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Welcome!

A warm welcome to new students and staff. **ITS News** provides a periodic round-up of new service and developments, and a reminder of some existing ones.

IT Services and Marketing and Communications are very proud in this issue to announce the university's new mobile web site – an initiative sponsored by the Vice Chancellor, and focussed primarily on the information requirements of prospective students. The contact details of staff, under contacts, and 'places' information will be useful to everyone – try it on your mobile www.bangor.ac.uk

The National Student Satisfaction survey 2011 results are out, and we are pleased that once again the response to the question regarding access to IT resources at stays very positive at 88%. We aim to provide the service you need to a high quality.

During this semester, IT Services will be consulting widely to update the University IT Strategy for the next three years. We welcome your input.

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

Fraudulent Emails

Despite repeated warning Emails from IT Services we are still encountering members of staff and students disclosing their username and password to unsolicited fake emails. This information is then used to access our systems and send out millions of Spam emails. Once this happens, Bangor's email servers are blocked by other Email providers.

you to log into a website to verify your details. All official email from IT Services will be bilingual following the Welsh-English Bilingual Policy.

If you are unsure please contact the helpdesk:

helpdesk@bangor.ac.uk

x8111



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



IT Services will NEVER ask for your username and password in an email or ask

Learning Technology

Study Skills – Now Available

Need some help with your studies? Feel you're not making the most of your lectures, need some hints about writing a dissertation, or perhaps you're worried about your exams? Help is at hand!

A new 'Succeed in Your Studies' website has been developed by the Learning Technology team in collaboration with Maria Graal, Director of Student Experience in both Welsh and English and is available at

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

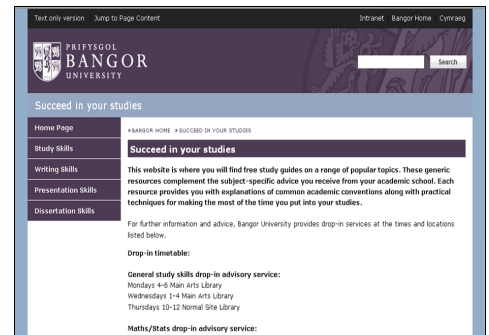
You will find excellent help and advice about how to make the most of your learning opportunities and improve your study skills.

If you need more in-depth guidance, you will also find details of the Study Skills

Drop-In Advisory Service where you can talk to advisors in person.

The documents are built upon material that was originally developed at Leicester University and published under a Creative Commons licence, Maria Graal is one of the original developers.

For more information, contact 01248 383761 / studyskills@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:

itech@bangor.ac.uk

Lecture Capture using Panopto

The Learning Technology and the AV and Media teams are currently busy supporting staff who are keen to record lectures.

For information on how to use Panopto or how to:

- ⇒ Copy a recording from one Blackboard module to another
- ⇒ Place a recording in 'Y Porth' and making it available to students at other universities
- ⇒ Decide which microphone to use
- ⇒ Set sound levels

PANOPTO

Microphones



Please see the Learning Technology website:

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

or contact us at itech@bangor.ac.uk

Learning Technology

Did you know

A QR (Quick Response) code –

is a form of barcode a mobile phone can read. You can add information to it eg an online resource (eg website, video link, online quiz or survey) or contact details, message or instructions.

Codes are scanned with a QR reader on a phone and the information opens.

Pros: codes and reader software free from the internet, internationally standardised

Cons: – not all phones have the functionality and usually needs reliable internet connectivity.



How do I get one?

Open a search engine and type QR code generator. There are several free ones to choose from eg www.qrstuff.com.

Complete the on screen instructions, choosing type of data eg. message, map, website and add your information.

Choose the output type eg email or download then just copy the QR code and distribute it as you like.



How do I read it?

Download a QR/barcode reader app to your phone eg

- ⇒ QR Droid for Android
- ⇒ Red laser for iPhone & Android
- ⇒ Blackberry's have a QR code reader as part of Blackberry Messenger

Open the scan option, point it at the code and in good light it should automatically read it and display the information wherein.

Check out Bangor University's QR Code



Quick tip

Do you want to use audio for feedback?

If you have a smartphone it's easy, use the voice memo/recorder and then send the file directly to the student via email.

Teaching Facilities Update

Thoday, Room G-23 has received a total refurbishment



Orton Lecture Theatre—AV equipment has been replaced



NEW**Mobile Website****New mobile website launched**

Bangor is one of the first universities in the UK to launch a 'mobile web' site aimed at attracting new students and providing the basis for a range of exciting new mobile web-based services for current staff and students.

The new website, designed for use on internet enabled smart-phones, has been developed to add to the already well-developed provision of online information aimed at students considering studying with us here in Bangor and puts key information about studying in Bangor in the palm of your hand.

Smartphone users visiting our full site of

www.bangor.ac.uk are automatically taken to the mobile site (but may opt to visit the full site if they wish).



"Our new mobile site puts us right at the leading edge in the applied use of web technologies and what better way to use it than to spread the word about the fantastic all-round experience of studying here in Bangor", said Sam Foster, University WebTeam Manager.

Sam continued - "I'm not sure which analogy I prefer really - the 'making a pot of jam' analogy where you take an awful lot of information and you fit it into a small container or that of it being 'like a tardis' - which as everyone knows is an awful lot bigger on the inside than it first appears on the outside! - whichever it is we hope visitors will find it a useful addition to their decision-making process."

Take a look...

Visitors to the mobile site are provided with key information about Bangor, our courses, student support, studying as an international student, news and events, information on how to contact Bangor and location-aware maps of the campus.

Key information

The information presented on the mobile site is drawn from a range of sources - and importantly these can be updated without the need to redevelop a whole application and at any time.

We've got text based content explaining the key reasons why visitors should choose Bangor for their studies (our Unique Selling Points or USPs!), course information drawn from the same database that feeds the 'full' website, and news and events drawn from our new provision used to manage and syndicate such content.

A picture says and thousand words...

As staff and students in Bangor we all know how fantastic the University's location is, but for those who don't know Bangor we've provided a range of images and videos to help them out - with a selection of content taken from our successful BangorTV site.

Getting in touch - made easy

To make it easy for users of the mobile site to make contact with we included a number of 'features'. Throughout the site there are links to the 'Get in touch' form which has two guises. Visitors can use the 'Get in touch' form to make light-touch contact with Bangor, or indicate that they would like to receive a prospectus. If they choose this option they are asked for more information, such as their address and the level of study they are interested in.

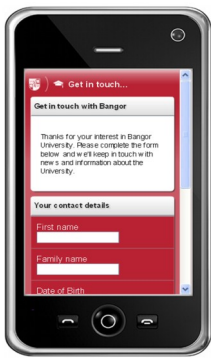


"Our new mobile site puts us right at the leading edge"

Mobile Website

Both are simple and quick forms to complete and both feed the resulting contact information into a 'communication-plan' managed by Corporate Communications and Marketing supported by IT Services. Visitors who make contact in this way receive email newsletters which are designed to maintain interest and lead to conversion of students from 'interested' to 'applicant'.

In the main 'Contacts' section of the site we've also provided links, including 'live' telephone numbers which are dialled when you click on them, to our key contact areas in the University,



together with links to our Facebook and Twitter presences. In this section you'll also find links to listings for our academic schools, academic and service departments and so on – each of which is presented with their location on

an interactive map, link to their full website, clickable phone number and a link to get travel directions via Google maps.

Multi-language support

Our new site is the first multi-lingual mobile website, supporting English, Welsh and Chinese speaking visitors and one of the first in the UK aimed specifically at potential students.



Whilst The International section of the site has been translated into Chinese in order to support recruitment in this key market, and content in other languages is likely to follow.



Not an 'app' but 'mobile web'

This new provision has been created as a 'mobile web' site and is one of the first to do so. Whereas separate development processes are required to create 'apps' for Android devices and iPhones a 'mobile web' site works across both of these platforms and many others. Such sites are best viewed on 'smart' or 'feature' phones and devices such as iPads, but can be viewed on 'non-feature' phones – however the experience on these is less optimal.

Working together to get the job done...

This mobile site was produced by the IT Services WebTeam in partnership with Corporate Communications and Marketing and the International Office and thanks go to all those involved.



Data Centre

In any organisation the data centres are the heart of the IT infrastructure; they provide the physical environment required to support the modern IT enterprise. Data centres are critical and failures can lead to the loss of the whole IT service; email, web, student records, blackboard, wireless, internet, etc.

Bangor's primary data centre was built over thirty years ago and consequently its ailing infrastructure is failing and parts have failed, which is why an active project to refurbish key elements is underway.



The project has the full backing of the University at the most senior level and will bring improved resilience and

protection to your data and services. It will also reduce our power consumption so reducing our carbon footprint.



Over the next three months the University's data centre/server room will undergo a major refurbishment program, which will include:

- ⇒ The replacement of the primary failed air condition unit
- ⇒ Introduction of a generator which will allow the IT infrastructure to function during an electrical power outage
- ⇒ Fire suppression system installation which will extinguish any fire without damage to equipment thus reducing the risk of service disruption from a fire

The work is schedule to be completed in November and during the refurbishment period there may be periods of scheduled down time; this will be kept to an absolute minimum.

“data centres are the heart of the IT infrastructure”

PC Room Update

In line with the policy to replace machines in teaching rooms every three years, and those in other learning spaces every five years, the computers in Rooms 319 and 212 in Dean Street and 210 in the Alun Roberts Tower have been replaced



with new ones over the summer. This has also meant we've been able to update the machines in the Language Centre and Fron Heulog Library. We're also putting computers in a new room in Neuadd Reichel and some in the Student Union building (Oswalds).

The main software change in the computer rooms is that we've replaced Office 2007 with Office 2010. The file format stays the same and there really isn't much difference between the 2 versions.



Versions of other software such as SPSS, the adobe suite and others have been updated to the latest versions available and/or stable.

Quick tip:

Microsoft Word:

you can create a page break by using Ctrl + enter?

Use SHIFT+F3 to toggle between title case, all caps, or lowercase

Over the next few years the University will invest in considerable improvements to the network in halls of residence network. We have already started a programme of network switch upgrades, increased the capacity of the link to the Internet and started rolling out new wireless access points.

Many people bring several networkable devices to university. As well as a desktop or laptop, they might have a games console or a media player. Starting in September, anyone in a wired hall can connect an **unmanaged**

network switch to their network socket and plug their computer and consoles into it. Providing one computer is connected and signed in, any other device should work through the switch. The ResNet Services page <http://www.bangor.ac.uk/itservices/resnet/services.php.en> has more details.

We have a new ResNet Technician, Eloy López da Costa. Eloy will be providing support at the Adeilad Deiniol Helpdesk and in halls alongside Paul Smith, and the IT Support Centre.



Wireless News

Over the summer we have replaced the core of the wireless network. This allows us to start deploying the new 802.1n wireless standard which offers increased capacity and bandwidth. Most new laptops and tablets and many phones will automatically connect to DiogelBangorSecure and eduroam using 802.1n where available.



DiogelBangorSecure

Those which cannot will continue to use the older network standards.

We have turned off the insecure AgoredBangorOpen service in favour of the secure DiogelBangorSecure service. Laptops, phones and tablets are all able to use the secure wireless services DiogelBangorSecure and eduroam. These services connect automatically and are very much safer because they encrypt all traffic over the wireless link to prevent snooping.

Information on how to connect to these networks is on the IT Services web pages at <http://www.bangor.ac.uk/itservices/wireless/ConnectionGuides.php.en>

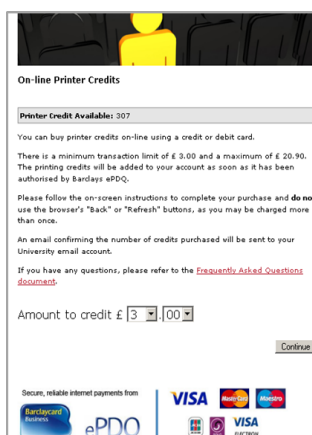
Student Printing Improvements

To make printing easier we've introduced two new features; **wireless printing** and **on-line printer payments**.

Wireless printing allows users who are connected to the Bangor's "DiogelBangorSecure" wireless/wifi service access to a conveniently located printer. These printers are located in various libraries and open access rooms around the University. If a printer you want to use is not wireless enabled, request it from the IT Support Centre – 01248 388111, helpdesk@bangor.ac.uk

Using the on-line printer payment method is the method for purchasing print credits. The printer credit system

allows a user to pay for printer credits in advance, similar to a photocopy card. As each print job is submitted a certain amount of credits are deducted from the user's account.



As with all services offered by ITS, more information is available on the web.

Did you know

We have expanded our laptop loan service for students and now have 60 laptops available free for 1 week and 3 week loan periods.

Just ask at the IT Support Centre, Adeilad Deiniol!



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.



8111 facts

April–July 2011

- ◆ Student Helpdesk requests - **312**
- ◆ Staff Helpdesk requests - **1324**
- ◆ Number of 8111 calls - **5031**
- ◆ Staff Training instructor-led skills training courses - **9**
- ◆ Staff attended skills training courses - **88**



E-mail: helpdesk@bangor.ac.uk

IT Security Improvements

Encryption

As many of you should be aware IT Services are in the process of Encrypting all University owned Windows XP laptops. We have so far encrypted 100 out of the 500 laptops that we believe to be used by staff across the University. Although IT Services are encrypting the laptops this project has been initiated by the Registrar's Office to protect all University data.

The process of Encryption 'scrambles' the data on your laptops so that it can only be read by people with the required key, in our environment this key is your username and password. This means that if your laptop is lost or stolen the data remains secure. During this

process IT Services are also installing backup software onto all laptops copying all local data across to the University network removing the risk of total data loss of your laptop.

This process is not optional, all University owned laptops MUST be encrypted; IT Services have a small number of laptops that can be loaned to staff whilst their laptop is being encrypted on a first come first serve basis. The whole process normally takes 2 days, after which you will need to visit IT Services in person for the process to be completed.

<http://www.bangor.ac.uk/itservices/backupandencryption/index.php>

IT Services staff changes

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

NEW STAFF

Ian Price— C&IT Technician, IT Support Centre (started March 2011)

Eloy López da Costa— ResNet Technician (started October 2011)

LEAVERS

Simon Owen— left June

Brian Price—left May

Hugh Hughes— left April

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

