Catawba College
Information Technology (IT) Progress Report

Prepared by Joanna Jasper, Chief Information Officer
October 4, 2013

Recent Accomplishments

1) **Wireless**: New wireless infrastructure installed across campus in time for classes starting in August. Provides better connectivity and coverage, more reliable service with fewer outages (through fewer single points of failure), and supports faster data transmission speeds.

2) **Communication and Collaboration**: In July, upgraded Live@edu campus email system, hosted by Microsoft, to Office365 wave 14. Our account provisioning and maintenance scripts were completely rewritten to work with this new version. In September, the upgrade to wave 15 was completed. This software will provide all faculty, staff, and students with important new communication and collaboration capabilities with no additional licensing costs.

3) **Online Learning Materials, Faculty Training**: In May, we upgraded the Blackboard Learn system. Some key features of this new version: more facebook-like user experience (a hit with students), inline grading (a hit with instructors), course templates for many different pedagogical styles to make it easier for instructors that are new to Blackboard to get their course up and running. IT offered four in-person training sessions for faculty. These were well-attended and well-received.

4) **Student Retention**: The Faculty Feedback Survey and BRM-Student functionality went live in August. This functionality allows faculty instructors to go online and indicate any issues students in their classes may be having through a simple survey form. These instructor-reported issues create student alerts in BRM-Student that the Director of Student Retention monitors daily and acts upon. Student advisors and coaches are notified via a daily email of any alerts on their student advisees so they may also intervene. Through BRM-Student, all faculty and coaches have an easily-accessible 360 degree view of all student data tracked at Catawba College.

5) **Information Security**: Developed and published policies as recommended by annual IT Audit.

6) **Most Financial Aid Processes Now Online**: Most processes related to financial aid award notification and acceptance are now online in CatLink, saving printing, labor, and mailing costs, and making the process more convenient for students.

7) **Customer Service**: Since 6/1/2013, IT has received 1609 requests for service through the Footprints tracking system. 94% of those issues are closed, 6% are still outstanding. Of the closed issues, 64% were closed in less than a day, 20% in a week or less, 14% in 30 days or less, 2% in more than 30 days.

Email from faculty member dated 9/26/13:

Hi Joanna,

If I have forgotten to tell you recently, let me tell you now: your staff is great. Just this week both Su Pru and Chad went out of their way (def what I think is "beyond expectation") to help me out—with a MS issue, with coordinating schedules for the electrician in 234, with SPSS loading onto our aging work-study computers (after getting them both operational—thank you Mary Sewell). All your staff is great (not just the ones I mentioned) and I really appreciate their help!

8) **Business-Finance Enhancements**:
   - Improvements to student billing statement
   - Support for additional student attribute codes to control student billing, refunding, and reporting processes
   - Integration with student health insurance provider system for info on whether to charge or waive health insurance
   - Integrated commuter meal plan charge
   - Accounts Receivable (AR) reporting enhancements, including various aging reports, ability to select former students with balance due for collections handling, and improved AR/general ledger reconciliation
   - Created process to enable import of AR transactions into Banner from an Excel spreadsheet (used for IT/judicial/library fees, installment payments, etc.)
   - Created automated process to allow work-study student pay to be direct-deposited onto the student's account; student opts into this through online form in CatLink web portal
   - Enhancements to student holds processing
   - Enhancements to data integrity scripts

IT Plans for 2013-2014 Academic Year

1) **Classroom Technology Enhancements***
   - 12-month project
   - Equipping 12 classrooms that have no technology currently with interactive projection technology
   - Putting new interactive projection technology, and whiteboards, in 48 classrooms equipped with aging projectors and chalkboards
   - Adding dedicated wireless access points to classrooms to support denser usage (e.g. instructor and all students with mobile computing devices streaming content)

2) **New Office365 Communication and Collaboration Features***
   - 12-month project
   - Webconferencing and lecture capture with Lync
   - SkyDrive Pro file storage in the cloud, synching with the local computing device, with cloud-based light versions of Office software (Word, Excel, etc.)
   - Classes and groups collaborating and sharing documents via Sharepoint Sites
   - IT currently learning how to use all of the above in order to prepare to support and train faculty, staff, and students in the use of all of the above

3) **Implementing Recruiter CRM software in Day Admissions***
   - 9-month project; targeting February 2014 go-live with version 3.1; after go-live, likely to extend project several months to test and install version 3.5 which includes desired financial aid integration enhancements
   - Online web concierge for prospective students shows them information specific to them
   - Online application feeds directly in (eliminating data entry)
   - Import of CFNC applications (several thousand; eliminating data entry)
   - Import of all suspect and prospect feeds from various entities (eliminating data entry)
   - Allows Admissions to advertise their events and track registration and attendance (eliminates need for webmaster intervention and manual data entry)
   - Advanced travel planning and return on investment analysis
   - Advanced territory/goal assignment and tracking of counselor results and activities
   - Automated and personalized communication campaigns; utilizes ExactTarget for highly reliable bulk email delivery and reporting; support for text communications coming in late 2014
   - Utilizes StrikeIron for address cleansing
   - Sophisticated duplicate detection and management
   - Two-way vendor-provided and supported web services integration to Banner

- End-user accessible queries, views, dashboards, reporting
- Empower Admissions staff to more effectively do their jobs (one system instead of three)
- Increase completed applications (immediate response to application, student sees missing materials checklist online)
- Reduce enrollment cost per student

4) **Upgrading Blackboard Transact system that powers Catawba ONE Card (door access and purchasing - dining, bookstore, off-campus merchants, copiers)**
- Current version no longer supported as of August 2014
- 6-month project, targeting mid-May 2014 go-live

5) **Vendor software upgrades (need to do these to stay current and in most cases, supported)**
- Business Intelligence (Banner ODS and Cognos) – October 2013
- All Banner 8 Modules – March 2014
- Blackboard Learn – May 2014
- DegreeWorks, Banner XE Modules, Luminis 5 (CatLink) portal – TBD
- Footprints Service Request System (used by IT **and now PR**) – TBD

6) **Enhancements for Development Office***
- end of calendar year giving statement for tax purposes
- end of fiscal year stewardship statement on endowed giving
- support third-party improvements to our donor database (better contact info, work info, ratings, etc.)
- increase use of email (get more email address data, explore options to make it easier to do bulk email campaigns)
- reporting enhancements
  - management reports: handle cash vs. accrued income issues
  - consolidated single report with goals
- duplicate and data cleanup (identify issues and automate cleanup where possible)
- fix to pre-honor roll process
- improvements to gift/pledge adjustment processing

7) **Explore options for tracking & reporting students' experiential education***

8) **Train coaches on use of BRM-Student for access to information on athletes academic performance and other student alerts***

9) **Finish configuring redundant data centers in Hedrick and Student Center**

10) **Implement new Catawba mobile app using Ellucian Mobile**

11) **Internal IT Risk Assessment**

* = strategic plan initiative