Information Technology Services

Report to the Board of Trustees
February 5, 2014
<table>
<thead>
<tr>
<th>STUDENT SUCCESS</th>
<th>Commitment to Excellence</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Royall</td>
<td>Royall &amp; Company is working with The University of Akron to leverage their marketing and recruitment expertise in order to increase the number of undergraduate applications to the University. Royall targets qualified students and optimizes the application fee and credential chase processes. The Royall program is in full production and yielding significantly more applicants for both domestic and international undergraduate students.</td>
</tr>
<tr>
<td>• PeopleSoft Recruiting and Retention Support</td>
<td>Auto-admit is a PeopleSoft application process created by IT at UA to automatically admit students that have met requirements for admission. It eliminates the manual and time-consuming PeopleSoft delivered technology. The auto-admit process was rewritten to support the business process redesign focused around recruitment and retention, the Pathways student achievement and success model and to determine students’ eligibility for the honors program. The auto-admit process is in full production supporting the Pathways model and determining students’ eligibility for the honors program.</td>
</tr>
</tbody>
</table>
- **Curriculum Guides**

  Phase one of modifications of the curriculum guides was completed in 2013. The guide provides information for all standard programs and approximately 10% of programs that are mapped for three-year completion.

  Phase II work includes:
  - Map up to 80% of programs with three-year completion tracks
  - Adjust all programs to reflect changes in graduation criteria
  - Change requirement from 128 credit hours for graduation to 120 hours.
  - Make approved changes in GenEd requirements as approved by OAA
  - Make updated guides available for incoming students in 2014

- **PeopleSoft Split and Upgrade Project**

  Work began at the end of 2013 on the preliminary steps in conducting the campus solutions and human resources database split required by Oracle. This first step will be completed by early February. Along with conducting the product split, work will begin on upgrading the human resources software to version 9.2. This upgrade will provide many enhancements that will extend business value to UA. The newest release will streamline the maintenance process, simplify the navigation to execute activities faster and more easily, and enable electronic personnel action forms. In addition, the modifications that are currently adding to the total cost of ownership will be carefully examined to be replaced by built-in functionality in the delivered software wherever practicable.
• e2Campus

Implementation of our new emergency notification system, e2campus, continues to provide faster, better emergency notifications to students, faculty and staff.

Due to our weather-related closures at the end of January, we were able to provide a complete test of the new system. The response rate of messages sent was increased dramatically. The old system took as long as 20 minutes to send our notifications. The new system completed a send to 12,170 unique telephone numbers in less than five minutes.

Next is the integration of e2campus messaging with electronic message boards, social networks Facebook and Twitter, the University home page and electronic message boards across campus. Following the first round will be integration with other emergency systems such as fire alarm systems, campus loud speaker systems and telephone bridges.

New users continue to subscribe as we approach the new semester. We have recorded an additional 300 sign-ups since the end of Fall semester.

• Akron Experience

Adjustments to the MyAkron interface continues with feedback from the Office of Student Success as follows:

- Text messaging sign up and maintenance was added in October as a single sign-on feature.
- 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.
- New roles are being added for adult students and military veterans to enhance the ability of all offices to target messaging to these groups.
- Reminders have been enhanced with a dedicated person focused on providing important, timely information to assist students in their studies and college life.
• Creating a Mobile Friendly Web

The University WebTeam, in cooperation with the University Communication and Marketing department, is converting the existing University webpages to be compliant with and display in various mobile devices. This conversion will allow the use of content already prepared by various departments, schools and colleges to be friendly with the myriad of mobile devices that our constituents now use to browse the web.

• New "responsive design" templates have been created.
• New templates are being applied to the pages on the web beginning with our recruiting and outreach pages. This process is currently 80% complete and is expected to be in-place by February 2014.
• Templates will next be applied to school, college and department pages.
• Anticipate a completely mobile friendly experience at 222.uakron.edu by June 2014.

GLOBAL RELEVANCE

• System Center Configuration Manager (SCCM) 2012 Upgrade

SCCM is used to manage over 6,000 PC-based clients on campus, which now includes our Macintosh and Linux clients. The added benefit with the 2012 upgrade is that we are also able to manage university clients when they are away from campus.

The upgrade implementation has started, the core environment is up and running and ITS is currently testing different upgrade scenarios to ensure a smooth transition for our users. ITS is also working on documentation and training materials that will be available to our users to ensure they understand how to get software deployments and software updates with the new system. ITS expects the migration to be complete prior to the end of the Spring 2014 semester.

Develop Dynamic and Globally Relevant Programs

• System Center Configuration Manager (SCCM) 2012 Upgrade

SCCM is used to manage over 6,000 PC-based clients on campus, which now includes our Macintosh and Linux clients. The added benefit with the 2012 upgrade is that we are also able to manage university clients when they are away from campus.

The upgrade implementation has started, the core environment is up and running and ITS is currently testing different upgrade scenarios to ensure a smooth transition for our users. ITS is also working on documentation and training materials that will be available to our users to ensure they understand how to get software deployments and software updates with the new system. ITS expects the migration to be complete prior to the end of the Spring 2014 semester.
<table>
<thead>
<tr>
<th>• Online Learning (eLearning)</th>
<th>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. Support is given to the curriculum development and approval efforts for the courses in these programs. As of December, there were 116 curriculum proposals in the system for mode of delivery change to online. In the last nine months, Design and Development staff has assisted faculty with the development of 55 new online courses (13 complete and 42 in progress). There are 133 sections offered for Spring of 2014. A 40-hour workshop has been developed to assist faculty members in the creation of an online course. To date, 17 instructors have completed this workshop. There are currently 20 instructors enrolled in the spring session. This session will be taught in a Distance Learning Classroom between the main campus and the Wayne campus.</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Content Management Systems</td>
<td>SharePoint and dotCMS are the collaborative and web content management systems, respectively. Both are undergoing major upgrades that will provide better tools for management of university information, both internal and external. Those upgrades include: Install new SharePoint version in preparation to migrate SharePoint sites from the old system:  - Installation is complete  - Migration is ongoing and about 70% complete at this time dotCMS will be upgraded, tested and launched, behind the scenes:  - upgrade instances of the software created  - upgrade of database scheduled for last week of January  - testing and fixes for new version, scheduled for February, lasting approximately three weeks  - two weeks of end user testing  - launch new version targeted for March 15</td>
</tr>
</tbody>
</table>
• 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.

Replacing the LCCC VPN: UA met with LCCC to discuss the replacement of the existing CISCO ASA appliance used to support their remote access to PeopleSoft. A new, more secure concept was presented for LCCC to consider. In addition, a traditional device and cost was presented. The hardware upgrade is necessary because the device is well beyond its life expectancy and replacement will prevent a service interruption.

Technology Summit: Planning on a technology summit between the two schools was resumed following the holidays. The intent is to broaden the collaboration between the two schools to more than just supporting and maintaining PeopleSoft applications. There is almost no difference in the services each school is required to provide. Sessions are planned around application initiatives and priorities and technical support.

Oracle Collaboration: LCCC and UA continue to work with Oracle and other PeopleSoft schools across the State of Ohio to see if the vendor can provide assistance in meeting the schools’ technical priorities. The emphasis is on providing collaborative solutions that multiple schools can participate in.

Application Support: UA continues to provide support to LCCC for production migrations, upgrades and troubleshooting technical issues.

• NEOshare -- The Northeast Ohio Independent Shared Service Center

The University of Akron continues its work with NEOnet, a northeast Ohio shared service center for computer services supporting regional K-12 school districts. It is also developing similar services for higher education, K-12, government and other public sector organizations.

IT Service Desk: Two schools have been chosen to initiate a pilot project using the IT Service Desk at UA. Meetings are being held with NEOnet to develop a business process that will support the existing service for K-12 using existing staffing and equipment already in place at UA. A meeting with the first school systems is scheduled for January 17. The pilot is scheduled to take place over four months and data collected will determine whether the concept is cost effective for UA, NEOnet and the schools systems involved.
### Distinction

**Seeking a Retention Analytics Solution**

The Education Advisory Board’s predictive modeling and data analysis tool for measuring student and program performance was selected to improve the University’s student retention. This tool focuses on student success from matriculation through graduation and is capable of examining program and student’s performance to enable senior leadership to make informed strategic decisions. The analytics provide an understanding of students at-risk and reasons for it. With this information, the solution can be used to form an ongoing relationship between the student and advisors, faculty, tutors and other support services to aid students in completing the goals.

The project to implement the retention analytics tool is scheduled to begin in early January. Project team members including faculty representatives are being selected. A kickoff meeting with EAB is planned. The go live is scheduled to take place in time for the fall 2014 semester.

**Collaborative Advising and Tutoring Solution**

GradesFirst provides early alert, advising management, integrated communications and tutoring management services for the purpose of improving the quality and effectiveness of academic advising.

The project to implement GradesFirst is in full swing. GradesFirst was on campus in December to meet with the business units involved in the advising process to gather requirements. The information was taken back to GradesFirst and the application build process started. The technical support team met with GradesFirst to determine how the interface to the University’s PeopleSoft application will be developed. That work is underway. Further work sessions with GradesFirst and the project team are continuing to answer questions and test the application.

A Steering Committee meeting is planned for Thursday, January 16, to escalate issues for decision and update the committee on project status. The first milestone is still set for March 2014 when Phase I is projected to be complete.
Clicker technology, also known as an audience response system, is a system for capturing and sharing audience responses in real time. Clickers can be used in the classroom to gauge student perceptions or comprehension of learning. Clickers can also be used for special events such as conferences, meetings or training to capture and summarize audience feedback in real time.

Two vendors were chosen by the Faculty Senate Ad hoc Clicker Technology Review Committee to proceed with on-campus pilots during the first few weeks of the spring semester. Top Hat and Turning Technologies will be the two vendors evaluated during this pilot.

The pilots will run from January 13 – February 15th. There are 13 instructors and approximately 750 students participating in the pilot.

Quality Matters (QM) is a national 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, 17 UA courses have been recognized for their quality by Quality Matters. To date, the Quality Matters in Online Course Design program has been completed by 142 faculty members and staff.

ITS and AirWatch Technical services launched AirWatch MDM on December 2, 2013. Mobile Device Management (MDM) is the management system and software that secures, monitors, manages and supports mobile devices deployed to University personnel or labs.

ITS has implemented the default configuration profiles necessary for basic management of our iOS and Android devices and is currently testing this with various University owned mobile devices. ITS is currently working on a couple of outstanding issues, MDM enrollment procedures, and developing technician and user training documentation. The next step is for ITS to meet with the BYOD (Bring Your Own Device) committee to discuss enrollment policies, additional necessary configurations, application deployment procedures and Apple Volume Purchase Program.
<table>
<thead>
<tr>
<th>Wireless Network Difficulties</th>
<th>During the Fall 2013 semester, we experienced problems with the University network. Our networking staff, along with Cisco support engineers, have found and resolved issues which caused connectivity and performance problems. We will continue to work with them to ensure that the network is performing correctly and to identify any potential problems before they occur. As reported before, over the next three years, we plan to upgrade our wired and wireless networks to accommodate the additional data traffic demands created by the multiple wireless devices (i.e., cell phones, iPads, tablets/laptops, TVs, gaming machines, etc.) students are bringing on campus.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radio System</td>
<td>The maintenance and support of the University owned radio system will be migrated to Information Technology Services during the second quarter of 2014. This radio system is primarily used by The University of Akron police department as well as Athletics, Physical Facilities, Student Services and others.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INTEGRATED PLANNING</th>
<th>Achieve Measurable Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>Springboard Course Cleanup</td>
<td>ITS is working with Desire2Learn to delete 2008, 2009 and 2010 courses in Springboard in a three-step process. The project will be completed in March. This will help to keep the system running smoothly and efficiently and to reduce the amount of clutter in Springboard. More information available here: <a href="http://www.uakron.edu/it/instructional_services/dds/dds2/springboard/spr-course-cleanup.dot">http://www.uakron.edu/it/instructional_services/dds/dds2/springboard/spr-course-cleanup.dot</a></td>
</tr>
<tr>
<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 a Project and Portfolio Management (PPM) Tool called Instantis has been completed and deployment activities have begun in late December with the expectation that the implementation of the Instantis product along with the redesigned processes would be completed in the second quarter of 2014.</td>
</tr>
<tr>
<td>ZIPLEAN</td>
<td>The University has established a continuous improvement effort utilizing Lean and Six Sigma methodologies. Certification training for several university employees has been completed and several projects have been initiated. Communication efforts about the projects have begun with the creation of a newsletter and a website. University collaboration with other local government entities is being developed to help with grant funding for Lean training. Preliminary projects have yielded measurable savings and increased revenues as well as knowledge transfer for retiring employees. University-wide training will be rolled out over the next several months to ensure Lean principles will be utilized across all campus departments.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<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. Most non-exempt employees, including student employees, went live on the EmpCenter system on November 18. The remaining non-exempt employees not on EmpCenter yet will be going live on the system in the early part of 2014. Communications will be made to these remaining non-exempt employees for their go live events beginning in the February timeframe.</td>
</tr>
</tbody>
</table>