FY13 Annual Report Form

Name of Unit/Function

Name of individual completing this report: Charles Warner

E-mail address of individual completing this report: cwarner@shawnee.edu

Directions for completing this report:

This report is for FY13 and reflects the organization of the University during that period. Responses should be specific to the unit's structure during FY13.

This unit-unique annual report format has been developed specifically for your unit. Each unit was reviewed and specific questions are selected for each department to answer.

If you have multiple programs/functions, answer each question for each program and clearly identify which program/function you are referencing *to the extent there are programmatic differences within your area.* If something applies to all programs in your area simply say so.

Submission

You must respond to all five sections. Sections one, four, and five may be answered on this sheet or a separate sheet.

Sections three and four (if necessary) are separate forms. They are available under your department name at http://www.shawnee.edu/off/ri/annual-report.html

Submit the complete report electronically to annualreports@shawnee.edu . Complete reports are due September 1, 2013. Please include your name and email address on all completed forms.

I.   Annual Overview and Summary

Provide a written description of the activities of the unit during the past year including information on enrollment growth/changes; changes in curriculum; changes in staffing and personnel; student, faculty and staff presentations and publications; and other matters of significance to the department.

RESPONSE: The outline below is comprised of two categories that depict organizational and task-level accomplishments for this period, reflecting both IT leadership and direct work completed. It also communicates that UIS has aligned itself appropriately with the university's strategic planning processes in place and has engaged in efforts to make a measurable difference, committing itself to continuous improvement.

Category: Organizational Accomplishment and Matters of Significance

Technology Leadership/IT Talking Points/Presentations Accomplished

- ✓ UIS IT Checkup 2013 Presentation to President
- ✓ SSU IT Infrastructure Upgrade Presentation to BOT
- ✓ SSU IT Resource Plan Presentation to BOT
- ✓ ATC XML Transcript Summit Presentation to OBR
- ✓ SSUIT Infrastructure Upgrade Presentation with Netech at OHECC2013
- ✓ SSU IT Introduction to Keynote Address Presentation at OHECC2013
- ✓ CIO Panel Discussion at OHECC 2013

Technology Leadership at State-wide Level

- ✓ Chancellor Assignment to Ohio Super Computer Advisory Board
- ✓ Selected to Jenzabar's TCI Advisory Board
- ✓ Selected by IUC-CIO cohorts to serve a s Interim Chair on IUC-CIO Committee

Technology Strategic Planning Proposals Accomplished

- ✓ Infrastructure IT Upgrade to 10 GB
- ✓ VoIP and Unified Communications
- ✓ Wireless Infrastructure Upgrade (and ISE)
- ✓ Storage Area Network Upgrade (SAN)
- ✓ Student Academic Planner

Technology State-wide Agreements Accomplished

- ✓ Microsoft Campus Agreement for Ohio
- ✓ Cisco EA Agreement for Ohio
- ✓ Netech Master Services Agreement for Ohio

Key Co-Location Initiatives Accomplished

- ✓ AEP Fiber Renewal (5 years)
- ✓ Oarnet 100G Broadband Upgrade
- ✓ Disaster Recovery (OSU) renewal for 2013
- ✓ Business Continuity (STROHLS BCP – OSU) for 2013
- ✓ Horizon Proposal for Redundant Last Mile Fiber

Key Authorizations, Approvals and Operations Accomplished

- ✓ All Technology Service Level Agreement Renewals (42)
- ✓ All Campus Technology Purchases Approval (SciQuest)
- ✓ All Campus Technology Contract Approvals
- ✓ Managed Daily Operations in Base Computing Environment
- ✓ Managed all New Technology Initiatives

Key UIS Staffing Accomplished

- ✓ Staff Hire Infrastructure Administrator (new position)
- ✓ Staff Performance Reviews – Delivered Prior to May 30th
- ✓ Provided Staff Technical Training as Required
- ✓ Completed Proposal for UIS Functional Improvement/Renovation

IUC-CIO Leadership Accomplishments

- ✓ VoIP Shared Service Initiative (BGSU/OU/SSU)
- ✓ Cisco Statewide EA Agreement
- ✓ Cisco Statewide Webex Agreement

External IT Evaluations/Audits

- ✓ Completed State IT Audit with No Discrepancies for 2012-2013

Category: Task Accomplishments in 2013

Technology Deployment Projects Accomplished

- ✓ OU Campus Web Content Management (Communications)
- ✓ Rave Emergency Alert (Security)
- ✓ Educational Testing Service (Success Center)
- ✓ Focus (Career Development)
- ✓ Westlaw Software (Business Education)
- ✓ Tableau (Institutional Effectiveness)
- ✓ Barnes & Noble Process Changes
- ✓ Titanium Software (Counseling)
- ✓ Jenzabar Academic Planner (Academic Affairs)

Infrastructure Expansion Initiatives Accomplished

- ✓ University Success Center Expansion
- ✓ Blackboard Student Service Card Vending Connectivity Expansion
- ✓ University Center Expansion I and II
- ✓ Massie to Kricker Data Center Capacity Expansion
- ✓ Kricker Data Center Rack Wiring Management
- ✓ Blackboard Student Service Id Workstation Enhancement
- ✓ Admin Renovation Connectivity
- ✓ Basics Relocation
- ✓ Singlemode Fiber Terminations Upgrade

Enterprise Systems Upgrades Accomplished and Supported

- ✓ Microsoft Office 2010
- ✓ Microsoft Office 365 (students)
- ✓ Blackboard Learn 9.1SP11
- ✓ Blackboard Transact 3.8
- ✓ Jenzabar CX 8.1 (JX)
- ✓ Jenzabar JICS 7.5.3 (MySSU)
- ✓ HPUX 11iv3
- ✓ Informix 11.5
- ✓ Cognos 10.0
- ✓ FEITH 8.1

Departmental Integrations Maintained

- ✓ Sodexo Mariott POS
- ✓ Higher One (Student Refunds)
- ✓ Peoplesoft AR (B&N)

- ✓ My Student Body (Counseling)
- ✓ Report Exec Direct (Security)
- ✓ OrgSync (Student Activities)
- ✓ Readex (Library)
- ✓ People Admin (HR)
- ✓ FA Process Enhancement
- ✓ AccuTrack (Student Success Center)
- ✓ Service Objects (Admissions Address Verification)
- ✓ College Central (Career Development)
- ✓ GE Healthcare Centricity (Radiography)
- ✓ Higher One (Cashnet)
- ✓ Atomic Learning

Mission Critical Base Operations Accomplished

- ✓ Maintained and Performed All Backups of Institutional Data
- ✓ Delivered all Tape Vaulting to Iron Mountain (weekly)
- ✓ Effectively Managed Campus Bandwidth (154 Mbps)
- ✓ Completed All System Upgrades to specification
- ✓ Monitored All Systems for Continuous Operation (98% Uptime)
- ✓ Completed Upgrades to All Firewalls and Security Systems

New Enterprise Technologies Implemented

- ✓ Student Academic Planner (Jenzabar)
- ✓ Emergency Notification (RAVE)

Technology Refresh Projects Accomplished

- ✓ Server Hardware Upgrade
- ✓ JICS Performance Enhancement (Student Registration)
- ✓ Jenzabar CX Re-Architecture
- ✓ Server Virtualization Expansion (VMWare)
- ✓ Computer Replacement Plan for Students and Staff
- ✓ FEITH Document Imaging Expansion (Business Education)

SSU IT Audits and Evaluations Complete

- ✓ SSU Backup Tape Audit
- ✓ UIS Administrative Access Rights Audit
- ✓ UIS Telephony Audit

Student Service Enhancements

- ✓ Student Move-in Support
- ✓ Student Orientation Support

UIS Communication Enhancements

- ✓ UIS Brochures and Posters
- ✓ UIS Web Content
- ✓ UIS Notification Advisory

II. Unit Specific Questions: Academic and Administrative Reports (Separate Form)

Answer all the questions that follow. If you do not answer a question, explain why you did not do so, e.g. "the question did not pertain to the role or activities of this department". If you have multiple programs / functions and there are programmatic differences please answer each question and clearly identify which program/function you are referencing.

The files in your folder are required to answer this section. The file name for Academic Departments to fill out is Academic Form

The file name for Administrative departments is Administrative Department Form. Additionally, some Non-Academic departments have questions that are specific to only their departments.

III. Continuous Improvement Activity Forms (Separate Form)

Complete this form for every planned or in-progress change in your area. Continuous Improvement Activity Form

IV. Focused Questions

Please respond to the following "focused questions," providing examples as appropriate.

Assessment

Please describe the current activity within your unit to assess the effectiveness of your programs and/or services. Include examples of the methods you use to assess, how you use the information you collect, and changes you have made as a result of your assessment process.

RESPONSE: UIS assesses the effectiveness of its services via the collection and analysis of data from multiple sources:

1. Student surveys design to measure the effectiveness of UIS services.
    a. Getting IT Going survey during student move-in.
    b. Campus-wide student survey for evaluating technologies used by students.
    c. Student Housing survey for technology support on the residential network (ResNet).
2. Help Desk data collected and reported across defined criterion.
3. Audit data collected by UIS.

          a.   Telephone Audit for appropriate access.
          b.   CX User Account Audit for appropriate access.
    4.   Systems performance and capacity data.

UIS utilizes direct survey feedback from students to enhance its level of services offered. For example, in 2013 survey data reported a strong desired for improved social networking capability within ResNet. As a result of the data collected, UIS modified its rules for social gaming on the residential network and re-engineered its network architecture to provide for more capacity for such services.

UIS monitors its systems on a continuous basis to identify performance issues and capacity constraints. In 2013, UIS made significant enhancements to its Jenzabar Course Registration system, based on performance data collected during prior registration events. The result was a significant improvement in measurable time, for a student to complete his/her registration online.

UIS reports collected audit data in its Help Desk System (HEAT) and reports this data during its annual IT audit for the purpose of validating access accounts match with current personnel records, and that change management occurs with documented approvals. This data also supports timely resolution of requests for assistance by the end user.

Retention

What activities do you engage in to promote the retention of students at the University? How do you evaluate the effectiveness of these activities and what changes have you made as a result of these evaluations?

RESPONSE: In 2013 UIS acquired and installed Jenzabar's Student Academic Planner, technology designed to support the development of Academic Plans – for approval with Academic Advisors, that affords successful course registration to program completion. UIS continues to support the Pilot program in place for fall semester aimed at maximizing utilization of the technology with planned processes. UIS will use reported Pilot data from the academic programs, to measure effectiveness of the technology utilization, and will utilize direct feedback from the effort to support enhancements to the product and to resolve technical issues.

V.   Annual Report Assessment/Feedback

Please describe any issues you encountered responding to this request for information.