IT

Information Technology Services

news

Fall 2011

WELCOME TO INFORMATION TECHNOLOGY SERVICES

It has been a busy summer for Information Technology Services (ITS) as we have already begun working on many of our planned projects for this year. 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. This newsletter (published each fall) is just one way that we share information about the various services we offer and how different technologies are being used at the University.

A few highlights include:

- The bandwidth from the main campus to the Internet has been increased from 100 Mb to 200 Mb.

- The newly updated myRedlands portal was released in late July. The myRedlands portal (my.redlands.edu) is the gateway to the electronic resources supported by the University.

- A new mobile application for the University of Redlands is now available for the iPhone and iPad, as well as Android and Blackberry phones. Look for it in your application store under the name of MOX.

- Our Moodle pilot project is going strong with over 27 faculty members using this application to augment their face-to-face instruction. Moodle offers many similar features as Blackboard, along with additional functionality that promotes collaboration. Moodle is an open-source application with a large user-base support community.

We hope that this newsletter serves as an overview of the many services our department offers. 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

myRedlands PORTAL—NEW LOOK AND FUNCTIONALITY

The myRedlands portal (my.redlands.edu) is the gateway to the electronic tools supported by the University, as well as a wealth of information. An updated version of the myRedlands portal was released in July, 2011.

Once you have logged onto the myRedlands portal, you will have access to e-mail, WebAdvisor, Blackboard, and Moodle, as well as pertinent information and forms, all at one site.
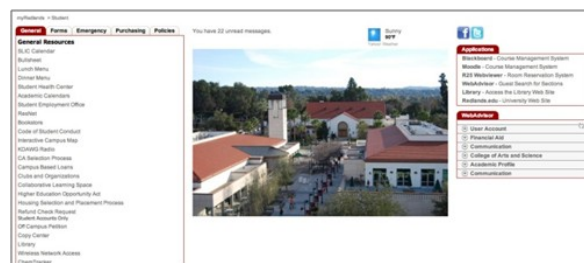
The Faculty, Staff and Student tabs have remained the same. The same is true for the majority of the content that can be found on each of the tabs.

myRedlands PORTAL (continued)

When accessing my.redlands.edu, there are a few things to be aware of:

Logging in:

> If you use a Windows computer and are logged onto the campus network, your user name and password will be passed to the portal automatically. When you go to my.redlands.edu, you will not need to sign in again.
>
> If you use an Apple computer, you will be asked to enter your user name and password (for user name, enter your Redlands e-mail address).
>
> If you are accessing the portal from off campus, it will prompt you for your user name and password (for user name, enter your Redlands e-mail address).
>
> If you are accessing the new portal from a Windows computer in our computer labs, after you log in, then you do not need to enter your user name and password again. If you use an Apple computer in the computer lab, then you will be asked to enter your user name and password (for user name, enter your Redlands e-mail address).

E-mail access:

> The first time that you access the new portal, you will notice (towards the top of the page), it will say "SSO credentials for user ... could not be found in application Exchange E-mail". Click on the link that says "Enter your credentials." Enter in your Redlands e-mail address and password, and be sure to check the box that says "Sign in Automatically." Once you have enter your credentials this first time, the system will store this information allowing you easy to access your Outlook Web Mail from the new portal.

For assistance with accessing the myRedlands portal, students should contact ResNet at extension 8921. For staff and faculty assistance, contact User Services/Help Desk at extension 8922 or the Fletcher Jones Foundation Computer Center at extension 8965.

In earlier correspondence, students were directed to log onto myRedlands using student\firstname_lastname (faculty and staff were instructed to use admnt\firstname_lastname).

To simplify the process, your Redlands e-mail address can also be used.

SECURITY MEASURES—myRedlands PORTAL

With the introduction of the new my.redlands.edu portal, we have implemented a single sign-on solution. Once you have logged onto the portal, you are able to access additional resources without the need to login to each system separately.

The single sign-on environment brings the need for added security measures on the part of the individual user. It is important, especially when using a computer in a lab or in a technology enabled classroom, that you log off of any Windows computers by clicking the Start button and selecting Log Off from the Shut Down menu. On Apple computers, you will need to make sure you quit your browser software by pressing the Apple Key and 'Q' at the same time.

OFF-CAMPUS ACCESS

E-mail can be accessed from off-campus by logging onto the myRedlands portal (my.redlands.edu). The link to Outlook Web Mail appears above the image in the middle of the screen (look for number of unread mail messages). Outlook Web Mail can also be accessed directly at http://mail.redlands.edu.

Voicemail can 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.

MOX - MOBILE ACCESS FOR THE UNIVERSITY OF REDLANDS

University of Redlands is pleased to offer MOX Mobile Access, our new mobile application.

MOX is an application for iPhone, Android, and Blackberry phones, as well as the iPad. With this application, faculty, staff and students will have easy access to University of Redlands information and resources. With the application installed, just select University of Redlands from the list of institutions.

It is free and no additional account is required.
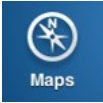
How do I get the MOX app?

To download/install MOX, go to your application download store (on your mobile device) and search for MOX.

MOX is compatible with most devices that meet these specifications:

	iPhone/iPad: Requires iOS 3.0 or later.
	Android: Requires Android 2.1 and up.
	Blackberry: Requires OS 5.0.0 or higher and a supported device. (BlackBerry Models: 8520, 8530, 8900, 9000, 9630, 9650, 9700).

MOX Tools and Information for University of Redlands

When you start the MOX application for the first time, select University of Redlands from the list of institutions. You will now have access to the tools and information specific to the University of Redlands, indicated by the icons shown below.

Important #'s	Get quick access to department phone numbers.	Events	View information regarding upcoming University events.
Maps	Easily locate buildings and get directions using Google Maps. When prompted, be sure to allow MOX to use your current location.	Courses	Log in with your Redlands e-mail address and password to see a list of your courses for each term, including faculty and location information, course description, and class roster (applicable to faculty and students only).
News	View University news.	Info	Get MOX support information.

For assistance with MOX

For students needing assistance with MOX, contact ResNet at extension 8921. For staff assistance, contact User Services/Help Desk at extension 8922. For faculty assistance, contact Kimberly Perna at extension 8316 or Catherine Walker at extension 8321.

UPGRADE OF THE RESIDENTIAL WIRELESS NETWORK

A major upgrade to the University's wireless network took place this summer as ITS installed new 802.11n network access points in all of the residence halls and the Armacost Library. The 802.11n standard provides greater speed and more access frequencies therefore improving both range and coverage. Students arriving with newer computers featuring the 802.11n wireless access card will be able to take advantage of this new standard. The upgraded access points are also compatible with existing 802.11b/g wireless cards as well.

For more information regarding student access to the wireless network, contact ResNet at extension 8921.

STUDENT ACCESS TO E-MAIL USING SMARTPHONES

Smartphones and other mobile devices have become an increasingly popular way for users to access e-mail, contacts, and calendars.

This fall, ITS will make the configuration information available to students so that they are able to access University of Redlands e-mail, calendar and contact list using their own hand-held devices.

For faculty and staff smartphone questions, contact User Services/Help Desk at extension 8922. For students with smartphone questions, contact ResNet at extension 8921.

SUSTAINABILITY EFFORTS CONTINUE WITH THE STUDENT PRINT QUOTA

In a continued effort to reduce paper/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 2011-2012 is $50.00. In June 2011, students from College of Arts and Sciences, School of Business and School of Education (on the main campus only) were allotted a portion of that quota in the amount of $22.50. This covers printing needs from June to the end of December 2011. On January 1, 2012, the allocation of $27.50 will be added to the student printing accounts. This allotment covers printing needs from January through the end of May 2012.

As students print, they will see the balance of their quota reduce based on page size and output type (black and white vs. color) of each print job. If students exceed their print quota, they will still be able to print. Negative balances are reported to the Business Office at the end of each quota period and students are billed for their overage amount. It should be noted that, in the last year, very few students had exceeded their allotment.

For questions regarding the print quota, contact Kimberly Perna at extension 8316.

INCREASE IN INTERNET BANDWIDTH

For many of us, our daily work tasks involve heavy use of Internet resources.   As more resources become web-accessible, the campus requirement for greater network speed continues to grow. This summer, ITS doubled the main campus bandwidth to the Internet One can think of bandwidth as the pipe that leads from the campus to those important web resources; the bigger the opening, the faster the flow of information.

However, increasing the amount of bandwidth is not the only solution to a work-flow that is highly web-dependent. ITS employs various strategies for managing this important resource.

For more information regarding this increase in bandwidth, contact Luke Bixler at extension 8476.

MORE FACULTY JOIN THE MOODLE PILOT PROJECT

Moodle stands for Modular Object Oriented Dynamic Learning Environment. Moodle is the leading open-source learning management system (LMS). The concept behind an 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 has been adopted, with much success, at academic institutions across the country. It is intuitive to use and offers many activities that foster active learning and student collaboration.   Moodle.org, the online community that supports the development of this application, reports that there are over 55,000 registered Moodle sites.

University of Redlands began exploring the use of Moodle last January when five faculty members elected to use this LMS instead of Blackboard. The pilot continued with faculty teaching May Term, School of Business and School of Education courses using Moodle. At the end of the various terms, students have been surveyed regarding their Moodle experience and the responses have been very positive. One student remarked that "Finding scores, assignments, or anything really is very simple," while another wrote, "Moodle was very beneficial and it helped me see when assignments were due and what grades I received."

This fall, the Moodle pilot project has been expanded to include over 27 faculty member from across the College of Arts and Sciences, School of Business and School of Education. As we progress through this academic year, there will be many opportunities to see and experience Moodle. As the University continues its exploration of this LMS, we want to bring as many faculty members as possible into the evaluation process. Presentations will be made and small-scale discussion group sessions will be held. It is important that faculty members have an opportunity to add their input into this comparison of Blackboard and Moodle; any decision to move to Moodle will be a joint effort between the academic community and ITS.

For more information regarding Moodle, contact Catherine Walker at extension 8321.

iPad LOANER PROGRAM FOR FACULTY

Intrigued by all of the tablet ads? Would you like to try one before you buy? ITS has four 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 password), and read/respond to e-mail. Take the iPad loaner to class or to meetings; each loaner is available for up to a month check-out period.

For more information, contact Kimberly Perna at extension 8316 or Catherine Walker at extension 8321.

SPATIAL THINKING AT THE UNIVERSITY OF REDLANDS

Spatial thinking is the ability to interpret and visualize things like location, distance, direction, movement, relationships, and change over space. We think spatially when we plan a route around town to accomplish multiple errands, unpack groceries into the refrigerator, interpret weather maps on TV, or understand why Virginia can experience earthquakes too.

The University's spatial curriculum and research initiative, Learning Spatially (LENS), is heading into its fifth year, under the guidance of Dr. Diana Sinton. Working closely with Diana is the University's GIS and Computer Mapping Support Consultant, David Smith. David's role is to support University faculty who are interested in spatial thinking and analysis.

In 2010, the University of Redlands received funding from the W.M. Keck Foundation. This funding has created new opportunities within the College of Arts and Sciences for faculty and undergraduate students, across multiple disciplines, to use maps, mapping, and spatial perspectives in their teaching, learning, and research. In 2011, five faculty members were selected as LENS Fellows: Julius Bailey, John Glover, Dan Klooster, Lei Lani Stelle, and Jen Tilton. Each Fellow is developing new course materials that have a spatial perspective or component; they are being assisted over the year by undergraduate interns. Later in the year, the Fellows will share their work with the University community.

Stay tuned for the opportunity to apply for a 2012 LENS Faculty Fellowship, which will be the final year of funding under this particular grant program. For more information regarding LENS, contact Diana Sinton at extension 8687 or David Smith at extension 8057.

ARMACOST LIBRARY'S CRITICAL INFORMATION LITERACY LAB

Reflecting a commitment to provide hands-on instruction in information literacy and library research skills, the Library is pleased to unveil the new Critical Information Literacy Lab located on the 3rd floor. Through this new dedicated computer lab, featuring 18 student workstations, instructor's station and projector, the Library's instructional program will be able to provide more flexible learning interactions for students. The goal is to help students better understand the nature and scope of all forms of information (including both print and electronic resources).

In addition to the course-integrated instruction librarians provide in First Year Seminars, introductory courses, and upper division courses in the majors; the new lab will allow the Library to offer faculty workshops such as Library-Related Learning Activities in the First Year Seminar courses and a Faculty Showcase of Effective Integration of Information Literacy in their Curriculum workshop. More information will be coming from the Library regarding workshop dates and times. For more information on the Information Literacy Lab, contact Shana Higgins at extension 8097.

TECHNOLOGY ENABLED CLASSROOM—UPDATE

There are now well over 130 TECs, which include those on the main campus and at the regional locations. Each TEC has a fully equipped instructor's station (podium/table) 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). In some TECs, such as the rooms in Watchorn Hall, there is also a document camera. A complete list of TECs can be found at http://www.redlands.edu/6122.asp.

In this past year, upgrading existing TECs has been the priority.   An upgrade to a TEC may include a new computer, projector and/or sound system. In some instances, computer desks have been replaced with a more space-efficient podiums. Where needed, screens have also been replaced. TECs that have been upgraded include those at the Temecula location. In addition, we have upgraded 5 TECs in Gregory Hall and 6 in the Hall of Letters (on the main campus). We are also in the process of upgrading and adding new TECs at the Santa Ana location.

Eric Chaffin is the full-time TEC support technician. Eric's main responsibility is to maintain and support these rooms; contact him for any issues that may arise or if any training is needed. He can be reached at extension 8459 on campus, 909-748-8459 off campus or an e-mail can be sent to tecsupport@redlands.edu. Support hours are Monday-Friday, 8:00 am to 5:00 pm.

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 the University of Redlands. In the past several months, ITS has been working with the specific groups across campus to institute a password process. So far, all administrators and staff have changed their password associated with their myRedlands IDs. In addition, all full-time faculty and staff within the School of Business and the School of Education have also changed their passwords.

The next group slated for password change will be full-time College of Arts and Sciences faculty. Notification will go out the week of September 19, 2011 with three weeks to complete the process. During those three weeks, members of ITS will offer help sessions and personal follow-up along the way.

The requirements for all new passwords include:
- Passwords must be at least 8 characters in length.
- 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.).

ITS has setup a Password Management Portal which is accessible through the myRedlands portal (link can be found under Applications). This portal allows you to change your password and set up security questions/answers that will allow you to reset your password in the event that you forget your new password.

For assistance with password change, contact the User Services/Help Desk at extension 8922.

USER SERVICES/HELP DESK FOR FACULTY AND STAFF

The User Services/Help Desk is available Monday – Friday from 8:00 – 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.

You can contact User Services/Help Desk by phone at extension 8922 or by e-mail at user_services@redlands.edu. Faculty and staff can also stop by their office which is located on the lower level of the Armacost Library, room #115.

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

WINDOW 7 KEYBOARD SHORTCUTS	[Windows] key + Left Arrow docks the current window to the left side of the screen [Windows] key + Right Arrow docks the current window to the right side of the screen [Windows] key + Up Arrow maximize the current window [Windows] key + Down Arrow restores/minimizes the current window [Windows] key + M minimizes all open windows [Windows] key + Plus (+) Key to zoom in [Windows] key + Minus (-) Key to zoom out

OFFICE UPGRADE PLANNED FOR 2012

Beginning mid-year 2012, ITS will start its deployment of the upgraded versions of Microsoft Office. With the release of the newer versions - Office 2010 for Windows and Office 2011 for the Mac, ITS is seeing more and more students coming to campus with the updated versions already installed.

Currently, technology enabled classrooms and computer labs are running Office 2007 for the Windows and Office 2008 for the Mac. These are the same versions currently being supported for faculty and staff usage. ITS is planning a move to Office 2010 and Office 2011 during the spring of 2012. Faculty and staff computers will be upgraded first, while the technology enabled classrooms and labs will be upgraded by fall 2012.

The deployment schedule being considered is as follows:

Spring 2012:
> Begin the "user readiness" program of communication and training
> Begin deployment of Office 2010 and Office 2011 to staff and faculty offices

Summer 2012:
> Begin deployment to all technology enabled classrooms and labs (to be completed before September)

For more information regarding these version changes, contact User Services/Help Desk at extension 8922.

UNIDATA TO SQL DATABASE CONVERSION FOR DATATEL

ITS has begun a multi-year project that will include the migration and conversion of administrative data and reports to a new database management system. The project involves moving all data housed in the Unidata database, the current underlying file structure used for Datatel, to the industry-standard SQL database from Microsoft.

When this conversion project is completed, the SQL database will offer additional querying options for creating reports, as well as enhanced integration capabilities. Given the size of the current database and the numerous reports that will need to be reviewed and rewritten, this project is slated for completion in 2012. As this project gets further under way, campus Datatel users will be called to assist in implementing this major project.

For more information on this conversion process, contact Betty Porter at extension 8317 or Steve Garcia at extension 8477.

WAYS TO ECONOMIZE WHEN PRINTING

In an effort to economize when printing, ITS is promoting the use of ink saving fonts, as well as the use of economy mode printer settings. Both efforts will help the University move forward with its sustainable practices. When composing an e-mail message or when creating a document using one of the Microsoft Office applications, it is easy to change your font selection to one of the ink-saving fonts, Century Gothic or Times New Roman, by using the font drop-down list found in each program.

Aside from changing fonts, most printers offer an "economy" or "toner saver" mode. By selecting this option (found in your printer property settings), you can reduce the amount of ink used for each print job. If needed, you can switch back to the higher print quality mode.

For questions regarding ink saving fonts or how to change your printer settings, contact User Services/Help Desk at extension 8922.

ITS STAFF UPDATE

Please join ITS in welcoming these new employees:

Karrie Baltierra is the Administrative Assistant for ITS. Karrie comes to us with extensive experience, most recently from the San Bernardino Valley Water District. Karrie supports both ITS and the Construction Management department.

Luke Bixler is the Deputy Chief Information Officer (CIO).   Luke has over 20 years of experience in the information technology field and 15 years in management and director level positions. In his new role as Deputy CIO, Luke works closely with the Associate Vice President/CIO, as well as the University community in implementing IT-related projects.

Steve Garcia is the Administrative Information Systems Project Manager. Steve joins us after 10 years as the Business Intelligence Services Manager for Rose & Tuck. Steve is responsible for managing the University's Unidata to Microsoft SQL database conversion project.

Brant Jones is the Director of Web Development Services. Brant Jones joins us from San Bernardino County where he worked for 10 years as an Application Development Manager. Brant is responsible for supporting the University website and various web applications across campus, as well as the development of new web-based applications.

Terry Reed is the Director of Enterprise Services. Terry joins ITS with a background of over 15 years of management with responsibility over server and network infrastructure. Terry is responsible for managing the data, voice and system related services within ITS.

Roger Robles is the Senior PC Specialist. Roger comes to us with extensive help desk experience from working with the California State University system. He will be supporting the regional locations.

Position Change:

Tim Morris, who previously held the position of Senior PC Specialist, has changed positions within ITS. Tim is now the Web Developer. In his new position, Tim works closely with Brant Jones in the development of new web-based applications.

Faculty, staff and students have the added benefit of receiving a discount on their wireless services when utilizing AT&T as their provider. As part of the University's agreement, AT&T customers can receive a monthly discount on service charges, as well as special equipment pricing through the AT&T website. Also, it can be less expensive for AT&T customers to purchase items through their website versus going into the store.

If you currently have service with AT&T or would like to start new service, you can sign up for the discount program at http://www.att.com/wireless/redlands.