

Catawba College

Information Technology (IT) Progress Report

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Systems/Networking

- 1) Network infrastructure:
 - a. New wireless: Completed majority of installation of mounting hardware for new wireless access points. Tested new wireless system in Hoke. Rolling out to rest of campus in late May – July. Decided to wait until summer to minimize disruption to faculty and students.
 - b. Created mini data centers in Hedrick and Student Center to maximize system uptime and minimize disaster recovery time. Over summer, complete work to create redundant server infrastructure and complete data replication in both mini data centers.
 - c. Over the summer, will experiment with new network access control solution to more securely and easily connect student devices to the network.
- 2) Upgrade to Microsoft Office 365 expected to be completed over summer 2013 (although exact timing dependent on Microsoft). Provides all faculty, staff, and students with important new communication and collaboration capabilities with no additional licensing costs. See Learning Technology Task Force report for more details.
- 3) Participating on campus master planning committee and emergency response group
- 4) Reviewed recommendations from the Learning Technology Task Force and defined infrastructure needed to support the plan
- 5) Reviewing and mitigating auditor concerns re IT Controls (Information Security Policy, monitor shared accounts, proactive review of firewall logs); doing an internal IT Risk Assessment this summer
- 6) Assisted Public Relations in evaluating proposals to outsource website redesign; selected firm will use responsive design technology and a new content management system; the public website servers, currently in-house and maintained by IT, will move to the cloud;

Technical and Instructional Support

- 1) Desktop upgrade (Windows 7, solid state drives, more RAM)
 - a. Non-lab computers: 82% complete (53/65); incomplete computers waiting on specialty items from department or vendor;
 - b. Lab computers: 81% complete (169/208); of the 39 remaining, 27 are currently in process, waiting for faculty approval of discipline-specific software-build for specialized labs;
- 2) For the 2013 Technology and Teaching Matters effort, employees have been given access to Magna Commons, an on-demand video library of over 100 recorded webinars on various academic topics, with new webinars added monthly. This is a subscription service from Magna, a leading provider of higher education professional development resources.
- 3) The Blackboard Learn software will undergo its annual upgrade in May (to version 9.1 service pack 10). IT made this new software available to faculty in a test environment this spring and did an overview training session for the Instructional Support Committee who were unanimously enthused about many of the new features. IT Instructional Support will be offering four faculty training sessions on this new software version the week of May 13th.
- 4) Participated on the Learning Technology and SEGS/BlendEd Task Forces
- 5) Provided hardware/software research to campus group evaluating digital signage options
- 6) Since 6/1/2012, IT has received 3273 requests for service through the Footprints tracking system. 3123 of those issues are closed, 150 (5%) are still outstanding. Of the closed issues, 53% were closed in less than a day, 21% in a week or less, 14% in 30 days or less, 7% in more than 30 days.
- 7) Anticipate upgrading the Footprints service request tracking system software over the summer, with intention to further simplify the process of making a service request
- 8) SAS has donated their data mining and statistical analysis software tools to colleges and universities in North Carolina. SAS is the software company working with NCICU to develop a system to collect the IPEDS-like data from the NC private colleges and universities for the state longitudinal data system that intends to track NC students from K-20 and beyond (work, lifelong learning, etc.). This software could potentially replace SPSS at Catawba. We are in the

early stages of learning about the grant and beginning the process of getting access to the software and training (which is also part of the grant).

- 9) Over the summer, upgrade the campus from Office 2010 to Office 2013.

Enterprise Systems and Process Improvement (aka “Banner”)

- 1) Banner XE (the new release of Banner):
 - a. Ellucian announced its first product roadmap post SunGard Higher Ed – Datatel merger, significantly increasing the resources it devotes to Banner and related products with the goal of making them easier to use and more functional. They are going to a modular software update process so that the software can adapt to changing requirements without requiring that you update all your products to a whole new version of Banner. Ellucian is embracing open standards that will allow the products to work across platforms and highly mobile devices and make it easier to interface Banner with other systems. All of this is good news for the College’s investment in Banner.
 - b. Investigating the Banner XE components that are currently available:
 - Events Management
 - Faculty Grade Entry
 - Course Catalog
 - Class Schedule

- 2) Admissions
 - a. Ellucian announced a change of direction on Banner Relationship Management (BRM). They plan to move the BRM functionality into standard Banner as Banner Communications Management (BCM). They plan no further enhancements to BRM/BCM as a Recruiting/Admissions tool, offering current BRM clients free licensing and annual maintenance on their high-end Datatel Recruiting/Admissions tool, Recruiter, which they will tightly integrate with Banner. However, Recruiter is a 6-month implementation project and the College would incur the one-time services costs to put it in. IT and Admissions evaluated this option, as well as investigating many other Admissions CRM software options, ultimately recommending Recruiter in early May. June – November project.
 - b. IT provided extensive support for Preview Day

- 3) Financial Aid:
 - a. The Financial Aid software has been upgraded to handle the 2013-2014 rules and requirements.
 - b. IT worked with Financial Aid to move from manual to automated award packaging for most financial aid awards.
 - c. IT currently working with Financial Aid on:
 - automating the Merit Award that is awarded when a student is first accepted

- providing more self-serve functionality for students through CatLink to increase customer service, improve efficiency, and reduce paper and cost.
- 4) Registrar's Office
 - a. Worked with the Registrar's Office to test a new version of the DegreeWorks degree audit software with the new degree requirement blocks that are being scripted to handle the requirements of the new curriculum. This new version of DegreeWorks is now in production.
 - b. Researching a system to track the Experiences component of the new curriculum which is being piloted Fall 2013.
 - 5) Student Affairs/Retention
 - a. Created an online student check-in system to assist in tracking the arrival of new students (implemented August 2012); plan to expand this system to include continuing students for August 2013
 - b. Piloted BRM Early Alerts and a Self-Service Banner faculty feedback survey in March to a small group of faculty. Planning to make this functionality available to all faculty in the fall.
 - c. Trained Athletics employees to use Banner Athletic Compliance forms to store student athletic information. This area struggling to get their data entered into Banner in a timely manner.
 - d. Worked with Career Services to implement a new survey of graduating seniors to capture their post-graduation plans and store this data in Banner
 - 6) Human Resources/Payroll
 - a. Implemented process to complete state unemployment tax filings electronically
 - b. Moved payroll processes to new bank effective May 1
 - 7) Development Office
 - a. Corrected name formatting issue for non-standard couples (i.e. different last name and/or spouse salutation not equal to "Mrs./Ms.")
 - 8) Business-Finance
 - a. Finished moving all job-scheduling processes off legacy system
 - b. Moved processes to new bank effective May 1
 - c. Working on:
 - Support for commuter meal plan
 - Aging report
 - Population selection to identify former students with balance due not yet sent to collections
 - Gift-Pledges/General Ledger Reconciliation

- Automate tracking and reporting of pledge data for FASB requirements
- 9) IT completed numerous reports and processes for all business areas, including Institutional Research.
 - 10) The Blackboard Transaction software that powers the Catawba ONE card for door access, dining, bookstore, and purchases both on and off-campus **must** be upgraded. We are looking into the possibility of adding prepaid debit card functionality to the ONE card as part of this project, making the card usable wherever Discover is accepted and opening this up as an option for student refunds/payments (as opposed to cutting a check); Timeline: September – December 2013.
 - 11) Planning on upgrading reporting infrastructure over the summer to latest versions of Cognos (from 8 to 10) and the Banner Operational Data Store (ODS)