

Catawba College

Information Technology (IT) Update

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✓ *COMPLETED PROJECTS*

- ✓ **Banner Phase 1:** Implementation of a new enterprise-wide system, also known as phase 1 of the Banner project, was completed in August 2011.
 1. Project timeline: June 2009 – August 2011; 27 months;
 2. Spent \$2.9 million of \$3.8 million project budget; \$900K budget remaining for Banner Phase 2 and 3;
 3. Phase 1 encompassed data conversion, system configuration, end-user and IT training, and critical reports for the following business areas: Admissions, Financial Aid, Registrar, Student Development, Business & Finance, Human Resources/Payroll, Alumni/Development
 4. Phase 1 encompassed adding some new functionality that did not exist in the legacy system, including:
 - Online registration
 - Online time entry, leave reports, and approvals for employees and supervisors
 - Online financial aid award information for students
 - Online work study balance for students
 - Online recording of student-advisor degree plan
 - Added “what if” capability to degree audit to show impact of changing major, adding minor, etc.
 - More informative and robust CatLink portal for students and employees
 5. Phase 1 encompassed developing interfaces between Banner and other critical systems, including
 - Blackboard Learn LMS (powers online classes and supplements traditional classes with online materials)
 - Blackboard Transact (powers Catawba ONE card)
 - R25 event scheduling and central campus calendar
 - Follett bookstore system that records the books needed for a course
 - Library system

- ✓ **New Campus Email System:** In July, we implemented a new email system campus-wide. The new system, called Outlook Live@edu, is based on Microsoft

Exchange hosted in the “cloud” on servers throughout the United States. All students and employees have a 10GB email quota, are able to access their email/calendar/contacts/notes/tasks through full-featured Outlook, an easy-to-use web-based interface called Outlook Web Access, or a smartphone. Chat, web-based file storage, and web-based access to light versions of Microsoft Office are also features of the Live@edu offering. There is no cost for this Live@edu service.

- In spring 2012, we will begin working with the next iteration of this product, Office365 for Higher Ed, which adds web and videoconferencing (through Lync) and collaborative websites (through SharePoint) hosted in the cloud at no cost to students and at low-cost for employees.
- ✓ **Network-based Panic Buttons in select areas:** Way to unobtrusively alert Public Safety in the event of an emergency or incident where reinforcement is needed; initiative of the Emergency Response Group chaired by Tonia Black-Gold of which IT is a member;
- ✓ **Windows Smartphones:** Through partnership with Microsoft facilitated by trustee Dan Bross, now offering Windows smartphones to employees at no cost for the phone itself; this is a \$200 per phone cost savings over an Apple iPhone;
- ✓ **Campus network/phone/cable infrastructure to near-campus houses:** Theatre Arts House and Lilly Center Coffee House on Summit Ave; completed in September;
- ✓ **Department Reorg:** Computer Services department is now Information Technology; Admin Computing team is now Enterprise Systems and some staff have new job assignments to increase technical and management depth of team;
- ✓ **Job Search System:** IT facilitated getting the College Central Network hosted system up and running for Career Services this fall. This system allows Catawba students and alums to build and post a resume and/or portfolio and to search for and apply for available positions. Local employers and alums can post available internships and jobs in this system.

➤ *IN-PROGRESS PROJECTS*

- **Banner Phase 2:** September 2011 – May 2012; budget = \$675K
 1. Support business areas as they complete a full year of processing n Banner

2. Reports development (to reproduce the reports used in the legacy system in Banner) remains a high-priority activity; IT personnel and IT-trained interns continue to develop most of these reports using Cognos Report Studio despite a second round of training aimed at getting business power-users creating their own reports; Advancement reporting is very complex and a consultant has been brought in to create custom data mart packages to deal with the data complexities; the Cognos reports for Alumni/Development will be written against these custom packages; finalizing budget reports and making them available online to budget managers is also a high priority, as are admissions reports;
3. CatLink Targeted Announcements with email option to populations identified by Banner data (e.g. day vs. eve students, resident students, etc)
4. December - first final grading, probation/honors/graduation/end of term processing in Banner; will have consultant onsite;
5. December - Printed official transcripts
6. December - Online Course Evaluations
7. Financial Aid – new award packaging matrix
8. Moving Day program Admissions from Recruitment Plus (R+) to Banner with help of consultant
 - Conversion of R+ data to Banner underway
 - R+ and TargetX will continue to handle communications until Admissions is live with Banner Relationship Management; building interface from Banner to R+ to support R+ comm flow;
 - Training for Admissions on loading data from files (search, test scores, CFNC apps, etc) into Banner
 - Deploy Banner online app and online inquiry which feed the data right into Banner, eliminating data entry
9. Implementation of Banner Relationship Management (BRM)
 - Live in Spring 2012 - Day and Evening Admissions and Student Retention including new Early Alerts functionality; Advancement timeline TBD
 - Includes development of Prospective Student Portal in CatLink for Admissions
 - Includes development of dashboards, scorecards, and time-trend reports for Admissions;
10. Notifications to advisors and instructors about students' online schedule changes (enhancement requested by faculty Academic Policies committee)
11. Workflow
 - Automate "Change of major" notifications and approvals

12. There are many other things IT is being asked (and would like) to facilitate that are Banner-related, but given our staffing and the work we are already committed to, it is unclear how much attention these projects will get in 2011-2012

- Online student statement
- Volunteer Catawba – track volunteer interests and time; communicate with volunteers about volunteer opportunities that match their interests;
- Interface between Banner and NCAA system
- Using workflow to automate additional business processes

13. We need to upgrade from Oracle 10g to Oracle 11g before April 2012. We also need to upgrade to some newer Banner software revisions for the BRM project. We are working with SunGard to get a test instance installed soon with the hopes of making this new software revision available in the production environment over the holiday break.

- **Network infrastructure upgrades:** Focus is on wireless improvements, better/easier network access control for student computers, replacing near-obsolete network switches, creating on-campus secondary data center for disaster recovery, relief of strains on primary data center, and increased ability to keep network operational during maintenance periods. This is a capital project being financed by 500K of gift money. Total cost of needed upgrades is closer to 1 million, so will need to phase project over several years.
 1. We have added to our server capacity.
 2. We are currently working on fiber upgrades. This part of the project has gotten higher priority due to a break in fiber to the Student Center that is over 15 years old and can not be repaired. New fiber needs to be run. The big cost is labor so we are going to invest in running some additional multi-mode fiber as well as some single-mode (i.e. extra fast but more expensive) fiber to support 10GB.
 3. We are still researching wireless, wired, network access control, and secondary data center options, so the bulk of the deployment work is probably going to occur during summer 2012.

- **Classroom Technology Improvements:** Playing supporting role in helping faculty decide how to spend 40K raised for classroom technology improvements; the announcement about this funding generated almost 200K worth of requests that had to be quoted through the IT department; the Instructional Support Committee was charged with prioritizing the requests and put adding audio/visual/computer presentation technology to additional classrooms at the top of their list; IT awaiting final direction from the Provost and Deans on this project.

- **Employee Computer Upgrades:** With the help of Institutional Research, we surveyed all faculty and staff about their personal computing needs and preferences in preparation for upgrading all faculty/staff computers later this calendar year via an operational lease; this is a much-needed upgrade as the equipment in the field is now 5-6 years old; while Catawba's official policy calls for a 4-year refresh cycle, we've had to delay per the CFO to mitigate the operational budget impact. We are now awaiting feedback from the faculty Instructional Support Committee on the survey results.

- **Evaluate options to jumpstart online course development at Catawba:** IT is playing a supporting role in this project led by the Provost's Office and the Instructional Support Committee; this project may lead to also evaluating alternatives to the Blackboard LMS, such as Moodle and Sakai;

- **Evaluate bookstore and textbook options:** IT is playing a supporting role in this project led by the Provost's Office and a bookstore evaluation group

- **Catawba ONE card system upgrade:** Research and planning for summer 2012 major upgrade (2.9 to 3.7 or higher) of Blackboard Transact system that powers the Catawba ONE card