

# Catawba College

## Information Technology (IT) Progress Report

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### **Systems/Networking**

- 1) Network infrastructure:
  - a. Commodity internet bandwidth has been increased twelve-fold (from 50Mbps to 600Mbps). Another 250Mbps link to Raleigh is used primarily for offsite data duplication for disaster recovery purposes. NCREN is the internet service provider for this link, providing access to Internet2 (high-speed research network) in addition to commodity internet. These improvements were accomplished without increasing the College's annual spend on internet service.
  - b. Wired network structure has been upgraded.
  - c. New wireless: 80% of the mounting hardware for the new wireless access points is installed. IT is testing the system in Hoke Hall. Student Center, Ketner, and Woodson will roll out in April-May, with the rest of campus phased in building by building over the summer.
  - d. Created mini data centers in Hedrick and Student Center to maximize system uptime and minimize disaster recovery time. Hoke data is duplicated to both centers. Most campus buildings now have redundant network connectivity. Work just getting underway on creating redundant server infrastructure in mini data centers for software application redundancy.
  - e. Over the summer, will experiment with new network access control solution to securely and easily connect student devices to the network.
- 2) Upgrade to Microsoft Office 365 to be completed over summer 2013. Provides all faculty, staff, and students with important new communication and collaboration capabilities with no additional licensing costs. See VGOP 4.6.3 report for more details.
- 3) Participating on campus master planning committee
- 4) Will review recommendations from the Learning Technology Task Force and define 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)

- 6) Assisting Public Relations in evaluating proposals to outsource website redesign, using responsive design technology and introducing a new content management system; the public website servers are currently in-house and maintained by IT

## **Technical and Instructional Support**

- 1) Desktop upgrade (Windows 7, solid state drives, more RAM)
  - a. Non-lab computers: 57% complete (36/63)
  - b. Lab computers: 44% complete (91/207)
- 2) Completed the Fall 2012 Technology and Teaching Matters faculty development series. On average, there were 13 attendees. Sessions were recorded and posted in the CatLink web portal for later viewing by faculty unable to attend. In a post-series survey, 82% indicated they were not using the online resources. The 18% that were using them indicated they were a valuable resource. Series attendance and the post-series survey both suggest that the majority of faculty are not going to participate in technology-related faculty development unless there are requirements and/or incentives in place. This is a matter being given very careful consideration by the Pedagogy and Development subgroup of the Learning Technology Task Force.
- 3) For the Spring 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.
- 4) The Blackboard Learn software will undergo its annual upgrade in May. This upgrade to version 9.1 service pack 9 is more complex than usual, requiring upgrades to both Red Hat Linux and the Oracle database.
- 5) Participating on the Learning Technology and SEGS/BlendEd Task Forces
- 6) Providing hardware/software research to campus group evaluating digital signage options
- 7) Since 6/1/2012, IT has received 2514 requests for service through the Footprints tracking system. 2350 of those issues are closed, 164 (7%) are still outstanding. Of the closed issues, 52% were closed in less than a day, 20% in a week or less, 21% in 30 days or less, 7% in more than 30 days.

- 8) Anticipate upgrading the Footprints service request tracking system software over the summer, with intention to further simplify the process of making a service request
- 9) 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).
- 10) The projectors in the classrooms are now 7 years old and beginning to fail. One failed at the end of fall semester and another failed early in the spring semester. These older projectors do not support projection of wide-screen high-resolution displays, so when you connect a new wide-screen high-resolution laptop, you get a squished display. For \$2000, we've been able to get a new projector and screen completely installed. We've had good feedback from students on the two new replacement projectors we put in the field. We've got about 40 projectors that should be upgraded.

## Enterprise Systems and Process Improvement (aka “Banner”)

- 1) A long list of very important work is underway in Day Admissions to support better and faster communication with prospective students and faster input of application-related data. This includes a prospective student portal (going live in March), an online inquiry form (complete) and online application that feed directly into Banner, more automated ways to get information into Banner from student search and test score data files. Spring 2013 is the go-live target.
- 2) Ellucian announced its first product roadmap post SunGard Higher Ed – Datatel merger.
  - a. Ellucian is 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. Ellucian has 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 are evaluating this option, as well as investigating other Admissions CRM software options. It seems unlikely that further work will be invested in getting Day Program communication plans up and running in BRM given this development.
- 3) The Financial Aid software has been upgraded to handle the 2013-2014 rules and requirements. IT is working with Financial Aid on a long list of improvements, including automating award packaging and more self-serve functionality for students through CatLink.
- 4) Working 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. 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. Implementing BRM Early Alerts and a faculty feedback survey (March go-live) that feeds right into that alerts system in order to automate the identification and tracking of at-risk students
- c. Provided data on withdrawn students to the Retention team for further analysis
- d. Trained Athletics employees to use Banner Athletic Compliance forms to store student athletic information

6) Human Resources/Payroll

- a. Created payroll check reconciliation process that loads the bank files into Banner and then uses Banner's standard check reconciliation process
- b. Created system that notifies employees and supervisors via email when online timesheets/leave reports are submitted/returned/approved
- c. Put pay stubs online in CatLink for employee review/printing; payroll staff no longer have to print pay stubs for direct deposit employees

7) Development Office

- a. IT-Developed Reports: prospects, honor roll, parents of students, major gifts, new donors, Center for the Environment giving, reports needed in support of various mailings
- b. End-user Reports Development: enhancements to end-user reporting package, training and support of Development Office personnel
- c. Data Processes: roll graduates to alumni, automate daily feed to Finance
- d. "What's Next" Commitments: correct name formatting for non-standard couples (different last name, spouse salutation not equal to "Mrs./Ms.")

8) Business-Finance

- a. IT-Developed Reports:
  - Online budget reports
  - New and much improved Student Statement
  - AR/GL Reconciliation (AR = Accounts Receivable; GL = General Ledger)
- b. End-user Reports Development: enhancements to end-user reporting package, training and support of Business-Finance personnel
- c. Data Processes:
  - import budget and other financial data from Excel

- automated 30 daily processes to run overnight, saving 2 person hours per day
  - “What’s Next” Commitments: 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) Evaluate Ellucian Mobile, a turn-key solution to provide students with smartphone/tablet access to Banner functionality such as class schedules, grades, and registration. Ellucian is offering free licensing through June 2013. Timeline: May – August 2013
- 12) Projects that are at-risk without more dedicated, focused IT attention
- a. Admissions technology projects
  - b. Capital Campaign
- 13) Banner software that the College owns but has yet to implement
- a. Workflow
  - b. Document Management/Imaging System
  - c. Banner Recruiting & Admissions Performance