WEBER STATE UNIVERSITY

Information Technology

Annual
Report

FY 2014

Overview

This report highlights some of the accomplishments for the Information Technology Division for the 2014 Fiscal Year.

Executive Summary

After spending all of last year bringing new collaborative and cloud based tools to campus, this year was spent retooling the Division in order to prepare for future strategic initiatives. That doesn't mean that we were idle, though. The Division was involved in many aspects of campus improvement and expansion; faculty, staff, and student enhancements and education; as well as University community outreach this year. We have chosen to highlight some of our most visible accomplishments in this report chosen from quite a long list. We believe that the accomplishments highlighted in this report reflect the hard work, dedication, and innovation that our staff brings to the table to help further the University's mission and core themes.

Although our presence was felt across all facets of the University, some areas were more noticeable than others. As you read through this report, you will see icons (noted below) that will relate the content to the area affected:

- Academic Affairs
- Administrative Affairs
- Weber State University
- University Advancement
- Student Affairs

Accomplishments

WSU TEDx Hosting
- Partnered with Teaching and Learning Forum, Continuing Education, and Provost
- Filmed event, provided live stream to overflow, and edited for submission to TED
- Presented WSU to global audience in professional and thought provoking manner
- Event attended by over 160 people and online videos viewed over 7,700 times

Science Building Video
- Produced 8-minute video detailing the deteriorating condition of bldgs. 3 & 4 as part of University's presentation to the state legislature to secure new science building funding
- Resulted in resounding support and pledges of over $74 Million for building construction

Classroom Support
- Implemented model providing classroom technical support anytime classes are in session
- Classroom equipment catalogued in database along with on-call techs allows ability to provide real-time support…well received by faculty…maximizes classroom time

Site Manager
- Upgraded to make website development much easier and more intuitive
- Added drag-and-drop, recycle bin for deleted page retrieval, Google Analytics, improved upload management tools, and ability for site owners to control permissions and access
- Provided ability to create custom templates and plugins for more professional websites
- Provided several training opportunities through Wildcat Tech Expo and video tutorials

Mobile Conference
- Hosted inaugural Utah EDU Mobile Developer Conference at WSU Downtown Campus
- Provided ability for Utah higher-ed to share mobile development successes and ideas
- Opportunity to showcase the new facility and spur interest in collaborative development
- Brings mobile advancements to campus from some of the brightest developers in the state

WSU Downtown
- Key player in the design and construction of the WSU Downtown facility
- Designed and installed high speed wireless network and campus fiber optic connection
- State-of-the-art network infrastructure will allow building occupants to more easily engage in web and mobile apps development

Campus Box Expansion
- Expanded Box cloud storage offering by converting it to an IT Service from pay-per-user
- Providing 100GB of storage space to faculty/staff and 50GB to students
- Students keep their storage space when they leave the University
- Greatly increases collaboration among campus community, possibly allow some offices to go paperless, and provides everyone ready access to their files from anywhere

Residency Application
- Created ServiceNow module to automate burdensome paper process for accepting and approving residency applications
- Prospective students now utilize electronic checklist to submit residency applications
- Significantly reduced number of applications rejected due to lack of documentation
- Over 370 applications processed since module was introduced in the Fall with most of them only requiring a few days to turn around a decision

Automated Assessment/Placement
- Student Affairs developers created application to automatically assign placement levels to all students based on text scores, high school GPA, and WSU college and transfer work
- Current Math and English placement levels passed to CatTracks daily to allow students and advisors to quickly determine Math and/or English classes to be taken next

- Facilitated the implementation of the new level-based assessment to make the process more transparent and less daunting to the student

Provisioning

- Developed web-based tool for assigning rights and access to employees depending on their assigned position
- Drastically reduced errors and the time it takes to get a new or transferred employee fully work capable

Privacy Event

- Hosted discussion panel on Data Privacy Day open to the entire campus to raise awareness of personal and business internet security
- Approximately 100 individuals representing faculty, staff, and students in attendance
- Audience driven topics covered a wide range of security concerns including cloud, social media, email, and identity protection

Wildcat Tech Expo

- Partnered with the WSU Bookstore to bring new technologies to campus and educate the campus community on how technology can aid them in their studies and work
- 31 classes attended by 800 people as opposed to 197 attendees to 47 classes the prior year

Adobe Creative Cloud

- Contracted with Adobe to bring the Creative Cloud suite to faculty/staff work computers
- WSU employees can also purchase the same software for home use through the Bookstore website for $15 per year which is a savings of over $340 annually
- As of this report, 175 employees have taken advantage of this offer

Information Technology Division Accreditation Plan 2013 – 2016

	IT Division Highest Priority Objectives What is the objective?	IT Division Strategy How will it be achieved?	Initiatives Through what activities?	Measures How is success defined?
Access	Degrees Identify and implement new technologies that provide collaborative teaching and learning in a mobile environment	Support new mobile technologies for teaching and learning	Provide equipment grants to faculty members to use mobile technology in classroom or research settings	We will fund research experiences with mobile technology 9 course experiences provided through 8 projects. Completed. **100%**
	Opportunity Build self-service solutions that allow our partners to easily understand and use our technology offerings	Support innovative learning experiences through the addition of media content capability for courses	Build classroom capture rooms and editing rooms	At least one classroom capture room or do-it-yourself editing room will be available in each college Completed. **100%**
Learning	Engagement Build a highly-available, up-to-date and planned infrastructure of cabling, wireless access points, servers and classroom technology	Support classroom technology in cooperation with departments and campus technology coordinators	Provide a process to allow faculty members to receive live support in classrooms	We will establish a process to allow faculty to receive timely response for classroom technology problems Completed. **100%**
	Engagement Provide a variety of communication technologies that allow for collaborative discussions with participants both internal and external to the University	Research and bring to campus the best in online collaboration and presentation tools	Contract through vendors such as Google and Adobe to make products available to campus users	Faculty and staff have products to choose from that can fit any of their online collaborative or presentation needs In Progress. **50%**
	Support Identify and implement new technologies that provide collaborative teaching and learning in a mobile environment	Provide mobile-compatible versions of common campus applications	Make Banner (student information system) functions available for mobile devices	Registration and tuition payment will be available to students via mobile device In Progress. **80%**

Information Technology Division Accreditation Plan 2014 – 2017

	IT Division Highest Priority Objectives What is the objective?	IT Division Strategy How will it be achieved?	Initiatives Through what activities?	Measures How is success defined?
Access	Opportunity Provide a responsive and informative integrated problem resolution system to our customers	Develop a knowledgebase system to receive customer issues and provide our technicians with necessary information for the problem resolution.	- Setup ServiceNow as the tool create the knowledgebase - Train the user in inputting problems and viewing the status of the problem - Search the knowledge to solve their own problems	- 25% percent of users will use the self-service function to report problems, increasing each year to 75% by 2017 - 25% percent of users will use the knowledgebase to solve their own problems, increasing to 50% by 2017 In Progress. **0%**:
Access	Opportunity Provide information to the user that describes the services that meet technology requests	Develop a comprehensive portfolio of products and services that are provided to our university partners	- Build a catalog in ServiceNow - Associate Service Level Agreements (SLA) for all of our supported products and services	- 80% percent of products and services will be available through the service catalog within the first year. 95% by 2016 In Progress. **0%**
Learning	Engagement Provide a variety of communication technologies that allow for collaborative discussions with participants both internal and external to the University	Research and bring to campus the best in online collaboration and presentation tools	- Determine the appropriate providers - Install and train users on the use of the tools	- 50% of users will use the selected product for on-line collaboration by 2015 In Progress. **10%**
Learning	Support Identify and implement new technologies that provide collaborative teaching and learning in a mobile environment	Provide mobile-compatible versions of common campus applications	- Make Banner (student information system) functions available for mobile devices	- Registration and tuition payment will be available to students via mobile device In Progress. **80%**
Community	Education Provide opportunities for the University and the community at large to learn about technologies and how they can be applied to their everyday lives	Determine the most relevant technologies to share with University and community Use ITExpo Education Committee to assist in the selection of topics	- Continue participation in the annual Wildcat Tech Expo - Provide relevant IT training to the University and community through Training Tracker offerings	- 20% year over year increase in attendance to the Wildcat Tech Expo - Expand to a regional event involving other Northern Utah Region Universities. In Progress. **25%**: