Information Technology Services

Report to the Board of Trustees
October 16, 2013
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<tr>
<th>STUDENT SUCCESS</th>
<th>Commitment to Excellence</th>
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<tr>
<td>• iPads for Mobile Recruiters</td>
<td>On September 6, a dozen iPads were delivered to the Office of Admissions to be used by the undergraduate and transfer student Admissions Officers to improve the recruiting process. The iPads provide recruiters with remote, mobile access to the application forms and status, scholarship status, and other important information for prospective and committed students. They have also been pre-loaded with a selection of videos, photos and other marketing materials to share with prospective students and their parents. Initial training was provided when the iPads were assigned to the recruiters and continuous support and training will be provided to help Admissions fully leverage the capabilities of the iPads. Feedback to date from the Recruiters has been very positive.</td>
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<td>• Royall and Company</td>
<td>Royall was chosen to leverage their marketing and recruitment expertise to increase the number of University admissions applications. Royall targets qualified students and optimizes the application and tuition deposit processes, among other benefits. Phase one of the project, which focuses on the recruiting traditional high schools students, has recently been implemented. Future phases will include recruiting and support of transfer and international students.</td>
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<td>• PeopleSoft Recruiting and Retention Support</td>
<td>To support both the Royall implementation and focused business process redesign around recruiting and retention, a number of modifications to PeopleSoft have been undertaken. These include a change to auto admission process to support the Pathways model, automation of student data to determine eligibility for the honors program, advisor dashboard enhancements, tuition plateau, and a redesign of the student refund process.</td>
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**Successful U**

The Successful U application was presented at all New Student Orientation sessions and is gaining usage as new students and parents download the application.

Several features were added to the application over the summer. The Office of Strategic Engagement continues to work with key community groups to provide a dialog with UA students using tools provided in the application. These community-based groups and entrepreneurs use the application’s social media tools such as Twitter to reach users with messages of inspiration, interest in UA student interns, news of community events, and student opportunities. Functionality and benefits for a successful student experience were highlighted in a roll-out campaign during the New Roo Weekend.

Data collection from the summer and the early weeks of Fall Semester, tracking adoption and usage rates, feedback from users and in-application statistics are driving an initiative to update the functionality of the application for a Spring 2014 Phase II effort to include possible design and content changes.

**Akron Experience**

The interface for students to the My Akron portal underwent a facelift this summer, re-positioning items for better readability and usability.

Several critical items were enhanced with single sign-on to make it easier for student to access:

- RooLink – database for job resources and placement
- Intramural Sports sign up – news and sign-ups for UA intramural sports participation
- Text messaging sign up and maintenance will be added in October as a single sign-on feature
- Reminders are being enhanced and now have a person focused on providing important, timely information to assist students in their studies and college life
- General alerts – messages that pertain to actionable items for individuals are enhanced and now appear on the home page of the student My Experience tab
- **On-Premise Virtual Computer Lab**

  The Virtual Computer lab, previously hosted in the cloud, was moved back into the University Data Center. The on-premise virtual computer lab was operational on August 26 for the start of the fall semester. This lab provides students access anywhere, anytime to expensive, licensed software needed for their classwork.

  The transition from a hosted environment to an on-premise environment resulted in a three-year savings of $200,000. Additionally, the on-premise virtual lab solution provides the potential for increased services not available in the previously hosted environment.

- **GLOBAL RELEVANCE**
  - **Develop Dynamic and Globally Relevant Programs**

  - **Online Learning (eLearning)**

    In consultation with the colleges, UA's strategic enrollment services staff has identified a set of programs that are strategically important to the University's online learning initiative. We are in the process of supporting the curriculum development and approval efforts for the courses in these programs. As of September 10, there were 87 curriculum proposals in the system for mode of delivery change to online. Throughout the summer, Design and Development staff assisted faculty with the development of 39 courses. There were 142 online sections offered in Fall 2013.

    In collaboration with ITL, DDS staff hosted a 40-hour workshop to assist faculty members in the creation of an online course. Ten instructors completed this workshop in June. There are currently 18 instructors enrolled in the Fall section.
- **Shared Service: Supporting PeopleSoft at LCCC**

UA continues to work with LCCC (Lorain County Community College) to create shared service initiatives for the benefit of both institutions and provide support for LCCC's PeopleSoft administrative enterprise application environments of Campus Solutions, Financials, Human Capital Management and associated application development tools.

**QueueTracker**: QueueTracker is an application developed by UA and used at both institutions to direct students to their desired service reducing/eliminating paper forms, wait time and lines. UA provided an updated version of the product incorporating the use of ID cards, new service destinations and enhanced reporting.

**PeopleSoft Updates**: UA has begun the planning process for adding HCM bundles 22 and 23 and Student bundles 29 and 30.

**Network Appliance**: A plan was developed between the schools to replace an aging network appliance used to provide remote access to PeopleSoft applications at LCCC. LCCC has approved the funding for the hardware.

**LCCC Chargebacks**: A new chargeback plan was created for LCCC and will be presented for approval at the next Governance Meeting between the schools. The plan includes estimated charges that UA will incur for upgrading the hardware/software platform used to run PeopleSoft for LCCC and staffing support over the next three years.
The University of Akron has begun working with NEOnet, a northeast Ohio shared service center for computer services supporting regional K-12 school districts, to develop similar services for higher education and government.

Two primary areas being considered are a networking operations center (NOC) and an information technology service desk.

A NOC provides network monitoring and control over UA computers and servers, and represents one of the highest areas of risk for the UA computing and telecommunications environment.

The IT Service Desk provides a single point of contact for communications regarding incidents and services requests between UA stakeholders using computing services and Information Technology Services.

**Network Operating Center:** An RFP was generated to obtain costs for remote availability, performance monitoring and management solution. The responses will be used to determine the cost for a network operating service center and whether it can be created with the resources of the shared service participants or whether it is more effective to contract it from a service provider. Services requested include:

- Monitor network and device availability
- Provide alerts and notification of potential/actual failures
- Perform patching services
- Perform monitoring and remediation
- Determine capacity management
- Provide reporting

Responses to the RFP have been received. A group from UA, NEOnet, and the City of Akron will meet to review the responses and determine next steps.

**IT Service Desk:** The idea is to create a shared services IT Service Desk that is more efficient and cost effective than each participating organization individually owning and staffing one. As a first step, a catalog of services being provided by the service desk was created. These include, but are not limited to, taking calls, creating tracking tickets, providing remote fixes, asset inventory, user account management, notifications and communications, and reporting. A template was created to gather data to determine the cost to staff and support organizations that wish to use the service. This is part of the process for developing a business case around the IT Service Desk.
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<th>DISTINCTION</th>
<th>Facilitate Faculty Development and Success by Expanding Clusters of Interdisciplinary Teaching and Research</th>
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| - Seeking a Retention Analytics Solution | An RFP was created for a Software-as-a-Service solution that assists with retention and persistence of students and predicts the likelihood of student success towards graduation. The analytical algorithm considers courses, grades, credit accumulation, GPA projection and course completion rates in assessing an individual student or program's success factors. In addition to the technology, professional assistance is being sought to assess UA goals and determining a course of action for adopting a retention analytics solution. It requires expertise in:  
  - teaching methodology to achieve the institution’s pedagogical goals,  
  - retention to uncover causes and formulate solutions, and  
  - knowledge of the technology that can be transferred to support staff for continued refinement.  
With the proposed solution, UA intends to further examine retention and graduation rates, develop a plan for improvement and execute that plan through strong collaboration and teamwork among all University units. |
<p>| - Quality Matters | Quality Matters (QM) is a program that provides on-site, online and web-based professional development opportunities for instructional designers and faculty. It helps to ensure that the University’s online courses are of the highest standards. To date, 14 UA courses have been recognized for their quality by Quality Matters. Sixteen instructors completed the Quality Matters in Online Course Design in June. There are 18 instructors enrolled in the September cohort. To date, this program has been completed by 121 faculty members and staff. Information Technology Services is well positioned to deliver the courses and programs selected by the Colleges and the Offices of Academic Affairs and Student Success. |</p>
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<th><strong>COMMUNITY</strong></th>
<th>Promote Vibrant and Engaging Environments and Facilities</th>
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<td>• Police Dispatch – 911 Merger</td>
<td>The University of Akron Police Department and the City of Akron Police Department partnered to share the City's Computer-Aided Dispatch and Records Management System to track and document public safety incidents. This new joint system should provide better response to calls from students, faculty and staff of the University. Final testing and training was completed and the project went live on August 5th. The new system has been operating successfully since then.</td>
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<th><strong>INTEGRATED PLANNING</strong></th>
<th>Achieve Measurable Success</th>
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<td>• Governance &amp; Project Management</td>
<td>The Project Management Office (PMO) is redesigning the Project, Portfolio and Governance processes for IT projects. As part of the redesign, final arrangements for implementation of Project and Portfolio Management (PPM) Tools &amp; Services are being planned. Planning for the deployment of IT project governance processes is being completed in conjunction with the deployment of the PPM services</td>
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<td>Time &amp; Labor Absence Management</td>
<td>The University is automating the process of time collection for hours by both non-exempt and exempt employees as well as managing the requests for planned absences. The project is in the midpoint stage for User Acceptance Testing based on the requirements that were defined and configured for the implementation. Testing will continue into mid-October. Open forums are scheduled in September and October. The forums will present the new application to the campus. They will focus on an overall discussion about Time &amp; Attendance, provide a short demo and provide a Question &amp; Answer session. Campus-wide go-live events will begin in late October and continue into late November. Training dates will be communicated to employees and scheduled in conjunction with the go-live dates in October through November.</td>
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