

Annual Report



NC Central
UNIVERSITY

Information Technology
Services

25-26



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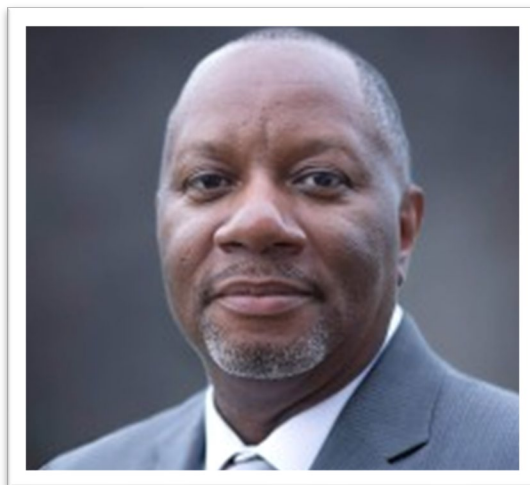
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Letter from the Chief Information Officer

It is with #EaglePride that I present the 2025–2026 annual report for North Carolina Central University’s Information Technology Services department. This year, ITS continued to strengthen its role as a strategic partner to the University, advancing technology initiatives that support student success, academic excellence, operational efficiency, institutional resilience, and exceptional service.

Our commitment to students remained at the center of our work. NCCU’s designation as an Adobe Creative Campus expanded equitable access to industry-standard creative tools and provided new opportunities for students to strengthen their digital literacy and career readiness. We also expanded our student employment program, providing NCCU and local community college students with meaningful opportunities to develop technical, professional, and customer service skills through hands-on experience.



We continued to improve the systems and services that power the University. ITS resolved more than 17,000 service requests, completed 13 major projects, and reduced Service Level Agreement violations by 40 percent. Through expanded automation, enhanced enterprise integrations, improvements to the myEOL portal, and the continued conversion of paper-based processes into digital workflows, we simplified access to services and helped our campus partners operate more efficiently.

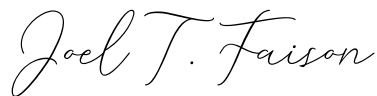
This year also marked important progress in maturing our cybersecurity program and implementing our data governance roadmap. We welcomed a new Chief Information Security Officer (CISO) and expanded the capacity of the ITS Security Office. Under data governance, the establishment of the Data Management Office, Data Governance Council, Data Stewards, and Software Stewards provided a strong foundation for improving the quality, security, accessibility, and responsible use of institutional data. This work will help ensure that University leaders have consistent, trusted information to support planning, decision-making, and student success.

Our team’s collective progress came during a period of increasing demand, rapidly evolving cybersecurity threats, aging infrastructure, and the continuing need to balance innovation with responsible financial stewardship. Those challenges reinforced the importance of thoughtful planning, strong governance, and campus collaboration. I am proud of how our ITS team responded with professionalism, adaptability, and a “can do” spirit.

As we look ahead to the upcoming academic year, we will build upon this foundation by maturing data governance, maturing our cybersecurity program, modernizing wireless and enterprise infrastructure, expanding automation and analytics, and continuing to improve the customer experience. We will also responsibly explore emerging technologies, ensuring that innovation is secure, sustainable, and aligned with the University's mission and Vision 2030 priorities.

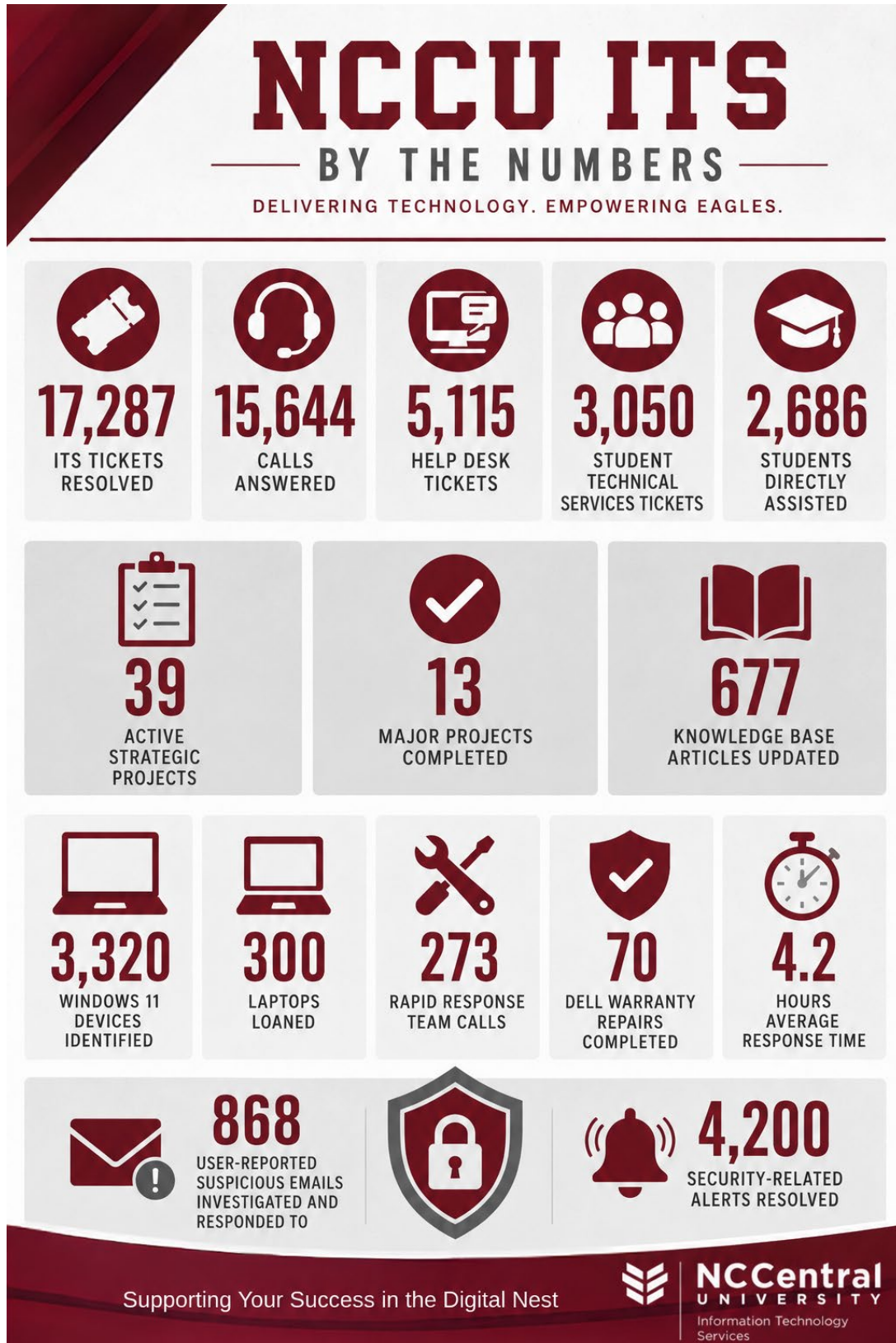
Thanks to the ITS senior leadership team and all team members for your dedication, creativity, and commitment to service. I also extend my appreciation to our students, faculty, staff, campus leadership, and external collaborators whose engagement and support make this work possible. Together, we will continue transforming technology into a strategic asset for our campus community!

In service,

A handwritten signature in black ink that reads "Joel T. Faison". The script is fluid and cursive, with the first letters of each word being capitalized and prominent.

Joel T. Faison
Chief Information Officer
NCCU Class of 1994

ITS By the Numbers



ITS Initiatives Supported

The work of the Information Technology Services team supports the University's [Soaring to New Heights: Vision 2030](#) strategic plan by delivering secure, accessible, and innovative technology solutions that advance academic excellence, enhance the student experience, strengthen institutional sustainability, improve operational excellence, and enable transformational engagement.

Advancing the University's Strategic Priorities Through Student Success & Academic Excellence



Student Success

Student Success is the commitment to delivering secure, accessible, and innovative technology services that empower every NCCU student to learn, persist, graduate, and thrive in their academic, personal, and professional journey. ITS enables student success by removing technology barriers, improving digital experiences, and providing technology solutions that enhance engagement, retention, academic achievement, and career readiness.

This supports Vision 2030 Goal 2: Student Experience by expanding digital learning environments, improving student services, and enhancing accessibility and workforce readiness. It also supports Vision 2030 Goal 3 through data-informed retention initiatives.

Student Employment Program

The NCCU Information Technology Services (ITS) Student Employment Program plays a vital role in advancing the University's strategic priority of Student Success and Academic Excellence by providing meaningful, hands-on learning opportunities that prepare students for careers in technology and customer service. During the 2025–2026 academic year, ITS employed 22 students:

- 17 North Carolina Central University students
- 11 Durham Technical Community College (DTCC) students
- 1 Wake Technical Community College (WTCC) student

Through assignments with the Rapid Response Team, Eagle Technical Assistance Center (ETAC), Web Team, and Networking Team, student employees gained valuable real-world experience by applying classroom knowledge to support the University's technology operations while developing critical technical, communication, problem-solving, and professional skills. These experiences strengthened workforce readiness while providing essential technology support to the campus community. Additionally, ITS expanded its partnerships with Durham Technical Community College and Wake Technical Community College, reinforcing collaboration with neighboring institutions, promoting knowledge sharing, and supporting regional higher education initiatives that benefit students across the Triangle.

Students Served & Technology Access Improvements

Expanding access to reliable technology support is essential to fostering student success and academic excellence at North Carolina Central University. Throughout the 2025–2026 academic year, Information Technology Services (ITS) remained committed to ensuring students had timely access to the technology resources and assistance needed to support their academic journey. Students engaged with ITS support services 16,253 times during the academic year through direct assistance, support requests, and other service channels. Of those student support engagements, the Eagle Technical Assistance Center (ETAC) handled 3,050 support requests, providing responsive technical assistance that minimized disruptions to teaching and learning, while 2,686 students received personalized assistance through the ITS intake process, connecting them with the appropriate technology resources and services. By delivering accessible, efficient, and student-centered support, ITS helped remove technology barriers, enabling students to remain engaged, productive, and successful throughout the academic year.

Adobe Creative Campus

In October 2025, North Carolina Central University became an Adobe Creative Campus, reinforcing its commitment to student success, digital literacy, and workforce readiness. Through this initiative, every student receives free access to Adobe Express, enabling them to create presentations, graphics, videos, and digital portfolios that enhance coursework and showcase their skills. Many North Carolina students enter college with Adobe certifications or digital portfolios earned through Career and Technical Education (CTE) programs. Adobe Creative Campus allows them to continue building those skills and graduate with professional portfolios that strengthen their competitiveness for internships, employment, and graduate school. Faculty whose courses require the full Adobe Creative Cloud suite may also request licenses to support innovative teaching and learning. The Adobe Creative Campus initiative also delivers significant value to the University by providing equitable access to industry-standard creative tools for all students.

Laptop Loaner Program

ITS's Loaner Laptop Program helps reduce technology barriers by providing temporary access to laptops for students who need them, subject to device availability. During the 2025–2026 academic year, ITS loaned more than 300 laptops to students, helping reduce technology barriers that could otherwise disrupt coursework, online learning, research, testing, and academic engagement.

By providing reliable access to essential technology, the program promotes equitable access to education, reduces interruptions to learning, supports student retention, and keeps students connected to the digital resources they need to succeed. Through the Loaner Laptop Program, ITS helps minimize technology-related disruptions and supports students in remaining engaged and progressing towards graduation while advancing NCCU's commitment to student success.

Academic Excellence/Teaching & Learning

Teaching and Learning is the partnership between ITS and the academic community to deliver modern technologies that enhance instruction, research, scholarship, and academic innovation. ITS provides a digital ecosystem that enables faculty excellence, flexible learning environments, research computing, and technology-enhanced education.

This directly supports Vision 2030 Goal 1: Academic Excellence by establishing academic technology infrastructure, modernizing learning environments, supporting faculty excellence, and enabling innovative teaching and research.

Classroom Technology Refresh

Through Title III funding, ITS modernized 10 classrooms across six academic buildings, advancing NCCU's commitment to Academic Excellence by enhancing teaching and learning environments with updated instructional technology. Classroom upgrades were completed in the Farrison-Newton Communications Building (4), Taylor Education Building (1), Edmonds Classroom Building (1), Mary Townes Science Complex (2), Walker Physical Education Complex (1), and the Nursing Building (1). These enhancements provide faculty with modern instructional tools and create engaging, technology-enabled learning spaces that better support student success and innovative teaching.



Classroom Support

The Classroom and Academic Technology team successfully resolved 303 classroom support requests during the reporting period. Nearly half of all reported incidents were resolved during the first interaction, demonstrating the team's technical expertise and commitment to delivering efficient and effective support services.

The Rapid Response Team (RRT) continued to be a highly effective component of classroom support operations. Designed to provide immediate assistance with technology-related classroom issues, the team has been instrumental in resolving approximately 75% of incoming classroom support tickets. This proactive approach has significantly reduced instructional interruptions and ensured a more seamless technology experience for faculty and students. The team's ability to quickly diagnose and resolve issues has strengthened service delivery, improved response efficiency, and increased confidence in classroom technology resources across campus.

myEOL Enhancements

ITS continued to enhance the digital experience for the NCCU community by expanding and modernizing the myEOL Mobile platform. In partnership with Executive Leadership, the employee experience was redesigned with the launch of dedicated toolkits for employees, faculty, and managers, providing easier access to the resources needed to support daily work. ITS also partnered with Transportation to relaunch the campus shuttle tracker on both NCCU.edu and myEOL Mobile, improving access to real-time transportation information. Additionally, the myEOL Services section was redesigned with an improved user experience, introducing service information drawers, enhanced search capabilities, a more intuitive Favorites feature, custom alerts, and a streamlined process for adding new services. These enhancements improve access to campus resources, increase operational efficiency, and enable the Web Services team to respond more quickly to the evolving needs of the University community.



Library Integration

ITS partnered with James E. Shepard Memorial Library to support the successful implementation of the Ex Libris Library management system. As part of this initiative, the Web Services team updated custom website integrations to ensure seamless access to library resources and services. These enhancements improved the user experience for students, faculty, and staff by providing reliable, streamlined access to the University's library systems while supporting modernized library operations and advancing NCCU's commitment to academic excellence.

Accessibility Improvements

ITS strengthened the accessibility and inclusivity of NCCU's digital presence by completing comprehensive website accessibility enhancements, achieving strong compliance scores well ahead of the federal implementation deadline. Although the compliance deadline was later extended by one year, the proactive efforts ensured the University was well positioned to meet accessibility standards while providing a more inclusive online experience for students, faculty, staff, alumni, and visitors. This initiative reflects ITS's commitment to equitable access, regulatory compliance, and delivering high-quality digital services to the entire NCCU community.

Operational Excellence

Operational Excellence is the continuous improvement of technology, business processes, and IT services to provide efficient, reliable, data-informed, and customer-focused operations that advance the University's mission. ITS strives to deliver high-quality services while maximizing institutional resources and simplifying technology experiences.

This supports Vision 2030 Goal 4: Operational Excellence by optimizing people, processes, technology, and facilities through data-driven decision making, accountability, risk management, and operational efficiency.

Enterprise Systems That Power NCCU

Enterprise Application Services (EAS) and Enterprise Development & Reporting Services advanced the University's technology ecosystem by modernizing enterprise applications, expanding automation, improving data quality, and strengthening business processes. Through collaboration with campus partners, the teams enhanced operational efficiency, improved customer service, and delivered reliable technology solutions that support student success and institutional excellence.

Key Accomplishments

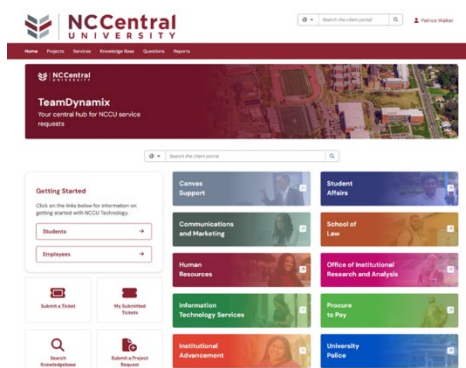
- Implemented Ellucian Experience in production and non-production environments.
- Successfully transitioned billing operations following the retirement of Banner 8 Student Accounting by configuring Certified Billing Statements in TouchNet.
- Enhanced administrative processes through improved Employee Separation workflows, streamlined Banner access requests, and EPAF notification automation.
- Supported student success by automating orientation fee processing, implementing Math and Foreign Language Placement score processing, and removing eligible immunization holds to prevent registration delays.
- Expanded enterprise integrations by implementing Housing Cloud and Mercury for Residence Life.
- Authored and updated Knowledge Base articles to improve documentation, self-service resources, and support consistency.
- Improved institutional reporting by reducing manual processes, enhancing data accuracy, collaborating with the UNC System to reduce SDM reporting errors, and advancing the WebFOCUS-to-Argos migration.
- Expanded support responsibilities by assuming ownership of additional enterprise workflows while partnering with campus departments and vendors to deliver sustainable technology solutions.

These initiatives strengthened enterprise systems, improved data integrity, streamlined business operations, and enhanced the technology experience for students, faculty, staff, and institutional leadership while supporting the University's ongoing digital transformation efforts.

NextGen Automation

ITS continued to advance Operational Excellence through the expansion of NextGen Automation, replacing paper-based processes with secure, efficient digital workflows. Working in partnership with Human Resources and the Office of the Registrar, ITS developed and implemented digital forms that streamlined business processes, reduced manual paperwork, and improved user experience for students, faculty, and staff. Additionally, numerous NextGen forms were created to support key operational initiatives across the University, including Facilities and the Registrar's Office. These automation efforts increased efficiency, enhanced service delivery, reduced administrative burden, and strengthened the University's commitment to modern, technology-enabled operations.

TeamDynamix Improvements



ITS continued to enhance service management and operational efficiency through ongoing improvements to the TeamDynamix platform. The service catalog was expanded and refined to provide a more intuitive experience for the campus community, while the knowledge base underwent a comprehensive review and modernization. ITS completed a bulk review and update of 677 knowledge base articles, removing outdated content and ensuring that staff and end users

had access to accurate, current support documentation, significantly reducing the risk of relying on obsolete information. ITS also developed a dedicated Human Resources application within TeamDynamix to streamline HR service delivery. In addition, workflow enhancements were implemented to automate the routing of service requests and incidents to the appropriate teams through improved task management and assignment processes. These efforts strengthened service delivery, improved operational efficiency, and contributed to a reduction in Service Level Agreement (SLA) violations by 40%, ensuring more timely, consistent, and effective support for the NCCU community.

Project Management Office

ITS expanded the capacity of its Project Management Office (PMO) by hiring an additional Project Manager. This strategic investment increased the department's ability to manage a growing portfolio of technology initiatives, improve project coordination and accountability, and ensure the timely delivery of critical projects that support the University's strategic priorities. ITS strengthened project governance and institutional planning through the re-establishment of the Project Steering Committee, creating a structured and transparent process for evaluating and prioritizing technology initiatives across the University. The committee now serves as the formal governance body for reviewing and approving non-ITS project requests before they enter the PMO, following a documented end-to-end intake process with defined review cycles, approval timelines, and escalation procedures.



During the year, the PMO successfully delivered several high-impact institutional initiatives, including the implementation of a residential management system, completion of the migration to Windows 11, myEOL Services and Mobile App enhancements, HR and Registrar paper-to-digital form conversions, the Curricula/Modern Campus implementation, T2 Student Parking Charge updates, and the creation of the Human Resources application in TeamDynamix. Of the 13 projects completed during the reporting period, 61.5% were delivered on or ahead of schedule. The remaining five projects, which originated in 2025 and extended into 2026, were successfully completed, while every project initiated in 2026 has either been delivered on time or remains on track for successful completion. These accomplishments reflect the PMO's continued focus on

strengthening governance, improving project execution, and delivering strategic technology initiatives that support NCCU's mission and operational excellence.

Institutional Resilience

Windows 11 Migration

ITS continued advancing NCCU's technology modernization strategy by leading the university-wide migration to Windows 11, strengthening the University's security posture, improving system performance, and ensuring long-term support for campus technology assets. During the year, the Desktop Support team identified 3,320 devices for deployment and completed device readiness assessments, hardware compatibility validation, application testing, operating system upgrades, user communications, and post-deployment support to ensure a seamless transition. To maintain technology standards and minimize disruption, ITS also purchased replacement laptops for devices that did not meet the minimum hardware requirements for Windows 11. This initiative significantly reduced cybersecurity risks, enhanced compliance with modern security standards, and improved the University's overall resilience by ensuring faculty, staff, and students have access to secure, reliable, and fully supported computing environments capable of adapting to evolving technology and security challenges.

Information Security & Cybersecurity

ITS significantly strengthened NCCU's cybersecurity program by establishing cyber leadership, maturing security awareness, and advancing the University's cyber resilience. During the year, the University recruited and onboarded a Chief Information Security Officer (CISO) and added an additional position within Information Security Services, increasing the team's capacity to manage cybersecurity risks and support the University's growing security needs.

The department also strengthened campus security through proactive initiatives that improved awareness, reduced risk, and enhanced operational readiness.

Key Accomplishments

- Deployed the KnowBe4 Phish Alert Button campus-wide, enabling faculty, staff, and students to quickly identify and report suspicious emails.
- Integrated cybersecurity awareness training into the new employee onboarding process to promote a strong culture of security.
- Conducted incident response exercises to improve organizational preparedness and validate cybersecurity response procedures.

- Expanded collaboration with external partners to improve visibility into emerging cyber threats and strengthen the University's security posture.
- Partnered with a federal cybersecurity program to provide hands-on internship opportunities, helping develop the next generation of cybersecurity professionals.

Infrastructure Modernization

ITS continued to modernize NCCU's network infrastructure through strategic investments in the Campus Wireless Modernization Initiative, laying out the foundation for a faster, more reliable, and secure wireless experience. During the year, the Infrastructure Team completed planning and engineering activities for the University's next-generation wireless refresh, including comprehensive wireless surveys across multiple academic and residential facilities, including the Alston Avenue Apartments, George Street Apartments, Chidley-North Residence Hall, Eagle Landing Residence Hall, Ruffin Residence Hall, the Michaux School of Education Building, and the Mary Townes Science Complex. These assessments identified wireless coverage gaps and sources of interference, enabling targeted configuration improvements that enhanced connectivity and the overall user experience. The team also established building deployment priorities and infrastructure requirements to support a phased campus-wide implementation.

To further strengthen institutional resilience and support future growth, ITS advanced several key network modernization initiatives. The continued deployment of Virtual Routing and Forwarding (VRF) technology reached approximately 80% completion, improving network segmentation, security, and performance while establishing dedicated network environments for research and facilities operations. The infrastructure team also upgraded the backend technologies to support enhanced identity-based network access, future eduroam integration, and stronger authentication capabilities. In addition, expanded network monitoring and proactive performance management improved visibility into critical infrastructure, enabling the team to quickly identify and resolve latency and connectivity issues. Together, these initiatives provide a more secure, resilient, and scalable network that supports teaching, learning, research, and the University's long-term digital transformation goals.

Telecommunications Modernization

ITS modernized the University's communications infrastructure to improve reliability, resiliency, and long-term sustainability. During the year, the team successfully upgraded the Cisco Unified Contact Center Express (UCCX) and Cisco Unified Communications Manager (CUCM) platforms, ensuring secure, reliable voice and contact center services that support academic, administrative, and customer service operations across campus.

These upgrades enhanced system performance, strengthened vendor support, and positioned the University to meet evolving communication needs.

To further enhance institutional resilience, ITS developed a strategic roadmap for replacing aging telecommunications infrastructure and advanced planning for the replacement of end-of-life uninterruptible power supply (UPS) systems that support critical communications and data center operations. The team also coordinated facilities improvements to increase telecommunications reliability and initiated disaster recovery planning for legacy copper infrastructure and the University's main patching frame. Together, these efforts strengthen the reliability of NCCU's critical technology infrastructure, reduce operational risk, and ensure the University is well positioned to support teaching, learning, research, and administrative operations well into the future.

Systems Optimization

ITS continued to strengthen NCCU's institutional resilience by modernizing identity, access, endpoint management, and core infrastructure systems that enhance security, automate critical processes, and improve operational reliability. During the year, the systems Operations team developed, tested, and automated account provisioning and deprovisioning workflows for faculty, staff, students, and student employees. These workflows were integrated with TeamDynamix and other institutional systems, streamlining account lifecycle management, reducing manual effort, improving security, and ensuring users receive timely access to the technology resources they need. Extensive lifecycle testing was also completed in preparation for production deployment, positioning the University for a more efficient, secure, and scalable identity management environment.

IT Governance

Effective IT governance ensures that technology investments, priorities, and resources are aligned with the University's mission and strategic objectives. As NCCU advances its Vision 2030 Strategic Plan, IT Governance provides the framework for collaboration, accountability, and informed decision-making that enables technology to support the University's strategic pillars of Academic Excellence, Student Experience, Institutional Sustainability, Operational Excellence, and Transformational Engagement. By fostering transparency, shared responsibility, and cross-campus collaboration, IT Governance helps ensure that technology initiatives deliver measurable value and advance institutional success.



At NCCU, IT Governance serves as a supportive, partnering and complementary structure that is guided by, and exists to support, the strategic and operational decisions made across the University's academic and administrative divisions. Rather than directing the work of other divisions, the governance framework brings together institutional leaders, subject matter experts, and campus stakeholders to align technology initiatives with business needs, establish priorities, manage risk, and promote the effective and responsible use of information technology. Through this collaborative approach, ITS ensures that technology investments strengthen institutional effectiveness, improve operational efficiency, and support the University's mission of teaching, research, service, and student success.

Senior Leadership Team

The ITS Senior Leadership Team (ITS Cabinet) provides strategic leadership and operational oversight for North Carolina Central University's Information Technology Services division. Led by the Chief Information Officer (CIO), the Cabinet is responsible for establishing the department's vision, setting strategic priorities, directing technology initiatives, allocating resources, and ensuring that ITS services align with the University's mission and institutional goals.

Meeting weekly, the Cabinet serves as the department's primary decision-making body, providing leadership for enterprise technology initiatives, reviewing project and operational progress, evaluating strategic opportunities and organizational risks, and guiding the

delivery of technology services that support teaching, learning, research, and administrative operations across the University.

ITS Senior Leadership Team

- Joel T. Faison – Chief Information Officer
- Dr. Patrice J. Walker – Associate CIO and Director of Governance, Engagement & Support Services
- Dr. Kristy Caldwell – Business Officer
- Darielle Fort – Chief Information Security Officer
- Courtney Nash – Director of Infrastructure
- Damond Nollan – Director of Enterprise Applications & Development Services
- Marian White – Director of Client Services
- Cynthia Traynham – Executive Assistant to the CIO

ITS Governance Groups

- Enterprise Systems Council
- IT Security Council
- Project Steering Committee
- Research Technology Advisory Council – Launching AY 26/27
- Student Information Technology Advisory Council

For more information on IT Governance visit: <https://www.nccu.edu/administration/its/it-governance>

Data as a Strategic Asset

Data Governance

The university made significant progress in establishing a comprehensive Data Governance Program, positioning data as a strategic institutional asset that supports informed decision-making, operational excellence, and regulatory compliance. We established the Data Management Office (Core Team). The core team is responsible for setting the strategic direction, provides oversight for the Data Governance Program, approves major data-related decisions, and helps ensure alignment with institutional risk and compliance priorities. Includes Data Sponsors who escalate matters to the Executive Sponsor and Chancellor's Cabinet.

During the year, the University developed a Data Governance Charter and an implementation of roadmap (to be updated annually), creating a clear framework and milestones for advancing data governance across campus.

To build a sustainable governance model, ITS established key leadership and stewardship groups, including the Data Governance Council, Data Stewards, and Software Stewards, providing accountability for the management, quality, security, and appropriate use of institutional data and technology assets. The department also launched an internal Data Governance SharePoint site to serve as a central hub for governance of resources, policies, standards, and collaboration.

Key Accomplishments

- Developed the University's Data Governance Charter and implementation of roadmap.
- Established the Data Governance Council, Data Stewards, and Software Stewards to provide institutional oversight and accountability.
- Launched an internal Data Governance SharePoint site to support collaboration, communication, and governance resources.
- Enhanced campus software acquisition and management processes to improve governance and oversight.
- Create a comprehensive campus software asset inventory to increase visibility, reduce risk, and support informed technology planning.

These foundational initiatives are transforming how NCCU manages and leverages institutional data. By establishing clear governance, improving data quality, and strengthening stewardship, ITS is enabling the University to make more informed, data-driven decisions while ensuring institutional data is accurate, secure, trusted, and aligned with the University's strategic priorities.

Delivering Exceptional Customer Service

Exceptional customer service is the foundation of everything we do. Our commitment extends beyond providing reliable technology; we strive to build meaningful partnerships with students, faculty, staff, and the broader NCCU community through active engagement, responsive support, and a culture of service excellence. Throughout the year, ITS invested in the professional growth of our team members by expanding opportunities for networking, knowledge sharing, and innovation, ensuring they remain equipped to deliver modern, effective technology solutions. By fostering continuous learning, strengthening relationships across campus, and approaching every interaction with professionalism, collaboration, and care, ITS remains dedicated to enhancing the campus

experience and advancing the University's mission through service that is responsive, innovative, and centered on the needs of the Eagle community.

Engagement

Technopalooza 2026: Inspiring Innovation Through Technology

ITS reestablished Technopalooza, NCCU ITS's annual campus technology fair, bringing together students, faculty, staff, and industry leaders to explore emerging technologies, discover career opportunities, and experience hands-on technology demonstrations. Held in the NCCU Student Center, the event served as a hub for innovation, networking, and collaboration while strengthening relationships between the University and leading technology partners.

The event welcomed approximately 200 participants and was fully self-supported through \$4,225 in vendor sponsorships and participation fees, demonstrating strong industry engagement and investment in NCCU's technology community.

Highlights

- Hosted 15 technology vendors and campus partners, including CDW, Dell, Lenovo, Zoom, Blacks in Technology (Raleigh-Durham), Durham County Information Services & Technology, NWN, Superhuman, and several NCCU organizations.
- Provided students with opportunities to explore emerging technologies, internships, and careers in information technology and cybersecurity.
- Awarded technology prizes sponsored by ITS and industry partners, including a Smart TV, Apple iPad, mobile monitor, projector, external hard drive, webcam, wireless headset, and Beats earbuds.
- Strengthened partnerships with technology vendors while creating new opportunities for future campus collaboration.
- Successfully organized the event through the support and engagement of ITS team members and campus partners.
- Building on the success of this year's event, Technopalooza will return in October 2026 in conjunction with National Cybersecurity Awareness Month, with additional campus departments expressing interest in partnering to further expand its impact and provide even greater opportunities for the NCCU community.

SOAR Presentations

ITS played an active role in Student Orientation, Advising, and Registration (SOAR), helping new Eagles successfully transition to life at North Carolina Central University. As the University's comprehensive orientation program, SOAR introduces incoming students to

campus resources, academic expectations, and the technology services that support their success from their first day on campus.



Throughout the year, ITS staff delivered 10 technology presentations and participated in five SOAR Service Fairs, connecting with hundreds of incoming students and their families. These engagement opportunities allowed the team to introduce essential technology resources, including student accounts, cybersecurity best practices, campus applications, and IT support services, while answering questions and ensuring students were prepared to begin their academic journey. By engaging students early, ITS helped build confidence, promote digital readiness, and establish a strong foundation for student success at NCCU.

New Employee Orientations

ITS continued its partnership with the Office of Human Resources to ensure every new employee begins their NCCU journey with the knowledge and resources needed to successfully use the University's technology services. Throughout the year, ITS delivered 14 New Employee Orientation presentations, introducing faculty and staff to essential technology resources, cybersecurity best practices, communication and collaboration tools, and available IT support services.

By engaging employees from their first day, ITS helps foster technology confidence, improve the adoption of institutional systems, promote cybersecurity awareness, and ensure new faculty and staff are equipped to effectively support the University's teaching, learning, research, and administrative missions. This ongoing partnership strengthens the employee experience while reinforcing ITS's commitment to delivering exceptional customer service across the NCCU community.

Other Engagement Events

- 2 - Eagle Previews / NCCU Decision Day
- 1 - AY 25/26 OneStop Shop
- 1 - Decision Day
- 2 - Graduation Readiness

ITS continued to strengthen communication and engagement with the NCCU community by expanding the ways faculty, staff, and students access technology information and services. Through new communication channels and improved web resources, the department increased transparency, promoted technology awareness, and made it easier for the campus community to find the information they need.

Highlights

- Launched Tech Tuesdays, a monthly communication that keeps the campus informed about technology updates, scheduled maintenance, new services, cybersecurity information, and upcoming ITS initiatives.
- Expanded the University's web presence by developing new and enhanced online resources, including:
 - A Data Governance webpage to provide governance information, resources, and updates.
 - A Technology Hardware, Software, and Support Services webpage to help departments make informed technology purchasing decisions while supporting procurement, onboarding, and governance processes.
 - A dedicated myEOL Training section to improve access to technology training and user support resources.

These communication and engagement efforts increased awareness of ITS services, improved access to technology resources, and strengthened the partnership between ITS and the NCCU community by providing timely, transparent, and user-focused information.

Strategic Partnerships

Strategic partnerships played a critical role in expanding the impact of Information Technology Services throughout the year. By collaborating with campus stakeholders and external organizations, ITS enhanced technology services, strengthened digital access, and supported initiatives that advance student success, operational excellence, and community engagement.

Internal NCCU Partnerships

Institute for Artificial Intelligence and Emerging Intelligent Research (IAIER): Partnered to support the exploration and responsible adoption of artificial intelligence technologies, fostering innovation and expanding opportunities for teaching, research, and administrative excellence.

- Grammarly Pilot Program – Partnered with IAIER to acquire and administer 2,000 Grammarly licenses for select academic and support units, including the Writing Studio, Law Writing Clinic, Department of English, and the Division of Extended Studies. The pilot was designed to evaluate the effectiveness of AI-powered writing assistance by assessing its impact on student success, faculty productivity, and staff efficiency, while informing future institutional adoption of generative AI technologies.
- Digital Empowerment Leadership Program (DELP), School of Library and Information Sciences: Collaborated to advance digital equity and digital literacy initiatives that expand technology access and workforce readiness for both the NCCU community and Durham's surrounding communities. Through this partnership, ITS supported technology initiatives that help bridge the digital divide while promoting equitable access to digital resources and skills development.

External Partnerships

NC Share: Continued participation in the NC Share consortium, collaborating with peer institutions to share technology expertise, best practices, and innovative solutions that improve operational efficiency and strengthen information technology services across higher education.

Durham Technical Community College (DTCC): Expanded the ITS Student Employment Program through a continuous strategic partnership with Durham Technical Community College, providing DTCC students with hands-on technology experience alongside NCCU ITS professionals. This collaboration strengthened the regional technology workforce

pipeline by offering students practical experience in enterprise IT operations while supporting the delivery of technology services across the University.

Investing in People

ITS remains committed to investing in its greatest asset—its people. Throughout the year, team members participated in professional development opportunities that strengthened technical expertise, enhanced leadership capabilities, and expanded knowledge in emerging technologies. These learning experiences ensure that the department remains equipped to deliver innovative, secure, and customer-focused technology services to the NCCU community.

Professional Development Highlights

Conferences & Higher Education Engagement

- Robert Childs
 - TeamDynamix 2026
- UNC Cause 2025
 - Joel Faison
 - Courtney Nash
 - Jonathan Moore
 - Johnathan Landine
 - Stacie Nixon
 - Michael Waters
 - Damond Nollan
 - Marian Holiday-White
- Stacie Nixon
 - RSA Conference 2026
- Darielle Fort
 - RSA Conference 2026
 - EDUCAUSE Cybersecurity Privacy Professionals Conference 2026

Project Management & Service Delivery

- Robert Childs
 - Four Project Management courses (LinkedIn Learning)
 - Two AI in Project Management courses (LinkedIn Learning)
 - TeamDynamix Conference 2026

- Terrence Blue
 - TeamDynamix Administrator Training
 - Human Resources Management Training

Cybersecurity, Artificial Intelligence & Data

- Terrence Blue
 - Cybersecurity at Work (LinkedIn Learning)
 - Privacy and Security (LinkedIn Learning)
- Robert Banks
 - Introduction to Artificial Intelligence (LinkedIn Learning)
- Jeffrey Bowser
 - Hands-On Data Analysis with ChatGPT (LinkedIn Learning)
- Joel Faison
 - AI Cybersecurity Summit (SANS Institute)

Infrastructure & Technology

- Robert Banks
 - Wireless Networking: Advanced Troubleshooting (LinkedIn Learning)
- Jeffrey Bowser
 - Windows 11: Implementation (LinkedIn Learning)
 - MediaLink Plus Controller Configuration Principles
 - Audio Principles Online Certification
- Joe Sanders
 - Audio Principles Online Certification
 - Extron Configuration Professional Level 1
 - Microsoft 365: Administration (LinkedIn Learning)
 - Networking Foundations: Networking Basics (LinkedIn Learning)

Leadership & Management Development

- Anthony Glenn – NCCU Management Development Institute
- Darielle Fort – NCCU Management Development Institute
- Antwand Bell – NCCU Management Development Institute
- Dr. Kristy Caldwell
 - 2026 Cohort: Harvard University Technology Enablement Initiative
 - 2025-2026: National Association of College and University Business Officers (NACUBO) Emerging Leaders Program
 - 2025 Durham Fall Planning Academy
 - Presenter, “*Enhancing Organizational Productivity through Training and Communication*”, UNC System Quality Matters (QM) Summit, North Carolina Central University, September 26, 2025
- Dr. Patrice J. Walker
 - Spring 2026 Transforming Leader Goodman Fellow, Leadership Triangle
 - Presenter, “*Building Resilient Leadership Pathways, The Power of Mentorship & Sponsorship for Women in Higher Education*” WE LEAD Women in Educational Leadership Conference, October 2025
 - 2026 ULEAD Cohort Graduation Speaker, April 2026
 - Michigan Ross CXO Leadership Program

These professional development investments strengthened the technical, operational, and leadership capabilities of the ITS team while fostering a culture of continuous learning and innovation. By investing in its workforce, ITS is better positioned to support the University's strategic priorities, leverage emerging technologies, and continue delivering exceptional technology services to the NCCU community.

Employee Appreciation

ITS Awards

ITS is committed to fostering a culture of appreciation by recognizing the outstanding contributions of its employees and student team members. The ITS Awards Program celebrates individuals who consistently demonstrate excellence, innovation, collaboration, and commitment to exceptional service. Through peer, leadership, and customer

nominations, the program highlights those whose work advances the mission of ITS and positively impacts the NCCU community.



Recognition Categories

- Customer Service Award – Recognizes employees who consistently deliver exceptional customer service, based on positive customer feedback received through the ITS Help Desk. – **Brinda Johnson, 25/26 Awardee**
- Innovation Award – Honors individuals or teams whose creative ideas, new technologies, or process improvements have enhanced services, increased efficiency, or delivered meaningful value to the University. – **Homecoming Project**
- Rising Star Award – Celebrates new employees who have made an immediate and significant impact during their first year with ITS. – **Terrence Blue, 25/26 Awardee**
- Spotlight Award (Department MVP) – Recognizes outstanding contributions and leadership within each ITS department, as selected by department directors.
- Student Employee Award – Honors student employees and interns who have demonstrated exceptional performance, professionalism, and dedication while supporting the University's technology operations.

By recognizing excellence throughout the year, ITS reinforces a culture that values innovation, customer service, teamwork, and continuous improvement.

Employee Appreciation Week

ITS celebrated Employee Appreciation Week from April 13–17, 2026, by hosting a series of activities dedicated to recognizing the hard work, dedication, and contributions of the department's employees. The week provided opportunities for team members to connect, collaborate, and strengthen relationships while celebrating the accomplishments that drive the success of ITS.

Employee Appreciation Week reinforces the department's commitment to fostering a positive workplace culture where employees feel valued, supported, and recognized. By investing in team engagement and celebrating individual and collective achievements, ITS continues to build a collaborative, high-performing workforce dedicated to delivering exceptional technology services to the NCCU community.

Financial Stewardship

Software Consolidation

Adobe Creative Campus

The Adobe Creative Campus designation also improved operational efficiency and demonstrated strong financial stewardship by replacing decentralized departmental software purchases with a centrally managed enterprise licensing model. Consolidating Adobe licensing into a single annual institutional purchase simplified procurement and license management, reduced duplicate purchasing across campus, and provided equitable access to creative technology while maximizing the University's investment.



Zoom Enterprise Plus Upgrade

To improve operational efficiency and demonstrate responsible financial stewardship, ITS consolidated multiple departmental Zoom environments into a single enterprise-wide Zoom tenant. This strategic transition reduced annual licensing costs by more than \$5,000 while eliminating duplicate expenditures across the University. As part of the initiative, ITS successfully upgraded to Zoom Enterprise Plus and migrated the School of Law's Zoom

environment into the centralized platform. The new enterprise solution expands collaboration capabilities by providing enhanced features such as webinars, unlimited cloud storage, Zoom Rooms, and enterprise-level administration, delivering a more consistent, secure, and cost-effective experience for the entire NCCU community.

Looking Ahead

As NCCU continues its digital transformation journey, Information Technology Services remains focused on delivering innovative, secure, and reliable technology solutions that advance the University's strategic priorities. During the 2026–2027 academic year, ITS will build on this year's accomplishments by investing in initiatives that strengthen institutional effectiveness, enhance the campus experience, and position technology as a strategic enabler of student success.

Strategic Priorities for 2026–2027

- Data Governance Maturity by maturing the University's governance framework, improving data quality, and enabling trusted, data-informed decision-making.
- Modernize Technology Infrastructure through continued investments in network, cloud, and enterprise technologies that improve reliability, performance, and scalability.
- Enhance the Customer Experience by simplifying technology services, improving communication, and delivering responsive, user-centered support.
- Cybersecurity Maturation by advancing the University's cybersecurity maturity, protecting institutional data, and reducing organizational risk.
- Support Student Success Initiatives through technology initiatives that improve student engagement, access, and academic outcomes.
- Invest in Our People by developing the knowledge, skills, and leadership capabilities of the ITS workforce.
- Expand Automation to streamline business processes, increase operational efficiency, and reduce manual effort across the institution.
- Improve Analytics and Reporting by leveraging institutional data to provide meaningful insights that support strategic planning, operational excellence, and informed decision-making.

Together, these priorities will guide ITS as it continues to transform technology into a strategic asset that empowers the NCCU community, strengthens institutional resilience, and supports the University's mission of teaching, learning, research, and service.

Summary

Technology is most valuable when it enables people to teach, learn, discover, and serve more effectively. During 2025–2026, Information Technology Services continued to strengthen North Carolina Central University through innovation, collaboration, and service excellence. As we look ahead, we remain committed to delivering secure, reliable, and forward-thinking technology solutions that empower students, faculty, staff, and the broader Eagle community.



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