

Catawba College

Information Technology (IT) Update

*Prepared by Joanna Jasper, Chief Information Officer
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- 1) All employees now have access to a fast, powerful laptop with solid-state drive technology and a modern operating system.
- 2) Added automated handicap access and ONE card door access to the handicap-accessible doors of 5 campus buildings – Ketner, Student Center, Center for the Environment, Shuford Science, and the Library.
- 3) Network infrastructure:
 - a. Internet bandwidth has been increased five-fold with further increases coming by Spring 2013.
 - b. Wired network structure has been upgraded.
 - c. Wireless upgrades are underway.
 - d. Work to create redundant data centers on campus to maximize system uptime and minimize disaster recovery time is underway.
 - e. Work to boost data center performance (servers, storage) underway.
 - f. New network access control solution to securely and easily connect student devices to the network should be fully operational by fall 2013.
- 4) Upgrade of desktops in classrooms and computing labs just getting underway. Expect general purpose labs and classrooms to be upgraded by January 2013 with progress on special purpose labs and classrooms through Spring 2013.
- 5) 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 for more details.
- 6) The Blackboard Transaction software that powers the Catawba ONE card for door access, dining, bookstore, and purchases both on and off-campus needs to be upgraded. Timeline: January - May 2013.
- 7) 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 Banner Relationship Management (BRM),

a prospective student portal, an online inquiry form 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.

- 8) Work is also underway with the new Director of Retention and Academic Support Services to use BRM to set early alerts on students based on data in Banner as well as feedback from an instructor survey. The goal is to automate much of the time-consuming communication and tracking of these students so that staff time is conserved for working directly with students in meaningful ways. Spring 2013 is the go-live target.
- 9) Completed necessary data feeds from Banner to new Maxient Judicial Conduct software system being implemented by Student Affairs. These feeds will run daily and provide the judicial software with current student information.
- 10) Completed eight sessions of the Technology and Teaching Matters faculty development series on topics such as Blackboard, web conferencing, presentation technologies, laptop care and security, email and calendaring, and teaching online courses. Sessions are being recorded and posted in the CatLink web portal for later viewing by faculty unable to attend. Five more sessions scheduled for the fall semester. This is a joint effort of IT, faculty Instructional Support Committee, and Ketner School of Business.
- 11) IT completed numerous reports and processes for all business areas with more underway.
- 12) Since 6/1/2012, IT has received 1482 requests for service through the Footprints tracking system. 1282 of those issues are closed, 156 (11%) are still outstanding. 52% were closed in less than a day, 20% in a week or less, 13% in 30 days or less, 4% in more than 30 days.