Delivering an enriched technology experience
to the Kent State University community
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EXECUTIVE SUMMARY

As Kent State University continues its journey to implement its strategic plan, so too does the Division of Information Services (IS) work to ensure alignment and to support the university’s implementation of the Roadmap for a Distinctive Kent State.

During the past academic year, the IS team has made significant progress on important IT-related projects. As you will note in this annual report, these efforts have helped improve the user experience and efficiency of technology throughout the entire university community.

As we all know, technology’s pace of change runs at a fast clip. In fact, the current times are so transformational that it has affected all aspects of the management of information technology: From the need to change our current service delivery model to the cloud, to replacing several significant outdated software systems, to the need to create new development methodologies.

The 2015-2016 year has been one that enabled the IS Division to both implement new software innovation tools and also begin building a new Information Architecture. These new tools and techniques have enabled the IS division to more quickly meet desired university improvements.

The division has also ensured the university’s Information Infrastructure was able to accommodate large user technology growth rates. This has occurred while ensuring top notch reliability and security.

This annual report highlights the challenges, strategies, and accomplishments from the past year in support of the mission and vision: Students First, Distinctive Kent State Identity, Global Competitiveness, Regional Impact, and Organizational Stewardship.

Our goal is to continue to build partnerships with the university community to ensure we provide the best possible IT services.

I hope you find this report meaningful and I welcome your feedback. Though I can be reached by email (emahon@kent.edu), I also would value time interactively to hear your direct thoughts. I’ll buy the coffee!

Ed Mahon
Vice President of Information Services & Chief Information Officer
HIGH-LEVEL OVERVIEW

OUTSTANDING ACHIEVEMENTS FOR THE INFORMATION TECHNOLOGY DIVISION

- We continued to enhance our information technology security efforts, consisting of policies, processes and technology. By taking a holistic, agile approach to information security, we will create a secure university environment and reduced institutional exposure to information security threats.

- Ensured the stability and reliability of all infrastructure services and enterprise applications.

- Completed key large scale enterprise level software application & integration projects
  - Faculty Promotion and Tenure Review Software System
  - Advising Managing Software System
  - Curriculum Management Software System
  - Automated Academic Program Application Software System
  - Online Learning Digital Video Software System
  - Faculty Computer Refresh Request Software Process
  - Blackboard Grade Posting Automation

- Developed several human resources onboarding improvements
  - HR software system to streamline search, browse and review of job positions
  - On-line Verification of Employment System
  - Timekeeping System
  - Inventory Management System

- Optimized educational technology, student success technologies & e-learning, and online education
  - Upgraded 76 classroom technology systems
  - Implemented a New Online Learning Digital Video system

- Provided scalable and well-resourced e-learning services, facilities, and staff to support increased access to and expansion of online education.
  - KSU Mobile App with 66,000 downloads
  - Flashline Portal with nearly 11,000 opt-in beta users
HIGH-LEVEL OVERVIEW
OUTSTANDING ACHIEVEMENTS FOR THE INFORMATION TECHNOLOGY DIVISION

Collaborated with faculty and academic leadership to understand and support innovations and changes in education and to optimize the use of technology in teaching and learning, including understanding the appropriate level of technology to use.

- 80 IT workshops covering 32 subjects, with 3000 participants
- 35 one-on-one Faculty Blackboard Training Sessions
- 118 outreach events including DKS, TKS, ISO, GSO reaching 9,000 students
- 34,000 help-desk requests
- Evening support for residence hall students (1700 student support interactions)

Business intelligence and analytics

- Developed effective methods for business intelligence, reporting and analytics to ensure they are relevant to institutional priorities and decision making and can be easily accessed and used by administrators, faculty, and students.
- Created complex FlashLine and Cognos Reports for Grants Accounting department
- Created program tuition reports for the Executive MBA Program

Institutional data management

- Improved the management of institutional data through data standards, integration, protection, and governance
- Prepared for a holistic view of campus data with the selection of an enterprise wide CRM
- Researched Master Data Management and data quality solutions and executed an RFP to select a tool

Improved ease of use of Technology Services:

- Developed Student Smart Device Setup application
- Developed the Student Employee Account Requests
- Created the Automated Password Reset Process
- Developed the Guest Account Requests application
- Developed the Senior Guest Account Request application
INFORMATION SERVICES TEAM

Meet our Information Services team. Collectively, this team provides essential IT capabilities that support campus functions. We take great pride in the technology infrastructure, applications, and services that the KSU community relies upon every day.
We declare that Information Services is committed to innovative services and systems to position Kent State University technology as competitive, relevant, and student focused.

Our commitment to innovation includes:
- Launching new products and services
- Automating processes
- Finding new ways to deliver our services
- Reducing costs
- Motivating our people
- Partnering with innovative companies

We encourage every employee to contribute his or her ideas

We promise to listen and respond to all ideas

We commit to allocate resources (time, training, and budget) for creativity, idea development, and innovation

We are determined to find new ideas from all available sources, including external to the university

We accept the risks of innovative solutions and will maintain a positive attitude toward failure, which we accept is part of the process

Paul Albert, Executive Director

Andrea Nunley, Executive Director

Colleen Sanlee, Executive Director

Ed Mahon, Vice President & CIO

Announcing the Declaration of Innovation for the IS Division
INFORMATION SERVICES
SOAR ANALYSIS OVERVIEW

**STRENGTHS**

**Alignment to Business Goals:** Information Services has implemented processes and procedures that ensure alignment with university goals and with each division’s business priorities.

**Agility in Project Development:** Information Services has adopted modern Agile development techniques, provided the staff with the required training, and implemented development tools that incorporate the Agile development approach.

**Excellence in Technology Performance:** The technology infrastructure at Kent State is highly reliable and capable of supporting the rapid pace of growth in usage we have experienced over the past several years.

**Security of our Systems:** By aligning our security with best practices and security controls from certified security organizations, we are able to address the challenge of defending our systems and data from cyber-attacks.

**OPPORTUNITIES**

**Further Embrace Cloud Technologies:** There is an opportunity to further embrace the cloud by moving our core administrative, educational, and infrastructure applications to a cloud environment.

**Expand Automation with Workflows:** On both the academic and the administrative sides of the university, numerous opportunities exist to automate existing manual processes using workflows.

**Drive Value from the CRM Platform:** The University has recently embarked upon a major initiative to transform the way we interact with our applicants, our students and our alumni. While there will be many benefits derived from the initial implementation, even then we will have only begun to tap into the full range of features and functions available in a modern CRM.

**Systematically Improve Usability:** As application systems have evolved, the differences between applications are less about features and functions and more about usability. The question is no longer *I do X*, but *how easily can I do X*. While new features and functions will remain important, our focus should expand beyond providing additional features and functions to enhancing usability.
INFORMATION SERVICES
SOAR ANALYSIS OVERVIEW

ASPIRATIONS

Grow and Transform: Information Services must grow our capabilities to keep up with growing university demand for IT solutions. We also must transform ourselves as information technology continues to change so we can support a mobile, interconnected world where social media is becoming the primary means of communicating and interacting.

Keeping Pace with Technology Changes: The rapid growth in smart mobile devices, advances in cloud computing, the adoption of “Big Data” analysis, and the rise of the “Internet of Things” are driving a continued transformation in Information Technology with no end in sight.

Optimal Architecture: In order to meet future demands we must simplify the technological environment in which we operate. We cannot continue to support older technologies that are rapidly being replaced by new developments in IT. We must seek to minimize the number of different technical environments we support.

RESULTS

Declaration of Innovation: We have posted a Declaration of Innovation signed by the Information Services Management team to impress upon our staff the need to increase our ability to innovate. To that end, we reorganized the application development areas to create two new groups, with one of them focused on new development.

Stability Amid Growth: While reorganizing and refocusing the division to support innovation, we must also maintain and enhance the stability and security of our production applications. The other new group created by the application development reorganization is focused on maintaining and enhancing the security and stability of our production applications.

Quicker Project Development Cycle: By adopting an agile development methodology and utilizing a new agile software development environment we have been able to cut the time to develop workflow applications by 50%.

Keep Pace with Growth Demands: Demand continues to grow across all aspects of our technology service: from project requests, to wireless users, to data storage—the demand for IT services continues to grow at a rapid pace. By adopting new methodologies, new development tools, and new management tools, we have been able to keep pace with the increasing demand.

Adopt best practice security approaches: Security best practices, including security audits, penetration testing, firewalls, and virtual private networks, have become part of our standard operating environment. As the security best practices continue to evolve, new security measures will be tested and implemented into our standard operating environment.
INFORMATION SERVICES
POINTS OF PRIDE

KENT STATE SYSTEMS DEVELOPMENT NAMED INNOVATION AWARD WINNER
Kent State’s vision to be a community of change agents and its commitment to putting technology into action has resulted in new programs that rely on agile development and cloud-based services. Adopting the OutSystems Platform has produced gains in flexibility, agility, and efficiency. The first two apps developed have allowed students, faculty, and administrators to securely access and process information on smart devices, as well as make requests for services. The Systems Development group can now devote more of its attention to innovation, quickly prototyping applications and involving students in building new apps, making the Platform both a learning and time-saving opportunity.

FACILITATED EFFECTIVENESS AND EFFICIENCY TASKFORCE TO IDENTIFY COST SAVINGS
Facilitated the Effectiveness and Efficiency Taskforce of 41 members, which generated 220+ ideas and identified 30 recommendations ($60M in savings) for immediate consideration

INFORMATION SYSTEMS STAFF PRESENT AT OHIO HIGHER EDUCATION COMPUTING COUNCIL
Personalized Portal Propels Kent State
This session demonstrated the new user centric, content-managed portal unveiled at Kent State. Attendees learned how Kent State has redesigned its new portal to create a highly personalized user experience. Topics discussed included: the Architecture and Platform that drives the portal, project approach and roadmap, content management, demo of page concepts, integration sources and challenges, processes for user involvement and usability testing.

We needed this application yesterday - now what?
Faced with an ever-increasing demand for applications, developers at Kent State University presented how we have adopted a new cloud-based Rapid Application (RAD) Development platform and AGILE methodology. This platform and methodology has allowed the team to overcome previous challenges and speed up development significantly through modular development in two ways. First, the team is able to create global components that can be reused in other applications. Second, the AGILE methodology allows the team to embed stakeholders directly in the development process, resulting in applications that are more closely aligned with evolving stakeholder requirements than traditional waterfall development.
INFORMATION SERVICES
POINTS OF PRIDE

OUTREACH AND TECHNOLOGY TRAINING OPPORTUNITIES FOR STUDENTS

- 281 IT workshops covering 32 subjects, with 2915 participants
- 118 outreach events including DKS, TKS, ISO, GSO reaching ~9,000 interactions
- 3,775 student computer services/repairs
- Evening support for residence hall students – 1,700 student support interactions
**STUDENTS FIRST**

- **CRM Decision**
  - Enterprise-wide CRM
  - Facilitated the decision for an enterprise-wide CRM to provide the ability to communicate and engage more effectively across the full student lifecycle, deliver consistent messages, eliminate duplication, and engage with constituents more actively.

- **Graduate Student Workflows**
  - Automated Student Requests
  - Redesigned and streamlined Graduate Student Request processes.

- **Late Registration**
  - Online and Streamlined Processing
  - Developed a system for students to make late registration requests online and allow instructors a streamlined review process.

- **KSU Mobile**
  - Greater Access to Campus Resources
  - Enhanced capabilities of KSU Mobile to include real-time parking availability indicator, GPA calculator, student email, KSU Fight Song, and polling mechanism to conduct quick polls.

**DISTINCTIVE KENT STATE**

- **Undeniably Kent State**
  - Redesign (www.kent.edu)
  - The new brand, driven by our design partners – 160over90, will result in all Kent.edu websites getting a major facelift this Fall semester. The new design is scheduled to be launched late October 2016.

- **Flashline Portal**
  - Personalization
  - Redesigned Flashline to feature a modern user interface that is less cluttered and mobile friendly, allowing users to subscribe to information that interests them and receive real-time notification based on their preferences.

- **Search**
  - Improved Search Effectiveness
  - Advanced search features are coming this Fall including the addition of search to Flashline and options to narrow down search results by various filters including campus locations.

- **Security & Privacy**
  - No Significant Data Breaches
  - Protected against thousands of threats against numerous systems and made significant overall improvements to our security posture.

**GLOBAL COMPETITIVENESS**

- **Online Learning Digital Video**
  - Advanced Features and Capabilities
  - Enhanced the video management experience through tighter integration with Blackboard Learn, robust playback logging and analytics, and support for emerging technologies.

- **International Student & Scholar Manager (ISSM)**
  - Responsibly Manage International Students
  - Upgraded the International Student & Scholar Manager (ISSM) to the latest version in order to remain on support, maintain compliance and take advantage of new features.

- **Everspring**
  - Advanced Integration of Recruiting Data
  - Integrated recruitment, admissions, advising, tracking, and graduation planning applications with Everspring for select Online Graduate Programs.

- **Self Service Technology Services**
  - Improved Ease of Use
  - Developed an online service request system for technology services that provides immediate access anytime, anywhere.

**REGIONAL IMPACT**

- **Wireless/ Eduroam**
  - Provided Wireless Access to Researchers
  - Implemented the Eduroam wireless network protocol to allow visiting researchers to access the wireless network at Kent State and allows Kent State researchers to access the wireless network at 327 universities.

- **E-Learning Compliance**
  - State Authorization for Online Education
  - Implemented the ELC (E-Learning Compliance) SaaS product to track state laws for online education.

- **User Service & Support**
  - Effective Customer Service
  - Provided workshops, training sessions, outreach events, and evening support for thousands of students and faculty/staff.

**ORGANIZATIONAL STEWARDSHIP**

- **Blackboard Grade Posting**
  - Streamline Grade Posting
  - Developed an online application to transfer final grades from Blackboard to Banner with the push of a button, eliminating manual data entry and reducing the chance for errors. In Spring 2016, 15,000+ grades were pushed from Blackboard to Banner (229 Faculty members and 550 courses).

- **HR Onboarding Improvements**
  - Improved Process Efficiency
  - Assisted in efforts to increase new-hire productivity by sending new-hire notifications based on job fulfillment to local support and security administrators. The visibility gained by a few people jump starts the onboarding processes and reduces the time and steps taken by 50%.

- **Automation and Efficiency**
  - Numerous Automation Workflows Completed
  - Successfully completed 89 projects across all divisions, including 15 automation applications and workflows.
TECHNOLOGY GROWTH & UTILIZATION

125,000
WEB HITS PER DAY

125.7% INCREASE OVER 2 YEARS

14,000
KSU MOBILE APP USERS

270.8% INCREASE OVER 2 YEARS

20,000
BLACKBOARD SECTIONS

81.7% ONLINE COURSE REGISTRATION

+39.7% INCREASE OVER 2 YEARS

48,000
USERS SUPPORTED ANNUALLY

4 GB
OF INTERNET BANDWIDTH AVAILABLE TO ALL CAMPUSES

+25% ANNUAL GROWTH RATE

39,700
REQUESTS FOR TECHNOLOGY ASSISTANCE PER YEAR

15,000
WEB REQUESTS

22,800
CALLS & CHATS

1,900
IN-PERSON VISITS

120 TB
OF ELECTRONIC STORAGE AVAILABLE

94% ANNUAL GROWTH RATE OF CONSUMED SPACE, INCREASING FROM 219 to 424 TB SINCE LAST YEAR

+50.0% INCREASE OF ELECTRONIC STORAGE AVAILABLE OVER LAST 2 YEARS

120, TB
OF ELECTRONIC STORAGE AVAILABLE

106
TECHNOLOGY PROJECTS UNDERWAY

80,500
PERSON HOURS ANNUALLY

6,800
PERFORMANCE MANAGEMENT REPORTS CREATED DURING TWO YEARS

197
INFORMATION SERVICES PROJECTS COMPLETED IN 2016

~400
SOFTWARE APPLICATIONS SUPPORTED

26,000
CONCURRENT WIRELESS CAMPUSE DEVICES

260% INCREASE SINCE 2012

68.2% INCREASE OF CONCURRENT WIRELESS CAMPUSE DEVICES OVER 2 YEARS

2.8 MILLION
MESSAGES PER MONTH

109 MILLION
SPAM/ VIRUS MESSAGES BLOCKED PER MONTH

1,275,000
INCOMING EMAILS PER DAY

Office365
FACULTY & STAFF
8,095 MAILBOXES 24 TB (140 MILLION ITEMS) MESSAGES STORED

Gmail
STUDENTS
336,000 MAILBOXES 66 TB MESSAGES STORED

1,275,000
INCOMING EMAILS PER DAY

80,500
PERSON HOURS ANNUALLY

90
DOCUMENT IMAGING INSTALLATION COMPLETED

61,754
WORKFLOW REQUESTS SUBMITTED EACH YEAR

63.1% INCREASE IN WORKFLOW TRANSACTION PROCESSED OVER 2 YEARS

GOOGLE DRIVE

326,000
DOCUMENTS AND FILES UPLOADED PER MONTH

327,000
DOCUMENTS AND FILES VIEWED PER MONTH

OVER 19,000,000 UNIVERSITY DOCUMENTS HAVE BEEN DIGITALLY IMAGED – 2,108,908
INFORMATION SERVICES

STRATEGIC THEMES

Information Services recognizes that the goals and vision of the University are inextricably linked to its own. Thus, our key projects and initiatives are strategically tied to the University’s mission and ultimately the needs of our constituents. With a focus on exceptional service and providing a reliable technology infrastructure. Information Services is committed to providing the best possible experience for KSU students, faculty, staff, and alumni.

**Students First**
Student success is ultimately at the heart of what drives Information Services. We partner with academic affairs and student affairs staff on a regular basis to continuously improve the systems and applications that enable our students to achieve their diverse goals. In the past year, IS has engaged in over 75 projects that directly promote student success through the use of technology.

**A Distinctive Kent State**
Information Services is committed to representing the distinctive identity of Kent State University through user-centered applications, a bold online web presence, and exceptional services. IS is playing a significant role in distinguishing Kent State University as a premier institution regionally, nationally, and globally.

**Global Competitiveness**
Information Services strives to ensure that faculty and students are equipped with the necessary tools to create an engaging connected, and vibrant learning environment. IS staff is continuously evaluating current and future technologies that can enrich learning communities at all eight KSU campuses. With distance learning taking a more prominent role in the higher education landscape, the need to stay current and relevant is great. Students, faculty, and staff around the world have many choices when it comes to where to learn and work. Our efforts are helping to ensure that KSU is at the top of the list.

**Regional Impact**
Information Services engages with the KSU community on many fronts and takes pride meeting its numerous needs. From meeting with faculty advisory committees to providing a broad training program to working with stakeholders to deliver applications that enhance their experience at KSU, we have embraced the vision of “ONE UNIVERSITY”.

**Organizational Stewardship**
Information Services partners with the university community to evaluate existing processes to identify opportunities for efficiency and effectiveness improvements, and to develop streamlined solutions that result in productivity improvements for faculty, staff, and students on all eight KSU campuses.
Student success is ultimately at the heart of what drives Information Services. We partner with Academic Affairs and Student Affairs staff on a regular basis to continuously improve the systems and applications that enable our students to achieve their diverse goals. In the past year, IS has engaged in over 75 projects that directly promote student success through the use of technology.

Facilitated CRM Decision

The campus-wide Constituent Relationship Management (CRM) selection process began in March 2015 with a published RFP that was developed jointly by numerous university offices. The RFP was developed in response to the need for these offices to communicate and engage more effectively with constituents throughout the key functions of recruiting, admissions, advising, retention initiatives, and advancement efforts. Our current state includes many stand-alone systems and manual processes that may result in duplicate and inconsistent communications to our constituents. The group’s joint vision and objectives are to implement a campus-wide solution that facilitates consistency and engagement, as well as, a holistic view of the constituent. The RFP process included the evaluation of several vendors. Evaluation included multiple vendor demonstrations, research, and reference checks by the group. In December 2015, the RFP was awarded to the joint proposal of Salesforce, TargetX, and Sierra-Cedar, Inc.

Salesforce provides a single CRM platform that enables transparency and native integration of data between university offices. Salesforce is the CRM leader that also provides a platform for workflows and custom development. Salesforce also provides One-Stop shop capabilities within their Service Cloud. TargetX is a leader in student recruiting and admissions, and is part of the Salesforce ecosystem.

The TargetX retention solution is early in its lifecycle and promises to meet our needs fully as it matures over the next 12 months. Advancement Connect is a robust solution built for alumni relations and advancement on the Salesforce platform. Additional features are planned for the next 12-18 months to fully meet advancement’s functionality needs. roundCorner, an expert in Salesforce and advancement capabilities, is also partnering with us to configure the Advancement Connect system and to guide us through the implementation. Lastly, Sierra-Cedar is our implementation partner to provide expert experience to implement and integrate the enterprise solution. They will also provide development efforts and custom applications.

VISION

Achieve a 360° view of student and constituents with a single, integrated enterprise CRM solution.
The KSUMobile app features a variety of resources for Kent State students. It can be used to find locations around campus, access course schedules, check grades, and keep up with campus events and news. To date, we have seen 46,500 downloads on the Apple platform and 20,500 downloads on the Android platform.

We have been adding new features via regular quarterly releases. Key features now include:

- View your schedule
- Check your grades
- View the university calendar
- View interactive campus maps and get directions
- Find campus dining locations, hours, and payment options
- See your student account information, such as your Kent State ID number, Bursar account balance and holds, GPA, FLASHcash, and meal plan balance
- View your employment records (pay stubs, leave reports)
- Search the university directory for email addresses and phone numbers
- Access important campus phone numbers and locations
- Access Kent State email
- Get the latest Kent State news
Other Project Achievements:

- Developed the **Student Smart Device Setup** application to allow students to immediately add their smart devices (Xbox’s, Playstation’s, Roku’s, etc) to the KSU wireless network through a self-service portal.

- Automated the **Graduate Student’s Request for Leave of Absence** and **Additional Employment** to *streamline* the approval processes.

- Developed an **online Honors College Application** process to identify, receive, and track student applications.

- Developed the **Late Registration Request** Application to allow student initiated requests and **automate review** by the instructor.

- Developed the **Institutional Honors GPA Calculator** to provide students and advisors a *simplified* check of GPA standing and view honors that would be awarded based on current grades and graduation term.

- Developed a mobile app to streamline the Residence Hall check-in process with Flashcard sign-in. Provides real-time occupancy numbers and *eliminates lines and wait times* during busy periods.

- Significantly expanded wireless service in 3 residence halls and 15 academic buildings with 500 additional access points.

- Developed a **Student Organization Registration and Renewal** system to provide **self-service identification** of student officer, an **automated workflow** for advisor validation, and **automatic creation** of the organization website in Drupal.

- Implemented an enhanced **Student Profile** module to display essential student information **at-a-glance** for students, faculty, and advisors.
Information Services is committed to representing the distinctive identity of Kent State University through user-centered applications, a bold online web presence, and exceptional services. Information Services is playing a significant role in distinguishing Kent State University as a premier institution regionally, nationally, and globally.

**Redeveloped FlashLine Portal**

FlashLine, the user portal for all Kent State students, faculty, and staff, underwent major changes in 2016. Information Services partnered with the Division of Student Affairs to involve students as key contributors to the new design and functionality of the portal. The development phase, referred to as FlashLine Beta, was released in multiple stages, so continuous feedback from the Kent State community could be integrated along the way.

- Improved site-wide organization for faster browsing and discovery.
- Revised user interface reflects the Undeniably Kent State brand.
- Customized “My Dashboard” interface, allows the saving of highly utilized items.
- Role-based dashboards present curated data for students, staff, faculty and advisors.
- Critical, personalized, and timely notifications delivered directly to FlashLine via new Notifications.
- Role-based content allows users to view the information that matters the most to them.
- New portal-wide search
A DISTINCTIVE
KENT STATE

Other Project Achievements:

• Partnered with Academic Affairs to develop a new Advising Management System to improve advising effectiveness and efficiency.

• Partnered with Curriculum Services, to implement a new Curriculum Management System and develop an Academic Program Application to define, enter, manage, and maintain Kent State academic programs.

• Developed a robust HR Job Descriptions application to streamline the search, browse, and review of job descriptions on the HR website. Allows quick and efficient updates to be made to job descriptions and salary ranges.

• Developed the Faculty Computer Refresh Request Process, which provides an online application to place and manage faculty refresh requests, and allows the status of the order to be tracked.

• Implemented a Faculty Promotion and Tenure Review system which includes an automated review workflow and enhanced features.

• Developed several HR Onboarding Improvements to speed up the onboarding process for newly hired faculty and staff.

• Implemented an automated Verification of Employment system to eliminate manual entry and paper required to process employment verification. Approximately 4,700 verification requests that are processed annually will be handled by the new system.

• Updated the SRWC Recreation Management System to provide enhanced capabilities and automated transfer of files, making the center more efficient and providing important information needed to make essential business decisions.

• Implemented enhanced Blackboard Building Blocks to enable distinctive Kent State online learning templates that faculty can easily select for their courses.

• Integrated Faculty and Staff into the Advancement Module to allow each college, regional campuses, and Advancement staff to directly engage faculty, staff and alumni.
Information Services strives to ensure that faculty and students are equipped with the necessary tools to create an engaging, connected, and vibrant learning environment. IS staff is continuously evaluating current and future technologies that can enrich learning communities at all eight KSU campuses. With distance learning taking a more prominent role in the higher education landscape, the need to stay current and relevant is great. Students, faculty, and staff around the world have many choices when it comes to where to learn and work. Our efforts are helping to ensure that KSU is at the top of the list.

Other Project Achievements:

- **Integrated** recruitment, admissions, advising, tracking, and graduation planning applications with Everspring for select Online Graduate Programs.
- Upgraded 76 classroom technology systems, including the new Center for the Visual Arts and the new Center for Philanthropy and Alumni Engagement.
- Implemented a New Online Learning Digital Video system that enhances the video management experience through tighter integration with Blackboard Learn, robust playback logging and analytics, and support for emerging technologies.
- Installed a new release of Blackboard Learn to provide increased functionality and an improved user experience.
- Upgraded the International Student & Scholar Manager (ISSM) to the latest version in order to remain on support, maintain compliance and take advantage of new features.
- Developed the Student Employee Account Requests application to allow full-time staff to instantly create accounts for their student employees that need elevated access for work purposes.
- Created the Automated Password Reset Process to allow students, faculty, staff, and alumni to reset their passwords online.
- Developed the Guest Account Requests application to allow any fulltime faculty or staff member to create guest accounts real-time, and provide them basic resources (i.e. shared drives, email, and Google Apps).
- Developed the Senior Guest Account Request application to allow full-time faculty and staff to instantly create an account for senior guests, granting access to Blackboard Learn and Google Apps.
Information Services engages with the KSU community on many fronts and takes pride meeting its numerous needs. From meeting with faculty advisory committee to providing a broad training program to working with stakeholders to deliver applications that enhance their experience at KSU, we have embraced the vision of “ONE UNIVERSITY.”

**TRAINING**
The IS Training & Support Center held 281 free workshops, attended by nearly 3000 Kent State students, faculty and staff, during the Fall ’15 - Spring ’16 semesters. These workshops covered 32 subjects including Microsoft Office, Adobe Creative Cloud and Google applications.

**COLLABORATION**
The popularity of the IS Training & Support Center workshops continues to attract new collaborations from other divisions across the University. Mail Services, Library Reference, Blackboard Learn and Statistical & Qualitative Software now hold their workshops in the IS Training facility and leverage our infrastructure for workshop management like registration, marketing, outreach and course evaluation.

**OUTREACH**
IS attended or facilitated 118 outreach events including Destination Kent State, Transfer Kent State, International Student Orientation and Graduate Student Orientation reaching approximately 9,000 students. IS also started attending recruiting events like Golden Flash Day, helping attract prospective students to Kent State by demonstrating our commitment to student success through the many services we offer.

**BACK TO SCHOOL**
IS supports student transition to University life with close partnerships with Student Success Programs during Back to School. IS operates tents across the Kent campus during Welcome Weekend and the first few days of classes to support parents and students with both technical and non-technical questions.
COMMUNICATIONS
IS Communications distributed over 14,000 copies of the Student Technology Guidebook to incoming freshmen, transfer, graduate and international students across all campuses. The Guidebook provides new students with information about the technology available on campus, as well as the technical support and other resources available at Kent State.

DIVERSITY INITIATIVES
IS completed its fourth year of the Listening Project, a diversity initiative brought to Kent State by Diversity, Equity, and Inclusion. The program pairs staff members together to explore and discuss diversity topics and issues generally avoided in the workplace.

The division also coordinated its second year of the Student Knowledge and Job Fair, an event held to reach out to diverse student populations and increase the visibility of student employment opportunities within the division.

KSU FOR YOU
IS, along with representatives from various departments on the Kent campus, visited all of the regional campus locations as part of the KSU for You project. Each KSU for You visit included a variety of presentations, training, meet and greets, and informational tables along with members of leadership from various Kent State University divisions. IS Presented topics on “Security as a Shared Responsibility” and “Enterprise Monitoring.”
Information Services partners with the university community to evaluate existing processes to identify opportunities for efficiency and effectiveness improvements, and to develop streamlined solutions that result in productivity improvements for faculty, staff, and students on all eight KSU campuses.

**Positioned the Division to Increase Innovation Capability**

After extensive intra-division discussion, the Information Services leadership team signed and posted a Declaration of Innovation prominently in Stewart Hall (shown on page 7). In an effort to support our commitment to innovation, keep pace with increasing campus technology demands, and to align with the University’s Strategic Roadmap, we:

- Reassigned 11 staff to New Innovation Teams
- Implemented Rapid Development Tools and Methodologies
- Focused on features that improve User Experience Accessibility

**Rapid Application Development Platform**

Information Services’ vision to be a community of change agent and its commitment to putting technology into action has resulted in new programs that rely on agile development and cloud-based services. Adopting the OutSystems Platform has produced gains in flexibility, agility and efficiency. We can now devote more of our attention to innovation, quickly prototyping applications while also helping business units evaluate ROI before embarking on projects making the platform both a learning and time-saving opportunity.

The platform implementation began in April 2015, quickly followed by training. By the end of summer 2015, our teams had successfully developed three applications in the new platform. Since then, we have successfully developed and deployed 15 applications, including the Grade Push that was completed in time for Spring Grading on an accelerated timeline.
ORGANIZATIONAL STEWARDSHIP

BLACKBOARD GRADE POSTING (AKA GRADE PUSH):

The grade push application was developed out of the need for faculty to have a way to easily move their final grades from Blackboard Learn to Banner. The previous process required manual grade entry into Banner, which was very time consuming, especially for large class sizes. Errors could also be made with the manual entry process.

The new Grade Push application reads grades from Blackboard Learn and allows the faculty to push those Grades to Banner with a click of a button. The application was developed and ready for deployment just in time for Spring semester final grades. The feedback after one semester of use has been overwhelmingly positive, with 239 faculty members using the application. In total, there were 15,029 grades pushed from Blackboard to Banner with the Grade Push application for 592 courses. Enhancement for mid-term grades are slated to begin later this summer.

SECURITY RELATED IMPROVEMENTS

- Implemented a Comprehensive University-wide Security Policy
- Protected against thousands of threats against numerous systems
- Installed Several New Software Security Products
- Improved our Security Posture
  - penetration testing
  - PCI compliance
  - SSN masking
- Continuous Data Stewards and Ombudsmen Training

ENSURED THE ELECTRONIC INFRASTRUCTURE KEPT PACE WITH UNIVERSITY GROWTH

<table>
<thead>
<tr>
<th>KSU Technology Growth</th>
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<tbody>
<tr>
<td>KSU Mobile Users</td>
</tr>
<tr>
<td>Web Hits/ Year</td>
</tr>
<tr>
<td>Online Course Registrations</td>
</tr>
<tr>
<td>Concurrent Wireless Users</td>
</tr>
<tr>
<td>Workflow Transactions Processed</td>
</tr>
<tr>
<td>Electronic Storage Available</td>
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<tr>
<td>Blackboard Sections</td>
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</tbody>
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Growth Measured Over 2 Years
Other Project Achievements

- Created an electronic Salary Redistribution Workflow which automates the approval process.

- Created the Project Request/ Approval Workflow for OUA to streamline time sensitive approval process.

- Updated the Open Enrollment process to adjust to university benefits and employees structures for the 2016 benefits year.

- Replaced the Timekeeping System, which eliminated duplicate systems and provided enhanced functionality for classified employees and dining services.

- Created an Inventory Management System for Residential Facilities to streamline the inventory of departmental assets and student rooms.

- Streamlined the Operational Process Flows to improve efficiency and accuracy via automation of tasks for Student Financial Aid.

- Created a new document imaging application to electronically manage KSU Foundation Journal Entries.

- Prepared for and conducted a successful Disaster Recovery Exercise of our mission critical applications, ensuring availability of systems in the event of a disruption.

- Modified HEI Data Files per Board of Regents mandated changes.

- Upgraded multiple modules of the Banner ERP system to meet Financial Aid and Affordable Care Act regulatory requirements.