



# About OIT

## Our Vision

To empower and serve the university community through accessible, collaborative, innovative and advanced technology solutions that provide an enriching academic experience to our students and to strengthen the ability to educate the public we serve.

## Our Mission

The mission of OIT, in support of the strategic goals of the university, is to provide the highest-quality service delivery through innovative and efficient technology for students, faculty, staff and the community. As an integral part of the university and as leaders in technology we will:

- Improve the learning experience with flexible classroom designs that accommodate a variety of learning and teaching styles, utilizing technology best practices in both face-to-face and distance-learning classes.
- Provide students, faculty and staff with easy access to information anytime, anywhere, across a variety of devices and platforms to support learning, decision-making and operational effectiveness.
- Assist and support the northern Kentucky region to achieve educational excellence through advanced and efficient technology solutions.
- Provide a robust, high-performing and secure IT infrastructure for university resources and information.
- Evaluate and implement emerging technologies to provide solutions that enhance processes and improve services for the university and community.
- Provide training and support for the university community in the use of advanced software and educational tools through a highly skilled technical staff.



## Governance and Collaboration

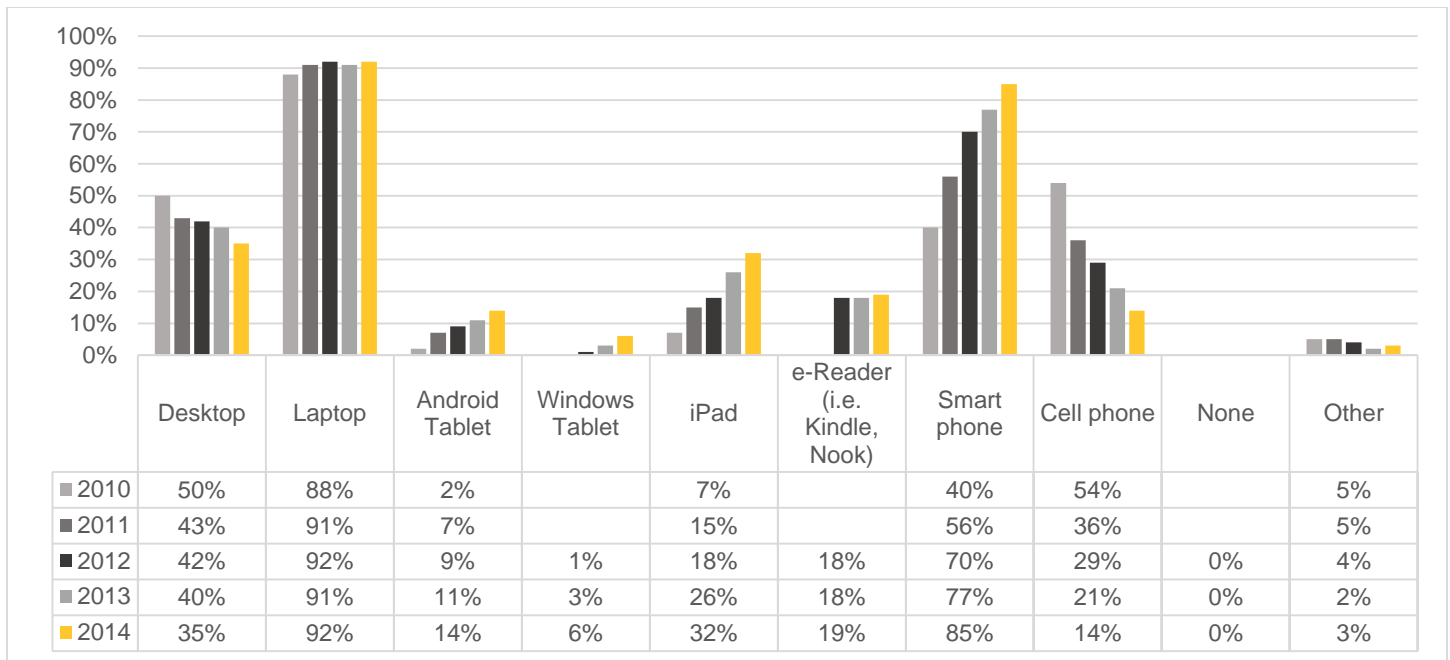
To support communication, decision making and prioritization, NKU has several key organizations that OIT works collaboratively with including:

- IT Policy Council – This council is composed of the vice presidents reporting to the university president. It meets on a monthly basis. IT policies and IT projects affecting the campus community are discussed, and this council is the body that approves changes in IT policies.
- IT Advisory Committee – This council is composed of faculty, staff and students. It is chaired by faculty on a rotating basis. To obtain information in support of the work of ITAC and its subcommittees, surveys are issued to faculty, staff and students.
- myNKU Advisory Workgroup – This council is composed of faculty and staff and focused on initiatives related to the student life cycle management, human resources, finance and reporting components that make up the myNKU system. Appointees to the group provide input and feedback on new and enhanced functionality, and serve as liaisons between their respective areas and the myNKU teams.
- Student Focus Groups – To get input and assistance on specific topics, student focus groups are formed. For instance, students were consulted and assisted with testing of the virtual desktop service that offers students remote access to the base computer lab software.

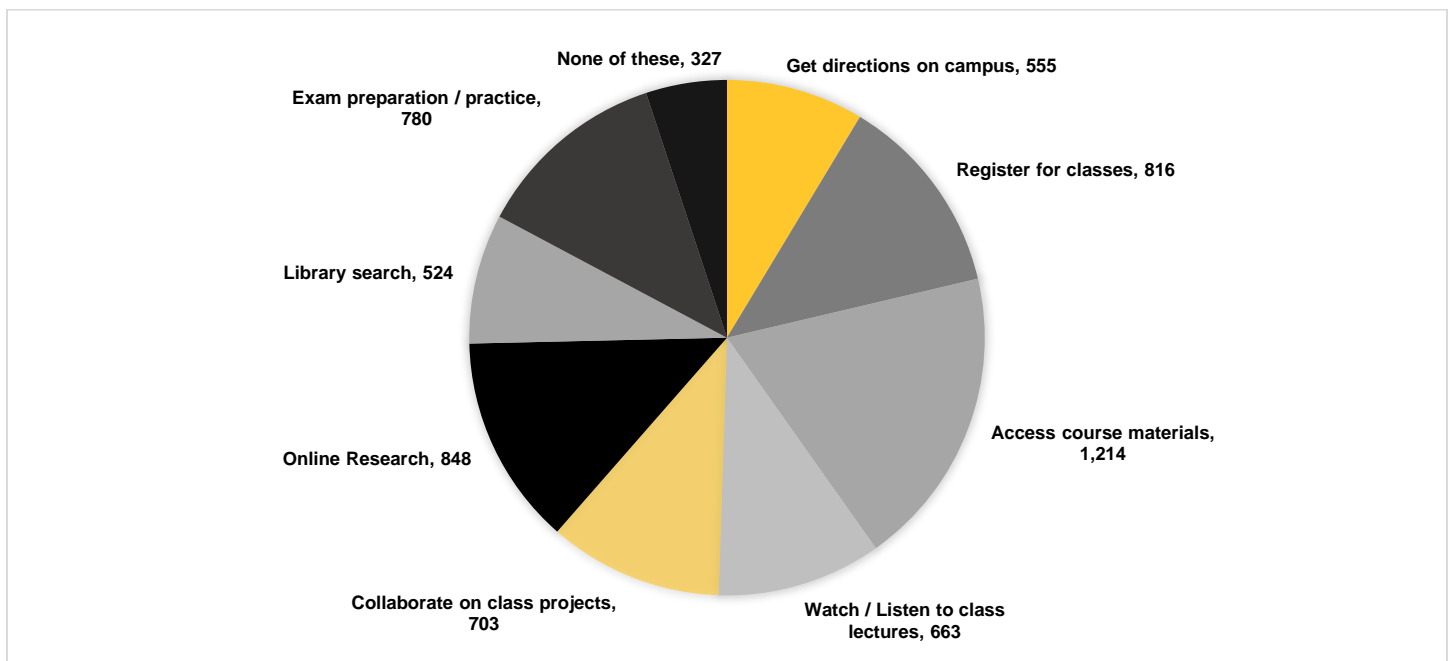
# IT Student Survey FY15

1766 surveys submitted

## What technology devices do you own?



## What mobile phone applications would you use for schoolwork?

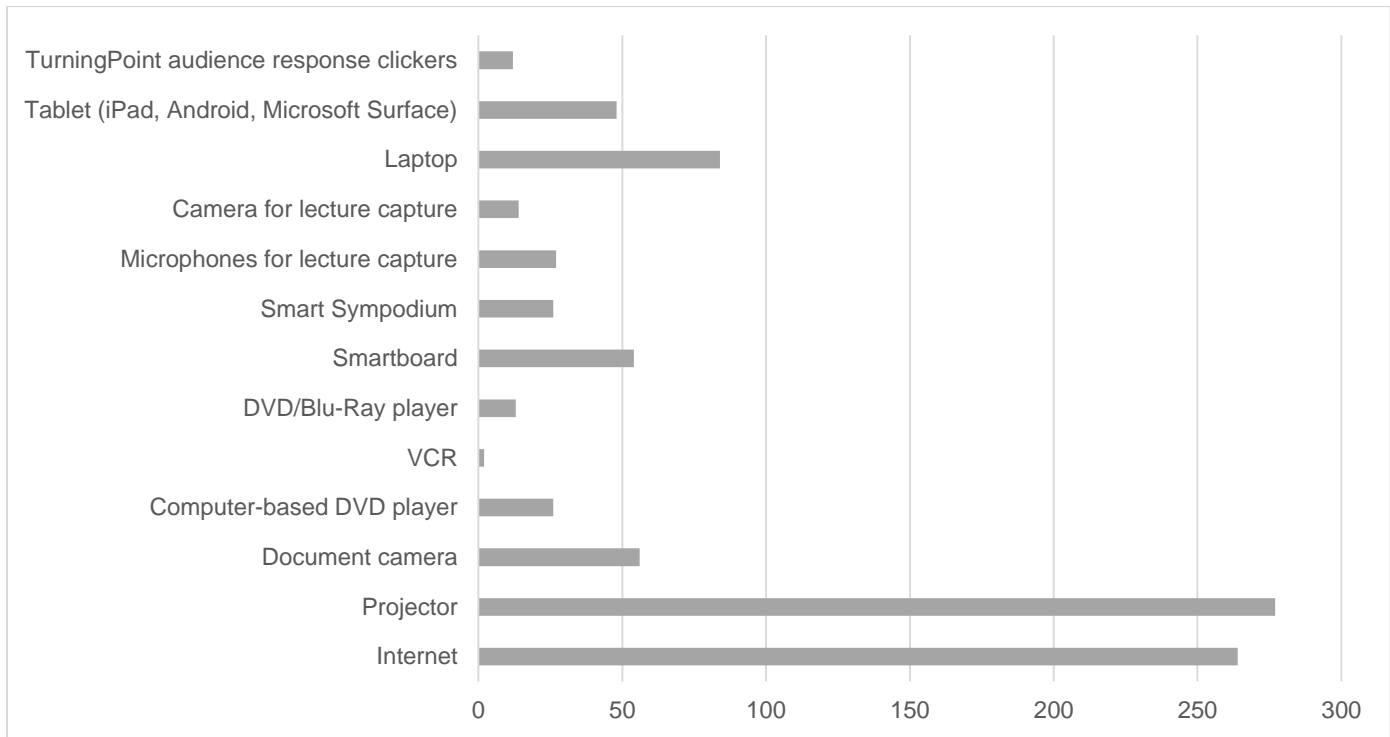


For more information on survey results, contact [cite@nku.edu](mailto:cite@nku.edu).

# IT Faculty/Staff Survey FY15

862 surveys submitted

Which of the following technologies do you use in your classroom and how often?



For more information on survey results, visit <http://it.nku.edu/governance/2014-emp-survey.html>

## Key Trends in Higher Education

OIT relies on technology information from industry leaders, such as Gartner and Educause, to predict trends as well as identify key issues we must overcome. The following lists technology to watch, trends and issues.

### Top 10 IT Issues, 2015

1. Hiring and retaining qualified staff, and updating the knowledge and skills of existing technology staff
2. Optimizing the use of technology in teaching and learning in collaboration with academic leadership, including understanding the appropriate level of technology to use
3. Developing IT funding models that sustain core service, support innovation, and facilitate growth
4. Improving student outcomes through an institutional approach that strategically leverages technology
5. Demonstrating the business value of information technology and how technology and the IT organization can help the institution achieve its goals
6. Increasing the IT organization's capacity for managing change, despite differing community needs, priorities, and abilities
7. Providing user support in the new normal—mobile, online education, cloud, and BYOD environments
8. Developing mobile, cloud, and digital security policies that work for most of the institutional community
9. Developing an enterprise IT architecture that can respond to changing conditions and new opportunities
10. Balancing agility, openness, and security

Source: [www.educause.edu](http://www.educause.edu)

# FY15 Accomplishments

## Academic Technology

**Adobe Muse** Rolled out training for Adobe Muse to allow faculty to create their own faculty websites.

**Blackboard Upgrade** Upgraded Blackboard system to the newest release.

**CITE Move** CITE moved from Griffin Hall to Steely Library. The new space includes a collaboration area and newly equipped video/audio recording suites for faculty use.

**Consultations** Conducted 3,026 consultations between either our Instructional Designers (4) or Academic Technology Analysts (4) and faculty to strengthen course content and delivery (1592.5 hours logged).

**EdTech Institute** A three-day workshop focused on effective technology use in education was held in May. The event was attended by 75 employees participating in 242 sessions.

**Faculty/Staff Survey** Deployed an annual survey to gather student information and feedback regarding technology usage. Received 862 responses.

**iPad Carts** iPad carts used in classroom instruction were reserved for 423 classes.

**IT Student Survey** Deployed an annual survey to gather student information and feedback regarding technology usage. Received 1766 responses.

**Lecture Capture** Recording of classes or other academic activities for online distribution has grown. Last year there were 146,102 views of 5,777 recordings.

**Microsoft Office 2013 Training** Developed, advertised and facilitated trainings of the newly deployed Microsoft Office 2013 to increase productivity of employees across campus.

**Microsoft Office for Students** Allowed students to download a version of Microsoft Office on computers and mobile devices without charge. Students must be actively enrolled to use this service.

**New Academic Department Chair Trainings** Facilitated trainings and orientation for new academic department chairs and academic leadership.

**New Faculty Blackboard Training** A self-paced Blackboard training was created and deployed for all new faculty as requested by the Academic Affairs Council.

**New Student Orientations** Participated in new student orientations by staffing a technology information booth to answer student questions.

**Norse Tech Bar** Upgraded aging laptops that are loaned to students via the Norse Tech Bar. Last year, the Norse Tech Bar logged 2,610 service requests (including 1,511 checkouts for equipment).

**Respondus Monitor Software Rollout** Respondus Monitor is a companion product for LockDown Browser that enables institutions to administer non-proctored, online exams while preventing cheating. Fifty-one courses had Respondus Monitor deployed resulting in 8,018 sessions completed by 963 students.

**STLP on campus** Hosted the Student Leadership Technology Program Regional Showcase for statewide K-12 students on campus.

**Training Trainers** (3) offered 328 sessions of software training.

**Turnitin Campus License** Purchased a campus license for Turnitin, a software that more effectively monitors for plagiarism than our current solution (SafeAssign). Submissions totaled 8,381; used by 153 instructors and 3,788 students.





**Video Streaming** The repository for videos, Kaltura, had 1,952 new videos uploaded last year that were played 46,293 times. The total viewing time was approximately 10,700 hours and consumed 13,000,000 MB of bandwidth and storage.

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## myNKU

The myNKU teams completed 275 projects in FY15. Projects of note are listed below.

### myNKU Finance

**Add Master Data Name Fields to Budget Transfers** Included the fund center and commitment item description in budget transfers.

**Foundation Budget Reports for Financial Aid**

Updated reports in the R3 and BW systems through modification of business processes. These modifications provided more accurate scholarship reporting related to Foundation financial aid budgets.

**Historical Data to Budget Management Report/Budget Management Analysis** Created a copy of the Budget Management Report with three years of history (actuals only) to assist with budget planning and analysis.

**Non-active Cost/Fund Center Naming Convention** Expedited the implementation of a naming convention for non-active cost/fund centers by creating a program for updating the description for non-active cost/fund centers.



**Review and Modification of Requisition Release Strategies** Formal procedures were implemented requiring vice president (or other supervisor) approval of all department chair and budget administrator purchase requisitions. Current purchase requisition release strategies were modified, or SAP workflows created, to mitigate the areas of high risks identified during the review of current processes.

**Travel Form Modifications** Enhanced the Travel Request and Travel Expense PDF forms.

### myNKU Human Resources

**2014 Annual Benefit Enrollment Process** Changes to the annual enrollment process for benefits included configuration for plans and rates changes, development changes to the Employee Self-Service functionality, testing, updates to programs, employee benefits and vendor interfaces.

**Affordable Care Act** As part of Affordable Care Act Compliance, multiple enhancements were completed and are ongoing as a result of legal requirements.

**Date of Birth and SSN Security Enhancement** Restricts access to SSN/DOB information on personal data for myNKU HR users.

**Employee Self-Service** Additional tweaks were necessary to fix issues and improve the overall functionality of Employee Self-Service.

**Faculty Assignment Ending Would Sever Blackboard Access** A faculty assignment can be ended, separated or retired without any consideration to whether that employee's assignment is attached to a class via SLCM and

this results in access to Blackboard being automatically removed. This project was implemented to perform a check against SLCM so access to Blackboard isn't removed if the instructor is assigned to a course.

**Grants Management Time and Effort Certification Report** This report allows those responsible for grant funds a mechanism for ensuring employees in grant-funded positions verify their working time spent on the grant via the myNKU electronic time certification process. Access to this data will ultimately ensure each employee getting paid with grant funds remains in compliance with university policy and federal regulations surrounding confirmation of time dedicated to the grant.

**Improved Security in Employee Self-Service Banking Updates** An added layer of security in ESS for direct deposit changes or updates was added to better protect employees' bank information. In-person changes by employees presenting a valid photo ID will still be accepted in the Payroll office.

**Modification to Faculty/Staff Giving Campaign – Raiser's Edge Interface** Modified the giving process for campus campaign gifts via payroll deduction. The deduction will continue until the employee requests it to stop. It will roll over each calendar and fiscal year. This required a modification to the Raiser's Edge interface that feeds SAP Payroll to set up the employee deduction.

**New Hire Report** A new report was created to more accurately reflect the list of new hires by including the "changed on" date field in addition to the "hire date" field.

**PAR Workflow Process Revisions** The approval workflow for PARs changed to reflect the organizational hierarchy of the individual who initiated the PAR as opposed to the affected employee.

## myNKU Reporting & Analytics

**Analytics Software Implementation** Set up, installed and configured the hardware and Business Objects software.

**Chairs Operational Reporting – Enhancement for Deans** The existing chairs reporting was enhanced and redesigned to accommodate also being used by the deans.

**Data Governance Website** A project initiated by the Data Governance Committee to create a website dedicated to promoting Data Governance at NKU went live in December.

**Executive Dashboard** This was the first pilot project using the new Business Objects suite of tools. This application represents the five goals outlined in the new university strategic plan. The source of the data being presented will be official CPE files from Institutional Effectiveness. This dashboard is accessible to the public for all summarized data; access to the detailed transactional data requires NKU login. This dashboard supports access by iPad and desktop devices.

## myNKU Student Life Cycle Management

**Academic Deficiencies: Phase (1) Add/drop hold for students and (2) Remediated within 45 credit hours** Added an Advising Hold which will prevent students with academic deficiencies to add or drop classes. Created a process to identify students who have and have not remediated their academic deficiencies within 45 credit hours.

**Academic Warning Probation and Suspension (Policy Change)** Made the necessary configuration changes within SAP to support the updated Academic Warning Probation and Suspension policy.



**Automatic Load (Scripting) for PCC and Final HS Transcript Process – 2 Phases** Admissions has seen a 47% increase in applications over the last two years. The purpose of this project was to create one-screen for quick entry to meet the needs of increased processing duties versus repetitive entry on multiple screens in SAP. Phase 1 enabled Admissions to add, update and display information around PCC, other test scores and transcript data. Phase 2 included functionality to update admission progression and admission category on applications; opened the notification for the admission application and ran necessary steps; displayed and updated the admission audit attached to the adm application; and updated the 9500 hold.



**Automation of Return of Title IV Calculations** Automated the Title IV calculation process to ensure NKU is effectively managing federal aid programs. This process enhanced efficiency, reduced error rates and reduced HR time while enabling us to remain in compliance with federal regulations (noncompliance results in severe fines).

**Billing Address** This project enabled the Student Account Services staff to add and maintain an address with regard to where certain communications (i.e. Dunning and collection) need to be sent.

**Clearinghouse 2014 Enrollment File Reporting Compliance Updates** NKU provides two file types to the National Student Clearing House (NSCH). These file types are for enrollment and degree production. The NSCH informed NKU that they will be expecting nine additional fields of data in our enrollment file submission due to the changes in the 150% Direct Loan Legislation. The enrollment file was modified and tested to provide these additional fields of data.

**Non-Attendance Tracking and Notifications** A policy effective fall 2013 was approved that moves the student non-attendance reporting timeframe to the first week of each term (the period defined as drop/add per the academic calendar). This request automated the process in order to ensure proper timing of communication to the student and course withdrawal during the official drop/add period.

**Satisfactory Academic Progress Program Logic: Provide Statuses for the 3 Required Components** Updated how NKU determines if a student meets USDOE regulations for satisfactory academic progress (Federal Student Aid Handbook Vol 1 Ch 1).

**Student Account Summary Screen** Created one summary screen containing information about student account balances, charges, payments and financial aid. This summary will provide the depth needed to eliminate 90% of the customer service questions regarding finance currently received.

**Student Notification** Created an automated mechanism to inform students via push notifications of important changes to their academic standing, student records, etc. Examples of student notifications include, but are not limited to: holds added or removed from student record; bill available; grades posted; etc.

**Universal Test Score Display in Advisor UI** The Council on Postsecondary Education (CPE) requires that all incoming students to any public institution meet College Readiness Standards (defined as either acceptable standardized test scores or enrollment into developmental courses within the first two semesters). This project displays the standardized test scores, placement tests, admission attributes, holds and deficiencies in the advisor user interface.



## Enterprise Systems/Development

**Mobile App Development – International** Created a new mobile app at the request of the Office of International Students and Scholars.

**Responsive Web Design for nku.edu** Enhanced the website to accommodate rendering appropriately on various sized devices (PC, smartphone, tablet).

## Infrastructure and Operations

**Academic Software Licenses FY15** Reviewed academic software licenses to determine possible duplications and efficiencies.

**Athletics Event Streaming FY15** To meet the requirements of the Atlantic Sun conference, NKU streamed 60 sporting events last season.

**ESPN 3 Readiness** Upgraded the media service equipment to meet ESPN3 standards. This will allow high definition broadcasting live on ESPN3 and for clips to be available to use on Sports Center Software.

**Computer Replacements for Employees FY15** Completed annual replacement cycle for employees' computers.

**Faculty/Staff Technology Purchasing Procedures** Procurement Services and IT collaboratively developed purchasing procedures via an application for technology related items for employees of NKU.

**Integration of Chase IT Services** Finished integrating the Chase IT staff and services into NKU IT.

**Microsoft Azure** Expanded our Microsoft Campus Agreement to include a new service called Azure that allows hosting of applications on servers owned and maintained by Microsoft. If successful, this could be a long term strategy for cloud hosting to reduce or eliminate our need to routinely update hardware in the data center in AC.

**Microsoft Office 2013 Lab Upgrades** Upgraded to the latest version of Office on Windows in all NKU computer labs, including virtual labs.

**OneDrive for Students** Microsoft now allows 1TB of online storage for students via their NKU email account. This project activated the service. These systems were upgraded over spring break and will be announced to campus in preparation for fall semester.

**Renaming of the Arena** Updated email, Web, network and SAP to reflect the new name of the NKU arena.

### Statistics

#### Emails processed daily

- Sent off campus: 110,000
- Received: 680,000
- Blocked spam emails: 760,000

#### Hardware/Software

- Terabytes of data stored: 100 TB
- Physical servers: 73
- Virtual servers: 402
- Routers and switches: 503
- Wireless access points: 1,231
- Supporting 9,500 concurrent devices daily

#### Printing

- Print jobs processed: 329,032
- Value of student printing allowance: \$109,564.34
- Students paid prints: \$29,198.29

#### Resources

- Computer labs on campus: 85
- Smart classrooms updated this year: 306
- Service requests recorded: 17,667

#### Streaming

- Campus events streamed: 27
- Athletic events streamed: 56
- Web Ex meetings held: 792

#### Paperless

- Document Count: 1,331,916
- Page Count: 4,290,573
- Card swipes: 115,975

**Server Firewall Installation** Increased information security by adding a firewall between the server room and the campus computers. Servers will individually be moved onto this protected network.

**Wireless Upgrades FY15** Wireless controller software was upgraded to version 8.1 over spring semester. New access points were installed in Student Union, Griffin Hall, Norse Hall and Callahan Hall. Older style access points were replaced in Steely, Landrum and Health Center. Detailed wireless maps and site surveys were constructed for Griffin Hall, Student Union and Landrum. Additional wireless monitoring systems were acquired and installed in heavy traffic areas in Student Union and Griffin Hall.

# FY16 Objectives

RED\* INDICATES OBJECTIVE IDENTIFIED IN STRATEGIC PLAN

## GROW

- Enhance student mobility options (4.B)\*
- Automate and enhance business processes (4.D)\* (e.g. continue work on project opportunity proposals approved and prioritized by the IT Policy Council)
- Assess move to cloud computing (4.I)\* (e.g. transition NKU email to the cloud, provide cloud storage options to students, review SAP cloud possibilities)
- Further investigate student portal capabilities and implement a solution that will enable easier access to campus resources and targeted communications (4.J)\*
- Re-evaluate baseline hardware technology for faculty (4.J)\* (e.g. determine if bring your own device or thin clients are viable)
- Deploy a business object reporting environment (e.g. create college/unit dashboards to help monitor a variety of operational metrics for internal decision making)
- Support NKU campus construction projects (e.g. determine and implement infrastructure requirements for the Campus Recreation Center, Health Innovations Center, Founders Hall)
- Improve the overall student experience (create student portal, evaluate and improve wireless connectivity, establish single sign on)

## SERVE

- Mature data governance practices as determined by the Data Governance Committee (4.A)\* (e.g. rollout informational website to campus, provide channel to report data quality issues, create historical database of data quality issues)
- Continue IT Student Survey (4.C)\*
- Strengthen communications (4.E)\* (e.g. develop a formalized process within IT to communication system outages in a timely manner, redesign IT website to adapt better to mobile devices)
- Enhance IT support for colleges and units (4.F)\* (e.g. focus on area-specific technology support for Sciences, work with colleges to identify and update key virtual and audio/visual production technologies)
- Serve students through the Norse Tech Bar (4.H)\*
- Provide a more robust toolset to allow faculty and staff to work remotely as needed (e.g. Office 365, OneDrive, hosted email, Intranet, Virtual Desktop Interface)



## MAINTAIN

- Strengthen software and service sourcing (4.G)\*; Implement enhancements and upgrades to critical business applications (e.g. myNKU, Blackboard, Housing, Exchange, Digital Sign Management). Expand software self service catalogs allowing faculty and staff to install software themselves as needed. Improve IT campus support structure by enhancing self-service tools (e.g. Infra Upgrades, SCCM and Casper improvements). Upgrade NKU technology solutions to enhance functionality (e.g. Raisers Edge upgrades, Sharepoint, content management system, Virtual Desktop Interface)
- Provide fiscal and technology support resources to complete annual IT programs (e.g. Academic Software Process, Computer Replacement Process, Smart Classroom upgrades)
- Improve the effectiveness of IT governance model
- Perform yearly IT programs (e.g. Computer Replacement, Smart Classroom upgrades, ITAC Software Committee)

- Support Strategic Planning efforts of other areas within NKU with a focus on retention (e.g. EAB, Course Catalog, Curriculum, Web refresh, support the transition to Horizon League for Athletics, Governor Scholars Program, Royall Replacement, Graduate Office recruitment system)
- Review campus software contracts (e.g. learning management system [Blackboard], content management, Adobe, AVID)
- Enhance campus data security and legal requirements (e.g. security audit, PCI compliance, improving ADA functionality on the NKU website)