Robert Renaud, Vice President and Chief Information Officer

In my last report to the faculty I shared the results of the Measuring Information Service Organizations, or MISO, survey conducted earlier this year. In addition to other findings, the survey suggested varying levels of confidence among faculty and staff in their use of information technology. In order to probe deeper into this issue User Services plans to administer a follow on survey before the holiday break. The survey will ask users to self-report their levels of knowledge and confidence in the use of specific systems. I know that the original MISO survey was extensive and I thank those faculty who completed it, but I also ask faculty to consider completing the follow on survey. Particularly as we enter a period of accelerated technological change the results of this survey will enable us to identify and address the needs of faculty and staff.

Pat Pehlman, Director, Academic Technology Department

Language Exchanges/ Language Support

Language Exchanges/Labs/Can8 & Skype Introductions

- Japanese x 8
- Spanish x 16
- Russian x 4

Training/Course Support

Academic Technology Staff Members provided classroom instruction and/or in-class support for projects on the following topics:

- Video camera training
- iMovie and Audacity training
- TinkerCad 3d file training
- Programming microcontrollers x 3
- Podcast training
- Audacity & Interview training x 2
- iMovie training
- Video Intro x 2

Academic Technology Staff Members provided individual consultations on the following topics:

- Film clip consult
- Greater Carlisle WordPress site page template formatting help
- WordPress widget help
- Consulting, grant application for summer research DH
- Moodle Gradebook assistance
• 3d prints – fossils

Media Center

• Skype call assistance x 14

GIS

• GIS Lab for Biology class
• ArcGIS Server maintenance and license updates for all campus installations
• ArcGIS Desktop installation updates and license maintenance for campus standalone users
• Support for Parking Lot "Map Book" for Facilities
• Continued support to ALLARM for watershed maps for Marcellus Shale Volunteer Monitoring Project
• Continued support for PA rural health research project
• Support for faculty research - PSYC
• Support for course curriculum planning for SP17 - ENST
• Continued support to Archeology faculty for faculty research
• Support to ENST/ERSC students for Senior Thesis research projects

Web/Blog Design/Maintenance

• Improved audio file handling for podcasts on DCC
• Configured and edited theme for VQA Drupal site
• Created views and custom css for Digital Domostroi Drupal site
• House Divided server mysql troubleshooting

Jill M. Forrester, Associate Vice President and Director, Enterprise Systems

Raiser’s Edge Implementation Project

LIS and College Advancement are working together on a long-term project to implement Raiser’s Edge, a full featured donor/constituent management system. This month, we have been focusing on data mapping for the conversion from Banner to Raiser’s Edge. The next few months will include working iteratively with the vendor to fine tune the data map and test the first run of the conversion. College Advancement will begin using Raiser’s Edge July 2017.

December Activities

November was a busy month for upgrades and patches to existing systems, with updates applied to both Jadu and multiple Banner components. We purged the oldest year of data from Moodle. We also conducted some setup on NolijWeb to accommodate the new Financial Aid yearly cycle. The way in which we processed SAT scores also needed attention due to the redesign of these tests. One other noteworthy item is a new mechanism that was developed to create targeted populations in OrgSync which can be used for sending text messages.
In-Process / Upcoming Activities

- Oracle Active Dataguard, an up-to-the-moment backup database, has been implemented, but we will work on utilizing it for additional purposes.
- Test additional Banner XE modules. Employee Self-Service in testing phase.
- Begin data integration activities for Raiser's Edge.
- Evaluate alternative solutions to NolijWeb, the college's document management system.
- General upgrades, such as database and Banner quarterly upgrades.
- Add Shibboleth authentication in order to implement Hathi-Trust resources for the Library.
- Evaluate additional resources to include in mobile app.
- Time Clock Plus upgrade and integration with Banner.

Below are descriptions and status reports for all active projects as well as projects that were completed during November 2016.

Planning and Design

Projects in which we are defining the scope and course of action to deliver a solution:

- Housing Self-Service Branding – We recently finalized specifications to brand the Adirondack Housing Self-Service application that is used by students for selecting roommates and participating in the housing selection process. The application will be modified to more closely resemble the style of the Dickinson website.
- CLIQ Semester at a Glance – We are gathering requirements to update the CLIQ Student Profile to include an option for users to display a student’s class schedule in a calendar view (by week).
- Exceptional Student Disability Disclosure in CLIQ – Requirements are being documented for development of a new CLIQ tool to assist the Office of Disability Services with managing and tracking disclosures and requests for accommodations.

Monitoring and Controlling

Projects that are in progress:

- Enterprise Reporting:
  - Balance Sheet and Lead Schedule Reports (Financial Operations)
  - Operating Statement of Activities (Finance)
  - Statement of Activities (Finance)
  - NCAA Financial Aid (Institutional Research)
  - Graduating Seniors (Institutional Research)
  - Miscellaneous Deductions (Human Resources)
- CLIQ Contact List Enhancements – Developers are working to enhance the CLIQ Contact Lists to enable users to batch load students into a list, and provide the capability to more easily move students from one list to another. This functionality will be available before the end of the calendar year.
- Pre-Health CLIQ Enhancements – This CLIQ application assists the Pre-Health Committee with tracking the workflow from when a student enters the Pre-Health program to requesting letters of recommendation and applying to professional schools. The tool will be updated to support applications submitted over multiple years. The enhancement work has been added to our project queue. Work is anticipated to start in the spring.
• Tutor/Tutee Enhancements – Updates to the Advising Office’s Tutor/Tutee tracking tool are underway. Modifications include additional administration features and reporting. The enhancements are targeted for completing in early spring.

• SINE Dossier Tracking – Development is complete on a new CLIQ tool that will assist administrators in tracking student progress through the social innovation and entrepreneurship program. We are now in the user acceptance phase and anticipate going live before the end of the month.

• Totara Implementation – LIS is assisting Human Resource Services with the installation and implementation of Totara software. Totara works with Moodle to provide a learning management system that focuses on professional development and certifications for employees. We are working with the vendor this month to test configurations for importing users and performance appraisals. The anticipated go-live is January 2017.

• TimeClock Plus Upgrade – LIS is working with Financial Operations to upgrade TimeClock Plus software which is used across campus for workforce management. Administration training is complete and our database administrator is working to integrate the new TCP database with Banner. We are targeting January 2017 for go-live.

• Peer Tutoring - Developing enhancements to the tool used to track and manage student tutors.

• Course Submissions - Rewriting the system in newer technologies to provide a better user experience; enhancing the tools available for Academic Department Coordinators.

• DC REG - Updating this tool with enhancements for the Registrar’s Office.

• Internship Management – Enhancing the management tool to allow greater student user functionality and increased staff management.

• myContacts - Making minor administrative enhancements to the tool the Advancement volunteers use for contacting potential alumni donors.

• Online Directories & Faculty Listings - Rebuilding various online directories and faculty listings to take advantage of newer technologies and to provide quicker searching.

• Smart Classrooms Information - Working on a new system to maintain and display smart classroom information for use by Academic Technology, CASE, and the Registrar’s Office.

Project Closing

Projects that were moved to production and transferred to those who will use it:

• Enterprise Reporting:
  o Retirement Contribution Analysis (Human Resources)
  o CFLAG Verification (Financial Aid)
  o Enrollment Snapshot (Institutional Research)

• Incomplete Grade Form – The development of an online incomplete grade change form is complete. The form is accessible through the CLIQ class list and includes a workflow that starts with faculty initiating the form, gaining acknowledgement from the student and then submission to the Registrar’s Office.

• ePortfolio Enhancements – With the addition of department honors data collection in ePortfolio, we have completed development of the back-end structure for how this information will be displayed on the Dickinson website.

• Housing Rollover – We completed performing the student housing rollover from Fall 2016 to Spring 2017.

Kevin Truman, Director, Infrastructure Systems Department
Network Systems

New Network Systems and Upgrades

- No significant upgrades or changes

Network Server Systems

New Server Systems and Upgrades

- No significant upgrades or changes

Telephone Services

Moves, adds and changes

- No significant upgrades or changes

Campus Cable TV Services

- No significant upgrades or changes

Departmental Staff Notes

- None

Trouble Tickets and Work Request

Infrastructure Systems addressed and closed the following number of trouble tickets and work orders since the last report:

- Network – 9
- Server – 89
- Telephone – 17
- Cable TV – 5

Eleanor Mitchell, Director, Library Services Department

Collections & Library Technical Services

Tips for Requesting Books and Film Library Acquisitions

The library welcomes book and film requests sent by faculty to your library liaison. Providing certain information will help us provide better service. When requesting a book or film be purchased for the library collection, please include complete bibliographic information (author/director, title/translated title, publication date). Web links forwarded to us sometimes do not work. For books, please indicate if you have a preference for print or e-book.
Providing advance notice on requests saves money on shipping costs, and allows for more efficient library workflows. However, let us know if on occasion you need something quickly by providing a “needed by” date. This will help our staff determine the most efficient and cost effective method of getting the material.

Keep in mind that unlike personal purchases, the library needs time to catalog and label all materials. Through our standard processes, books from U.S. publishers that are in print typically arrive through our batch ordering process in 2 to 4 weeks. Books from overseas or that are out of stock may take longer. DVDs available through Amazon U.S. typically take 2-3 days, but those coming from overseas may take 3 weeks or more.

The library’s Collection Guidelines are online at: [http://libguides.dickinson.edu/collections](http://libguides.dickinson.edu/collections)

**Library Streaming Film Offerings**

During 2016, the Library dramatically increased our streaming film offerings, and now offers over 38,000 titles. Streaming video is offered through arrangements with three major vendors: Films on Demand, Kanopy, and Alexander Street Press. Films on Demand provides content relevant to nearly all areas of the curriculum. Subject collections provide streamed films for American History, Black Studies, Dance, and LGBT Studies. Kanopy provides a mix of documentaries, educational films, and some feature films. The films from these three vendors may also be used for on-campus co-curricular showings provided no admission is charged. Films on Demand and Alexander Street Press collections are by subscription (flat annual rate for unlimited use). Kanopy provides films on a “demand driven” basis; the library is billed for a one-year license for each film watched four or more times (in whole or in part).

Note that Kanopy and Films on Demand are similar to Netflix, in that new films are continuously added, and occasionally films are removed. The library will continue to purchase individual films on DVD to meet curricular needs not satisfied by these packages. To find films in any format, use the “Film Search” box from the library homepage, or go to: [http://www.dickinson.edu/info/20391/library/2519/film_search](http://www.dickinson.edu/info/20391/library/2519/film_search)

**Demand-driven E-Book Purchasing Program Assessment**

Many more books are published each year than the library could afford to purchase, or than are actually needed for student and faculty research. In March 2013, the library began a “demand-driven” program for acquiring e-books. Links to a continuously growing collection of e-books
are made available in the catalog and JumpStart, but the library only purchases those titles that are actually used. The selection of books offered is based on a profile setup to match Dickinson's academic programs and curricular needs. The purpose is threefold: 1) to make newly published books available in electronic format; 2) to promote additions to the library collection that are actually useful; and 3) to provide sustainable budget management by paying only for titles that are actually used. Three years later, we are pleased to report success in meeting all three goals. The library is able to offer about 40% of profiled new titles in electronic format. Increasingly, faculty members’ recommendations are for books we already have access to electronically. The library will purchase a print copy if specifically requested by the faculty, or if a title is unavailable electronically. While access to new e-books continues to expand enormously, actual library purchases of e-books via this program have remained steady at several titles per month. This results in an acquisitions model that is sustainable for both the library budget and the library staff workflow.

More information about the library’s strategies for building collections is available at: http://libguides.dickinson.edu/collections/

Information Literacy & Research Services

Information Literacy

Total sessions taught to date: 157

- FYS Sessions: 80
- Departments/Programs: 77
Reference Service

Total consultations to date: 519

- Drop-in sessions: 385
- Scheduled appointments: 134

Online Tutorials

The library staff has re-released our tutorial on how to obtain the full-text of materials in our databases using the GetIt! button. The original tutorial was taken down and revised after the vendor changed GetIt’s look and improved its functionality. “How to Use the GetIt! Button” and all IL tutorials can be found at: http://libguides.dickinson.edu/tutorials

Library Events and Exhibits

Speakers

On November 2 the library held the last FaculTea of the semester “Romans & Greeks in China: Western Classics & Globalization” with Marc Mastrangelo. Prof. Mastrangelo displayed the Dickinson Classics Online website and discussed the work he and colleagues are doing to support Chinese translations and scholarship of classical Greek and Roman texts.

Upcoming FaculTeas

- February: FYS Writing Center Awards
- March 8: Dengjian Jin
- April 5: Suman Ambwani

Professional Activity

Chris Bombaro presented “Five Habits of Highly Effective Researchers” to a group of faculty as part of the Writing Center’s Faculty Development series of workshops.

Maureen O’Brien Dermott and Nidia Werner attended the Access Services Conference held in Atlanta where they presented a poster, Teaching Old Dogs New Tricks: An ILL Training Program for Library Staff. This is the second time this poster was presented at a national conference. The first time it was presented by Lydia Hecker at the ILLiad International Conference in Virginia Beach, March 2016.
Andrew Connell, Director, User Services

Desktop Services

- Closed 230 Tickets (End Oct – End Nov)
- Deployed 5 new and used systems to employees, labs, and classrooms
- Deployed 57,637 patches and software updates via KACE to 392 Windows and Mac systems
- Bill Milberry and Marianna Doherty attended the 2016 SIGUCCs conference, attending sessions related Windows 10 deployment practices, cloud storage procedures, device encryption and various end user computing topics

Residential Network Support Annex (RSA)

Training

- **Training Sessions**
  - Office 365
  - Microsoft Office
  - Moodle
  - Windows 10

- **Training Delivery**
  - Group: 36%
  - One-on-One: 48%
  - On-Demand: 16%
Helpdesk

801 tickets were closed by the Helpdesk for 377 Dickinson users.

Helpdesk Survey Results

![Tickets by LIS Function](chart1)

![Frequency of Helpdesk Contact by Respondent](chart2)

![Placing a Helpdesk Request was Easy](chart3)

![Helpdesk was Courteous and Professional](chart4)

![Helpdesk Staff was Responsive](chart5)

![Overall Satisfaction with LIS](chart6)
**PaperCut**

The PaperCut data below represents printing from Students, Faculty and Staff on Toshiba and Lexmark multi-function devices from **18-Oct-2016 to 18-Nov-2016**.

**Usage Details**

<table>
<thead>
<tr>
<th><strong>Total Sheets of Paper Used</strong></th>
<th>355,076 (= 710 500-sheet reams stacked 118.3 feet high)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sheets of Paper Per Day</strong></td>
<td>11,454 (= 22.9 500-sheet reams stacked 3.8 feet high)</td>
</tr>
<tr>
<td><strong>Total Print Jobs</strong></td>
<td>83,688</td>
</tr>
</tbody>
</table>

**Campus Printing Environmental Impact for the Last 30 Days**

- **355,076 sheets of paper** = **100,605 hrs (11.5 yrs) running a 60W bulb** = **1.6 tons of CO2** = **4.41 Trees**

**Paper Savings from Unreleased PaperCut Jobs for the Last 30 Days**

- **35,006 sheets of paper** = **9,918 hrs (1.1 yrs) running a 60W bulb** = **347.2 lbs of CO2** = **43% of a tree**

<table>
<thead>
<tr>
<th><strong>Total Sheets of Paper Saved</strong></th>
<th>35,006 (= 70 500-sheet reams stacked 11.7 feet high)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sheets of Paper Saved Per Day</strong></td>
<td>1,129 (= 2.3 500-sheet reams stacked ~4 inches high)</td>
</tr>
</tbody>
</table>
This report provides statistics on how inbound email, that is email received at the college, is filtered to protect the institution from harmful email messages. It should be noted that every email message received at the college is filtered using an automated system, the Barracuda Spam Firewall.

**Definitions**

**Rate Controlled**

The Barracuda Spam Firewall Rate Control feature protects the system from spammers or spam-programs (also known as "spam-bots") that send large amounts of email to the server in a small amount of time.

When Rate Control is first enabled on the Barracuda Spam Firewall, or after a change is made to the Rate Control threshold, one hundred and fifty (150) unique IP addresses must connect before Rate Control is invoked.

**Bad Recipient**

Many spammers attack email infrastructures by harvesting email addresses. The Barracuda Spam & Virus Firewall is able to verify the validity of recipient email addresses through multiple techniques without needing to scan each message.

**SPAM and Virus**

All incoming email must pass through all 12 defense layers of the Barracuda Spam & Virus Firewall before any of it can reach the intended recipients. The defense layers grouped into two main classes: connection management, which involves dropping incoming mail connections before receiving messages, and mail scanning, which analyzes messages upon receipt. During the filtering process, emails automatically scanned for new and familiar spammer attacks, viruses, and customized administrator policy violations. These definitions update regularly and automatically.

**Quarantine**

Some users have the ability to adjust their personal SPAM settings enabling this feature, this is very limited but a user can enable the ability to stop a message from reaching Outlook but still being available to the user via a web interface.

**Tagged**
Just like Quarantine, this feature is available to a few users that can actually add a Tag to an incoming message so in Outlook they will see this Tag.

*Allowed*

These messages have passed through the Barracuda Spam Firewall and have been determined to be safe to be delivered to campus email accounts.