

Information Resources and Technologies

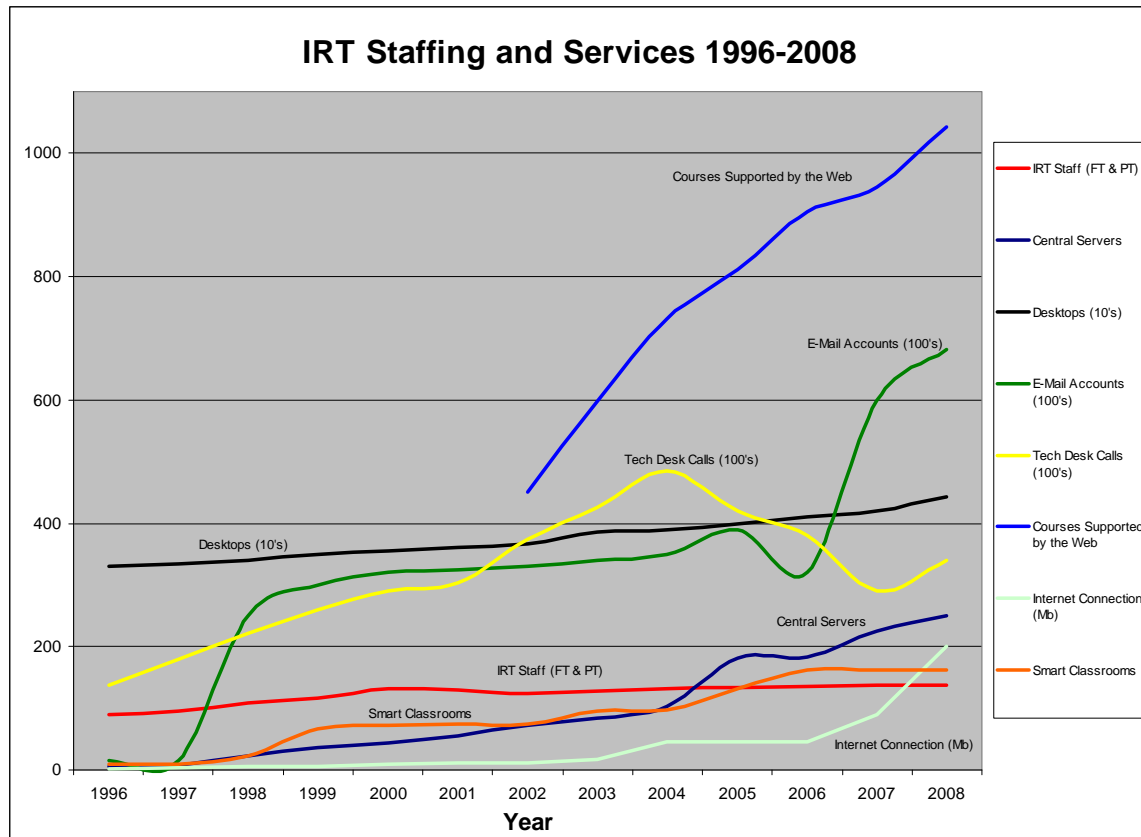
University of St. Thomas

Annual Report

FY08

Information Resources and Technologies Annual Report 2008

Information Resources and Technologies (IRT) goals and operations are driven by the IRT vision and mission, which follows the UST mission. In-depth information about IRT is available at <http://www.stthomas.edu/irt>.



IRT Vision

Members of the UST community have the information resources and technologies they need any time and any place in support of the university's mission.

Our Mission

To integrate people, processes, information resources and technologies in support of teaching, learning, and strategic goals at the University of St. Thomas.

Each year, the division establishes goals, and each department develops their own goals to reflect how they will implement the division's goals. IRT's goals for FY'08 are available at <http://www.stthomas.edu/irt/about/goals/default.html>. This report provides measures of IRT's accomplishments for FY'08, as well as, key measures in support of those goals.

IRT's seven reporting areas include:

1. University Libraries
2. Client Services
3. Information Technology
4. Network and Telecom Services
5. Web and Media Services
6. Budgets, Acquisition and Inventory
7. Information Security

1. University Libraries

<http://www.stthomas.edu/libraries/>

The UST libraries enrich scholarship and teaching by providing information resources, services and instruction that support the curriculum and the intellectual development of St. Thomas students, faculty, and staff.

- We teach our users the skills necessary to identify, select, evaluate, and retrieve information
- We provide leadership in the use of information technologies in teaching and learning at the University
- We select, acquire, and provide access to information resources in a variety of formats
- We organize information resources so that they may be easily located by our users
- We circulate and preserve information resources located within the libraries
- We collaborate with others, both on campus and in the library and information professions, to design quality information services and to promote information literacy as an essential lifelong learning skill.

Research and Instruction

- Instructional sessions offered by the library (452 through April 30) numbered in the second highest of the last ten years. We've also see a very large increase in the number of scheduled consultations between students and librarians.
- Library staff served on the OCB Research Committee and delivered a series of Faculty Research Tools Workshops in support of their faculty research efforts.
- Developed and delivered a copyright presentation for Faculty on 3 occasions.

Resources

- The library web page was redesigned and now includes numerous ways to contact librarians (including IM chat), a news blog, a federated search feature and the integration of subject

- guides and subject database pages. All changes were designed to make it easier for users to find content and research tools.
- Total number of databases provided by the libraries for the UST community: 248; increase in number of searches in the top seven databases from 2006 to 2007, 31%.
 - Implemented *Central Search*, a federated system which allows users to search several databases simultaneously. The Central Search page was visited 95,748 times during the 07/08 academic year, more than 10,000 visits per month.
 - Completed the investigation of e-book vendors which resulted in the selection of *Ebrary*. Ebrary was purchased through the Blackwell Book Services' platform ECHO.
 - Participated in the CLIC-wide planning for the future of the Integrated Library System with dramatic changes to the interface, including faceting searching, improved relevancy ranking and web 2.0 features like tagging and commenting likely to occur during the 2008/2009 academic year.
 - Ireland Library submitted and received two grant proposals, both for the development of digital versions at the Minnesota Reflections Digital Library site: "Imprints in Native Language common to MN" and "Temperance Tracts with a MN Connection."
 - Completed the investigation of Digital Archiving for Serials and made a recommendation for preservation of digital publications which includes a range of options from relying on other, larger libraries for access to digital journals to our own digitization of that content with is unlikely to be digitized or archived by other libraries.
 - Developed a system which tracks usage of periodicals and links it with the cost to create a database showing usage and cost per use for every periodical – a major help in making collection management decisions.
 - Ireland Library developed a virtual reference room and will continue to produce a web page entitled *Electronic Books from the Reference Collection of Archbishop Ireland Memorial Library*.

Physical Space

- Gate counts in OSF continue to increase. In October, 2007, we recorded the highest numbers of users ever in the history of the UST Libraries (75,587) a 60% increase over October, 1997.
- New books area created on the 1st floor of OSF with lounge furniture, rugs, painted walls, etc. and has been very popular with students – the space was made available by the removal of unused reference materials.
- O'Shaughnessy Room remodel – the "leather room" was made more functional by removing some bookcases, installing new carpeting and replacing very old draperies with shades that allow the stained glass medallions to be viewed all the time. The room use has been unusually heavy since the update.

- Serials staff redesigned a section of the current periodicals room to create a comfortable space for readers and made the room much more open.

Organizational Development/Programs

- The library staff was reorganized into new departments that reflect more appropriately the libraries' current goals and objectives: Research and Instruction; Learning and Community; Content Management and Services; Digital Initiatives; and Administrative Services. Work continued throughout the year to establish direction and goals for the new departments, to create physical proximity for the new units and to assess and revise the structure as appropriate.
- Conducted a search and hired the Associate Director for Digital Initiative and have begun to move forward on establishing a vision and direction for technology in the libraries.
- Made presentations to the Alumni Board of Directors and the staff of Alumni and Constituent Relations on the future of the library and our capital campaign proposal.
- A multi-level system for Librarians was put in place and seven UST librarians were identified as Librarian II.
- Dan Gjelten was named Minnesota Academic Librarian of the Year.
- Linda Hulbert read Torah for the Interfaith Services at both St. Paul and Minneapolis.
- Spring Ireland Lecture – April 21, 2008 – 120 attended. Internationally known speaker Fr. Michael Sherwin, O.P., spoke on “Rejoice in the Lord: Paul VI’s *Gaudete in Domino* and the Quest for Happiness.” This kicked off a week long *Pope Paul VI Symposium* sponsored by the SPSSOD.
- Served lunch in the O’Shaughnessy Room for 110 senior citizens who take classes on campus; offered brief tours of the library, and described services that are available for them.
- Collaborated with Art History Department to produce updated handouts and bookmarks highlighting the stained glass windows in the O’Shaughnessy Room. Will continue to do similar bookmarks with other areas and groupings of medallions throughout the library.
- Celebrated 10th anniversary of *Poetry on the Patio*.

2. Client Services

<http://www.stthomas.edu/irt/cs/default.html>

Client Services provides a single point of presence for accessing academic and administrative technology support services in person, online, or by phone. We provide both rapid response to technical break/fix issues in faculty and staff offices and classrooms as well as consultative-based support for productivity tools and technologies to facilitate course content delivery.

This year we continued to support our baseline set of services and made several improvements to our support tools and processes.

During FY'08, Client Services:

- Received 33,873 calls and emails to the Tech Desk.
- Responded to 564 requests for consultative work that included BlackBoard support, event planning, and technology training.
- Responded to 3043 requests for Audio Visual support that included classroom training, event support, and classroom emergencies.
- Employed 90 student workers to staff our Tech Desk, computer labs, InfoCommons, and Scholars walk-up areas. These students participated in a week-long session provided by Client Services that focused on technical and customer service training.
- Protected approximately 3,500 University computers with our antivirus software, Sophos, and provided Sophos software and support to students.
- Protected approximately 3,300 Windows computers with patch updates using Altiris.
- Completed the replacement of 1,824 leased assets as part of our annual “Summer Rollout” project.
- Implemented a new tech desk ticketing system (Web Help Desk) to improve incident resolution workflow and communication.
- Expanded new classroom technologies including *Thunder* an electronic flipchart system, *TurningPoint* and *InterWrite* classroom response systems, and *Podcast Producer* for video recording.
- Implemented Tech Desk improvements to prioritize classroom and event emergency calls.
- Created a SharePoint intranet for Client Services to improve the organization of documents, increase communication and provide a collaborative workspace.
- Increased IRT Partner roles with departments, providing better communication and a more universal approach to technology initiatives.

3. Information Technology

<http://www.stthomas.edu/irt/it/default.html>

Information Technology (IT) maintains the enterprise servers that are used for most applications and technical services. IT supports 250 servers running more than 89 major applications. The equipment is divided between two data centers on the St. Paul campus and Minneapolis campuses. Consistent with IRT's goals, IT is able to offer systems that strike an appropriate balance between functionality, stability, and fiscal responsibility. Whether sending an email, doing an assignment in Blackboard, or even just logging into a computer, a computer user is interacting with one of the servers IT maintains. IT production measures are split between baseline operations that maintain current systems, and projects that enhance or develop new systems.

Baseline Operations

- IT maintained enterprise servers in FY08 with an overall uptime average of 99.986%.
- IT staff completed 9,979 requests from users (Web Help Desk tickets).
- Additional highlights include monthly scheduled change management patching or upgrading operating systems and databases in support of additional functionality and security.
- Replacement of 1/3 of servers this summer to maintain systems that will be reliable and robust enough for the UST environment.

Projects

- IT staff completed 36 projects during FY08. 83% of those projects were delivered on time (industry average is 64%).
- Highlights include:
 - Banner 7.5 upgrade which keeps UST up to date for new functionality, system bug resolution, and better system performance.
 - Moving Banner and the Data Warehouse onto new server hardware.
 - Upgrading to Cognos Series 8 and the Data Warehouse to ODS 3.1.
 - Assisting Development with system needs for the capital campaign kick off, a back log of report writing, and implementation of a new call center software package.
 - Implementing Cognos Budgeting Planning software.
 - Implementing a systems monitoring tool for reporting and notification.
 - Implementing a CRM solution for the Center for Business Excellence.
 - Working with Physical Plant to install three new HVAC units to resolve temperature issues the data center was having.
 - Implemented new IRT ticket tracking system called Web HelpDesk.
- This year IT worked with [Virchow Krause](#) to identify process improvements that could be accomplished to come more in line with new regulations and audit procedures being applied to higher education. IT monitors user requests that miss the target date and IT continues to run with a minimal number of tickets that become past due.

4. Network and Telecom Services

<http://www.stthomas.edu/irt/nts/default.html>

Network and Telecom Services (NTS) provides all voice and data service for the university including traditional telephone, Voice Over IP (VOIP), voicemail, unified communications, wired and wireless data, commercial Internet connectivity, and Internet2.

In FY08, NTS completed the following major projects:

- Acquisition and implementation of emergency notification system.
- All of IRT and Public Safety migrated to Unified Messaging.
- DCI Phase One planning and implementation.
- Participation in planning for new parking ramp and Anderson Student Center.
- Miscellaneous wiring projects:
 - OEC and OSF - CoJo
 - MHC 160
 - Faculty Residence
 - Harmon Retail Space - OCB
 - 2085 Grand apartment
 - 2151 Grand apartment
 - 2134 Summit – Development
- Created and documented an ACD application for use by UST Emergency Responders in case of a campus crisis.
- Upgraded and migrated the TelMaster Call Accounting system to a web-based environment.
- Consolidated network connections/removed "split jacks" in the following locations:
 - Brady Hall
 - Dowling Hall
 - SOD
 - 30 Finn
 - SOL
 - Morrison Hall
- Established separate video surveillance network framework.
- Revised and updated network equipment inventory.

5. Web and Media Services

<http://www.stthomas.edu/irt/wms/default.html>

Web and Media Services produces a variety of digital products and provides marketing, instructional, design and technical consulting services for the University of St. Thomas. Projects are selected weighing the benefits of a project's overall institutional impact; internal costs are estimated measured against the estimated cost of a vendor solution. Often, high profile marketing and institutional messaging relating to mission, recruitment and retention of students are selected as well as reusability and extendibility across campus.

The following areas briefly describe advancements in 2007-2008 for constituents that use Web and Media Services.

UST Web Site Metrics

From July 1, 2007 to May 17, 2008 UST had 26,216,638 page views to www.stthomas.edu. Of those visits, 16,513,580 were from external visitors. This gives UST an overall average of 569,927 weekly and 81,418 daily page views of total visitors and from external visitors and average of 358,991 weekly and 51,284 daily page views. Of note is the fact that visits to the UST homepage rose (from 3.7 m in 06/07 to 4.1m in 07/08) while views dropped slightly (from 6.7m to 6.2 m); this means that more individuals are coming to the UST site and streamlining to their desired content, rather than "looping back" to the top-level homepage in an effort to find their desired pages.

Web Design, Development, and Consulting

Our most visible project this year was the home page usability assessment, redesign and launch, which won EduStyle Noteworthy status. In addition, we launched and design of Capital Campaign Web site and logo system for print and online communications. Other highly visible sites such as the emergency home page, Issues Campaign site, UST Cares site, Pandemic site, UST Magazine, B. Magazine were completed.

WMS has redesigned approximately 60-70% of UST current Web content into UST's Collage content management system. We have completed all of our 13 Graduate programs, 90% of all College of Arts and Sciences and other undergraduate Web sites. These newly designed sites reflect progressive usability principles and are critical to communication and awareness of program offerings. We have started redesigning internal facing sites, completing 20% of Academic and Business Affairs sites. WMS now supports 600 Collage content contributors with that number increasing daily.

Requests for Marketing-related landing pages, e-newsletters & e-postcards have increased exponentially; we have designed and developed multiples products for Enrollment, College of Arts and Sciences School of Education, Rome, Engineering Student-Faculty Research, School of Education, Rome, Engineering and the Capital Campaign.

WMS is now in year two of its \$500,000 Enterprise Portal grant from CampusEAI Consortium. The development of UST's Enterprise Portal is a critical component for institutional messaging communication and we have completed initial requirements for the student view.

We also led effort to brand and create internal usability consistency with 3rd party applications by re-skinning assisting in developing requirements for the rollout of our facilities' and event scheduling (Resource 25) and our Alumni community management (iModules). In addition, we oversaw the

development of 3D Maps of St. Paul and Minneapolis Campus and the final product is now in Sketchup and ready for Google Earth. Other usability services completed include multiple sessions for a potential Virtual Tour evaluation for Enrollment, Enrollment & Human Resources sites, and usability trainings through out the university.

In addition, WMS has developed better search engine optimization and Web site analytic reporting. IRT's Google Appliance has been used to developed error pages that use complex algorithms to re-direct lost Web browsers as well as we provide site-specific results; for example, 1,861 successful searches of tommiesports.com helped web surfers find everything from rosters to 'photos softball'.

Application Development

WMS developed several projects during FY'07-08 that achieved a high return on investment the most notable being the Student Assessment Tool (STAT) developed and launched specifically for the School of Educations assessment and accrediting needs. STAT is built to be leveraged across campus for other assessment needs. We have extended Graduate Application Module (GAM) to GPS, Grad Psych, provided enhancements to OCB. The School of Law's Service Logs also received extensive enhancements and we migrated 5 years of law school data to Oracle. In addition we:

- Conceived and developed streaming application to route on campus and off-campus traffic to media files
- Developed and launched complex online giving form for Capital Campaign
- Created external events system that allows departments to publish and take payment for events and seminars
- Redesigned the University's Request for Service to receive requests directly into the main ticketing and tracking system Web Help Desk for all online requests saving time
- Developed and made enhancements to Web applications offering student elections, sign up for State fair volunteering, book club registration, connected Facilities and Catering development with R25

Instructional Design, Design, Development, and Consultation

We lead the IRT wide launch of the Faculty Center for eLearning with our inaugural event featuring the well received Michael Wesch. We've now moved into 'program' status and have established a monthly newsletter and offer a variety of events. We've lead, designed and delivered five official faculty seminars with 56 attendees and offered a variety of smaller events.

We also developed concept and for online programs and materials for Catholic Studies and developed Prototype for eLearning Wrote and coordinated IRT's Pandemic eLearning Response Plan (Learning Continuity)

Use data for Blackboard, UST's core learning management system, reveals continuing increases in use by faculty and students. We managed the upgrade to Blackboard 8.0 offering improved functionality to the grade book and other tools.

| Fall | Number of Blackboard sites with content | Concurrent people logged in |
|-------------|--|------------------------------------|
| 2002 | 450 | N/A |
| 2003 | 597 | 1,200 |
| 2004 | 732 | 1,500 |
| 2005 | 811 | 1,700 |
| 2006 | 946 | 2,800 |
| 2007 | 1042 | 3,000 |

WMS provides continued 'application ownership' of Blackboard, Collage, Breeze, Blog, Google Search, Go-Emerchant, Podcasting, and WebTrends by serving as experts in the use implementation, functionality needs and controlling the change management. In addition we have provided over 74 formal training sessions with 310 attendees and numerous one-on-one sessions. We have begun taking over application ownership of Lyris and Sharepoint. We also share our expertise in by leading cross unit and departmental groups such as the Web Knowledge Sharing Group and Blackboard and Collage support groups.

We have written 21 Bulletin Articles and Tech Tips including titles such as "Tools drawer changes," "Trends in Student Use of Information Technology: A Sea Change? Parts One and Two," "Online Nation: Five Years of Growth in Online Learning," "New UST home page selected as 'Noteworthy,'" "New e-learning tools and resources," "Faculty Center for e-Learning," "Faculty Center for eLearning fall schedule for included 'Share It' series," "When Disruption is Good: Web 2.0 Discussed," "KUST Radio: A new look and listen," "Building an E-mail Trust at UST."

Media Production and Other Media Support

FY'08 saw a significant increase in major video productions for WMS, mostly for marketing and recognition, rising to 42 overall, up 40% from the previous year. The new productions included the opening video for the Capital Campaign Kickoff Event and a new set of highly produced Faculty and Staff Recognition videos for HR. The productions used more than 1,500 hours of staff time, which would have cost approximately \$200,000 through an outside vendor (based on an average outside rate of \$125 per hour).

WMS staff also spent approximately 350 hours supporting and executing live, highly visible institutional events (capital campaign kickoff, commencement, Tommy Days, HR Recognition, and Scholarship Days). WMS also live streamed both Winter and Spring Commencement, with each getting more than 120 connections.

A new era was marked in FY'08 with the unveiling of a newly renovated, state of the art digital TV facility in OEC. Besides more than 800 hours in class and production time for Comm/Journalism, the new studio was used for producing three regularly scheduled shows and more than 40 interviews or other types of productions. The KUST internet radio facility was also relocated from Loras Hall to OEC, just down the hall from the TV Studio, and was updated with new digital equipment.

6. Budgets, Acquisition, and Inventory

The BAI group is responsible for managing the IRT operating budget and the university IT equipment leasing budgets, responding to and processing requests for software, hardware and audio/visual items for multiple departments and the university. BAI manages the installation and upgrade of IT and presentation systems in instructional facilities, and the acquisition, inventory and processing of equipment for the annual replacement of faculty, staff and lab desktop computing resources.

During FY'08 the BAI team:

- Managed project to upgrade A/V head end to define requirements and acquiring equipment. Upgrade to be complete fall of '08.
- Facilitated the upgrade of 3M Auditorium and the Chapel.
- Managed a project to define requirements for a distance learning tool in classrooms.
- Participated in beta project to test Breeze as a distance learning tool in classrooms.
- Assisted in setup and monitoring of multiple videoconference and two-way meetings.
- Presented at a poster session at Educause
- Presented at GusDay
- Provided content for a book on software asset management.
- Presented our print management results to printing analysts group.
- Created and facilitate the emerging technologies group.
- Started a classical music show at KUST.
- Participated in training on Crestron, Cognos Budgeting, and Accounting Basics.
- Built and tested Roomview classroom monitoring system to be ready to install as part of the summer rollout.
- Participated in the successful transition from Help Line to Web Help Desk incident tracking software.
- Created a process to track and monitor maintenance requirements.
- Provided timely response to 1,200+ queries for information on software and hardware requests.
- Acquired 3,000+ software licenses.
- Acquired and inventoried 1,800 leased desktop and laptop systems, 71 servers and 75 projectors.

8. Information Security

The information security team is responsible for a combination of network and system security including the policies, procedures and technologies to be used for this purpose. These systems include the network firewalls, wireless network registration system, enterprise monitoring systems, and IP addressing. The team also is the point of contact for IRT on all investigations and complaints regarding security or compliance related issues.

During FY'08 the information security team:

- Completed (with the Business Office), an internal PCI DSS audit of all university departments processing credit cards.
- Assisted the IT department in launching phase II of the Identity Management system that will greatly increase UST's ability to de-provision accounts assigned to people leaving the University.
- Evaluated and selected a laptop encryption solution for the University.
- Implemented a proof of concept central logging system to improve system security and response time on system events.
- Implemented a new system monitoring tool to allow members of IRT to receive alerts when systems experience problems, escalate incidents to backup administrators, and report system up time.
- Processed 94 account terminations for staff members and temporary employees leaving the university.
- Processed 85 firewall configuration changes to meet the needs of IRT and its clients.
- Processed 121 Digital Millennium Copyright Act (DMCA) complaints registered against UST network addresses. All of these were traced to residence hall networks or the public wireless segments.
- With the help of Client Services staff investigated and addressed 18 computer virus and spyware related incidents.
- Completed cross-training of staff so all staff are proficient on all current security tools in use.
- Attended one week (~45 CEU's) each of technical training to improve proficiency with the security systems deployed at UST.