

Information Technology

IT Support

Mature data governance practices

11	Mature data governance practices as determined by the Data Governance Committee. (See Appendix F for Data Governance Committee charter.)	Information Technology, Vice President, Institutional Effectiveness	Begin in 2014-15	5.4c, 5.6c
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2014-15 Progress Narrative

Institutional Research and Information Technology have partnered to establish a Data Governance Committee (DGC) containing representatives from Academic Affairs, Legal, HR, Comptroller and Student Affairs. This committee is focused on managing data as an institutional asset and has created a charter, definitions and overall processes for data governance. A new website and data quality business process will be communicated to campus later this summer. This rollout will raise the awareness of data as an institutional asset. The new website and messaging will establish a web based form for reporting possible data quality issues and an official process and workflow for resolution of such issues. There will also be a historical database of all data quality issues that will allow for faster and easier tracking and resolution.

Not Started Under Way Completed Ongoing

11.01	Develop and rollout a website dedicated to NKU Data Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11.02	Develop a web-based application to capture and track NKU Data Assets. Document all known IT-managed data assets in this application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11.03	Support the Data Governance Committee by delivering and completing tasks in accordance with the governance agenda roadmap	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Student mobility enhancements

13	Enable student mobility by promoting access to services, expanding virtual computer lab offerings, and rolling out additional functionality in NKU mobile apps (NKU, Chase, Go Norse, CINSAM, International, n@NKU) with focus on smartphone rather than tablet. Examples of functionality that have been requested by students include: creating advising appointments, requesting All Card balance & digital card, requesting IT services, viewing dining info, paying bills, viewing parking garage status, and registering for classes.	Information Technology	Begin in 2014-15	5.6b
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2014-15 Progress Narrative

IT worked with Marketing and Communication to update the NKU website to a mobile responsive version. Work will continue to update content across campus. The IT mobile apps developers updated the NKU apps to function on the latest OS versions. Virtual Desktop was expanded to Steely library.

Not Started Under Way Completed Ongoing

13.01	Enhance NKU's public website to be device friendly through the use of responsive design techniques.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13.02	Increase student services delivered via mobile applications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13.03	Increase software availability through virtual labs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Continue IT student survey

14 Continue to issue the annual IT student survey determining changes to services and offerings per student input.

Information Technology

Begin in 2014-15

2014-15 Progress Narrative

The annual IT student survey was conducted in the Fall of 2014. 1,776 students responded. An overarching theme from respondents was in relation to an importance for broad and strong wifi coverage. IT expanded the overall university bandwidth to 2GB in the fall of 2014 and improved the coverage and saturation of the university's wifi network by adding 200 access points.

Quick Survey Facts:

- 80% of student respondents feel Blackboard makes the learning experience better.
- 85% of student respondents own a smart phone
- 92% of student respondents own a laptop

Not Started Under Way Completed Ongoing

14.01 Adopt standard survey platform

14.02 Enhance the delivery of questions based upon student profile.

Automate/enhance business processes

15 Automate and enhance business processes to improve efficiency, service and usability. (myNKU projects will continue to be prioritized through the project request processes with final approval from IT Policy Council). Examples include the following. • Automate more undergraduate admissions applications. • Automate PLUS loan processing in Financial Aid. • Enhance transfer processing. • Provide course demand/scheduling. • Enable mass advisor assignment. • Implement course waitlisting. • Enhance student recruitment.

Information Technology

Begin in 2014-15

2.1a, 2.1b, 2.2a, 5.4a, 5.4d, 5.6b, 5.6c

2014-15 Progress Narrative

IT continues to enhance core administrative systems based on submitted Project Opportunity Proposals (POP) forms approved and prioritized by IT Policy Council. Our new student account summary screen, the added functionality to support the non-attendance policy and academic warning, probation and suspension policy, and the PCI compliance project are just a few of the recently completed projects to improve our processes. Completed IT Projects are reported quarterly and posted on the IT website under the Programs and Project tab, <http://it.nku.edu/aboutus/projects.html>.

Not Started Under Way Completed Ongoing

17	Enhance IT support to meet the specific technology requirements of different colleges/units through a hybrid technology support model, combining centralized and decentralized support services/resources, and expanding IT Help Desk services. For example: • Add additional Academic Technology Analysts. • Consider expanding to video chat. • Expand self-help knowledge base. • Provide support for Faculty/Staff personal devices.	Information Technology	Begin in 2014-15	5.6a, 5.6b
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2014-15 Progress Narrative

IT has worked with the College of Education & Human Services and the College of Informatics to created two synchronous classrooms to enhance the delivery of instruction. IT has also focused on area specific technology support providing focused support for the Sciences. We have also upgraded key virtual environment infrastructures and audio/video production technologies in support of many college and unit needs.

Not Started Under Way Completed Ongoing

17.01 Offer customized trainings to departments and colleges based on their needs

17.02 Continual system improvement of support processes to provide better service.

17.03 Expand decentralized support while keeping resources centralized.

Strengthen software and service sourcing

18	Develop roadmaps by evaluating technology software and service sourcing strategies that encourage cost efficiencies and keep technology current. Examples include the following. • Adobe Enterprise License • Consultant development services • Computer replacement • Classroom technology • ERP/Data Warehouse	Information Technology	Begin in 2014-15	3.2c, 3.3a, 5.3a, 5.3b, 5.3c, 5.4d, 5.4f, 5.6a, 5.6b
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2014-15 Progress Narrative

IT is collaborating with key vendors such as SAP, Microsoft, Cisco and other strategic partners to begin the development of roadmap strategies that can leverage cloud technologies, software-as-a-service, and hybrid models that could reduce requirements for infrastructure refresh and improve overall efficiencies.

Not Started Under Way Completed Ongoing

18.01 Adopt creative centralized software solutions that benefit student success

18.02 Investigate cloud hosting alternatives and document a roadmap detailing the advantages, disadvantages, risks and challenges along with a estimated timeline.

18.03 Monitor and mature software and sourcing strategies/solutions to keep pace with the university and higher ed needs.

Serve students through Norse Tech Bar

22 Provide student technology support through the Norse Tech Bar expanding & changing services per student input.		IT - Academic Technology	Begin in 2014-15			
2014-15 Progress Narrative			Not Started	Under Way	Completed	Ongoing
The Norse Tech Bar provides IT services to our students. Over the last year we have expanded services in response to student input. Through our monitoring of student demand, the IT Student Survey, and an onsite electronic feedback process; it was determined that the checkout of technology equipment was a high demand service. IT expanded the service by providing 24 additional laptops for checkout. For information about all Norse Tech Bar services, please visit http://oit.nku.edu/techbar.html			<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22.01	Increase availability of high demand loaner devices and accessories for students		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22.02	Create electronic suggestion box for technology service improvements relative to student needs.		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22.03	Annual review of services and resources, and make adjustments based upon available funding.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Assess cloud computing

360 Ensure all cloud computing options are secure and robust.		IT - Infrastructure and Operations	Begin in 2014-15		5.6b, 5.6c	
2014-15 Progress Narrative			Not Started	Under Way	Completed	Ongoing
IT is involved with a number of initiatives researching the benefits and challenges of cloud computing. We are in discussion with SAP regarding their roadmap plans and service offerings. We are working with Microsoft to transition NKU email to the cloud and to provide storage services for students. Many other campus services that are delivered via software are being transitioned to a cloud based service (e.g. Parking Services)			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
360.01	Investigate available hosting options for core business solutions.		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Student Portal

173 Reevaluate the baseline hardware technology that faculty should have and other alternatives such as subsidizing personal purchases and explore bring your own device opportunities including policy, support and acquisition.		Information Technology, Vice President, Administration and Finance	Begin in 2014-15		5.6a	
2014-15 Progress Narrative			Not Started	Under Way	Completed	Ongoing
Feedback regarding baseline technology and BYOD was collected from the IT Advisory Committee faculty/staff survey and indicated most felt that NKU should provide tools required to perform work duties. A subcommittee of ITAC will have a pilot group to investigate virtual desktops to replace employee desktop units this fall.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
173.01	Develop cellular device policy and procedures to recommend for ITPC approval		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
173.02	Create faculty workgroup to explore baseline technology solutions.		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Improve Student Experience

53 Expand university bandwidth and improve the wireless experience to support learning and efficiencies to meet the growing demands.

IT - Infrastructure and Operations

Begin in 2014-15

1.4c, 3.2a, 3.2c, 3.3a, 3.5a, 3.5b, 5.6a, 5.6b

2014-15 Progress Narrative

IT has expanded the University's overall bandwidth to 2GB in the fall of 2014 and improved the coverage and saturation of the university's wifi network. 200 new wireless access points were added to four high wifi utilization buildings and older wireless access points were replaced in Stealy Library, Landrum Hall, and the Health Center. IT will continue to monitor campus bandwidth and wifi utilization and make improvements based on the changing requirements of campus.

Not Started Under Way Completed Ongoing

53.01 Expand bandwidth to improve the student experience

53.02 Improve wireless coverage by adding wireless access points

131 Pilot a personalized student experience (portal) enabling easier access to campus resources & targeted messaging and communications.

Information Technology, Vice President, Academic Affairs and Provost

Begin in 2014-15

5.6b

2014-15 Progress Narrative

IT presented options for a student portal to the IT Policy Council and IT Advisory Committee. A scheduled demo was held to view the University of Indiana's student portal. Next steps will include a follow up of the UI demo.

Not Started Under Way Completed Ongoing

131.01 Explore options, alternatives, and features of student portal systems

131.02 Present features and alternatives of the portal experience to IT governance for feedback and direction