

**Annual Highlights Report: June 1, 2010 - June 30, 2011**

**University Information Technology Services (UITs): uits.iu.edu**

During 2010-11 UITs advanced action items associated with the university's IT strategic plan for information technology (IT) *Empowering People*, a multi-year plan for achieving greater efficiencies in IT resources, while providing for greater productivity in the university's missions of education and research.

**Teaching and Learning**

**IT resources.** Progress continued on the three-year plan to leverage undergraduate Student Technology Fees (STF) to enhance IT services, equipment, technology classrooms, and Student Technology Centers. Major advances include:

- Computers: Since the beginning of the transition 516 new computers (431 PCs, 80 Macs) and 30 printers have been added or replaced, and 30 instructor technology packages have been updated. Fifty-five Infostations have been installed.
- All UITs-managed workstations are on a four-year replacement cycle and provide a consistent selection of software, including: 175 Windows applications and 112 Mac applications, and an additional 40 Windows and 17 Macintosh applications in select locations.
- The following new locations have been created since the fee transition:
  - Campus Center (CE386) – Installed laptop checkout for Student Organizations
  - Lecture Hall (LE199) – Installed 9 InfoStations and a printer
  - Math Assistance Center (UCB01A) – Installed 7 InfoStations and a printer
  - Engineering Technology (ET 299, 399) – Created 2 new print locations

**iPads** in the classroom. Eight faculty tested iPads as teaching tools as part of a project of the Teaching and Learning with Mobile Tablets Faculty Learning Community.

<http://www.idsnews.com/news/story.aspx?id=77875>

**Oncourse** enhancements. Oncourse was upgraded to Sakai 2.7. Other enhancements included:

Tests & Surveys Beta:

- The ability to record the average score of multiple submissions.
- A rich text editor for student response to short answer/essay questions
- Integration with percentage gradebooks
- The ability for a test to automatically submit students' answers after a time limit
- Instructor ability to see a log of all class exam activity for a specific student.
- A tool for conducting online assessments

Assignments Beta moved to general use as Assignments 2, with:

- Grading permissions for assignments based on an AI or TA group access
- Changes to the student view of instructor feedback and resubmission
- The ability to specify a model answer
- Integration with portfolio evaluations

Forums:

- The ability to receive email notification of new forum posts
- A pre-populated General Discussions forum and topic

Portfolio:

- Matrices and Wizards tools with email notification options

- Integration between Matrices and Assignments Beta
- The ability to add Messages, Forums, Wiki, and Assignments Beta to portfolio sites

For more detail see: <https://kb.iu.edu/data/axme.html> and <https://kb.iu.edu/data/auoi.html>

**Digital textbooks.** In an effort to lower textbook costs for students, IU's eText Initiative offers the option of online textbooks in some courses, with the expectation that students will spend 65% less on physical texts. <http://www.idsnews.com/news/story.aspx?id=78506>

**Second Life.** Faculty and students using a new IU Teaching and Learning Island in the Second Life virtual world can conduct discussions in context-specific environments, such as archaeological digs and collaborate with text, voice chat, and streaming video.

**Flexible learning spaces.** New spaces support collaborative and experimental learning.

- IUPUI Experimental Classroom in IT 121 provides five collaboration tables, each with five seats and laptops and a 40" flat panel display, and portable whiteboards.
- Student Technology Center in IT 131 provides collaboration and individual mobile IT space, presentation practice rooms, ergonomic chairs, 64 workstations (PC and Mac), color and b/w printers, and multimedia capture devices and flatbed scanners.
- BS2000 Classroom, upgraded in partnership with the University Architect's Office, Campus Facility Services, and the Kelley School of Business, includes presentation technology, projection screens and videoconferencing equipment.
- IUPUI Multicultural Center Student Technology Center in UC 101 provides flat panel displays, 14 workstations, a b/w printer, and mobile IT seating.

## Research, Scholarship, and Creative Activity

**Resources.** The HathiTrust Research Center (HTRC), launched by IU and the University of Illinois, with the HathiTrust Digital Repository, will provide open access to published works in its digital library for non-profits and higher ed and develop tools for access to the digital record. <http://uitsnews.iu.edu/2011/04/18/iu-illinois-launch-hathitrust-research-center/>

**Networks.** Advances in Advanced networking research. IUPUI researchers will benefit from the Network Development and Deployment Initiative (NDDI), a partnership among Internet2, IU, and Stanford University for testing new internet protocols and supporting the exchange of massive datasets. <http://newsinfo.iu.edu/news/page/normal/18289.html>

Innovations to IP networks will come from software-defined networking (SDN), the focus of the SDN Interoperability Lab on the IUPUI campus that is part of the Indiana Center for Network Translational Research and Education (InCNTRE) <http://uitsnews.iu.edu/2011/05/12/incntre/>

An InCNTRE internship program will provide students hands-on experience with network technologies, including SDN, which will be valuable in state economic development. <http://uitsnews.iu.edu/2011/05/12/incntre/>

**Research into IT.** Findings from an IU-hosted, NSF-sponsored workshop see a role for open source in sustaining software important to US competitiveness and in aiding US and global research communities. <http://uitspress.iu.edu/news/page/normal/16608.html>.

**Support.** The research gateway at [research.iu.edu](http://research.iu.edu) provides information on funding, proposal development, grants, compliance, workshops, and links to IU research offices. <http://newsinfo.iu.edu/news/page/normal/16966.html>

The Kuali Coeus research administration system provides tools for managing all aspects of the grant process from proposal through compliance. <http://newsinfo.iu.edu/news/page/normal/17793.html>.

## **Civic Engagement**

IUPUI promoted IT best practices and highlighted IT's role in the state through the following:

**Security.** The impact of cloud computing and mobile devices were focuses of the seventh annual Higher Education Cybersecurity Summit hosted in March by the IU Center for Applied Cybersecurity Research (CACR) at the University Place Conference Center. <http://www.indiana.edu/~uits/cacrs summit10/> and <http://www.cacr.iu.edu/>.

The CACR launched the "Moment of Security" program on WFIU radio to provide news and cybersecurity information. <http://info.law.indiana.edu/web/page/normal/16211.html>

**Non-profit help.** PTI, IUPUI School of Informatics students, and staff from the RefreshIndy organization of web developers teamed to develop and launch new web sites for four Indianapolis non-profits. <http://newscenter.iupui.edu/4989/Students-and-web-professionals-pledge-to-overhaul-four-nonprofits-websites-in-just-48-hours>

**Data center space.** Under an IU-Ivy Tech agreement, Ivy Tech moved much of its enterprise equipment to the IU Data Center at IUPUI, saving Ivy Tech facility upgrade costs. <http://uitsnews.iu.edu/2011/04/26/iu-ivy-tech-reach-agreement-on-iu-data-center-space/>

**K-12 outreach.** Pervasive Technology Institute led K-12 outreach events, including a "robot camp" and 3D scientific animation, to interest to children in technology and science.

**Indiana economy.** According to the Milken Institute's 2010 State Technology and Science Index, IU's investment in IT start-ups helped Indiana move from 33<sup>rd</sup> to 28<sup>th</sup> place. <http://newsinfo.iu.edu/news/page/normal/17392.html>

## **Best Practices**

**IT support.** The transition of IU regional IT departments into a seamless, university-wide UITS IT services organization will provide expanded services and greater benefit from IU's leveraged IT resources. <http://uitspress.iu.edu/news/page/normal/17765.html>

Advancing the use of IT to support learning outcomes, retention, and graduation, IU enhanced numerous resources, including:

- Installing IT Notices in Oncourse, OneStart, IUware, and IU schools and departments.
- Extending ITHelpLive Chat to 24x7
- Enhancing the Knowledge Base (KB) with links to ITHelpLive Chat feature, related articles, and terms used in articles.
- Using skills-based routing to get Support Center calls to the most qualified consultant, regardless of location, and covering after-hours calls from regional campuses.
- Providing IU with a local Apple Update server.
- Developing an IU Secure Assistant for Macintosh, Windows XP, Vista and Win7; an IU Kerberos Assistant for Macintosh; and an SSL VPN Setup Wizard for Windows, Vista and Win7.
- Implementing Twitter follow-me for roving consultants, so students can easily find them.
- Developing a series of HotTopic videos and handouts on overviews of UITS resources.

**Sustainability.** The third annual Electronic Waste Collection Days, May 12-14, engaged Indianapolis schools, businesses, nonprofits, and the public in free e-waste recycling.

Putting the IU phonebook online at [phonebook.iu.edu](http://phonebook.iu.edu) eliminated paper-based phonebooks while adding search, reverse look-up, and listings for all IU campuses.

**Virtualization.** Development of the IUanyware “cloud” service will mean users can access IU-licensed software and data storage on demand, regardless of location on any device — desktop, laptop, smartphone, iPad, etc. — that has a Citrix receiver. It will provide operational efficiencies, streamline desktop support, and increase accessibility and security.

<http://uitsnews.iu.edu/2011/06/08/iu-teams-with-citrix-to-deliver-personal-cloud-service/>

**Access and mobility.** IU’s partnering with Adobe Systems Inc. to make university publications available for download to tablet devices through the Apple iTunes store, using IU’s Libris application and Adobe’s Digital Publishing Suite, eases access and promotes sustainable publishing.

<http://uitsnews.iu.edu/2011/05/25/iu-first-university-to-offer-publications-on-tablet-devices-through-apple-itunes/>

At a town hall meeting on the eText Initiative, which makes eTexts an option for IUPUI faculty and students, the IUPUI community provided input into models IU has been piloting for providing textbooks and print-on-demand. <http://uitsnews.iu.edu/2011/02/16/etexts-townhall-meetings/>

A new IU Mobile application gives Android users access to information on classes, transportation, news, sports and announcements. <http://uitsnews.iu.edu/2011/01/31/iu-mobile-apps-now-available-through-android/>

IU’s contract with lynda.com provides no-cost access to elearning on some 1,000 IT topics through 2013. [www.lynda.com](http://www.lynda.com)

**Open source software.** The Kual Foundation comprises higher education institutions committed to developing sustainable and scalable software for academe. Developments in 2010-11 included:

- Kual Mobility Enterprise, for connecting mobile devices to information systems fundamental in teaching, learning, administration, and campus life, was launched in June 2011 as the eighth Kual project. <http://newsinfo.iu.edu/news/page/normal/18857.html>
- Kual Coeus for research administration replaces and builds on the current Electronic Research Administration system, parts of the Financial Information System, and internal research administration systems and databases. <http://uitsnews.iu.edu/2011/03/24/ius-new-research-management-tool-kuali-coeus-ready-for-faculty-administration-release/>
- Kual People Management for the Enterprise (KPME) began in August 2010 as a collaboration among IU, USC, Iowa State, Vivantech, and Integral to build an enterprise human resources and payroll system.

**Communication.** Technical and group initiatives foster communication at IUPUI.

- Videoconferencing has been enhanced by integration with UniCom clients on the desktop, seven new telepresence units, and support for high-definition video.
- The Student IT Ambassadors leadership club builds student awareness of IT resources, provides input on IT communication for students, and builds leadership skills. <http://ambassadors.uits.iu.edu/>
- The IU Knowledge Commons is a collaborative environment for sharing information about the IU community. <https://uisapp2.iu.edu/iukc-prd/display/IUKBWiki/Home>

- Safety and security. The IUPUI community can keep current with campus safety and security issues at <http://protect.iu.edu>. The site augments the IU-Notify emergency notification system. <http://newsinfo.iu.edu/news/page/normal/18016.html>

## Diversity

The 2010 Women in Technology Conference for students featured Nobel laureate Elinor Ostrom, women leaders in corporate IT, and IU faculty and staff to discuss IT opportunities it for women, still underrepresented in IT. <http://uitsnews.iu.edu/2010/10/07/women-in-technology-conference/>

The Adaptive Technology and Accessibility Center in Informatics and Communications Technology Complex 131 serves those with disabilities. <http://www.indiana.edu/~iuadapts/>

Of the 44 members of the Student IT Ambassador club at IUPUI, five are African American and five are Asian.

## Awards and honors

IU was named by *Computerworld* among the nation's "Top 100 Best Places to Work in IT" for the second year in a row, ranking high for providing inspiring work, great benefits, work-life balance, and opportunities for advancement. <http://uitsnews.iu.edu/2011/06/20/2011-best-place-to-work/>

UITS communicators were voted among the best in the field, taking three Best of Category accolades in the 2010 Special Interest Group on University and College Computing Services (SIGUCCS) Communication Awards.

Sony scholarships. An IUPUI student studying health and rehabilitation science and an assistant professor of chemistry are among the five students and two faculty to receive Sony scholarships that seek to support faculty excellence and student success through the use of the latest in learning technology resources. <http://newsinfo.iu.edu/news/page/normal/18624.html>

UITS received an Indiana Geographic Information Council 2011 Award for Excellence in Geographic Information Systems for imagery provided through the Indiana Spatial Data Portal, that provides economic and educational opportunities for public and private sectors. <http://newsinfo.iu.edu/news/page/normal/17674.html>

With a \$200,000 NSF grant the IU Data to Insight Center of the Pervasive Technologies Institute will build, with Forestry Resources and Institutions (IFRI) network, an archive for long-term data storage that may impact international science and policy. <http://uitspress.iu.edu/news/page/normal/15858.html>

A \$4M Lilly Endowment grant to IU create the Center for Law, Ethics and Applied Research in Health Information (CLEAR Health Information) will help advance the quality, efficiency, and affordability of health care by leveraging IU and state resources and partnering with industry and nonprofit groups in Indiana and elsewhere. <http://newsinfo.iu.edu/news/page/normal/15671.html>