

# IS&S Snapshot of Activities

Summer, 2006

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1. **Institution-wide** (efforts that support institutional effectiveness/efficiency)
  - a. **Document Imaging:** We have completed an institutional taxonomy (*see attachment A*) associated with our current NOLIJ document imaging activities. This taxonomy identifies key index terms now in use across campus to store/retrieve these digital documents and provides short definitions for each term.
  - b. **Spam Reduction:** With testing completed, campus-wide deployment of the new Barracuda spam control system will be completed in August. New feature sets will help individuals manage/control the spam they receive based on their individual preferences.
  - c. **Telecommunications/Voice over IP:** Major hardware/software upgrades were completed to the central switch to pave the way for future rollouts of VOIP on campus.
  - d. **Converged Messaging:** We are rolling out this new feature to specific faculty/staff that want to manage both voicemail and email through Microsoft Outlook on their computer.
  - e. **Banner Release 7:** Upgrade is on schedule for an October 7 installation.
  - f. **VLAN** New VLANing of the campus network and Resnet will be completed in August to enhance security and ensure adequate bandwidth for mission critical needs.
  - g. **Portal System:** We have narrowed the product selection process to include Luminous and Oracle Portal solutions. Final product demos and evaluations are scheduled through August. This is an expensive but critical set of application tools that will set the stage for the development of labor program modules that integrate with Banner and independent databases, the deployment of single sign-on portals to streamline intranet applications, and the development of dashboard systems that will track performance indicators that measure the health of the institution at various levels.

An on-campus demo of Luminous is scheduled for August 17 with a selection decision expected by mid-September. IS&S and the Labor department are working together to jointly fund this project and it is expected that the initial rollout will focus on Labor Program priorities.

2. **Learning Commons** (efforts that support student academic success)
  - a. **Advising:** A new "Advising Central" website for faculty advisors is nearing completion.
  - b. **Early Intervention Program (EIP):** This new online reporting system will be completed in October. The system will support activities related to our Early Intervention Program by providing a single snapshot of student progress (across various venues) to facilitate assessment of student performance. Future phases will improve the monitoring of individualized EIP action plans designed to improve student academic performance.
  - c. **Learning Center:** "AccuTrack" software has been purchased by IS&S at the request of the Learning Center. This is industry standard software designed specifically for College Learning Centers to manage recordkeeping and provide analytical reports associated with consultant visits, scheduling, attendance tracking, reports to professors and so forth.
  - d. **Blackboard Training:** Three groups of faculty (36 in all) attended three-day Blackboard training sessions this summer with the expectation that each attendee will use this courseware in fall semester. We are well on our way to achieving our target goal of 45 additional faculty using courseware next year to augment classroom instruction.
  - e. **Library:** Major software/hardware upgrades completed for our Voyager Library system.
  - f. **Beyond Question Response System:** Two additional systems were purchased for faculty use across campus. These classroom online polling devices are used to provide instant feedback to augment classroom instruction. They are currently used in Psychology and will be used next year by the Business and Economics department.
  - g. **Camtasia:** This software was purchased to allow Library staff, Instructional Technology staff, and faculty to easily create interactive videos to supplement instruction and educational training on campus.
  - h. **EDGE Laptop Program:** All loaner pool computers have been upgraded as planned on our replenishment schedule.

3. **Student Initiatives** (efforts that support aspects of student life beyond the classroom)
  - a. **Student Safety:** Phase I of our door lock system installations is underway and will improve security at Kentucky/Talcott, Kettering, Danforth, Fairchild, & Seabury. Phase II involves Bingham, Anna Smith, Elizabeth Rogers, Blue Ridge, Dana, and Pearson.
  - b. **Labor Program:** A two-year comprehensive plan has been completed to develop needed management systems for the Labor Program (*see attachment B*). This includes systems that will support early intervention activities, streamline work flow between the labor office and labor supervisors and enhance evaluative processes that include both programmatic assessment and student labor performance.
  
4. **IS&S Entrepreneurship** (efforts to expand revenue generation)
  - a. **New Account Org Established:** A new organization code is being set up that will be initially funded by a \$40,000 annual revenue stream associated with our new ACA technical service contract and our upgraded on-campus warranty repair service contract with Dell. This fund will be used to track revenue and expenses related to the above activities and to track future entrepreneurial efforts in IS&S. The net revenue in this fund will be used to purchase technologies that will support other revenue generating activities on campus. One example might include the purchase of an online “shopping cart” system to promote web sales of student crafts.
  
5. **Media Services**

These summer projects are a continuation of our *Media Services department restructuring*.

  - a. **Media Equipment Upgrades:** Portable sound systems, audio/editing and recording equipment, and large format printing capability has been upgraded
  - b. **Phelps Stokes:** Installation of a new sound system will be completed prior to the Ceremony of Dedication on August 26. The new system will support convocations and other activities scheduled in Phelps Stokes. Video recording and video streaming improvements will be made in Phase II.
  - c. **Media Services Facilities:** Minor facility renovations are to be completed by early Fall semester to open up the Media Services space, promote cross collaboration with Help Desk Staff, and provide a more customer friendly environment.
  - d. **Draper and Frost:** Plans and budget proposals are being developed to reposition projectors and screens in Draper and Frost so that faculty can use the white boards while projecting instructional content on screens. Current placement allows only one of the two activities to occur at a time.
  - e. **Video Streaming:** Phase I involving the upgrade of portable video equipment and cameras is completed. Phase II will provide a new video streaming server to support instructional activities campus-wide.
  - f. **Baccalaureate/Commencement DVD's:** Major improvements in audio/video production quality were made this year for DVD's distributed for baccalaureate and commencement ceremonies.
  - g. **Media Services Coordinator:**  
Job Description and advertisement is being drafted for the new position
  
6. **Other**
  - a. **Server Room Air-conditioning:** We are finalizing plans to replace the current air-conditioning systems which are aging and beginning to fail.
  - b. **EDP Audit:** We should see a sizable reduction in the quantity and materiality of EDP audit recommendations this year based on preliminary results of the EDP audit.