# INFORMATION SERVICES & TECHNOLOGY

## 2017/18
# ANNUAL REPORT

**WCU**
**WEST CHESTER UNIVERSITY**

# From the Desk of IS&T Vice President Dikran Kassabian

## Contents

Academic and Fiscal Year 2018, ending this past June, was an exciting year for WCU. At a time when colleges and universities from all parts of the country have struggled financially and with enrollments, our university continues to see strong enrollment performance and our student success measures continue to be encouraging. Our physical campus continues to grow and develop with major projects currently underway and planned for the near future.

The Information Services & Technology Division is here to support the success of WCU, and in particular to support student success through strategic information technology and partnership with the entire University community. Every one of us in IS&T proudly contributes to those goals through our work.

In the pages that follow, you'll find summaries of a small number of the many exciting projects and initiatives worked on during this past year by members of our Division.

**Information Services & Technology**

# Strategic Initiatives & Office of the Vice President

# IS&T Mission & Values

During the past year, staff from throughout the Division worked together to develop a new IS&T Division Mission Statement, strongly connected with the WCU Mission.

> **WCU IS&T supports student success through strategic information technology and partnership with the entire university community.**

We also developed a statement on our shared values.  If our Mission Statement is *what* we do, our values are *how* we do it.

## COLLABORATION
we work together collegially and effectively, within the Division and across the University

## INNOVATION
we identify and implement solutions to address challenges, being open to and seeking new ideas and creative approaches

## SERVICE ORIENTATION
we recognize and even anticipate the needs of our University colleagues, and seek to be of help and good service

## STEWARDSHIP
we are responsible and professional in our management of IT resources of all types, as well as for associated budgets

## INTEGRITY
we strive for honesty and transparency in all we do

# IS&T Advisory Committees



IS&T understands the importance of engaging key stakeholders with open dialogue regarding opportunities for improvement, and does so through 12 Advisory Committees. Groups consist of members within and outside of the IS&T Division, and meet regularly to broadly discuss ideas, garner community advice, and shape direction for new initiatives.

# Project Management

The IS&T Project/Relationship Management team works with key stakeholders to ensure project alignment to a common University vision and University strategic plan. Several major projects are underway, including the Anderson Hall renovation, WCU Campus Card System upgrade, Commons SECC Capital Building project, and Campus Solution Program.



# Gartner

IS&T values credible research and data to support decision making, and does so with the help of Gartner, a global research and advisory firm. Gartner's expertise was instrumental in the evaluation and selection of SAS Viya Visual Analytic, Visual Statistics, and Data Management Standard solutions. Gartner Core Research Library also provides University community access to professional research and analysis services with in-depth reports including Gartner's *Magic Quadrant* and *Hype Cycle*.

Key Initiative
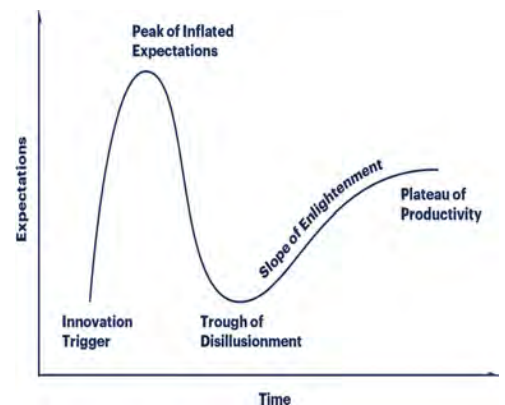
# Expanding Availability of Mobile Applications

WCU IS&T is committed to delivering platform agnostic systems and services to support mobility through responsive design.

## OFFICE 365 + ONEDRIVE

Together, Office 365 and OneDrive enable users to work collaboratively on shared documents from any location, and any device.

## D2L DAYLIGHT

Daylight provides enhanced visual improvements with a mobile friendly LMS interface built with responsive design, adapting to different screen sizes to look great on any device.

## ZOOM

Zoom is a web-conferencing tool built on a responsive framework putting mobility at the forefront, and displays cleanly on laptops, tablets and smartphones.

# Office 365 + OneDrive

West Chester University is now offering Microsoft Office 365, a toolset that includes the Office productivity apps such as Word, Excel and PowerPoint, as well as others to all active WCU Students, Faculty and Staff. Office 365 includes OneDrive, a cloud storage solution with 1TB of space where you can store and sync files. OneDrive makes it easier for users to access and share individual files from any device.

**Since the official launch in October 2017, there have been over 8000 student, faculty and staff Office 365 and OneDrive activations.**

Students are excited to have free access to the Office 365 suite with the ability to edit documents on-the-go via Office 365 apps.  Apps can be installed on up to 5 of their devices, and combined with OneDrive students can easily share and edit documents for projects and presentations in real time.

Faculty and staff are also enjoying the benefit of having access to files at all times - even during equipment repairs and upgrades, and the peace of mind that their data is being backed-up to the cloud in real time.

**Within the first month, OneDrive housed about 500 GB of data and has since grown by 530% to over 2.6 TB of data holding over 615,000 files.**

**Office 365 is designed to work on all major operating systems.**

Android    Windows    Apple iOS    Apple OSX

# Daylight, A Responsive LMS
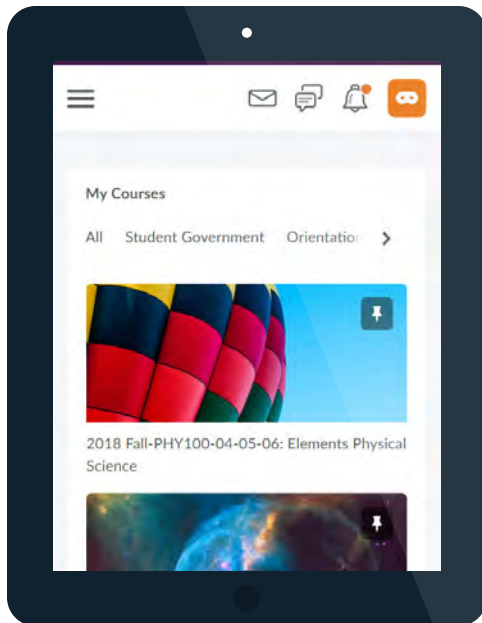
IS&T completed the change to D2L Daylight after a year of preparation and campus community awareness, training, and roadshow sessions.  The results of the change and its impact on the institution has been positive for student learning and accessibility.  Feedback from satisfied faculty, staff, and students clearly indicates that the new D2L interface is clean, reliable, responsive, and provides a consistent experience for both mobile devices and desktops.

**90** Distance Education Courses have been converted from old D2L templates to new mobile responsive templates since the Daylight update.

# Zoom Web Conferencing

Zoom Video Communications is the primary Web-Conferencing tool for online and blended courses across the entire PA State System of Higher Education.  West Chester held a pivotal role in configuring the 14 Zoom instances for PASSHE, and continues to support our partner institutions by organizing webinar style training, and bi-weekly Zoom support meetings.  Adoption has flourished since implementing in February 2018.

**682 Users**

**646 Meetings**

**2,121 Meeting Hours**

# RamCast Wireless Display

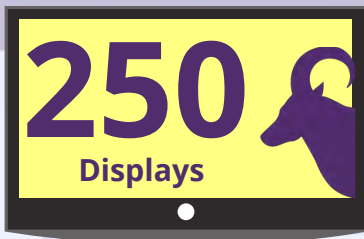RamCast is a wireless connection for your device to the projector in the classroom. You can create a wireless presentation using laptops, tablets, and smartphones. RamCast supports all devices so you are able to share from your Windows, OSX, Apple iOS, and Android devices!

RamCast Classroom technology upgrades were performed this year for 16 classrooms in the Graduate Center and 6 classrooms in Ruby Jones Hall. RamCast wireless presentation was also added to all classrooms in Brandywine Hall.

**250 Displays**

# RamCloud Application Delivery

IS&T securely delivers WCU software applications to faculty, staff and students through the Virtual Desktop Infrastructure – VDI, otherwise known as RamCloud. RamCloud enables WCU to offer online students, as well as users from the Exton Nursing Facility, Graduate Center, or Philadelphia Campus, the same software applications that would be found in a computer lab on Main Campus.

Users can simply visit ramcloud.wcupa.edu, or download the Citrix Receiver app from a mobile device, to gain access to 35 applications including, SPSS and SAS at no cost to students.

# OnBoard Board Portal

OnBoard by Passageways is a Board Portal, supporting online/mobile access for Council of Trustees (COT) meetings.  The new process greatly reduces the large volume of paper used in print-only board books.

IS&T has worked with the Office of the President and members of COT to introduce the system in May 2018. Consultations were held via webinar and face-to-face to support the trustees in preparation for the full launch in September 2018.

**Information Services & Technology**

# Lynda Campus

## 1,861
### HOURS OF VIDEO WATCHED
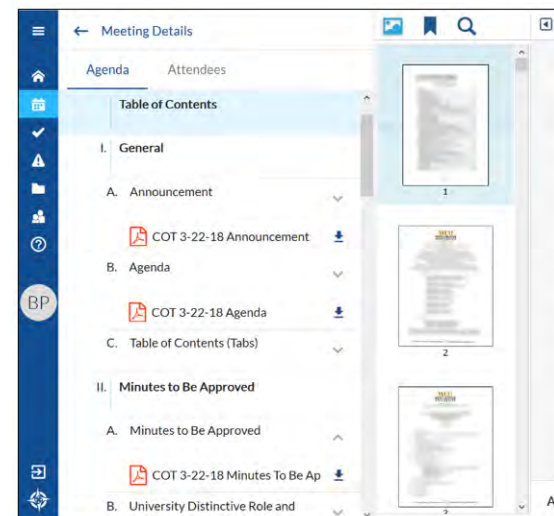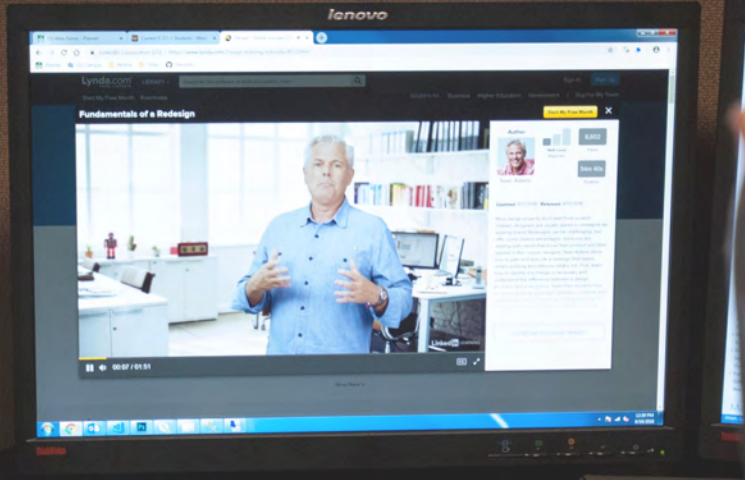
## 1,864
### ACTIVE USERS

LYNDA CAMPUS OFFERS FREE UNLIMITED ACCESS FOR ALL WCU FACULTY, STAFF AND CURRENTLY ENROLLED STUDENTS TO THOUSANDS OF UP-TO-DATE BUSINESS, CREATIVE, AND TECHNOLOGY SKILLS TRAINING VIDEOS.

# 28,711
# VIDEOS VIEWED

## Top Playlists

1. TABLEAU 10 ESSENTIALS
2. DATA SCIENCE FOUNDATIONS
3. LEARNING SLACK
4. PREMIERE PRO CC 2017
5. PROGRAMMING FOUNDATIONS

**299 CERTIFICATES OF COMPLETION**

# Strengthening Infrastructure

WCU IS&T conducts annual self assessments of critical systems to ensure preparedness for unforeseen outages, and performs regular updates to maintain efficient performance of University systems.

The goal of the 2018 IT disaster recovery exercise was to bring up the WCU Student Information System, PeopleSoft, in the cloud to support critical business functions following a natural or human-induced disaster which rendered both WCU campus data centers non-operational.

The successful May 2018 exercise allowed us to review and test technology hosted in the Public Cloud, which proved to be both scalable and a cost-effective solution for improving our disaster readiness.
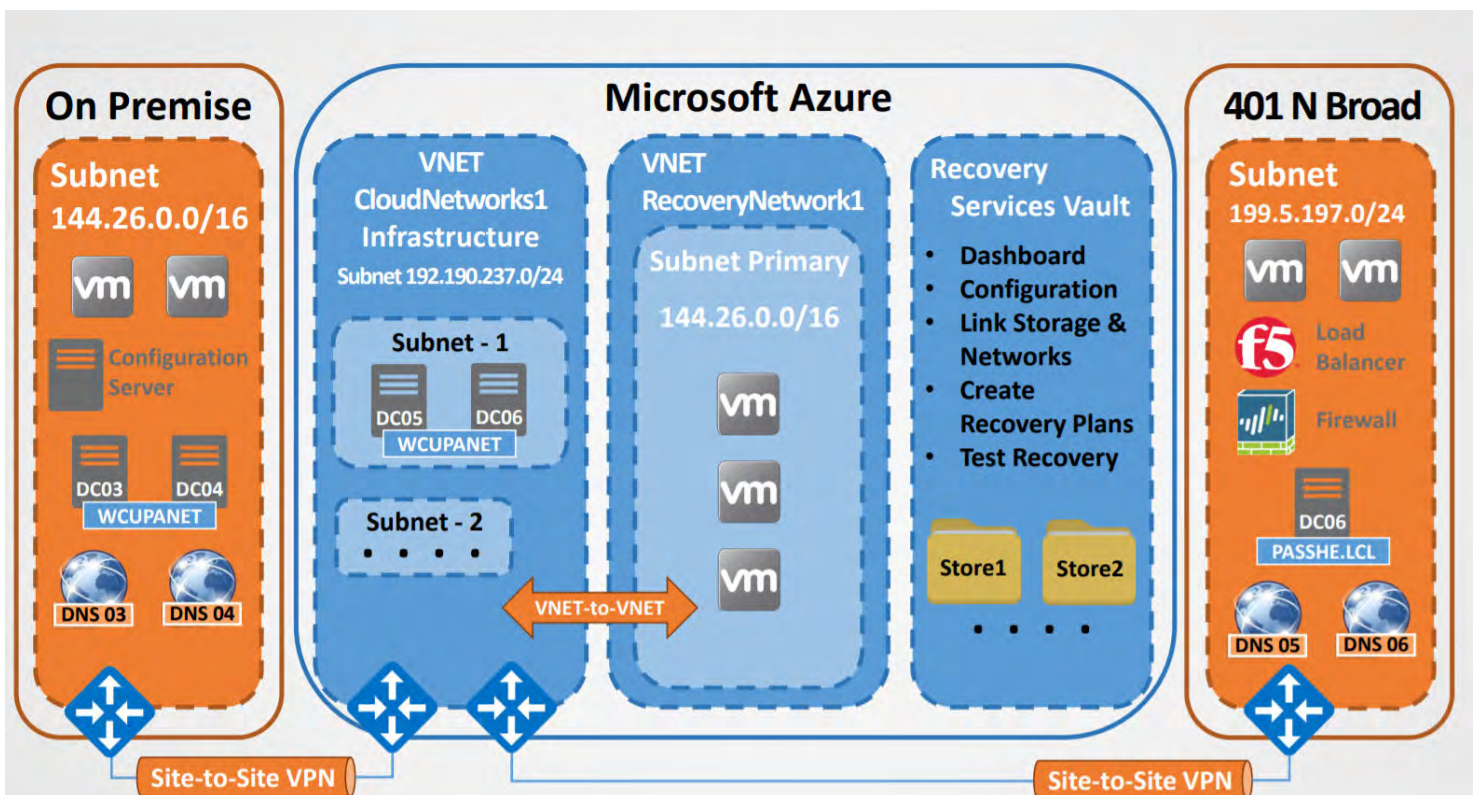
# Preparing for the Future

## 16,000+ Devices

**Daily wireless connections**

## 250 Wireless Access Points upgraded

Worked with Facilities to plan for relocation of telecommunications ductbank along North Campus Drive in preparation for construction of the WCU Commons building and Commons Garage.

Coordinated with Verizon and Comcast to plan for the relocation of their cabling facilities along this pathway as well as internal WCU campus network cabling.

**Connected to RamNet**

## 55,000 devices

100 Network Switches upgraded:

South Campus Apartments
University Hall
Schmidt Hall
Killinger Hall
Goshen Hall
Tyson Hall

IT Infrastructure Services completed multiple maintenance updates in preparation for future University projects and initiatives.

Direct 10Gbps network connection to Netflix caching servers for quick and robust delivery of video content.

The successful implementation of EMC's VXRail hyperconverged server and storage infrastructure was a major strategic initiative for 2018. In order to deploy this infrastructure, a new highly available, high performance, and robust network architecture was required as the foundation for this new technology. IS&T evaluated various manufacturers, products, and protocols to build this new foundation. Based on our review, we decided to procure new Juniper QFX switches and implemented the underlay of this foundation using new cutting edge EVPN and VXLAN network protocols.

IS&T also upgraded the Aruba Networks wireless infrastructure to a new network operating system, ArubaOS 8. This release of the Aruba OS was a complete redesign of the operating system, allowing for more redundancy, dependability, and scalability of the wireless network.

Key Initiative

# Evolving Enterprise Systems

# Preparing for
# 1,000,000 IDs

**Within the next year, WCU will assign its one millionth University ID number!**

To accommodate the 1 million milestone the IS&T Enterprise Applications Team needed to modify PeopleSoft (myWCU) and auxiliary systems to handle 7-Digit ID Numbers.

Most auxiliary systems were designed to only handle a 6-digit identification number.  This enhancement required reviewing every integration developed for all internal and external systems owned by the University.
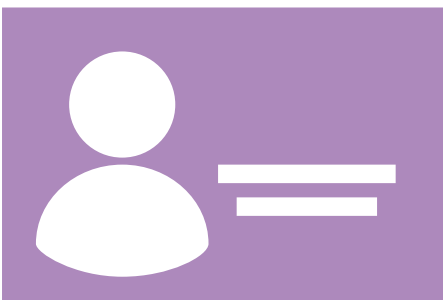
# Self Service Meal Plan Selection

The IS&T Enterprise Applications Team developed a Student Self Service Meal Plan Selection Process. With a myWCU self-service transaction, students can now easily select their meal plan for the upcoming semester. Prior to this new functionality, the Bursar staff were manually entering meal plan changes for every student.

# FERPA Training Site

Employee FERPA Training- 2018

Department of Education regulations require that we provide FERPA training to all staff, faculty and student workers. The solution developed made use of numerous existing IS&T tools and the skills of staff in several different areas.

IS&T partnered with the Registrar to develop a comprehensive training site, which went live in recent weeks.

## Start of Term Activity Guide

IS&T, collaborating with the Registrar's office, implemented a Start of Term Activity Guide that contains the: Financial Responsibility Agreement, Student Code of Conduct Agreement, ability to update mobile phone number, ability to opt-in to texting service, ability to accept Financial Aid, and the ability to Activate Accounts to avoid cancellation for non-payment. This guide also helps to determine students who should not be cancelled.

## Admission Comparison Report

IS&T developed a customized Admission Comparison Report. The new report greatly improves the current practice of saving copies for previous year comparison and makes it easy to determine differences between two dates or terms. The new report also functions within the People Soft Process monitor framework, allowing the process to be auto queued and sent directly to email.

Key Initiative

# Digital Learning

Partnering with our dedicated faculty, administrators, and staff, digital learning continues to grow at West Chester University. Over the past year, we have seen another two-digit growth rate on distance education enrollment and course offerings. Additionally, we have started to extend our instructional design and technology integration services to faculty who teach face-to-face courses. Digital learning is not limited to distance education; it applies to all!

## Continuing to GROW...

West Chester University currently offers 20 programs that can be completed 100% online.

**Online Programs by Type**

- Doctoral 2
- Certificate 12
- Masters 6
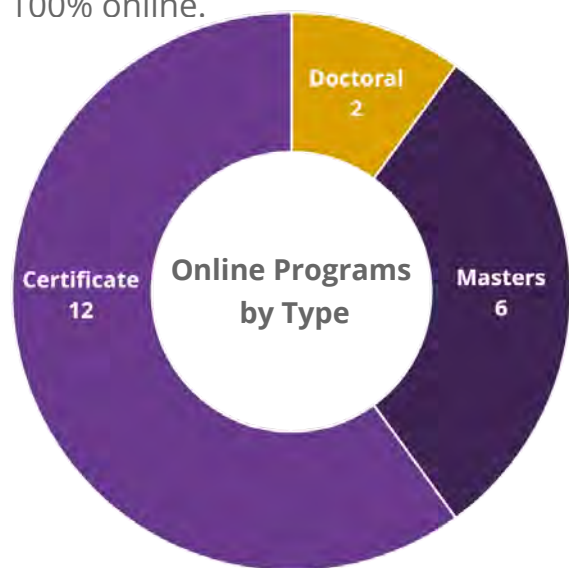
In the 2017-2018 academic year, WCU offered...
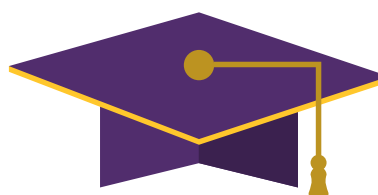
**668** Online
**120** Blended
**11** ITV (Instructional Television)

### Course Sections
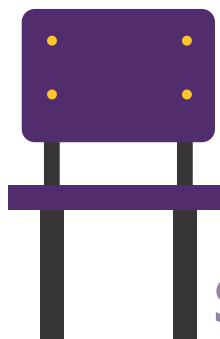
**12,718** Online
**3,887** Blended
**73** ITV (Instructional Television)

### Student Seats

...That's a 12% increase from the 2016-2017 academic year!

**In the 2017-2018 academic year, IS&T Distance Education Services provided faculty support through...**

# 4,224
**Phone Calls and Emails**

# 627
**Faculty Consultation Meetings**

**The CAPC Required Online/Blended Faculty Development Program was offered...**

# 5 Times
# 38
**Faculty Certified**

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**IS&T Distance Education Services was able to connect with faculty and students through social media.**

## FaceBook
## @WCUOnline
# 54 New Followers
# 6,746
**Users Reached**

## Twitter
## @WCUPAOnline
# 95 New Followers
# 34,125
**Tweet Impressions**

## youtube.com/ wcudistanceed
# 58 New Videos
# 13,566
**Minutes Watched**

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# Quality Matters

Quality Matters (QM) is a national organization that offers benchmarks for online course and program design. It provides a set of online course design standards and program review criteria through a rigorous review process. IS&T Distance Education Services implemented the first stage of a two-stage QM initiative during the 2017-2018 fiscal year:

**Stage 1:** Certify Faculty to become QM Peer Reviewers

**Stage 2:** Certify Online Courses and Programs

QUALITY MATTERS

**QM**

# 13
13 WCU Faculty successfully completed the training and became QM Peer Reviewers during the 2017-2018 fiscal year!

# DE Access Fee Initiative

The Distance Education (DE) Access Fee Initiative is a university-wide effort funded by the Distance Education Access Fee that aims to foster technology innovation and teaching effectiveness in online and blended courses. The projects address one of the following: developing new blended & online programs, implementing e-learning technologies, implementing and assessing new pedagogies, or developing faculty competencies on e-learning technology tools that are used in online classrooms and at WCU.

**During the 2017-2018 Academic Year...**

**$41,569** **was distributed among**

**18 faculty projects**

# eTextbook Initiative



Funded by the Distance Education Access Fee, the eTextbook Initiative aims to replace/supplement expensive commercial textbooks with low-cost/free, faculty-produced electronic textbooks.

**6**
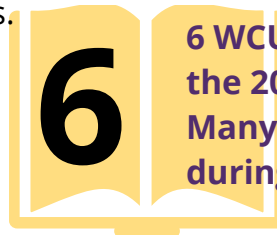
**6 WCU Faculty Members participated in the 2017-2018 eTextbook initiative. Many plan to release their books during the 2018-2019 academic year!**

# One-Button Studio



IS&T Distance Education Services launched the One-Button Studio during the Spring 2018 semester. This studio allows faculty to create quality videos with the touch of a button. Users have the option to record in front of a plain gray backdrop, a green screen, or a projected slide deck or computer screen.
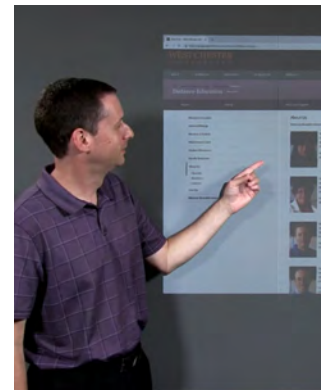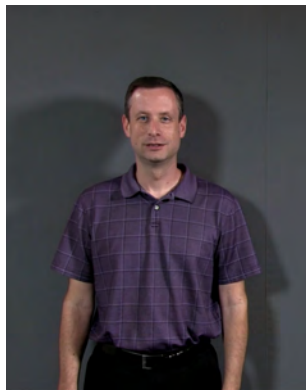
WCU IS&T leads LMS support for the 14 PASSHE institutions, serving as a liaison to the Office of the Chancellor, LMS administrators, representatives from Brightspace D2L, Zoom, Turnitin, textbook publishers, and other digital learning vendors. This role involves moderating bi-weekly virtual meetings between D2L and the 14 LMS administrators, working with Technical Account Managers to resolve high-impact problems, and organizing state-wide training opportunities for faculty and staff.

IS&T has been working closely with D2L and with other PASSHE institutions to extract useful data from the LMS. The goal is to provide insightful data like quiz question statistics, paired with user engagement data to measure outcomes, better understand the users' experience, and make strategic decisions regarding Learning Paths.

WCU actively participates in two D2L Quarterly Advisory Committees - Quizzing Advisory Board, and Rubrics Advisory Board. These meetings provide insight to product engineers and developers regarding feature requests, and allows WCU to give direct feedback on enhancements to D2L tools including function, style and ease of use. WCU has been invited to serve on the Data Analytics Advisory Board for 2019.

**LMS Training**

| Category | Value |
|---|---|
| Group Training | 66 |
| In-Person 1:1 | 102 |
| Phone 1:1 | 71 |
| Request for Training | 66 |
| Roadshow | 23 |
| Virtual | 15 |
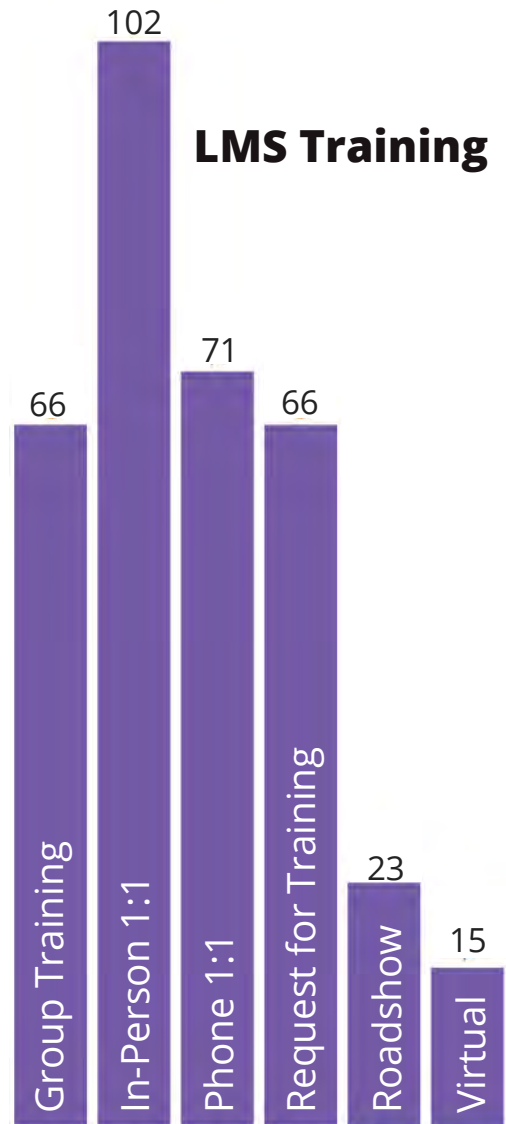
## FY Support Format Trend

Legend: Appointment, Chat, Email, Phone, Virtual (Bomgar/Zoom), Walk-in
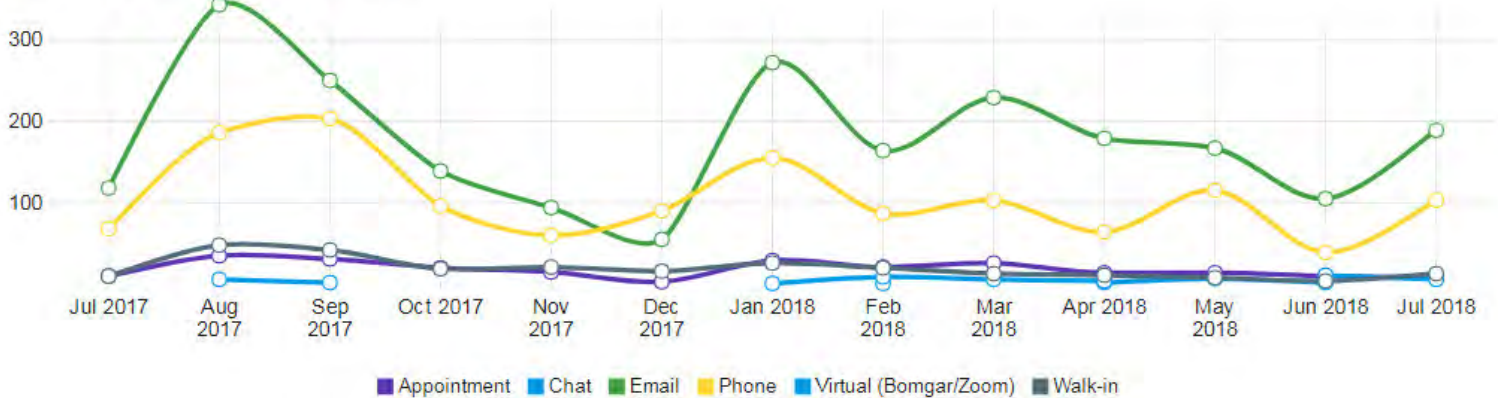
# Deploying Technology to Support Student Success

Each year WCU's Student Technology Fee makes it possible for students to use technologies that foster success inside and outside the classroom. From tools for teaching and learning to bandwidth and wireless internet access, Student Technology Fee funded services have a daily impact on the academic, research, and co-curricular pursuits of students.

## FY18 Technology Fee Allocation

Teaching & Learning Spaces (TLS) - Classroom AV & Computer Lab Upgrades — 10%

Academic Affairs Initiatives — 16%

Student Affairs Initiatives — 2%

Infrastructure Wifi/Bandwidth/ Storage/VDI — 10%

Capital Projects — 12%

Software Licenses — 12%

Personnel in IS&T and Academic Affairs — 38%
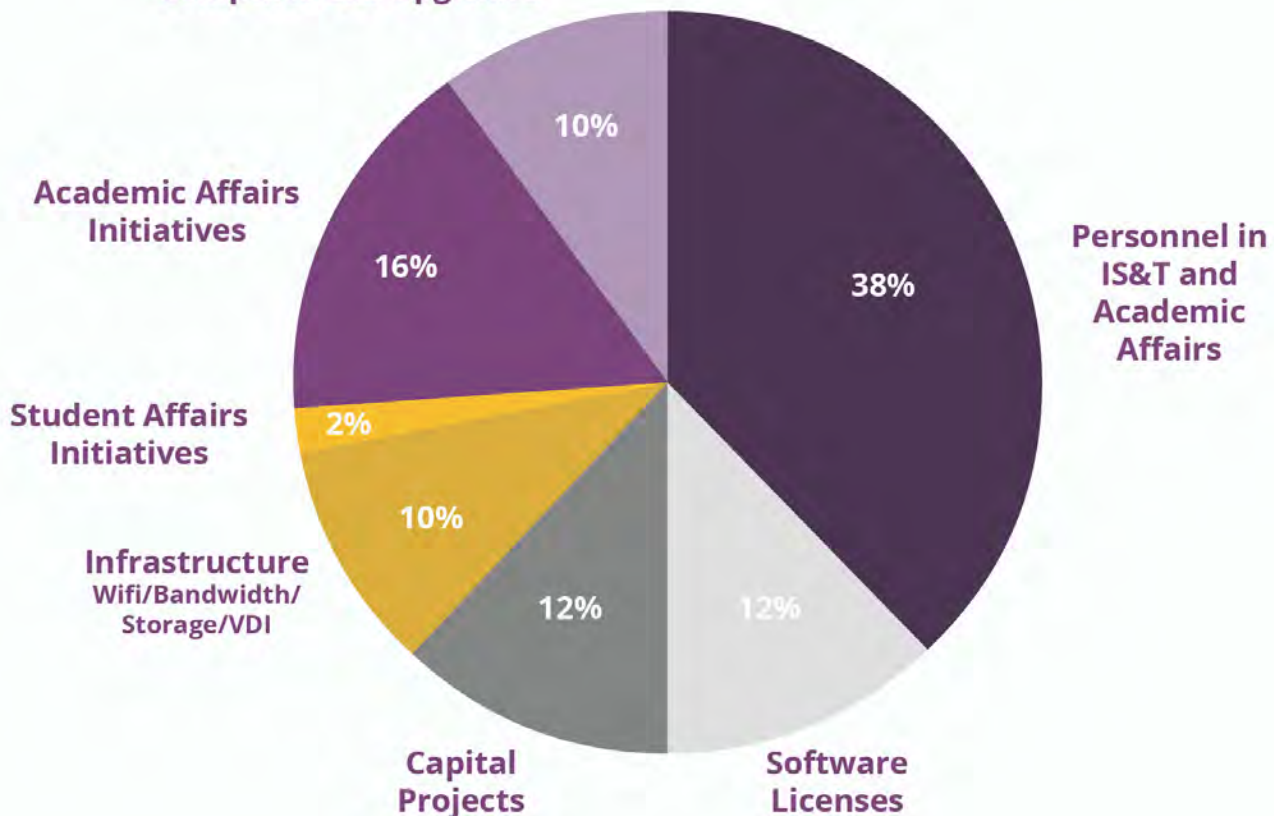
# Technology Fee Upgrades

## Wayne Hall

The Wayne Hall technology installation and upgrades were completed over winter break and the building is open and fully functionally hosting the Psychology, History, Professional and Secondary Education, and Distance Ed Programs, as well as the PsyD Clinic. A wide range of AV/IT systems were installed including laser projectors and flat-screen monitors with RamCast wireless presentation systems, video-recording systems in observation rooms, and computers and multi-function printers.

## Graduate Center

During the winter break, (16) classrooms received technology upgrades at the Graduate Center. Upgrades included new laser projectors, control systems, and RamCast wireless presentation systems. A new Mediasite recording system was installed in two observation areas in the SPARC suite where WCU students from Psychology, Special Education, and Communicative Disorders programs interact directly with their clients and families.

### Wayne Hall Faculty Research Labs

(14) Therapy rooms
(9) Classroom/lab spaces
(6) Conference rooms
(1) Computer lab
(1) Laptop cart
(4) Student work rooms
(4) Observation rooms
(4) Interview rooms
(1) Video-conference room

# Equipment Standards

In addition to the technology for students, IS&T provides recommended Lenovo and Apple personal computers to full-time faculty and full-time staff. The aim is to encourage mobility without sacrificing performance or reliability.

The Lenovo x380 Yoga and Apple's MacBook Air have ample processing power, storage, and memory, and are light-weight, making them the ideal device to run the many systems provided to the University.

Dedicated technicians responsible for equipment upgrades deployed over 300 of these units to faculty and staff in FY18.
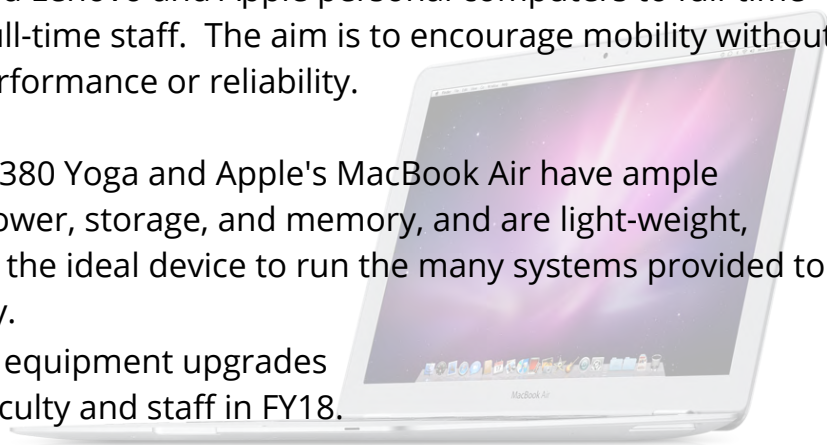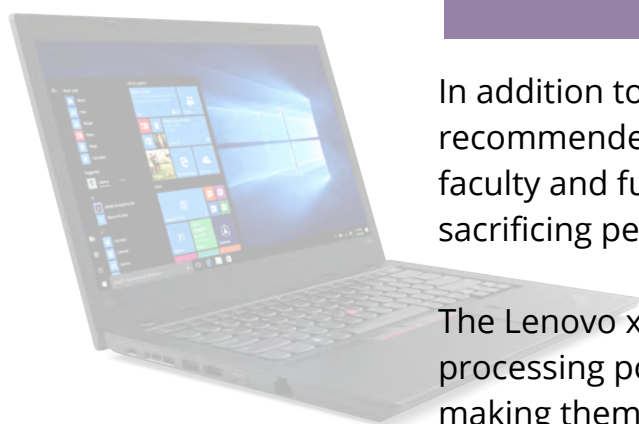
# Connecting Community

## Hosted Conferences

### Scholarship of Teaching, Learning, and Assessment (SoTLA)

- January 11th, 2018
- Hosted by Academic Affairs Teaching, Learning, and Assessment Center and IS&T Distance Education Services
- 170 Attendees
- 15 Breakout Sessions
- Keynote Address and Workshop presented by Sarah Rose Cavanagh, Ph.D

### Global Accessibility Awareness Day (WCUGAAD)

- May 16, 2018
- Hosted by IS&T Distance Education Services in collaboration with the Office of Services for Students With Disabilities
- 53 Attendees
- 5 Breakout Sessions
- Panel Discussion
- Keynote Address given by Alex Cohen, Ph.D

### RECAP

- May 17, 2018
- Hosted by IS&T EdTech & User Services
- 187 Attendees
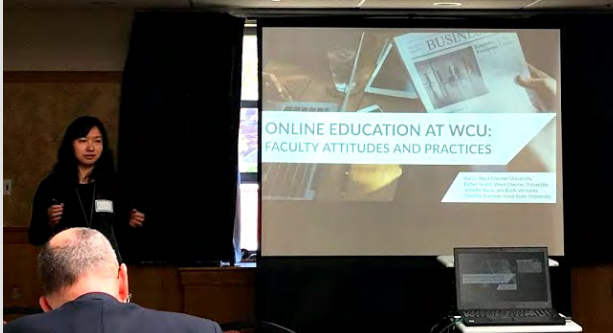- 17 Breakout Sessions
- Keynote Address given by Bryan Alexander, Ph. D

# Connecting Community

## Hosted Events

### Distance Education Open House



IS&T Distance Education Services collaborated with Kutztown University to host the 4th Annual Distance Education & Learning Technologies Open House on October 27, 2017. Faculty and staff from both West Chester University and Kutztown University delivered 9 presentations. 30 faculty and staff participated in this joint event.

### Annual Technology Showcase



#### The 4th Annual Teaching with Technology Excellence Showcase & Award



The Annual Teaching With Technology Excellence Showcase and Award aims to highlight faculty exemplary use of technology in teaching. This event is co-hosted by IS&T Distance Education Services and Ed Tech & User Services. In May 2018, 8 faculty groups participated in the showcase and 5 faculty groups won the award, based on peer vote and judges' scores.

## Conference Presentations and Publications

### Presentations

- Kassabian, D., Singh, J., Ashley, J., Cepull, J. (2017, October) Developing Active Learning Spaces: Perspectives from West Chester University and Jefferson (Philadelphia University + Thomas Jefferson University) EDUCAUSE 2017 Annual Conference
- Chang, C., Sincavage, J., Kabir, R., Piscitello, F. (2017, October) Working With an Outside Auditor on Disaster Recovery Testing, Presented at the 2017 EDUCAUSE conference. Philadelphia, Pennsylvania.
- Mrkich, S. & Pantazes, T. (2017). Should You Use Interactive Content? – A Research Story. Presented at the Online Learning Consortium Accelerate Conference. Orlando, Florida.
- Zhu, L. & Li, R. (2017). Student Learning & Performance: Analysis of Flipped Classroom in an Economics Course. Paper presented at the Association for the Advancement of Educational Research 17th Annual Conference, Sanibel, Florida.
- Coutu, G., Fletcher, R., Roemmele, C., & Pantazes, T. (2018). Virtual, Mixed, and Augmented Reality at West Chester University. Panel discussion at the RECAP Conference. West Chester, Pennsylvania.
- Drumm, M. & Grove, A. (2018, March). Shall We Play a Game?. Presentation at University of the Sciences e-Learning 3.0 Conference. Philadelphia, Pennsylvania.
- Drumm, M. (2018, May). The WCU eTextbook Initiative: Year One in Review.Presentation at West Chester University RECAP. West Chester, Pennsylvania.
- Li, R., Singh, JT., Bunk, J. & Malize, B. (2018). Technology Tools in Distance Education: A Review of Faculty Adoption. Paper presented at the World Conference on Ed Media & Innovate Learning (EdMedia 2018). Amsterdam, Netherlands
- Li, R. & Zhu, L.(2018). The Impact of Flipped Classroom on Students' Learning. Paper presented at the International Conference on Distance Education and Learning, Beijing, China..
- Pantazes, T. (2018). The Tortoise Approach to Virtual and Augmented Reality in Higher Education. Presented at the iDesign Learning Online Event.
- Singh, J., & Hudson, T., Evolution and Future of Digital Signage at West Chester University of Pennsylvania, Digital Signage Expo 2018
- Yamamoto,N. & Hudson,T. (2018, June) Implementing and Adopting Technologies to Support Active Learning Spaces and Enhance Collaborative Learning, Presented at the 2018 UBTech conference. Las Vegas, Nevada

### Publications

- Smidt, E., Li, R., Bunk, J., Kochem, T. & McAndrew, A. (2017). The meaning of quality in an online course to administrators, faculty, and students. Journal of Interactive Learning Research, 28(1), 65-86. Chesapeake, VA.
- Yamamoto, N. (2018, August). How our campus supports active learning and collaboration. www.ecampusnews.com
- Singh, J., & Hudson, T., Evolution and Future of Digital Signage at West Chester University of Pennsylvania, AVNation https://avnation.tv/2018/01/evolution-ds-higher-ed/

# Connecting Community

## IS&T Seminar Series

WCU IS&T knows that IT is a fast changing field. Staying current and growing as professionals requires that we share our expertise and learn from our peers. That's why we make it a practice to invite experts to our campus, to give talks and have discussions with us. Our many past speakers have given great talks on a broad range of topics.

## Past Speakers & Topics

**Identity: What's All The Hubbub Bub?**
Michael Gettes
Director of Identity Services, Penn State University

**Infrastructure is Not Sexy...**
Jorj Bauer
Director of Identity & Access Management,
Temple University

**In the Zone: Tales from the DNS**
John O'Brien
Network Architect, University of Pennsylvania

**The Edge of Chaos**
Dr. Jon Moore
Chief Software Architect, Comcast Cable

**Performance Insights**
Colleen Szymanik
Principal Engineer, Comcast T&P

**It's an IT Evolution**
Kathryn Matuch
Associate Vice President of Core Enterprise Systems,
Drexel University

**Trust in Wireless Networking**
Charles Rumford
Senior Networking Engineer,
University of Pennsylvania

**Grouper and Multi-Factor Authentication**
Chris Hyzer
Application Architect, University of Pennsylvania

**Avoiding Zeno's Paradox: Our Steps to a Cloud-Native Architecture**
Bryan Hopkins
Application Architect, University of Pennsylvania

**Evolution of the Domain Name System**
Shumon Huque
Principal Software Engineer at Salesforce

**Technology Tracking in Higher Ed**
John Mulhern III
University of Pennsylvania

**Where Technology, Law, Policy, and Campus Culture Meet: the Tragic Story of Aaron Swartz**
Dr. Deke Kassabian
VP & CIO, West Chester University

**Envisioning YOUR Future**
Fran Rabuck
Owner, Rabuck Associates

**"IT Takes a Village" on Info Security**
Pablo Molina
Chief Information Security Officer
Drexel University

**Active Learning Classrooms and Practices**
John MacDermott
Director for Instructional Technology
Jeff Douthett
Director of Classroom Technology Services,
University of Pennsylvania

**TechSavvy Manager: Leveraging IT to Achieve Strategic Advantage**
Dr. Sassan Hejazi
Director of Technology, Kreischer Miller

# Connecting Community

## IS&T Blog

The IS&T blog was created to keep the WCU community informed about the products, upgrades, and processes that are being developed and deployed throughout the University. The Evolution of IS&T on the Web, the introduction of LyndaCampus, and D2L Daylight are just a few of the topics covered within the past year.

## Information Sessions

Throughout the year, the LMS Office continued to present a series of Roadshows to multiple academic department meetings, reaching over 284 faculty and staff. The series included an overview of D2L Daylight, timeline, advertised trainings, webinars, and informative sessions for the campus community. The team also used this opportunity to promote other IS&T Division initiatives such as Microsoft O365, OneDrive, LyndaCampus, Gartner Campus Access, and Zoom.

## Try Before You Buy

Faculty and staff can now test supported equipment before they make a purchase, or schedule their upgrade. These sessions will spin off into Try "IT" Tuesdays located at the iNOV8 hub in the Library starting January.

# Training

IS&T staff and the Registrar Office collaborated to develop a comprehensive FERPA training site which went live Fall 2018.

The FAST office in conjunction with the LMS Team and instructional designers from Distance Education, facilitated two, week-long training and development programs as part of the Summer Learning Technology August 2018 Boot Camp.

FAST also developed a Technology Resources for Student Success presentation to represent IS&T during summer orientation. In total, FAST with support from RESNET presented 37 sessions and staffed 20 resource tables throughout the summer.

**2** LEARNING TECHNOLOGY BOOT CAMPS

**210** REGISTERED

**158** WORKSHOPS OFFERED

**602** REGISTERED

**63** ORIENTATION & INFO SESSION EVENTS

**1651+** ATTENDEES & VISITORS

# Connecting Community

## Social Media Video Content

The IS&T Digital Media Center (DMC) works daily capturing our university culture from behind the lens. In their #FirstFridayVideo series with President Fiorentino, the DMC personalizes the WCU experience for all who watch their videos.

In addition, the DMC team ensures that the University Commencement Livestream is executed flawlessly and that all material is provided in a timely manner for those who are unable to attend or want to relive the moment.

# 103,396
## TOTAL VIEWS
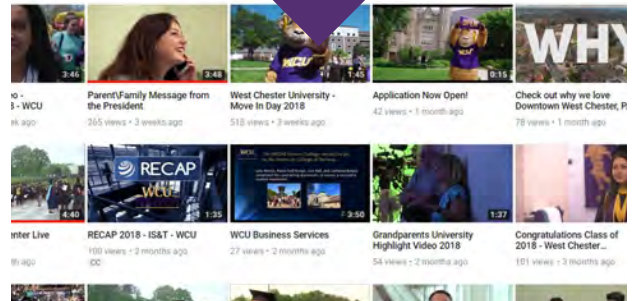
## Top 5 Most popular YouTube Videos

**West Chester University in 60 seconds**
**86,000 views**

**WCU Move In Day 2017**
**3,200 views**

**WCU #YouAreWelcomeHere**
**1,700 views**

**2017 Grad - AM**
**1,000 views**

**2017 Grad - PM**
**786 views**

# 10,788
# Viewers

**joined the LIVE Stream of Fall and Spring Commencements**

livestream

Key Initiative

# Responsible Information Technology

## Risk Assessment & Policy Development

IS&T supports WCU offices that are required to meet many federal regulations. Teaming with stakeholders from these areas, IS&T distributed an online awareness class that reviewed what FERPA requires of any individual of the campus. IS&T also supports areas on campus responsible for other regulated data, such as GLBA for the Bursar & Financial Aid, and HIPAA for campus services that handle protected health information.

**FERPA** — Family Education Rights & Privacy Act

**GLBA** — Gramm Leach Bliley Act

**HIPAA** — Health Insurance Portability & Accountability Act

**CHRIA** — Criminal History Record Information Act

**GDPR** — General Data Protection Regulation (EU)

## Accessibility

The Web Team updated the campus map to include filters for accessibility. With the click of a button, users can now see the location of elevators and automatic doors. Handicapped parking spots are also clearly labeled on the map as well.
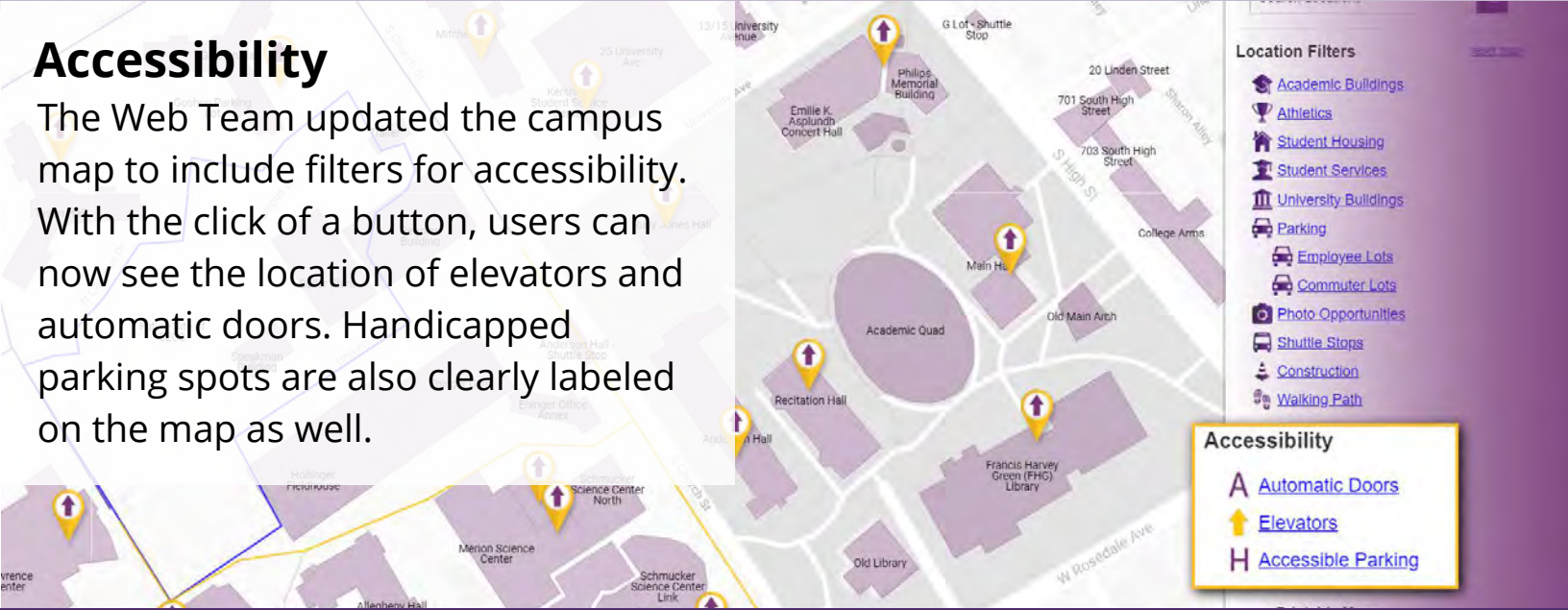
## Going Green

The IS&T Digital Media Center produced a video highlighting how over **100 Earth and Space Science students** took a tour around campus to learn about WCU sustainability initiatives. They partnered with the Office of Sustainability and Office of Communications to transition a news story press release script into a video. The video is featured on the Office of Sustainability home page.

### Asset Tracking

IS&T conducted a workflow analysis of our internal Asset Management processes which documented the complete equipment life-cycle from ordering through recycling. The improved workflow added mutual accountability for department leaders, technicians and faculty/staff.  The core objective, however, is to protect University investments in technology, and improve accuracy of upgrade projections.

### Equipment Recycling

The IS&T Technology Fee team continues to recycle outdated technology in an environmentally friendly manner and worked with the Sustainability Director this semester to provide the FY17 stats on how many pieces of equipment were recycled and how many were repurposed by the recycling company each month and the total amount of weight recycled.

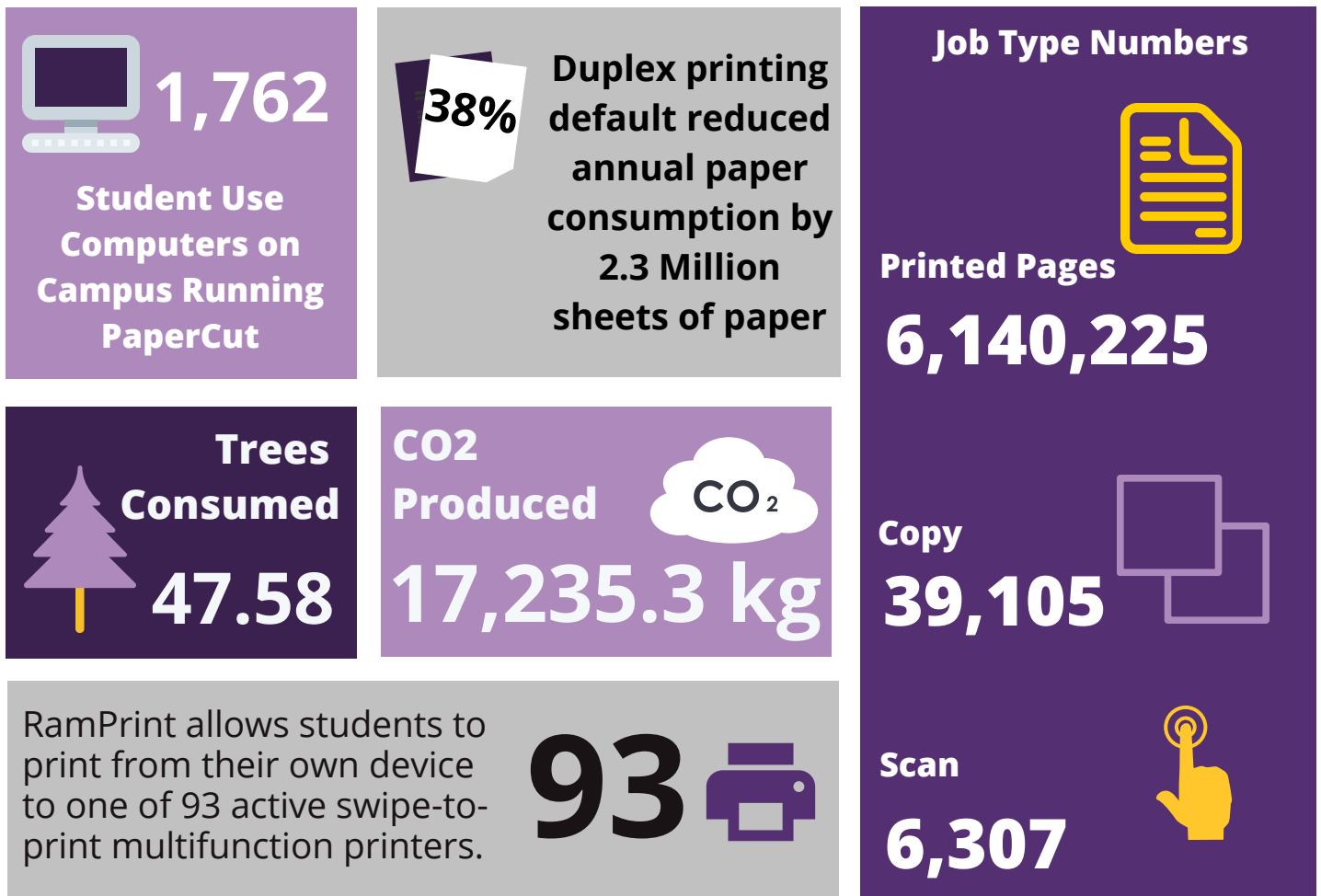**Recycling reimbursement amounted to**

# $94,096.50

# RamPrint

WCU IS&T has been utilizing PaperCut software to manage student printing on campus for almost 15 years.  PaperCut allows IS&T to monitor printer status remotely, as it provides the status on printer activity, paper jams, toner level, and paper volume.

A PaperCut client (rebranded as RamPrint) is installed on computers in the WCU student labs, so students can view their current balance each time they logon.  RamPrint also permits students to send their work to a queue, where they can later swipe-to-print their work.

Future goals are to work with the WCU Office of Sustainability and with the Student Government Association (SGA) to discuss reducing our paper use.

**1,762**

**Student Use Computers on Campus Running PaperCut**

**38%** **Duplex printing default reduced annual paper consumption by 2.3 Million sheets of paper**

**Job Type Numbers**

**Printed Pages**

**6,140,225**

**Trees Consumed**

**47.58**

**CO2 Produced**

**CO₂**

**17,235.3 kg**

**Copy**

**39,105**

RamPrint allows students to print from their own device to one of 93 active swipe-to-print multifunction printers.

**93**

**Scan**

**6,307**

# By the Numbers

Total Support Requests Logged: **17,364**

**Students**: 60%

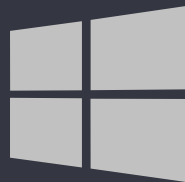**Faculty/Staff**: 38%

**Other**: 2%

## 173

1:1 Training Consultations

All new computers were equipped with Office365 & OneDrive
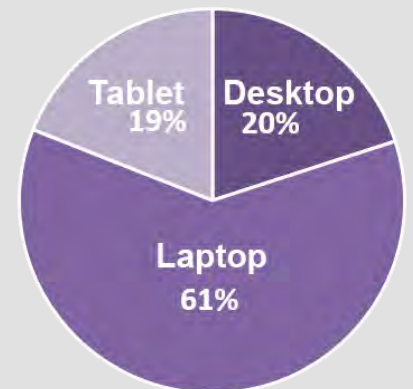
70% of equipment upgrades were Windows

30% of equipment upgrades were Apple

## 388

New devices deployed to faculty & staff

Tablet 19%
Desktop 20%
Laptop 61%

## KALTURA

Enabling Audio/Video streaming of original content to supplement in-class lecture and personalize online learning.

New Content Uploaded: **5,927**
Total Content Viewed: **8,564**

**Total Viewing Hours: 21,482**

- iDays is a new initiative within IS&T promoting innovative problem-solving to support the WCU community through information technology. iDays gives IS&T employees time and space for collaboration on creative solutions.
- IS&T staff members actively contributed to develop proposed goals and outcomes, as part of the Strategic Planning Draft Goals Committee.
- IS&T Enterprise Services has partnered with the Registrar's office to ensure that the new sessions within terms is ready for Fall 2018. Dates are highly visible to students and faculty in Schedule of Classes, student schedules, faculty schedules, as well as all registration dates and holidays for an academic year.
- ResNet Central added a walk-up "Express Desk" on the ground floor lobby of Brandywine Hall, outside the ResNet Central computer assistance and repair office and adjacent to the USH student lounge. The Express Desk provides greater visibility to the student body for the computer support services available to them and faster response to student inquires.
- The IS&T Technology Fee team conducted training in Mersive Solstice interactive displays for Autism Center personnel, Crestron AirMedia interactive display training to LARC personnel, and Scala Content Manager training to BPMC and Merion Science Center personnel.
- IS&T Enterprise Services created an online form for students to request tickets for commencement, and developed a student self-service meal plan selection process in "myWCU."
- Representatives from IS&T attended University Forum meetings to review and discuss the Forum timeline and processes that would provide more opportunities, funding and effective channels to students, faculty and staff.
- IS&T staff attended campus Green Dot training for faculty/staff to learn how to recognize and stand up to power-based personal violence.
- IS&T Digital Media Center recorded over 80 mock interviews between Main Campus and the Philadelphia Campus for the Department of Social Work.
- IS&T Digital Media Center recorded 14 MKT330 Consumer Behavior Service Learning project. Students interviewed donors/volunteers to create digital marketing materials for local businesses. DMC techs also assisted the students with the video editing.

# Accomplishments & Objectives

The Technology Fee team deployed the following technology equipment this semester to support student learning per the approved FY18 projects:

- 22 iPad Pro's for Swope 224 Music Department
- 19 Wacom Intuous Pro Tablets for Art Department in EO Bull 45
- 12 ipads for EO Bull 145 Photography Department
- 20 Canon EOS rebel Cameras and Accessories for Communication Studies in Brandywine 6
- 1 iMac for Womens and Gender Studies in Lawrence 220
- 2 Epson Stylus Pro Design Jet printers and 2 iMacs for Art Department in FHG Library IMC 212
- 1 Lenovo laptop for Health Department in Sturzebecker 222
- 1 Lenovo Desktop for Theatre Department EO Bull 160
- Installed Motion V2 software in EO Bull 45 Art Lab
- 12 ipads reused for Student Affairs/Public Safety iPad Pilot in Residence Halls
- Hardware and Software install in Music iMac lab in Swope 342
- A new computer and printer for the SIGS/YES collaborative space in Main109
- An MFP in Wayne Hall 300 for Psychology Department students
- An MFP in FHG Library QVC section
- A Scannx machine in FHG library
- 2 laptops and a new printer in Sturzebecker 306 for Physical Education for Individuals with Disabilities (PEID) Minor
- 1 Oxygen Combustion Calorimeter in Merion 312 for the Biology department
- 1 leaf area meter in the Biology department SSN 181 for bio statistical applications
- Replaced 4 PCs in the OSSD proctoring lab and updated the JAWS software in the OSSD
- CPR meter, IV Pumps, and PERRLA subscription for Nursing Department in Exton
- Weather station equipment for Anthropology & Sociology Department
- Telescopes, laptop/handheld XRF, Visual Modflow, and Oxford Aztec software, and Electronic scales for Earth and Space Science Department in Merion.

The Technology Fee team also provided technology support for the following department projects:

- Raspberry Pi video displays in FD&C at Carter Drive and IS&T-DAC Haivision equipment
- iPads in Wayne Hall Psy D clinic
- Campus wide Scala digital signage
- Student Health Suite Panasonic interactive touchscreen monitor
- Communicative Disorders Software/Hardware issues at Carter drive
- Audio issues in Graduate Center classrooms
- Psychology Department studio video recording issues in Peoples
- Replaced, installed, reconfigured crashed/defective Mediasite recorder for Communicative Disorders
- Provided support for Exton Nursing Facility simulator equipment, computers and AV equipment.

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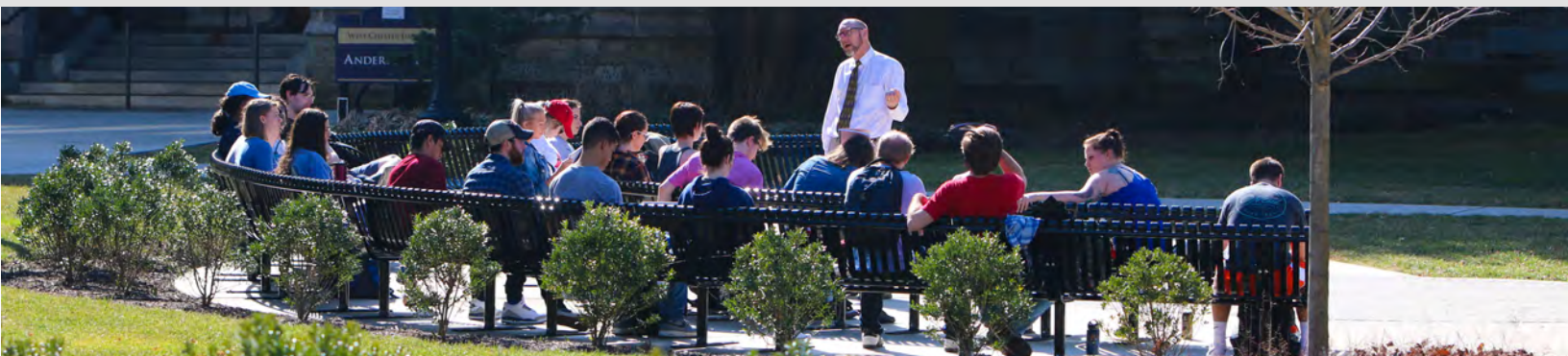Email:   JSINCAVAGE@wcupa.edu

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This report was produced and edited by Jessica Drass, Paul Gargiulo, and Kristin Williams of IS&T.

**INFORMATION SERVICES & TECHNOLOGY**

## 2017/18
# ANNUAL REPORT

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