

What's inside

Learning Technology	
⇒ Equipment for teaching	2
⇒ Blackboard—new features	3
Streamline Service	4
Windows 7	5
PC Room Updates	5
Secure Working away from Bangor	6
Email System	6
New Wireless Service	7
Eduroam	7
Picking up your Voicemail	7
New Staff & Students	8
Assistive Technology Rooms	8
Bangor University's Website	9
Printing & Binding Unit	9
IT Support Centre	10
Helpdesk Satisfaction Surveys	10
IT Services Staff Changes	10

IT Services
Bangor University
Adeilad Deiniol
Deiniol Road
Bangor
Gwynedd
LL57 2UX

Welcome!

Welcome to **ITS News**, and a special welcome to new staff and students. In this 4th issue, you'll find a range of useful information on new and existing services, and also links to information for new staff and students.

ITS is totally committed to providing excellent quality services. I'm delighted that we are achieving this - in the 2010 National Student Survey, Bangor students responding to the statement "I have been able to access general IT resources when I need to" rated their satisfaction as 89% - the highest score yet. We would love to break through 90% next year, firmly into the upper quartile of all Universities, so please help us provide even better services by letting us

know what you want or need - contact the IT Support Centre or email ITsuggestions@bangor.ac.uk

On another positive note, the University web site has recently been rated one of the best by the Times Higher - a major achievement for staff across the University who provide copy for the web site, and the web team - a joint endeavour between Student Recruitment and IT Services.

I hope you find this issue informative. If you have any questions, or need assistance, please get in touch with our friendly and efficient staff in the IT Support Centre on 01248 388111 (helpdesk@bangor.ac.uk)

Julie Snelson
Director of IT Services

A Guide to IT Services for New Staff can be found on the New Staff webpage at: <http://www.bangor.ac.uk/itservices/new-staff>

A Guide to IT Services for New Students can be found on the following webpage:
http://www.bangor.ac.uk/itservices/new_users/newstudent



Case Studies needed

The Learning Technology Team would like to hear about your experiences of using learning technology in your teaching. The technology may include, for example: *Blackboard, Podcasting, Videoconferencing, Audience Response Systems, online assessment or surveys.*

We will write up a case study for you and publish it on our website to provide help and information to other teaching staff.

If you would like to share your learning technology experiences, please contact the team at ltech@bangor.ac.uk.

To find out how staff are making use of Learning Technology please see our case studies page

<http://www.bangor.ac.uk/itservices/it/casestudies.php.en>

Learning Technology

Want to make your lectures more varied and engaging, or would you find it useful to make recordings of them?

A number of lecture rooms have equipment installed to allow you to use lecture capture, public response systems (clickers), or videoconferencing in your teaching.



Lecture capture

Lecture capture produces either an audio or video recording of the lecture. The video includes the activity on the screen (your PowerPoint slides etc) and your voice; it will not record your image.

The recordings can be made available for the students on Blackboard via our streaming server.

Lecture Capture is available in the following rooms:

Main Lecture Theatre, Dean Street
Main Arts Lecture Theatre (MALT)
PJ Hall
Wheldon 1
Wheldon 2
Octagonal Room, George Building
Stephenson Room, George Building

Contact the IT Services helpdesk on x8111 or email helpdesk@bangor.ac.uk if you would like to use this service. If you work for the School of Psychology contact Sionwyn Morris.

Audience Response Systems

Audience Response Systems, also known as voting pads or clickers, are hand held devices that allow staff to test students' knowledge or gauge their prior understanding of a topic. There are many benefits to be gained from using an audience response system, such as:

- ◆ Testing prior knowledge
- ◆ Engaging students
- ◆ Gaining diagnostic data of understanding following the teaching of a topic, which can be used to target future classes on any misunderstandings or lacking knowledge
- ◆ Use to peer mark presentations
- ◆ Obtaining anonymous feedback



Bangor uses the *Interwrite* PRS system which is currently installed in the following teaching rooms:

Main Lecture Theatre, Dean Street
Main Arts Lecture Theatre (MALT)
Wheldon 1
Wheldon 2
Wheldon TS5
Wheldon TS6
Brambell A-12
Thoday S26
Octagonal Room, George Building

If you would like to trial a system or would like advice on installing a system in your teaching area, please contact Emlyn Parry (e.w.parry@bangor.ac.uk, x8158).

Did you know

Owain Searell is the new AV Technician in Main Arts supporting AV and IT facilities in centrally timetabled teaching spaces.

Tel: x2066

Email:

o.g.searell@bangor.ac.uk

Don't forget—we're here to HELP!

For help and advice about the range of Learning Technologies and how you can use them in your teaching, contact:

ltech@bangor.ac.uk

Videoconferencing

Videoconferencing is becoming increasingly popular as a way to save travel time and costs for both staff and students. It is frequently used for:

- ◆ Supporting distance learning students or those on placement
- ◆ Interviewing students at remote locations
- ◆ Lecturing at other universities or bringing in guest lecturers



Dedicated Videoconferencing suites are available in:

Thoday Building
Dean Street

Centrally-timetabled VC facilities are also available in:

Rhos and Nantlle on the George site
Main Arts Lecture Theatre (MALT)

For technical help and booking queries, please contact Emlyn Parry (e.w.parry@bangor.ac.uk, x8158)

Videoconferencing can take place in dedicated suites or via a desktop or laptop computer with a webcam and headset.

Did you know

that IT Services provides a live video feed of our graduation ceremonies. These are shown live in a number of lecture theatres and streamed from the University's website. During one ceremony over 400 people were watching outside of PJ Hall!

'Teaching using Videoconferencing'

A Technology Enhanced Learning event was held at Bangor in June, which included an excellent presentation by Alison Walker from the Welsh Video Network on the subject of 'Teaching using Videoconferencing'. The talk was delivered via videoconference from Swansea. A recording of the session is available here: [mms://streamer.bangor.ac.uk/itech/WVN_talk.wmv](https://streamer.bangor.ac.uk/itech/WVN_talk.wmv) (WVN is the source and copyright holder)

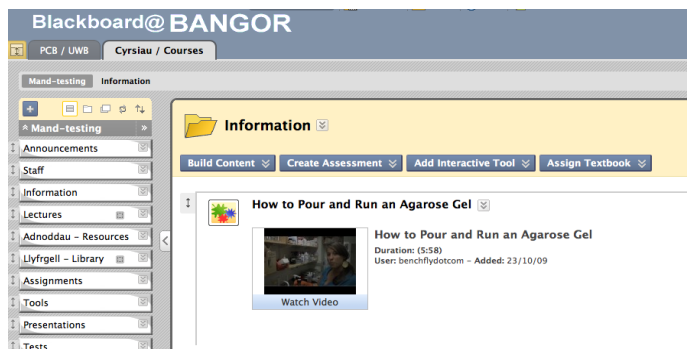
New features available in Blackboard



Blackboard

Blackboard have recently introduced a number of new features for tutors and these are now available to users at Bangor. One of the main additions is the ability to create 'mashups' (allowing

tutors to easily include material from Flickr, YouTube and SlideShare in their online teaching materials). To create a mashup, select a content area in the menu on the left, and then click on a mashup option in the Build Content menu.



For more new features, visit our helpsheet page at <http://www.bangor.ac.uk/itservices/lt/tipsheets.php.en> and click on "What's New in Blackboard 9.1".

Contact the Learning Technology team at helpdesk@bangor.ac.uk if you would like more information.



MASHUPS!

Why not have a go at using 'mashups' in your online teaching materials e.g.



NEW**"Streamline" Service****Streamlining the way we look after your Laptop/PC/Mac**

As friendly and helpful as ITS and the IT Support Centre are, we know you would prefer your Laptop/PC/M to 'just work' each day and everyday without needing a call to IT Services.



Our "Streamline" service will help ensure your staff laptop/PC or Mac, or computer in the University computer rooms, is more reliable

and up-to-date. It will enable us to streamline and automate the way we do this, saving time, and enabling us to be more proactive in detecting problems with your machine, and hopefully fixing them before you notice, and before you are inconvenienced! So what will you see?

Buying a new Laptop/PC?

When you buy from the University supplier you'll be able to unpack the PC, plug it into the power and network, and automatically, in an hour or so, your

machine will be ready for you to use, with no calls to the helpdesk to get it set-up!

Day-to-day at your desk – We are already keeping Windows up to date on your Laptop/PC, and now we will keep a lot more software on your machine up to date, so you'll notice fewer problems. We'll be able to do this overnight to avoid interrupting you - eventually no more of the current 4pm update reminders. You won't even need to leave your machine on overnight; we'll be able to turn it on and off when we have finished! We can be more proactive – detecting some problems on your machine (e.g. your computer disk filling up), and fixing them before you even notice there's a problem.

Working on your staff laptop? We will be able to back-up your laptop automatically for you when you connect to the Bangor (wired) network and keep software on your machine up to date whenever you are connected to the internet (from home, wireless hotspots etc.). We will also be able to encrypt any data on your laptop – hopefully you won't lose your laptop, but if you do, the data will not be readable to anyone except you, and you will be able to get the lost data back from a previous back-up.



New versions of software? When new versions of widely used software come out (e.g. Windows 7, and new version of Office), we will be able to update all computers across the university very quickly. At the moment this takes months of work, and visits to many machines by our staff – in the future, we'll be able to do most of this centrally, and update each machine automatically. Of course, we will warn you of these bigger changes, and make sure there is information, training etc. to help with the transition.

Reducing your carbon footprint –

keeping a computer on 24x7 costs – if you forget to turn your computer off overnight, Streamline will be able to turn it off for you (there will be a way to ensure we don't turn off your machine if it needs to be left on) – we're already successfully doing this for the student computer rooms.



Moving office within the University buildings? You can already just un-plug the machine in your old office, and plug-in in your new office – no need for a call to the IT Support Centre!

Passing on a machine to another user? At the moment, maybe you just pass your staff machine on? This leaves any personal data on the machine (i.e. from web site you have logged into etc.) and maybe other personal and sensitive

Did you know

You can now restore a file that has been deleted by mistake from your 'M' drive and 'U' drive.

Information on restoring your own files is available from the IT Services webpages:

<http://www.bangor.ac.uk/itservices/recover>

Streamline Service

data. We will be able to automate cleaning and reconfiguring it for a new user to keep your and University data safe and secure.

Disposing of a machine? At the moment the University has to send all old machines for disposal and secure data removal with our contracted disposal company. With "Streamline", if the machine could be re-cycled (e.g. donated to charity, sold on etc.) we will be able to quickly and easily automate a process of wiping it clean of all data and software, and reconfiguring it, making re-use or re-sale a possibility.

Are you responsible for keeping track of Laptops/PCs/Macs, and advising when they need to be renewed? Streamline holds an inventory of all machines – quickly and easily, we can send you information on the machines in your College/School/Department, and advise on replacement.

So, how long will all that take? In the region of about a year. The software, Altiris, which enables us to provide the "Streamline" service, is already installed

on most PCs and laptops across the University that have connected to the wired network lately (about 2,700). Our focus at the moment is having all the software updates working well for Windows machines. We'll then move on to Macs, and delivering all of the above for all 3,500 machines across the University.

An important driver for all of the above is improving the quality of our services, and making sure that the IT environment of the University is secure – keeping all software routinely and reliably up to date is a 'must' for both objectives. We will keep you up to date by email as we roll-out the full "Streamline" service.



Windows 7

Some staff in IT Services are using Windows 7 already to gain familiarity with it. There are some significant differences from Windows XP, and the 64-bit option is likely to be more popular than with earlier versions of Windows, and that adds an extra layer of complexity.

We are concentrating our efforts on developing the Streamline service at

the moment but will work towards supporting Windows 7 once Streamline's more advanced.



PC Room Updates

New computers have been installed in Main Arts Computer Rooms 1 and 2, Deiniol 013/Computer Room 1 and Normal Library Room 16, and some of the ones displaced have been used to replace older machines elsewhere including the large number of systems upstairs in Adeilad Deiniol.

Due to the number of PCs being purchased we managed to obtain a

discount in the region of 17% from the suppliers, and some departments placed "piggy-back" orders to take advantage of these savings.

Alterations have taken place to permit 24-hour access to Room 16 and nearby facilities and following on from this, the 24-hour room in the George Building has been closed.

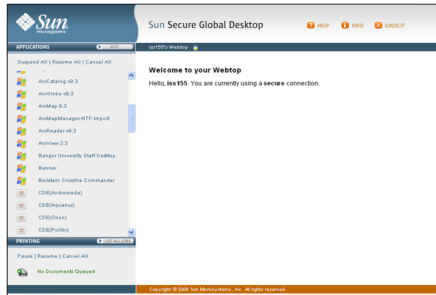
Did you know

You can spot our IT support staff around the University in their new red t-shirts



Secure Working (away from Bangor)

Often staff have to work on sensitive information whilst away from the office. The most secure way of doing this, if you are working somewhere with an internet connection, is to connect to the "Bangor University Staff Desktop" on our **DesktopAnywhere** service —



<http://desktopanywhere.bangor.ac.uk/>

This gives you a connection to a computer which has Office, Firefox, Thunderbird and all the general software available and allows you to work as if you were sat at your desk, with full access to your M: and U: drives. This prevents the problem of having different versions of documents at home and at work, and also the risk of having sensitive work documents on your home computer, or on a laptop which could be lost. If you have specialist software installed on your office computer, we can even arrange for you to access that from home, but it has to be left switched on. Contact the IT Support Centre for advice.

If this method of working isn't an option, for whatever reason, another option is to store any sensitive

documents you're working with on a hardware encrypted memory stick or pendrive. With these, the documents are encrypted by default. To access the pendrive you give a password and you can then work on the documents as normal. You don't have to do anything when you've finished to ensure the files are encrypted. Details of a supplier of these can be found at <http://www.bangor.ac.uk/itservices/help/informationsecurity/>

If you want to send sensitive files to another person, either by e-mail or on a CD or pendrive, you should encrypt these files beforehand, and convey the password to the other person by some other means such as a telephone call. IT Services are working on implementing a solution for this – more information will be released in due course.

If you regularly work away from a network connection with a laptop, another option to consider would be to encrypt the whole hard drive of the laptop. We're testing a piece of software to do this in a manageable way within IT Services and hope to make this technology available soon. Ideally, this should be used hand-in-hand with a backup solution as, were anything to happen to the hardware of the laptop, recovering data from an encrypted hard drive is very much more complicated, as you would hope!



Secure access to your M: and U: drives

Did you know

the E-works software can also be accessed via DesktopAnywhere from the office or from home

Email System

Coming Soon!

We are currently working on a refresh to the email system to improve performance, reliability and security. The main improvement that you will notice will be the speed of access to email as we are moving from a system that uses one file to store many messages to one file per message.



Most of the changes will only affect the internal working of the email system but some will affect the settings you use to access mail. We hope to make the move to the new system as painless as possible for you.

The move over to the new email system will be a gradual process and we will keep you informed about our plans, and inform you beforehand of any changes that will affect you.

New Wireless Service

The new wireless services went live at the end of June. You will be able to connect to *DiogelBangorSecure* and *AgoredBangorOpen* in libraries, social areas and some lecture rooms. As its name implies, *DiogelBangorSecure* provides a secure (encrypted) connection, much safer to use than *AgoredBangorOpen* which can be easily

intercepted. Although slightly more difficult to set up, once you have *DiogelBangorSecure* working, you will never need to log in again. Your laptop, or phone, will connect automatically every time it sees the network.

Connection instructions can be found at www.bangor.ac.uk/itservices/wireless



eduroam

Would you like to use your laptop at another university without asking them to set up an account for you? With [eduroam](#) you can.

Would you like your visitors to be able to do the same when visiting Bangor? With [eduroam](#) they can.

eduroam does away with the need for visitor accounts because people log in with an extended version of their home site user ID, for example `dep001@ad.bangor.ac.uk`, or



`hlkm001@auckland.ac.nz`. All the identity checking is done behind the scenes. eduroam is available at hundreds of universities and research sites across the world, wherever you see the logo. Visit www.eduroam.org to watch a light-hearted Australian take on eduroam and see maps of eduroam availability.

You can find a complete description of eduroam and how to set it up for your laptop or phone on the wireless pages www.bangor.ac.uk/itservices/wireless

Since it uses the same log-on-once wireless protocol as our secure wireless service, once you have got eduroam working at Bangor, just open your laptop when you are in any eduroam zone and it will connect automatically.

Hint:

Set up your laptop or phone and test it on eduroam before leaving Bangor

Picking up your Voicemail when you're away

Listening to voicemail messages from your own extension is straightforward. However, by using the Message Centre, you can also pick up messages from any other phone, inside or outside the University.

Before you start you will need your mailbox number, i.e. your extension number, and the passcode (PIN) you use to access voicemail from your own extension.

To get to the Message Centre from another extension, dial 8899 and immediately the call is answered press

the * key. From outside, just dial 01248-388899. When the Message Centre asks for your mailbox number, enter it followed by a *. You will then be prompted for your passcode, without the * this time. You should then hear the usual voicemail menu prompts and can listen to messages, delete them and change your options in the usual way.



For more information on voicemail, see www.bangor.ac.uk/itservices/phones/#vmail

Did you know

Bangor's network continues to grow and develop. We now have our own optical fibre link to Ocean Sciences and a high speed rented link to Henfaes.

New Staff and Students

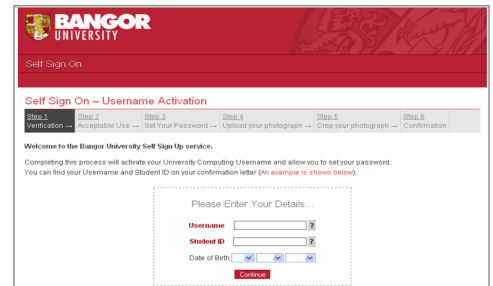
A special welcome to readers who are joining the institution - new staff and students.

IT services has dedicated information for you on our website. Make sure you obtain a copy of a new **student and staff guides** available for download. Also useful screen videos and user guides to help you get settled in. These include information on free antivirus software, our PC rooms, configuring your e-mail for reading at home, how to connect your laptop or smart phone to our secure wireless service etc.

Note for new students

Before using our service you will need to have set your password to the IT username you have been allocated (this

is given on your acceptance letter). If you have not set your password yet you can do this at the web address below:



<https://www.bangor.ac.uk/signup>

Please feel free to contact us if there is any other information you require.

We hope your time in Bangor is enjoyable and productive.

Guide to IT Services for New Students



A comprehensive guide on IT Services for new students can be found on the following webpage:

http://www.bangor.ac.uk/itservices/new_users/newstudent

Assistive Technology Rooms

The university has two Assistive Technology computer rooms; one in the Main Arts Library, and one in the Deiniol Library. In Main Arts the room houses two computers, the Braille embosser and Rainbow ScannAR (designed for VI users).

During the ongoing refurbishment the Main Arts Assistive Technology room is housed in the Audio Visual room on the first floor (there is lift access). If the refurbishments go to plan, the Main Arts Assistive Technology room will move to its permanent home in the new Social Learning Area on the ground floor at the end of October.

The Deiniol Library Assistive Technology room, situated on the ground floor,



contains five computers with various different monitors, a height adjustable

desk and adjustable seating. It also houses a CCTV system.



The university also provides a variety of assistive software on the network (available across campus). This



provision includes textHELP Read and Write (with an advanced spellchecker and text-to-speech

engine), Inspiration (mind mapping software, useful for planning assignments and revision), JAWS screen reading software and the MAGic screen magnification software, designed for Visually Impaired users.



Guide to IT Services for New Staff



IT Support have written a short guide full of useful information for new staff with helpful pointers and advice. A copy of this guide can be found on the New Staff page from the IT Services website:

<http://www.bangor.ac.uk/itservices/new-staff>

Bangor University's Website

Issue 4

Bangor University's website has been voted as one of the best university sites in the UK by prospective students.

A report published in the Times Higher Education (Thursday, August 19) ranks Bangor's website amongst the most effective sites, in terms of providing potential students with the information they need to decide where to study.



The Times Higher survey on the effectiveness of university websites asked a sample of sixth form students from different colleges to rate a range of university websites on a number of criteria. The Bangor site scored top marks for most of the categories, placing Bangor University's website amongst the best performing sites in the UK.

Amongst the areas in which the Bangor website achieved top marks were ease of navigation, how easy it was to find contact details for further information, and for providing a student perspective on studying at Bangor, through effective use of profiles and interviews with current students. The Bangor site was also scored highly for giving prospective students an insight into life on campus, especially through the use of videos and interviews on Bangor TV.

"It's a well-designed and imaginative website" was one of the comments made about the Bangor site, with the home page and Bangor TV channel also receiving complimentary comments. Students also commented that the site offers many of the features demanded by savvy sixth-formers when selecting a university. Its question-and-answer service is staffed by current students responding to applicants who have already made a bid for a place at Bangor."

The website is co-ordinated by the University's Web Team, which includes staff from Information Technology Services and Corporate Communications & Marketing. Recent developments include the video channel Bangor TV as

well as a University presence on networking sites such as Facebook, Twitter and You Tube.

During the coming months the WebTeam will be working with many colleagues within the University to further improve our web presence and to enable us to maximise its use for both home and international student recruitment.

The WebTeam would also like to express thanks to all those individuals who have worked with us on the website so far, and we look forward to working with you on our new developments.

"It's a well designed and imaginative website"

Printing & Binding Unit

High Quality

Low-Cost Printing

Fast turnaround!

For all your printing & binding solutions and photocopying requirements

STATIONERY PACKS

POSTER PRINTING

FLYERS AND BOOKLETS

HELP AND ADVICE

Telephone: (01248) 388113

Email: printing@bangor.ac.uk

"Thank you for an excellent & efficient service draft to copy in one day can't beat that!"



"Always receive an excellent service from the print unit thank you"

The IT Support Centre (01248) 388111

This is the first point of contact for all your IT queries! Where possible the team will resolve your issue over the phone. Often tools can be used to connect to your PC remotely to help resolve any issues. If issues cannot be resolved immediately, then your problem is recorded on our "Helpdesk" system and assigned to the relevant team in IT for attention. Sometimes a visit from an engineer is required and the Support Centre team will arrange this with you. Our aim is to keep IT working for you!

The Support Centre can be contacted by phone x8111 (8.30 to 17.00) where you will be directed through a bilingual queuing system – calls are answered in turn. If there is a queue, then you will be notified – you may prefer to submit your query electronically via the web page:

<http://www.bangor.ac.uk/itservices/helpdesk>

Support Centre staff also try and prevent problems before they arise – by providing skills training and online "help sheets". They also provide a face to face advisory service to students and staff from an office in the Deiniol Building.

Helpdesk Satisfaction Surveys

IT services always aim is to resolve your queries as quickly and efficiently as possible. Calls made to the IT support centre are logged into our online system which are then tracked through to their resolution.

Once the case is resolved you receive an e-mail informing you of this and asking you to take part in a short survey. This survey data along with statistical data from the helpdesk system allow us to keep track of how well we're doing!



8111 facts

April–July 2010

- ◆ Student Helpdesk requests - 621
- ◆ Staff Helpdesk requests - 2385
- ◆ Number of 8111 calls - 5083
- ◆ Number of 8111 calls resolved at first contact - 1908



E-mail: helpdesk@bangor.ac.uk

We are pleased that the overall figures remain high but disappointed that the number of short surveys returned is very low in relation to the number of cases we resolve.

Please help us improve by taking the time to complete the survey it is so quick and should take you no more than a minute of your time.

IT Services staff changes

We are pleased to announce the following staff changes within IT Services

NEW STAFF

Owain Searell—AV Technician, Main Arts (start date 31 August 2010)

POSITION CHANGES

Ian Brown

Ian is transferring from Finance to IT Services, and

transitioning Finance IT to the core University infrastructure, saving time and duplication of effort

Sion Morris

Sion is now working part-time on secondment with the Web Team

LEAVERS

Andrew Fischer - left end of Aug

ITS News is printed by the Bangor University Printing & Binding Unit

If you would like to include an article in the next issue please contact:
Maggie Williams x2425 Email: m.williams@bangor.ac.uk

