

2011

OFFICE OF INFORMATION TECHNOLOGY

David B. Allen | Associate Director

SERVING THE SGU COMMUNITY

Under the leadership of Executive Director and Chief Information Officer Anthony Schmidt, JD, The Office of Information Technology provides computing and telecommunications services and support for the University community's academic, administrative, and research activities. Services include:

- Technology Help Desk: Providing assistance to our community of students, faculty, and staff
- System Support: Implementing and maintaining the University's central information systems
- Application Development: Developing internal solutions and integrating vendor solutions
- Network and Data Center: Implementing and supporting the University's technology infrastructure
- Educational Computing: Developing and delivering software and hardware training and support
- Technology Research: Evaluating new technologies and recommending solutions to the University
- Project Management Office: Facilitating technology initiative prioritization and managing technology projects

STRATEGIC DIRECTION: Aligning Resources with Prioritized Needs

As the University's technology needs grow, the Office of Information Technology has worked closely with departments across the University to provide a forum to facilitate project prioritization and technology investments. The Committee on Technology-based Teaching and Learning (CTTL) is a governing body made up of faculty, students and administration focused on the University's Academic portfolio of technology needs. The University Systems Integration Committee (USIC) is a similar body made up of University-wide leaders focused on the Administrative portfolio of technology needs. Together with the Office of Information Technology, these bodies are providing governance and setting direction for the University's investments in new technology.

During 2011 the Office of Information Technology has supported the successful deployment of numerous technologies, as prioritized by these bodies, including:

- Conversion from a legacy Learning Management System (LMS) to Sakai, the University's new LMS
- Implementation of a world-class Clinical Skills Assessment System
- Significant upgrades to the University's Enterprise Resource Planning (ERP) System
- Major data center and network infrastructure improvements
- Implementation of a new Course and Faculty Evaluation System
- Implementation of a new Library Management System

In 2012 the Office of Information Technology will be focused on supporting many technology initiatives, some of which are included below:

- Implementation of a new University Portal
- Digital Campus initiatives, such as e-Materials (textbooks and class material) and e-Exams
- Implementation of a new HR/Payroll ERP module
- Continued infrastructure improvements focusing on disaster recovery and expanding wireless coverage
- Implementation of a new Business Intelligence solution supporting advanced reporting and analytics
- Other initiatives as prioritized by the CTTL and USIC

THE EDUCATIONAL COMPUTING TEAM

The Educational Computing Team (ECT) is committed to providing technology training and support to faculty, students, and staff so that the highest possible quality of education can be provided to the students that attend this institution. Their mission is to improve methods of teaching and learning at St. George's University through greater utilization of cutting-edge technology.

The ECT provides training in the use of the University's standard suite of software, including Microsoft Office, TurningPoint, LXR testing software, MyCourses (Sakai LMS), Wimba Live Classroom for online courses, Adobe, Webviewer room reservation interface, Quickr collaborative software, and Lotus Notes. In addition to scheduled group sessions, the team provides extensive one-on-one support and training sessions via requests submitted through the SHOR ticketing system. In addition, the ECT employs student Technical Assistants each semester to support our computer labs and to provide assistance with various academic technology projects.

During 2011, some of the sessions offered by ECT included:

- New Faculty Orientation: technology introduction to all new faculty
- Academic Orientation: technology presentations for all new students
- Student Government Association: MyCourses editor training
- MyCourses Training: complete training for all faculty and staff in the use of the new LMS
- Academic Advisor Presentations: presentations given to visiting advisors from various colleges explaining the technology resources and support provided to SGU students

Other projects in which the ECT is involved, include:

- Academic projects managed through the CTTL
- Projects associated with various academic committees
- Functional administration of the scheduling software for the SGU campus

LOOKING FORWARD

As the University progresses toward becoming a more digital campus, the Office of Information Technology is working closely with the Library, Examination Services, faculty and students to improve processes and reduce the need for printing, copying, and shredding on campus. Implementation of new examination software in 2012 will move the University from paper-based exams toward computer-based exams. Electronic distribution of textbooks and course material will significantly reduce printed material on campus.

The Office of Information Technology continues to identify and evaluate tools which enhance customer service. To accomplish this, constant focus is placed on providing faculty, students, and staff with the best available connections to the information, training, and technical resources they need to achieve their objectives.

Editors

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