

Faculty and staff seeking assistance with OWA 2013, contact User Services/Help Desk by phone at extension 8922.

USER SERVICES/HELP DESK—HELP FOR FACULTY AND STAFF

The User Services/Help Desk is available Monday – Friday from 8:00 a.m. to 5:00 p.m. to support faculty and staff with their computing needs. This includes the installation and support of desktop hardware, software, and peripherals on University-assigned computers.

User Services/Help Desk may be contacted by phone at extension 8922 or by e-mail at user_services@redlands.edu. Faculty and staff can also stop by the User Services/Help Desk office, located in the lower level of the Armacost Library, Room 115.

http:// trinitytravel.brinkster. net/trinity/images/help.jpg

For questions regarding User Services/Help Desk, contact Christine Robitaille at extension 8320.

RESIDENTIAL NETWORKING—HELP FOR STUDENTS

Residential Networking (ResNet) provides technical assistance to students of University of Redlands. ResNet is available to assist students with connecting to the wireless network, gaining access to the myRedlands portal, getting e-mail on their mobile devices, and many other computing needs that students may have.

ResNet is staffed by the ResNet Manager, Enrique Castaneda, and a team of student assistants. You can contact ResNet by phone at extension 8921 or by e-mail at resnet@redlands.edu. Students can also stop by the ResNet office which is located on the lower level of the Armacost Library, Room 173.

For questions regarding ResNet, contact Enrique Castaneda at extension 8921 or Christine Robitaille at extension 8320.

ELLUCIAN COLLEAGUE SQL CONVERSION UPDATE

On July 17, 2013, we officially marked the one year anniversary of the 'go-live' date of the Ellucian Colleague Structured Query Language (SQL) database conversion project. Although the database migration itself was a major milestone in an initiative that had been underway in ITS for nearly three years, it did not mark the end of the project.

The SQL database conversion project included the introduction of a new, Web-based interface to Colleague called UI. UI offers a way to include graphics and new search tools. This new interface also supports integration with desktop applications such as Microsoft Excel and Word.

One of the benefits of our conversion to an industry standard database management system is that it creates opportunities for integration that did not exist with the previous database architecture. For example, ITS is working with Ellucian to create a Web-based enrollment application that will replace the Instant Enrollment module in WebAdvisor, which is currently used by the School of Continuing Studies. ITS has been able to create a custom Web service that retrieves and updates registration data, as well as it takes payment for SCS course sections. This new functionality allows ITS to leverage the conversion to SQL so that this registration process will now be seamless and easily maintained.

As the University of Redlands moves forward with SQL, we will discover additional opportunities to improve and streamline processes, particularly as we begin to explore further reporting integration with other systems such as Recruiter, Resource 25, and Business Objects.

For more information the SQL conversion, contact Steve Garcia at extension 8477.

ADOPTION OF ELLUCIAN RECRUITER

ITS is partnering with the Office of Enrollment Management, School of Business, School of Education, and the Admissions Office for the College of Arts and Sciences to implement a constituent relations management (CRM) application.   University of Redlands identified the need to manage recruiting efforts more efficiently and engaged a consultant to help review and evaluate a number of software solutions. This past spring, after several months of meetings where the needs of each unit were discussed and documented, the group made the decision to purchase and implement Recruiter, a product produced by the Ellucian Corporation.   Recruiter integrates with Colleague, our Enterprise Resource Planning application, which is also an Ellucian product.

Since the adoption of Recruiter, administrators and staff from ITS, Enrollment Management, and CAS Admissions have worked with the Ellucian consultants on the planning, configuration, and preparation for the implementation of this application. This process included the development of online applications, communication workflows, recruiting campaigns, and many other processes that are required for a successful implementation. Full adoption is expected by the end of this calendar year for both College of Arts and Sciences and our Adult/Professional Education programs.

Ellucian Recruiter will help University of Redlands:
- Best-fit recruitment messages with the right student population
- Reduce enrollment costs per student
- Track and analyze the performance of recruiting efforts
- Integrate recruitment data with our Colleague student information system

Once Recruiter is fully operational, we will have a more robust and comprehensive application that will support and advance the efforts of our enrollment and admissions counselors.   Recruiter is also expected to supply data that can be analyzed to identify successful recruiting strategies moving forward.

For more information regarding Recruiter, contact Luke Bixler at extension 8476 or Steve Garcia at extension 8477.

ELLUCIAN GO—UNIVERSITY OF REDLANDS MOBILE APPLICATION

The new University of Redlands Ellucian Go mobile application will be available in September 2013. Ellucian Go replaces the MOX application that had been in place for the past two years. An important aspect of Ellucian Go is that ITS can now customize and add additional features to the application, a key capability that was not possible under MOX.

ELLUCIAN GO—CONTINUED

This free application, compatible with Apple IOS and Android devices (2.3 and higher), provides students, faculty, and staff easy access to University of Redlands information and resources. Once Ellucian Go is installed, students have access to their course schedules, grades, and telephone directory information.

Faculty members have access to their course schedules, class rosters, and grades. The University of Redlands community has access to campus news and events, as well as an interactive campus map. Ellucian Go also provides prospective students, and their parents, access to public information such as campus maps, important phone numbers, news, events and the Commons' menu.

Ellucian Go will be available from your application download store on your mobile device. Once installed, a new icon will appear on your mobile device linking you directly to the University of Redlands Ellucian Go application.

For faculty and staff seeking assistance with Ellucian Go, contact User Services/Help Desk by phone at extension 8922. Students seeking assistance can contact ResNet at extension 8921.

INTERNET SECURITY—AVOIDING PHISHING

With the proliferation of online services such as banking, file storage, and application usage, identity theft has become an international concern. Identity theft occurs when a person, or a group of people, steal another person's personal information, typically for illegal purposes.

Phishing is a term applied to identity thieves who seek your personal information through seemingly safe means. A common form of phishing is done through e-mail. Phishing e-mails are sent out so that they appear to be legitimate; they often contain the logo of a retailer, bank, organization, or government agency. In the e-mail, you are asked to confirm your personal information due to a computer issue, your account is about to expire, an order has been placed in your name, etc. When you respond with your personal information, you run the risk of having your identity compromised.
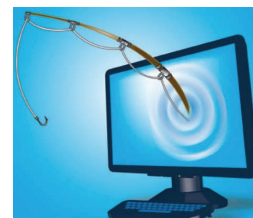
Image source: http://weblearn.fnu.ac.fj

If you have responded to a phishing request, it is important that you act immediately. If you provided account details related to your Redlands login and password, notify University of Redlands User Services/Help Desk at extension 8922. It is imperative that you also change your Redlands password immediately. Your password can be changed through the password management application: http://www.redlands.edu/passwordmanager. If the phishing request involves an outside company, make contact with that company right away.

For faculty and staff assistance, contact User Services/Help Desk by phone at extension 8922. Students seeking assistance should contact ResNet by phone at extension 8921.

Tips provided by the National Consumers League's Fraud Center, http://www.fraud.org/, 2012. Image source: http://weblearn.fnu.ac.fj

PASSWORD CHANGE PROCESS

Computer passwords are used to control access to the University network, computer resources, and private data that is stored on the computers. These passwords are a key component to protecting the electronic information that we maintain at University of Redlands.

A password change requirement is in place for all faculty and staff. Every six months, faculty and staff are required to change their University of Redlands passwords. Prior to your password expiring, you will receive an official e-mail notice that directs you to our password change application: http://www.redlands.edu/passwordmanager.

The requirements for new passwords are:

- Passwords must be at least 8 characters in length (longer passwords are highly recommended).
- Passwords must be different from the previous 2 passwords
- Passwords will need to contain 3 of the following options: capital letters,lowercase letters, numbers and/or special characters ($,@,#, etc.)
- Passwords cannot contain any portion of the University of Redlands name or your name

When changing your password, be sure to also input your three security questions/answers under the Reset Q&A tab.

For faculty and staff assistance, contact User Services/Help Desk at extension 8922.

Image source: http://weblearn.fnu.ac.fj

ALERTUS AND BULLDOG ALERT SYSTEM

ITS has implemented additional technology to be used in the event of a campus emergency. In November 2012, a program called Alertus Desktop Alert was installed on all University-owned workstations. Alertus, when initiated, overrides computer displays across the University-network with a crucial message. Recipients must click an acknowledgment button at the bottom of the screen in order to close the message; this action informs officials of who has received the message. The Alertus Emergency Alert software automatically loads each time you log onto your computer; you will notice a yellow circular icon located on the taskbar.

ITS has also recently upgraded the Bulldog Alert System. The Bulldog Alert System is a mass notification system allowing University leaders and Public Safety officers to send time-sensitive notifications in a variety of ways including phone, text, and e-mail messages.

Bulldog Alert contact information can be updated from inside the myRedlands portal. Under the General tab, look for Emergency Resources, and click the link labeled UR Bulldog Alert Emergency Notification System (students will find this link under the Emergency Resources tab). From there, click the Update Your Information link. Log in using your RedlandsID (firstname_lastname) and password. On the screen that follows, input and/or update your contact information. Click the Submit button, found at the bottom of the screen, to save your changes.

For more information, contact Terry Reed at extension 8318 or Chris Kincaid at extension 8309.

MOODLE—OUR LEARNING MANAGEMENT SYSTEM

Fall 2013 marks the one year anniversary of the full adoption of Moodle as the learning management system (LMS) used by University of Redlands. Moodle stands for Modular Object Oriented Dynamic Learning Environment. According to The Campus Computing Project (2012), Moodle is the leading open-source LMS with 20% of the campuses surveyed reporting adoption. The key feature of any open source application is that there is no license fee to use it. In addition, the growth and support for such an application comes from the community of users who have adopted it.

Moodle's functions and features support a variety of instructional methodologies. Faculty members can use a discussion forum to engage students in a conversation regarding key subject material. To reinforce previous learning experiences, Web links to Internet-based resources can be posted. Moodle course sites can be used to deliver media files that demonstrate key knowledge, procedures, or processes. The quiz function in Moodle can operate in an adaptive mode that provides instructor feedback with each answer selected. The online text assignment tool can be used as a journal where students reflect on their learning experience.

Moodle can be accessed from the myRedlands portal (look for the Moodle link under Applications). It is also accessible directly at **http://moodle.redlands.edu**.

If you are using a smartphone or a tablet to access Moodle, we recommend using the direct link.

This fall, ITS will begin exploring the next version of Moodle with a possible adoption date of Spring/Summer 2014. As our evaluation proceeds, as part of our practice, we will seek faculty input through open forums and training sessions. We plan to have a limited number of faculty members teach courses utilizing the new version before there is a complete campus roll-out. Information regarding the new release indicates that the My Home page will be customizable with an option to collapse what is shown in terms of assignment due dates and the available discussion forums.   Additionally, the steps for adding resources and activities have been streamlined with fewer steps required to complete the process.

The ITS help Web site for Moodle is accessible at http://moodle.redlands.edu/support. On this Web site, faculty members and students will find links to printable guides and on-line videos.

For more information regarding Moodle, contact Matt Waters at extension 8699 or Catherine Walker at extension 8321.

Sources:

Green, K. C. (2012). The campus computing project. Retrieved from http://www.campuscomputing.net/sites/www.campuscomputing.net/files/Green-CampusComputing2012.pdf

INTEGRATION OF LIBRARY RESEARCH GUIDES INTO MOODLE

With the addition of an HTML block in a Moodle course site, faculty members can now link their courses to the Armacost Library Research Guide for their course's subject area. The complete process for adding the HTML block, along with the necessary HTML code, is documented in this handout: http://bulldog2.redlands.edu/ftc/moodlesupport/FG_library_resources_block.pdf

The process begins with a faculty member adding the HTML block to their course site. With the block added, the contents of the block are modified and specialized code (from the handout) is copied and pasted in. Once the changes are saved, the block features a link to the subject area research guide, the assigned librarian's name and phone number, and an option to chat with a librarian.   With the chat function, students can ask questions and get information from the on-duty reference librarian.
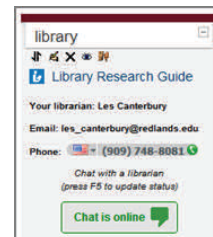
For more information, contact Matt Waters at extension 8699 or Catherine Walker at extension 8321.

TECHNOLOGY ENABLED CLASSROOM UPDATE

The preference for teaching in a Technology Enabled Classroom (TEC) remains high. This summer, an additional six classrooms were converted to TECs: Hall of Letters 103, 200, 207, 217, 319, and 325. TECs provide a fully equipped instructor's station complete with a computer and an easy-to-use push-button panel for controlling the projector, adjusting the volume and switching between projecting different sources such as the computer, a laptop, and a DVD/VCR. Hall of Letters 100 and Hornby 2 will be converted during the fall semester. Gregory 272 and 273 have been combined into a larger TEC classroom where the equipment has been purposely relocated to accommodate both computer projection and blackboard use. New technology will also be added to Hall of Letters 213 (Browsing Room) which will include a flat panel display, laptop connections, and Blu-ray/VCR player.

Enhancements were also made at the regional campuses. New projectors and cables for laptop connections have been installed in additional teaching spaces at the Temecula and Rancho Cucamonga campuses. The majority of teaching spaces at the regional campuses are now technology enabled.

A complete list of TECs can be found at http://www.redlands.edu/6122.asp. For TEC support or training needs, contact Eric Chaffin. Eric can be reached at extension 8459. He can also be reached by e-mail at tecsupport@redlands.edu. Support hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.

SKYPE-READY CLASSROOMS

Priya Jha, Associate Professor of English, knew she wanted to do something special to enhance her spring 2013 class titled Theories of Popular Culture.   Priya wanted her students to have an opportunity to converse with the Sweden-based journalist, Urban Hamid. Urban is renowned for the work he has done throughout the Middle East. His recent experiences in Libya and Egypt made him the perfect guest speaker for Priya's class. Due to travel costs and scheduling issues, having Urban physically come to campus was not possible. After a discussion with ITS regarding technology capabilities, Priya decided to bring Urban to Redlands "virtually" via Skype, a video conferencing tool.

Using Skype, Priya was able to quickly establish a connection with Urban and begin her virtual session. At first, being "on camera" created an air of affectedness, Priya explains. Although it was clear that the students |were riveted by his story, they were initially reticent to converse. However, that feeling quickly dissipated as Urban related events that led up to his arrival in Libya. Fortunately, Priya had asked her students to watch some of Urban's televised interviews and to prepare comments and questions. Within minutes into the Skype session, Priya's students began to engage in a conversation with Urban about the changes in his personal life, his move back to Sweden, and the challenges of being an independent journalist. Urban's sense of humor came through on the screen and the students warmed up to him enough so that they overcame their nervousness and asked him questions. Priya's story showcases the successful use of Skype in the classroom. Video conferencing allows students to interact with people who would otherwise be unavailable due to distance, time, and cost.

There are now seven Skype-ready classrooms: Gregory 270, Hall of Letters 209, Larsen 227, Duke 109, Hentschke 201, North University Hall 112, and Fletcher Jones Foundation Computer Center 112.   Each Skype-ready room is equipped with a camera, ceiling microphones, and a speaker system. Skype-ready rooms also function as technology enabled classrooms. Faculty members wanting to schedule a Skype-ready room should work through their department's administrative assistant to make a room reservation. Instructions for using Skype are available in each of the designated rooms.

For technical assistance using a Skype-ready room, contact Eric Chaffin at extension 8459.

RESPONSE CARDS (CLICKERS) IN THE CLASSROOM

Each semester, various University of Redlands faculty members incorporate small wireless devices called response cards, also known as clickers, into their courses. The clickers enable students to respond electronically to questions or to participate in polls during course sessions. Their responses are instantly transmitted to the classroom computer and the results are projected for all to see. This gives faculty members instant feedback and aids in their instruction.

Keith Wolgemuth, Associate Professor in Communicative Disorders states, "The use of clickers allows me to review material covered in the previous class session by having the students anonymously answer multiple choice questions and then the distribution of the responses could be shown to the entire class." Lisa Olson, Associate Professor in Biology found that "… using graded clicker questions, even for a low number of points, improves attendance and reading before class."   Jessica Hehman, Assistant Professor in Psychology, believes that her use of clickers has added to the quality of the learning experience for students, a fact reflected in the students' personal comments, as well in some of their course evaluations.   Tyler Nordgren, Professor in Physics, a veteran user of clickers, has used clickers to keep his astronomy students interested and engaged. He states, "… lectures were more active, participatory sessions where the students get real-time feedback on their level of understanding."

ITS maintains loaner clickers for use by faculty members interested in integrating this technology into their teaching. Due to the popularity of this technology, reservations for using the clickers are taken on a first-come first-serve basis.

For more information regarding the use of clickers, contact Matt Waters at extension 8699.

DOCUMENT CAMERAS IN THE CLASSROOM

This fall, four Hovercam Solo document cameras are being piloted in Hall of Letters. Faculty members in the Hall of Letters will be able to check out a document camera from a department administrative assistant. With the necessary USB cable in place in each TEC in Hall of Letters, faculty members only need to plug it into the camera, start the software, and begin displaying their selected item on the LCD projector. Operation instruction sheets are placed with each camera. Two additional document cameras are available for all faculty members to check-out from Media Services.

A document camera is a visual presentation tool that can be viewed as a high-end replacement for an overhead projector. Using controls on the camera, the projected image size can be enlarged, reduced, and rotated.   This technology means no more glare, no more heated surfaces, no more ink on one's hand, no more transparencies to clean, and in some classrooms, no more chalk dust to contend with.

For technical assistance with the operation of a document camera, contact Eric Chaffin at extension 8459.

SUSTAINABILITY EFFORTS CONTINUE WITH PRINT QUOTA

In a continued effort to reduce paper and ink waste, as well as to promote efficient use of University resources, the student print quota remains in place this academic year. The student print quota for the academic year of 2013-2014 is $50.00. In June 2013, students from College of Arts and Sciences, School of Business, and School of Education (on the main campus only) are allotted a portion of that quota in the amount of $22.50. This covers printing needs from June to the end of December 2013. Before spring courses begin, the allocation of $27.50 is added to the student printing accounts. This allotment covers printing needs from January through the end of May 2014.

As students print, they see the balance of their quota reduced based on page size and output type (black and white vs. color) of each print job. If students exceed their print quota, they are still able to print. Negative balances are reported to the Business Office at the end of each semester and students are billed for their overage amount. In the past academic year, very few students exceeded their allotment.

For questions regarding the print quota, contact Iyan Sandri at extension 8965.

OFF-CAMPUS ACCESS

The on-campus extensions shown in this newsletter can be called from off-campus by dialing 748 and the extension. For those out of the area, please note that our area code number is 909.

E-mail is accessible off-campus by logging onto the myRedlands portal (my.redlands.edu). The link to Outlook WebMail is above the image in the middle of the screen (look for number of unread mail messages). Outlook WebMail can also be accessed directly at http://mail.redlands.edu. **Voicemail** can also be accessed from off-campus by calling (909) 748-8900. Press the [#] key, enter your mailbox number (your on-campus extension), your password and the [#] key.

SPATIAL THINKING EXPANDS WITH UNDERGRADUATE MINOR

Spatial thinking is the ability to interpret and visualize locations, distances, directions, movement, relationships, and change over space and time. Spatial thinking is used in everyday life when you try to remember where you put your keys, pack groceries into your trunk, or give directions to your favorite restaurant. It is also used professionally by neuroscientists interpreting 3D brain scans, emergency response teams attempting to forecast the impact of a storm surge from a powerful hurricane, and historians trying to visualize what Civil War generals at the battle of Gettysburg could see from their vantage points.

Because spatial thinking underlies so many aspects of 21st century life and the work that professionals do, the University of Redlands takes spatial thinking instruction very seriously. For instance, the University's spatial curriculum and research initiative, LEarNing Spatially (LENS), is dedicated to helping faculty and students to become better spatial thinkers by infusing spatial thinking across the curriculum.

The recently implemented spatial minor at the University of Redlands is one expression of this infusion. By completing courses totaling 22-24 units of study and submitting a portfolio for review, students can now demonstrate proficiency in spatial thinking skills as a complement to their major course of study. Thus, a spatial thinking minor is a good way to develop 21st century skills with significant personal and professional applications. More information about the spatial thinking minor is available online at http://www.redlands.edu/academics/college-of-arts-sciences/undergraduate-studies/16404.aspx.

A second strategy of the LENS initiative is supporting faculty who integrate spatial thinking into their courses. The LENS Faculty Development Grant program, funded by Jack Dangermond, President of Esri, provides support and professional development for faculty from all academic units on campus. Faculty Development Grants can be used to support new projects and/or the continuation and completion of existing or previously launched projects. Ideas that help build a community of practice at the University of Redlands through mentoring and interdisciplinary collaborations are particularly encouraged. The next deadline for grant applications will be in December 2013.

"With its proximity to Esri and ability to leverage expertise from MS-GIS students, the Redlands Institute, and GIS-proficient faculty and students, the University of Redlands is uniquely situated to provide a model for infusing spatial thinking across academic curricula," said Steven Moore, the new Director of Spatial Studies at University of Redlands. "Our goal is to continue to build a community of spatially proficient people who can do good things here in Redlands and globally through personal and professional practice. "

For more information regarding the LENS program and the faculty development grant opportunity, contact Steven Moore at extension 8687 or David Smith at extension 8057.

CONNECTING TO E-MAIL ON YOUR SMARTPHONE

Shown below are the general steps to configure your smart phone (iPad and Android tablets too) to receive Redlands e-mail. Faculty and staff with smartphone questions should contact User Services/Help Desk at extension 8922. For students with smartphone questions, it is recommended that they contact ResNet at extension 8921.

Apple:

(1)   From the home screen, tap Settings

(2)   Tap Mail, Contacts, Calendars

(3)   Tap Add Account

(4)   Tap Microsoft Exchange

(5)   Select Add Account (this step is skipped if this is the first e-mail account on the phone)

(6)   Enter your e-mail address (firstname_lastname@redlands.edu), Domain (admnt), username (firstname_lastname), and password (your Redlands password)

(7)   Tap Next (your device will now authenticate and check incoming server settings)

(8)   In the Server field, enter red-exweb.redlands.edu

(9)   Choose which options you would like synchronized

(10) Tap Save

(11) Press the Home button

(12) Tap the Mail icon to see your incoming mail

iPad LOANER PROGRAM FOR FACULTY

ITS has five iPad loaners ready for faculty to check-out. With an iPad loaner, you can browse the web anywhere you have a WiFi connection, download and try educational applications from the Apple App Store (using an Apple ID), and read/respond to e-mail.

Each loaner is available for up to a month check-out period. For more information, please contact Matt Waters at extension 8699.

CONNECTING TO E-MAIL ON YOUR SMARTPHONE(CONTINUED)

Android

(1)   Tap the Settings icon

(2)   Tap Account & sync

(3)   Tap Add Account

(4)   Tap Exchange ActiveSync

(5)   Enter your e-mail address and password and click Next

(6)   Click Manual setup

(7)   Enter your e-mail address (firstname_lastname@redlands.edu), the server address (mailbox.redlands.edu), Domain (admnt), username (firstname_lastname), password (your Redlands password), and check the box for "This server requires an encrypted SSL conection"

(8)   Tap Next (your device will now authenticate and check incoming server settings)

(9)   Customize your account and make setting adjustments as needed

(10)   Tap Next

(11)   You can now give your account a name and also input the name you would like displayed in your outgoing e-mails

(12)   Tap Finish setup

(13)   Tap the Home icon

(14)   Tap the Mail icon to see your incoming mail

EMPLOYEE UPDATE

Changes in position

Enrique Castaneda moved from Senior PC Specialist to ResNet Manager. Enrique is responsible for assisting students with such needs as connecting to the wireless network, accessing the myRedlands portal, and getting e-mail on their mobile devices.

Shannon Duncan has moved to Administrative Information Systems. Previously, Shannon was the Database Analyst in the Advancement Services Office. In his new position, Shannon will be responsible for supporting the University Relations Division in all technical matters related to administrative software, including Colleague Advancement, Business Objects reporting and SQL development.

Steve Garcia moved from Interim Director of Administrative Information Systems to become the Director of Administrative Information System. Steve led the Colleague SQL Migration project and has been heavily involved in building the data warehouse, migrating reports to Business Objects, and working with the Constituent Relationship Management (CRM) Recruiter implementation.

Kimberly Perna moved from the position of Instructional Technology Consultant to Technical Services Analyst. Kimberly's primary responsibilities include support for the Board of Trustees and other executives.

New employees

Shariq Ahmed joins ITS as the Director of Academic Computing and Instructional Technology Services. Shariq has an Ed.D. from California State University, Fullerton. Shariq comes to University of Redlands with over ten years of experience working in higher education. Most recently, Shariq was Director, eLearning at California State Polytechnic University, Pomona.

Jonathan Otmar joins ITS as a Senior Web Developer. Jonathan comes to us with extensive experience in Web, desktop, and database development for numerous organizations including CureSearch, Homes Media Solutions, and C.U. Direct Corporation. Jonathan will be supporting various Web development efforts for the University.

Leticia Ortiz joins ITS as the Assistant to the CIO and Associate Vice Provost. Leticia comes to us with extensive experience from working at Loma Linda University for 17 years. Leticia has a master's degree in Organizational Management from University of Phoenix.

Raymol Rappai joins ITS as a Senior Web Developer. She has over 5 years of experience developing web based software products. Prior to this Raymol was a Software Engineer II at the Redlands Institute. Raymol has a master's in Computer Science from CSUSB.

Matt Waters joins ITS as an Instructional Technology Consultant. Matt has a master's degree in Educational Computing from Azusa Pacific University. Prior to coming to University of Redlands, Matt held a similar position at Mt. San Jacinto College.