NC Central
UNIVERSITY
Information Technology Services

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2018 Annual Report

Highlights of the 2017-2018 Academic Year

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Introduction

This Annual Report provides an overview and highlights of the 2017-2018 Academic Year. Information Technology Services (ITS) has provided quality customer services, increased opportunity for campus efficiencies, improved infrastructure support and strategic collaborations and partnerships across campus.

A few examples that will be detailed further in this report include:

Chancellor's 2017-2018 Strategic Priorities
- Campus safety & security
- Banner 9 INB
- Virtual one-stop-shop

NCCU 2020 Goal: Student Success
- Expanding student printing services to Residential Halls
- Live Chat, iPhone Repair, Training
- Developing new features in myNCCU Mobile
- Upgraded 11 classrooms to the campus technology standards

NCCU 2020 Goal: Public Service
- Expanded NCCU Community Leaders Program
- Offered internship opportunities to NCCU and Durham Tech students

NCCU 2020 Goal: Community Engagement
- Partnered with Duke University and City of Durham in connecting Durham Housing Authority Community Centers to fiber network
- Participated in Marbles Kids Code events
- Volunteered with Kramden to provide digital literacy training

NCCU 2020 Goal: Internal Communications
- Expanded TechnoPalooza
- Increased IT training opportunities
- Provided ongoing IT Security awareness communication and training

NCCU 2020 Goal: Intellectual Climate
- Partnered with NC HBCU CIOs in Community of Practice
- Presented at various local, regional and national events

Chancellor's Strategic Priorities

Campus Safety & Security

The comprehensive campus security project will be a year-long project. Below is a brief overview of the features and campus security enhancements.

Door Readers: Approximately 300 doors are being updated with card readers and/or auto lock/unlock features. The auto lock/unlock feature provides a system approach instead of the current approach where individuals are manually opening and locking doors in the mornings and evenings. Many perimeter doors will be monitored for door forced / door propped conditions.

Indoor and outdoor security cameras: Approximately 900 cameras will be included in the system. Approximately 100 of those are existing cameras that will be integrated into the new system. There are 600 new interior cameras and 202 (180/360) degree new cameras being installed, of those 200 are exterior cameras.

Blue light kiosks: Ten blue light emergency kiosks are being updated with 360 degree cameras that will integrate into the new security system.

Features/Benefits: The new system will provide campus police with a comprehensive view of campus activity and ability to investigate activities using different data points. For instance, not only will the system track access, but it can correlate the timestamp from card access to the video of that same area and that same time. This is one example of the reporting that will be available. Additionally, the system is web based and therefore doesn't require the officer/detective to return to the office.

Banner 9 INB

Implementation of the Banner® 9 Admin pages which replaces Banner® INB began March 2017 and was completed March 2018. Implementation of this latest release eliminates dependency upon Internet Explorer and has browser support across Chrome, Firefox, Safari, and MS Edge. This collaborative effort, that involved campus administrative units and all of ITS, offers new administrative pages and reports that provide a web look and feel across Banner, delivers enhanced navigation for a seamless experience, and simplifies the upgrade process via the usage of ESM – Ellucian Solution Manager.

Virtual One-Stop-Shop

Developing a virtual one-stop-shop for NCCU students includes revamping the campus portal (myEOL), purchasing additional TouchNet licenses and building out a new web server infrastructure. ITS has purchased and begun the development of a new Drupal environment for myEOL. The new portal will provide students with services beyond the current Single Sign On capabilities. Students will easily locate forms, documents, services and processes organized by function type.

In steps towards the University's One-Stop-Shop initiative, ITS upgraded its payment processors to allow for more secure financial transactions through TouchNet. TouchNet will soon power the Eagle Marketplace, an e-commerce solution that gives students, parents, alumni, and employees the option to shop online, register for events, or make donations at a time that is most convenient for them.

Student Success

Expanding Student Printing Services To Residential Halls

After successfully deploying print services in academic buildings, ITS was approached by Residential Life and asked to take over printing in Residence Halls. Beginning Fall 2017, students were able to print in their residence halls using their print quota provided as part of their Ed & Tech Fees. Additionally, ITS absorbed the ongoing maintenance and support of these printers freeing up Residential Life to focus on other student services.

Live Chat and iPhone Repair

On September 25, 2017, ITS launched a live chat feature giving an additional platform for the NCCU community to contact our Eagle Technical Assistance Center (ETAC). The live chat feature gives customers the ability to receive technology help and support by way of the online helpdesk in myEOL. ITS also began providing iPhone Repair services to community members.

myNCCU Mobile

Upgrades made to the myNCCU mobile app provided campus with the ability to offer push notifications as well as the ability to develop event specific sections.

Academic Affairs and Student Affairs were trained and have access to create and publish push notifications. Over 70 push notifications were sent including information about Homecoming, Chancellor's Installation and Commencement.

ITS also developed several event specific sections for Student Affairs. They were able to develop the Student Orientation schedule in myNCCU Mobile. This saved Student Affairs both financial and human resources in gathering and collating paper handouts for students.

Classroom Upgrades

The ITS Technology Enhanced Classroom team worked with Academic Affairs in establishing criteria for prioritizing classroom upgrades. Using Title III funding, ITS was able to upgrade 11 classrooms to the current standards. These upgrades resulted in a 90% reduction in support calls for those learning spaces.

Public Service

Expanded NCCU Community Leaders Program

The 2017-2018 NCCU Community Leaders Program (CLP) not only increased community programs and outreach but it also increased student participation and attendance. The program had seven returning students and added 12 new active students. This year a May 2017 graduate returned so they could continue as a CLP participant. NCCU CLP students are both undergraduate and graduate students from majors including: business, computer science, mass communication studies, social work, library and information sciences to name a few.
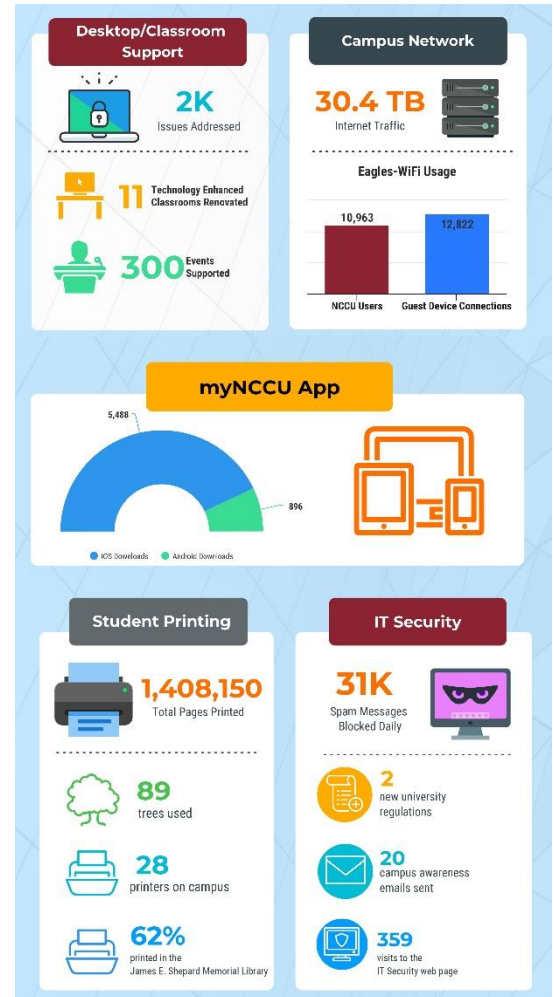
The 2017-2018 group differed in other ways as well. Based on feedback from the 2016-2017 cohort, the 2017-2018 cohort designed their own outreach programs. They were allowed to select from provided topic areas such as digital literacy, STEM or economic development. Once the students selected their group, they worked through the fall semester designing their program and learning about the google tools they could use to support their work. The students completed over 300 hours combined of engagement in and around digital equity and inclusion. Below you will find a summary from each area:

- Digital Literacy – this group established a relationship with Durham Head Start and offered a weekly course for parents of the Head Start students. The CLP students provided 8 weeks of training for 8 parents. At the conclusion of the training, the CLP students hosted a graduation for the parent/students at NCCU where the students were provided a laptop they acquired from Triangle E-Cycling.
- STEM – this group conducted a weekly class for middle school students at Maureen Joy Charter School. Maureen Joy had 20 students that were able to participate in the program and CLP students concluded the program with a planned pizza party celebration.
- Economic Development – this group decided to focus on free google and other tools to assist small businesses in improving their online presence and overall operations. Over the course of the Spring 2018 semester, the group reached out to 20 different businesses, helping to review their existing online presence and comparing it with their major competitors. They then met with four of the companies that were interested in further development of their online presence and knowledge of google tools. Ending the semester with a Small Business event that had over 50 attendees.

Internship Opportunities for NCCU and Durham Tech Students

ITS's Student Employment Program provides opportunities for NCCU students to gain professional work experience within ITS. In addition to hiring NCCU students, ITS partners with Durham Technical Community College to provide professional development through experiential opportunities to students in their Work-Based Learning program. Through this program, students gain exposure in areas such as Help Desk, Computer Repair, Classroom Support, Event Support, Web Development and Network support. In addition to their day-to-day tasks, these students have supported top ITS initiatives such as the myEOL redesign focus group, app development, help desk support, TechnoPalooza, NCCU transfer and first-time student orientation activities.

Community Engagement

Campus Pantry Donations

We concluded the Campus Pantry Donations on March 5, 2018. ITS's participation and donations collected approximately 75 pounds of food! These donations go a long way in assisting those seeking food assistance. Due to the response, ITS was able to extend the sponsorship in the Pantry, more than a week after the initial deadline.

WNCU Guest Panelist

Mr. Zach Mitcham was invited to participate as a guest panelist on the weekly NCCU School of Law Legal Eagle Review Broadcast on WNCU Radio 90.7 FM.

NCCU Law Professors Irv Joyner, and April Dawson co-host the Legal Eagle Review radio show, which airs every Sunday evening from 7:00-8:00p. The NCCU ITS Chief Information Security and Compliance Officer appeared as a panelist to discuss, "*Privacy Implications of Using Smart Devices and Having Intelligent Homes*" at the invite of the Co-Host of the weekly broadcast. He accepted the invitation as a means to promote information technology security awareness to the entire campus community.

Internal Communications

TechnoPalooza

TechnoPalooza, the ITS annual technology fair, was April 5, 2018. The event, hosted on the first floor of the James E. Shepard Memorial library, invited students, faculty and staff to learn about NCCU's IT department and infrastructure as well as a myriad of vendors. The annual technology fair provides exposure to new, cutting edge technology to students, faculty and staff. This year there were 13 vendors and approximately 1,300 participants.

New Services – Live Chat, iPhone Repair, Training

ITS launched a live chat feature giving an additional platform for the NCCU community to contact our Eagle Technical Assistance Center (ETAC). The live chat feature gives the ability to receive technology help and support by way of the online helpdesk in myEOL.

In addition to providing computer hardware and software support services for a small fee for student personal computers, ITS also began providing iPhone screen repairs. This service was requested by the students, and ITS is thrilled to be able to offer it.

In addition to the ongoing computer training being offered, this year ITS increased the type and frequency of IT Security sessions. The University Office of Legal Affairs in collaboration with the ITS Information Security Office developed an administrative workshop titled *"Beyond the Filing Cabinet: Protecting Electronic Student and Employee Records"* providing training for those that maintain and process sensitive university data with an understanding of the legal and technological requirements for doing so. This workshop provides training on the state and federal laws protecting student and employee records, best practices for securing electronic records, and how to respond to incidents that may compromise the security of data stored in NCCU devices and accounts.
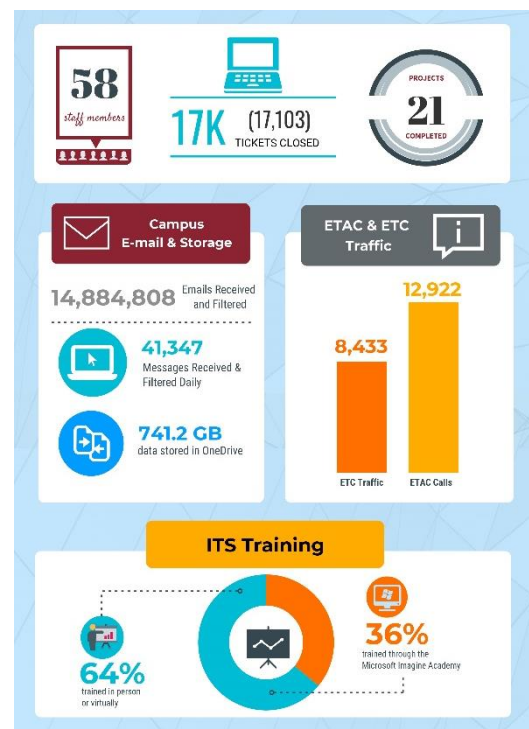
Lifecycle Discussions

In order to provide divisions more information regarding technology lifecycle, ITS reviewed information from various sources to develop a comprehensive inventory of classroom and faculty/staff computers. Upon completion of the inventory, members of ITS met with Vice Chancellors, Deans and others across campus to provide insight for

computer replacement strategies. This was the first time comprehensive computer replacement information was provided. It is expected that these yearly meetings will assist in better resource allocation across campus units.

Intellectual Climate

Eagle Apps Virtual Desktop Technology

The new and enhanced Eagle Apps provides virtual access to applications and desktops. This improved virtualized environment allows students the ability to virtually be in an open lab without coming to campus. Additionally, this virtual environment provides a security desktop environment for faculty and staff.
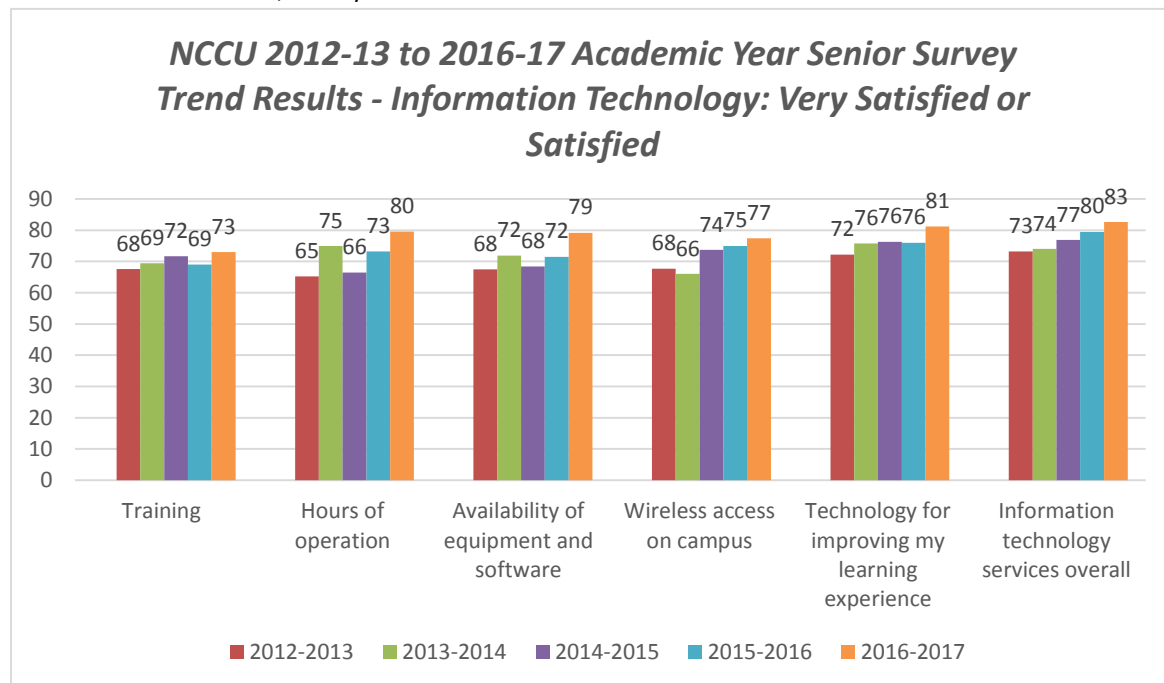
Information Security Recognition and Beyond

The NCCU ITS Chief Information Security and Compliance Officer was recognized by SC Magazine as the 2017 Outstanding Security Educator of the year. SC Media Reboot Leadership Awards 2017, is an extension of SC Media's Reboot edition and an on-going Awards program that honor executive and professional leaders in the information security space for their unique, inventive and inspiring contributions that improve security, shape the industry, provide thought leadership, and otherwise have a positive impact on cybersecurity. The honorees were selected based on how they changed the practice or understanding of cybersecurity for the better.

The NCCU ITS Chief Information Security and Compliance Officer was invited to attend the 13th annual Next Generation (NG) Security Summit held in Austin, TX as an honorary attendee to represent higher education Information Security issues and insight. The NG Security Summit is a private, closed-door educational meeting for executives to come together and learn from one another but by no means share industry trade secrets.

Survey Says

The 2016-2017 Senior Survey illustrates the increased satisfaction by students as a result of ITS focus on improving student support and services. ITS will continue to use data, both formal and informal, in reviewing and modifying services for our students, faculty and staff.

NCCU 2012-13 to 2016-17 Academic Year Senior Survey Trend Results - Information Technology: Very Satisfied or Satisfied

Coming in 2018-2019

Network Refresh Project

The current network infrastructure was installed in 2011 and the fiber supporting the network was installed over 20 years ago. This upcoming comprehensive network refresh will:

- Replace obsolete fiber optic cabling that connects each building to the campus network
- Replace network switches and wireless access points
- Improve wireless by installing close to 3,500 new wireless access points
- Provide residence halls with a hotel-like experience of access points within each room

Process Improvement

NCCU ITS is committed to improving business processes and efficiencies for our students, faculty and staff. Beginning Spring 2019, we will work with various areas to transition forms to electronic workflows. These workflows will not only eliminate paper processes, but they will also integrate with other systems such as Banner.

myEOL Redesign

myEOL, the campus portal, will be redesigned to provide a better user experience that includes service/function based organization.

ITS is focused on delivering Eagle Excellence every day. As a team, ITS enjoys collaborating and partnering with the campus community to make a difference for students, faculty and staff.