KCTCS Online (Learn on Demand and Learn by Term)

The KCTCS Online Team, KCTCS eLearning Services, KCTCS Distance Learning Peer Team, and KCTCS Online Learn on Demand (VLI) Project Team Leaders are participating in various workgroups to implement approved continuous improvement for, including updating websites and numerous other documents plus defining any changes in processes and procedures. These workgroups are expected to complete their tasks and implement improvement beginning late fall 2010. KCTCS Online is the umbrella name for KCTCS colleges’ online course and program offerings.

KCTCS Online Blackboard Activities

KCTCS eLearning Services is actively involved in Blackboard activities for the fall 2010 semester start up as follows:

- **Blackboard Hardware Installation:** The Center for Rural Development (CRD) and KCTCS eLearning Services staff have installed a series of new servers for the Blackboard Learning Management System infrastructure. The improved and more robust Blackboard infrastructure allows KCTCS to take advantage of a new 64-bit application to support Blackboard Release 9.1 and support a growing user base.

- **Blackboard Bug Squad:** KCTCS eLearning Services is participating in the Blackboard Product Development Team’s Bug Squad for Release 9.1. The Bug Squad is composed of representatives from institutions using Blackboard who vote to prioritize bug resolution in the Blackboard application.

- **Blackboard Training:** KCTCS eLearning Blackboard training services is offering over 15 Brown Bag training sessions through Blackboard WIMBA LIVE with an additional 15 archived sessions that can be viewed at any time.

- **Blackboard 24/7 Technical Support:** Presidium Learning Help Desk agents supported nearly 14,000 inquires from faculty and students July 1, 2009, through June 31, 2010.

PeopleSoft Student/Human Resources System Upgrade Complete

The upgrade of the KCTCS Oracle/PeopleSoft Campus Solutions (Human Resource Management System, Contributor Relations, and Student Administration) system was completed on July 3, 2010, on-time and under budget. The new version brings many new or updated functionalities to students, faculty, and staff self-service. Any questions regarding documentation or training can be directed to the KCTCS Student Administration Help Desk (kctcs.studentadminhelpdesk@kctcs.edu).
Technology Solutions PeopleSoft Help Desk Reminder

In October 2009, the KCTCS ticketing system went live in order to better serve administrative and faculty users of PeopleSoft. Users can search the knowledge base, download documentation, and file trouble tickets. To date, over 16,500 tickets have been filed and resolved, with an average resolution time of 25 minutes. The Help Desk can be accessed at the following URL:


Information Security Training and Testing

The Information Security Team is currently beginning implementation of training as called for by the revision to KCTCS Administrative Policy 4.2.5 Information and Information Technology Responsible Use. Originally, training was scheduled to be completed by August 31, 2010, but is now scheduled to be completed by October 31, 2010 (in conjunction with the October EDUCAUSE Cybersecurity Awareness Campaign). A comprehensive communication plan is being developed with KCTCS Institutional Advancement, Office of Development and Human Resources, and Technology Solutions.

Library Updates

The KCTCS Libraries Voyager system was upgraded to Version 7.2.2 in early August 2010. Both Voyager hub servers (one at the University of Kentucky and the other University of Louisville) for the Kentucky Virtual Library Voyager Consortium were upgraded during this period. As a result, the consortium is current on the most recent version, which went into general release in early July. This is the first Voyager version to support Windows 7.

Joint regional cataloging and interlibrary loan workshops were held in Owensboro on July 8 and in London on July 16. The cataloging workshops discussed updates to guidelines, tag tables, headings maintenance and clean-up, bibliographic formats, and Resource Description and Access implementation. Interlibrary loan workshops discussed best practices, policies, and common problems.

KCTCS Innovations Summit

In June 2010, the KCTCS Innovations Workgroup kicked off the first meeting and planning conference at the Kentucky Advanced Technology Institute in Bowling Green, Kentucky. The summit focused on the impact that technological change and advancement, new learner expectations, and the changing economy have upon the community college mission. Participants discussed and participated in presentations ranging from learner expectations, augmented reality and the future, virtual worlds, interactive 3D visualization experiences, and serious game applications. Finally, participants collectively discussed and planned activities to be conducted at each campus over the next academic year.