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

These pages highlight the strategies and accomplishments of the Division of Information Services (IS) from the past year in support of the mission and vision: Students First, A Distinctive Kent State, Global Competitiveness, Regional Impact, and Organizational Stewardship. We recognize that our success lies in aligning with university goals, developing strong partnerships with our functional partners, and developing our people to meet the many challenges of the future.

The IS Division strives to transform its skills on a continual basis to provide the depth of knowledge and support that are needed to deliver an enriched technology experience to the Kent State University community. Over the past year, the drivers of transformation include:

- Significant new expertise required to support the implementation of the Salesforce CRM
- Adoption of innovative approaches and platforms to meet the constantly growing demand for services and projects, and
- Ongoing need to protect our systems and data against constantly changing threats.

It is with great pleasure that I present the key achievements and points of pride for our IS Division, and formally thank the dedicated and talented staff who made it happen!

Coleen Santee, PhD
Interim VP, Information Services & CIO
TOP 10 OUTSTANDING ACHIEVEMENTS FOR THE INFORMATION TECHNOLOGY DIVISION

Achieved initial CRM Successes with the go-live of the new centralized University Calendaring system standardizes all university event listings into one cohesive catalog with the primary goal of keeping students, faculty, and staff connected and collectively up to date on the exciting events that are taking place on campus. The FLASHperks program, which awards students with points each time they attend a university-sponsored event, went live as well. In addition, UCM and WKSU went live on the CRM communications module (Marketing Cloud) to send e-newsletters and announcements to their subscriber lists.

Eight IS analysts and developers have successfully earned 12 Salesforce certifications, ensuring we can provide expert resources on the CRM projects.

Accomplished several critical projects contained on our Security Infrastructure Roadmap. Key highlights include:

- Began expansion of our Security Awareness Training initiative
- Implemented a number of improvements to better detect compromised accounts
- Implemented a Managed Security Service provider which provides event alerts and reporting.
- Combined efforts with TrustedSec for the annual Penetration Test of networks, systems, and applications.
- Documented policies and processes associated with HIPAA compliance for the university.

Completed significant student facing improvements in collaboration with Academic Affairs and Student Affairs:

- The Visual Schedule Builder Software Implementation allows students to easily search and save conflict-free schedules.
- KSUMobile Bus Tracking delivers real-time PARTA bus tracking to mobile devices.
- The Preferred Name initiative aligned with the Title IX Education Amendment, as well as the university mission, to create an inclusive environment and allow students to indicate their preferred name for student and faculty-facing applications, including FlashLine, Class Rosters, FlashCard, and the Phone Directory.

Continued to ensure the strength of our infrastructure services and enterprise applications, with a focus on stability and reliability. Noteworthy statistics include:

- Data Center and Server environment uptimes of 100%, with no outages
- Enterprise systems and applications combined uptime of 99.97%
- Network uptime 99%
- Email uptime 99.86%

Improved customer service with Self Service apps, which improve the customer experience for faculty, staff, and students:

- The software.kent.edu portal was created, automating over 500 requests per year which previously could take 24-72 hours for a response.
- Techtools.kent.edu, a desktop support utility, allows for faster resolution of technical problems.
TOP 10 OUTSTANDING ACHIEVEMENTS FOR THE INFORMATION TECHNOLOGY DIVISION

► Made significant enhancements to our online presence:
  • The www.kent.edu website was redesigned to align with the University’s current branding.
  • The redesigned FlashLine Portal was enhanced with smart dashboards to help students, faculty, and staff more easily access important information.
  • Innovations in KSU Mobile include a Live Bus Tracker and quick access for students to buy textbooks. Set to launch this fall, a ‘parking lot counter’ will show how many open spaces are available in specific parking spots.

► Introduced DocuSign, an electronic signature capture platform that replaces printing, faxing, scanning, and mailing documents, potentially making every approval and decision digital. Since launch, 86 forms have been published, with many more enqueue. The initial focus was on streamlining the onboarding process for HR, Academic Personnel, Payroll, and Student Employment. The longer paperwork process can now operate as fast as a few mouse-clicks.

► Provided training and outreach opportunities to thousands of students, faculty, and staff for the many services offered by IS to help them be more successful and productive. Highlights include:
  • Attracted 3000 students, faculty, and staff to our training sessions during the Fall 2016 and Spring 2017 semesters.
  • Maintained an average rating of 4.7 out of 5 for all training offerings throughout the year.
  • Facilitated or attended over 120 outreach events such as College Credit Plus, Destination Kent State, and Graduate Student Orientation.

► Added new LEAN skills, offerings, and events. Highlights include:
  • Center for Student Involvement reduced the FLASHperks process from 56 steps to 36.
  • Student Ombuds used an Impact and Effort exercise to identify immediate process improvements.
  • Residence Services mapped the end-to-end process for a student, from housing application through move-in.
  • UFM Lockshop and Student Success (for Transfer Kent State) also conducted LEAN events.

► Completed key large-scale enterprise level software application and integration projects:
  • Conducted OneStop Discovery to thoroughly understand available CRM tools
  • Upgraded the wireless network to ensure student connections
  • Implemented a new Integration Platform to facilitate the efficient exchange of data
  • Enhanced the Open Enrollment process
  • Automated the current paper-based Incomplete Mark Contract workflow to ensure a contract agreement exists between student and faculty
  • Implemented new Academic Activity Presence System for students
OVERVIEW OF 2016-2017 KEY ACHIEVEMENTS

STUDENTS FIRST

One Stop Contact Center
Built Cisco contact center specific to One Stop business requirements. The environment supports the One Stop agents that counsel students on Bursar, Registrar, and Student Financial Aid related topics.

Grade Push
Ability to push grades for very large classes with the push of a button, instead of one grade at a time. Faculty have pushed over 65,000 final and midterm grades, for over 2000 courses.

KSU Mobile Improvements
The much anticipated live bus tracker feature was implemented in KSUMobile last year. In collaboration with the University Bookstore, a textbook purchase feature was implemented, among other improvements.

Visual Schedule Builder
Ability for students to search and save conflict-free schedules, saving time during their registration window.

DISTINCTIVE KENT STATE

FlashLine Portal
Smart dashboards were added for Faculty and Staff, along with the addition of single-sign-on capabilities into additional systems. Other improvements are underway, including Smart Checklists and live notifications.

Website Redesign
A major redesign initiative was completed, allowing the new branding changes to be reflected on all 54,000 pages and 400 subsites that reside under the www.kent.edu umbrella.

Enhanced Search Functionality
Smart search filters were introduced on Search for all www.kent.edu pages, as well as core search improvements.

University Events Calendar & Flashperks
A new university-wide Events Calendar standardizes all university event listings into one cohesive catalog, to keep students, faculty, and staff up-to-date on campus events.

GLOBAL COMPETITIVENESS

Global Education Tracking
Created a system for managing international contracts that is easy to maintain and simple to use in order to create a more accurate and efficient method for contract management.

Marketing Cloud Implementation
The marketing cloud is the central communications hub of the Salesforce CRM, it allows Kent State to manage and create marketing campaigns and relationships with its customers.

TechTools User Support Portal
Developed a web application to streamline end user support across the many support domains within Information Services.

Bangladesh Research and Education Network
Participated in partnership to support building Bangladesh public nationwide network, specific to Higher Education research and education needs.

REGIONAL IMPACT

Expansion of Wifi with Eduroam
Partnered with Eduroam, which allows Kent State faculty, staff, and students easier wireless access at other eduroam partner institutions.

Software Portal
Created a software portal to allow constituents of the University to more easily download and install licensed and unlicensed software.

Google Classroom
Google Classroom was enabled for select staff to allow for collaboration with local schools.

ORGANIZATIONAL STEWARDSHIP

Academic Presence Verification Roster
Provided a choice of methods for faculty to record student participation in their classes. This collection and recording of academic presence information satisfies federal compliance requirements.

Security Authorization Platform Implementation
Selected SecureAuth as our Single Sign On and Authentication platform which adheres to industry standards and provides additional security functionality.

Architecture of CRM Platform
Established formal procedures for change management, security and access control, and data management on the CRM platform, ensuring coordination around rapidly moving parts.

Incomplete Mark
A digital process replaced the previous paper-based process used to ensure that a contract has been agreed upon prior to allowing an incomplete grade to be submitted at end of term.

One Stop Contact Center
Built Cisco contact center specific to One Stop business requirements. The environment supports the One Stop agents that counsel students on Bursar, Registrar, and Student Financial Aid related topics.

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<td><strong>INCREASE OF CONCURRENT WIRELESS CAMPUSE DEVICES OVER LAST 2 YEARS</strong></td>
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<td><strong>TOTAL CHECK-INS AT SERVICE &amp; REPAIR CENTER LOCATIONS</strong></td>
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INFORMATION SERVICES

STRATEGIC THEMES

Information Services (IS) 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. Additionally, Information Services places a significant focus on back to School related events and outreach events throughout the year.

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.
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One Stop Discovery

The One Stop functional team, along with an IS development team, evaluated the Salesforce platform to determine possible ways to assist the One Stop team in servicing students quickly and efficiently. The following features were investigated:

- Service Console Case Management
- Student Contact Data
- Case Management, including assignment rules
- In-Line, Phone, Email, and Web to Case automation
- Case Escalation
- Task Assignments
- Banner to Salesforce data integrations
- Knowledge base article setup and maintenance

The team completed their discovery, which included participating in a Salesforce Accelerator focused on Console design. The team will reconvene later this year to begin the technology build. The discovery project was great for identifying possibilities and learning how we can leverage available tools.

One Stop Contact Center

Provided a Cisco call center environment for One Stop for Student Services, which provides the telecom network used by the One Stop agents. This initiative provides call routing and queuing for counselors that serve as a single point-of-contact for student customer services previously provided at the Bursar, Registrar, and Student Financial Aid offices. The call center has the ability to integrate with our Salesforce CRM in the future.

KSUMobile Bus Tracking

In collaboration with PARTA, IS mobile developers integrated the PARTA live bus tracking feature into KSUMobile. Users can enable this feature to view the current location of all campus buses and also save their favorite routes, stops and locations for quick access. In addition, they can set up reminders to receive notifications when the bus arrival time is within a specific window so that they can time their arrival at the bus stop to coincide with the bus’ arrival.
Visual Schedule Builder Implementation

The Visual Schedule Builder (VSB) software eliminates manual student efforts by providing an automated solution for finding conflict free schedules. VSB considers unavailable personal time (blocked out) and presents only course schedules that work. The student can then send the final schedule to the Banner registration worksheet to provide a faster registration experience. This initiative was supported by Students in the Provost’s Leadership Academy.

As of 4/15/17 there were 18,950 total sessions, 221 million schedules generated and 1017 average schedules generated per student.

“As an artist, the visual schedule builder has literally been the best thing to ever happen to me. And I just wanted to say thank you for making this higher education thing seem like a piece of cake - even if just for a moment. Well done. Bravo. Ya’ll rock. Thank you :)

Lynda.com: Online Video Tutorials

As of this year students, faculty and staff now have free, unlimited access to Lynda.com (lynda.kent.edu), an online library of instructional videos that cover the latest software, online tools, and even topics such as audio mixing, marketing, business and education.

Since launch, over 4,200 Kent State University users have watched 127,126 total videos on lynda.com (thats over 9,157 hours of videos watched!). Topics include Microsoft Office products, coding tutorials, Adobe Creative Cloud Suite, and many more.
Other Project Achievements

• Implemented the Kaltura Online Video Platform to allow faculty to create and share course video files.

• Implemented TargetX for Graduate Recruiting and Admissions for the College of Business on the Salesforce platform to improve the application process for graduate candidates.

• Enhanced the Grade Push software to easily push grades for very large classes with the push of a button, instead of one grade at a time. To date have pushed over 65,000 final and midterm grades, for over 2,000 courses.

• Developed the ability for students to identify a Preferred Name in Compliance with Title IX that will be displayed on class roster, grade roster, student directory, Blackboard Learn, and additional places.

• Developed a Mobile Room Condition Report for the Department of Residence Services to replace the existing paper-driven process.

• Replaced 500 Wireless Access Points with newer models in 15 Academic buildings.

• Integrated a Call Center Platform for Onestop that can interface with Salesforce

• Added Touch ID to the KSUMobile app.

• Developed Residence Services Break Housing application to streamline the check-in, check-out, room change, and room condition report systems and processes for Summer and break periods.

• Fully implemented the GradesFirst Software, allowing the Athletics Department to support the academic success of athletes.

• Enhanced the Student Employment System, CampusWorks, to comply with the FWS update and improve efficiency of processing student jobs.

• Improved and enhanced the Destination Kent State software for the 2016 programs.

• Implemented the new Accuplacer software for reading and writing placement assessments and integrated it with New and Continuing Student Checklists.

• Created a National Cyber Security Month Campaign to increase awareness of cyber security at Kent State.

• Modified the existing GPS Website Catalog links to integrate with the new course catalog within the CourseLeaf software.

• Implemented the new Student Learning Outcome software.

• Automated the Generation of User IDs in the technology domains.

• Developed the network plan for Commencement at the new location at Dix Stadium.
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. Information Services is playing a significant role in distinguishing Kent State University as a premier institution regionally, nationally, and globally.

Website Redesign

To provide a leading edge, strategic online presence that communicates the Kent State brand on a global stage, all Kent State websites were included in a redesign that included an optimal user experience. Web teams from IS and UCM partnered with 160overgo, the design firm that was charged with the rebranding effort, to produce new website themes and an updated web style guide. This collaborative effort included updates to:

- Approximately 400 websites
- 54,000 web pages

In addition to aesthetic improvements, Information Services implemented performance upgrades and search improvements to ensure performance stability and scalability. Search filters and options to target searches by the different campuses were implemented earlier this year, in response to popular requests from the user community.
Portal Enhancements/Advanced Search

The new FlashLine Portal was introduced in 2016 with the conviction that enhancements would be driven by user feedback in order to keep Students First. In response to great feedback, the FlashLine team continued to make enhancements to the product to provide new functionality, more intuitive navigation, improved usability/accessibility, as well as bug fixes. Major enhancements included:

- A new smart dashboard for faculty that brought commonly used functionality to a single interface
- A registration countdown was added to the student dashboard to remind students of the approach of their time to register
- The search function was improved, including the release of an A-Z search index page
- Class roster viewing, printing and emailing for faculty
- Bookmark functionality for favorite features
- A payroll schedule for employee information
- Accessibility improvements

The team continues to receive feedback on a daily basis from users via the FlashLine feedback option, and is also engaged with various university stakeholders to implement or augment new and existing functionality within FlashLine. Periodic usability assessments ensure that functionality is intuitive, while regular analytics reviews help guide removal of unused elements to avoid clutter.

Verification of Employment

The implementation of the uConfirm software provides automated employment verification services to employees. Over the last five years, an average of 2,821 verbal employment verifications and an average of 877 written verifications (combined: 3,698) were processed annually. uConfirm provides better communication to stakeholders, improves customer service; and decreases the amount of manual labor and paper required to process employment verifications. This project resulted in:

- Projected annual salary cost savings of $2,437.70
- Eliminated average hours to complete verbal verifications: 94
- Eliminated average hours to complete written verification: 73
- Projected annual revenue share of $7,902.00

I just wanted to say that the site is fantastic. It used to be a pain to try and find anything on FlashLine, but now the site is so clear and everything I need is so accessible. It’s made my life as a student so much easier. SO much easier.
University Calendaring/Flashperks

A new university-wide Events Calendar was developed in the Salesforce CRM to standardize all university event listings into one cohesive, living, breathing catalog, with the primary goal of keeping students, faculty, and staff connected and collectively up to date on the exciting events that are taking place on campus. This new event module product enables events to be created in one place but promoted through multiple venues (e.g. the FlashLine Portal, KSU website, KSUMobile, various department web pages, etc.). Yet another highly collaborative effort, this project involved marketing teams from various units across all campuses with a common goal of streamlining event intake and dissemination.

In the new calendaring system, students will be able to filter events by category, including Academic, Arts and Theatre, Diversity and Culture, Service and Sustainability, Games Music and Movies, and more. This will ultimately tailor each user’s event feed to fit their own, specific interests.

Moreover, the FlashPerks program, which awards students with points each time they attend a university-sponsored event, is an integrated feature of the calendar. Flashperks is the rewards program for Kent State undergraduate students. Students simply attend FLASHperks designated events, swipe their student ID, and earn points. As their points accumulate, they win great prizes. Each time students swipe at an event, they are entered into the year-end prize drawing, which includes free tuition.

Transitioning to the CRM eliminates the use of a third-party vendor, which has made it cost effective for regional campuses to launch FLASHperks on their campuses. The system’s automation ability will transform many of the current manual processes including: emails to event hosts, weekly event emails, and prize level achievement emails.

Another automation that carries great value is the CRM’s ability to manage the prize inventory which was previously managed manually. Not only will the CRM track the prize levels, it will also send the administrator an automated reorder email notification once a designated quality level is reached. In addition to all of these benefits, the CRM provides a robust report writing feature that will be an asset in utilizing FLASHperks as an assessment tool.
Other Project Achievements

- Developed a Mobile **Door WORX** Software to **streamline** the inventory, status, and history of the doors and related components for Residence Services.

- Developed an **automated Incomplete Mark Contract workflow** to ensure that a contract has been agreed upon prior to allowing an incomplete grade to be submitted at end of term.

- Enhanced the **Faculty Computer Refresh Self Service App** to **improve workflow, increase visibility** across functional teams, and **provide more efficiencies**.

- Developed a **Mobile Room Condition Report** software for the Department of Residence Services to **replace the existing paper-driven process**.

- Updated the **ResOvertime** software to allow users to **streamline** the acceptance and rejection of offered overtime.

- Enhanced the existing **Office of the University Architect Project Request Workflow** for improved **usability**.

- Implemented changes to the Student Survey of Instruction form, requested by Faculty Senate.

- Created the **Residence Inventory** software to deliver **business value and efficiency gains** for Residential Facilities by adding additional reporting and fields.

- Implemented integration for **Single Use Accounts** with JP Morgan Chase.

- Developed an **Employee Dynamic Checklist** to **streamline** the notification, action, and completion of employee related tasks.

- **Transformed** our project management practices to include **Agile** techniques, tools, and practices.
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:

- Developed a Global Education Tracking software to streamline the collection and management of partnership and agency contracts.

- Implemented the SalesForce Marketing Cloud, the central communications hub of the Salesforce CRM, which allows Kent State to create, manage and distribute marketing campaigns to its customers and measure user engagement and reach.

- Created a new user support platform, TechTools, which allows local support, Help Desk, and security and access management personnel the ability to easily assist users with technical support problems. The platform provides deep integration with numerous core services such as email, desktop management, account information, and more. This has resulted in easier troubleshooting for local support, faster resolution of customer problems, and up to a 15% reduction in help desk call times for certain issues.

- Upgraded the AV in 109 spaces across the University, including the Student Center, MACC Annex, Henderson Hall, and Henderson Hall.

- Participated in an international partnership with the Department of Computer Science and the Ohio Academic Resource Network (OARnet) group in a grant to support the Bangladesh Research and Education Network (BdREN). This partnership supplies organizational experience and resources to assist BdREN with construction and expansion of their public nationwide network, purposely built for Higher Educational Institutions. Areas of expertise and best practices included: technical design, management, and operation of large scale cyber/academic resources.
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.”

**REGIONAL IMPACT**

Provided Effective User Service and Support

- 337 IT workshops covering 53 subjects, with over 3000 participants
- 120 outreach events including DKS, TKS, ISO, GSO reaching ~9,000 students
- 38,400 helpdesk requests via chat and calls
- 3,650 student computer services/repairs
- 1,284 support tickets closed via Tech2You, our evening technical support group.

Expansion of Wifi with Kent State Credentials

Information Services recently partnered with Eduroam, allowing faculty, staff, and students to easily get online wirelessly at other partner institutions using their Kent State University credentials; additionally, guests from partner institutions can easily get onto Kent State University’s wifi in the same manner.

Google Classroom Collaboration Enabled

Google Classroom was enabled for a group of faculty in the College of Education Health and Human Services to permit them to collaborate with local school districts.

Training and Outreach

Training & Outreach attended or facilitated over 120 outreach events including College Credit Plus, Destination Kent State, Transfer Kent State, International Student Orientation and Graduate Student Orientation personally interacting with over 9,000 students. We also attended recruiting events like Golden Flash Day helping attract prospective students to Kent State by demonstrating our commitment to student success through the many services IS offer.

Back to School

IS supported student transition to University life with close partnerships with Student Success Programs during Back to School. IS operated five 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. Information Services personally interacted with new and returning students during the back to school season with these efforts.
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.

**LEAN Skills, Offerings, Events**

Process Evaluation and Improvement enhanced their business analysis skills over the past year, expanding their services to include LEAN Facilitation. Some of the areas that benefited from these services include:

- The Center for Student Involvement evaluated FLASHperks, and was able to cut the process from 56 steps to 36 by removing pieces that were identified as unnecessary by the stakeholders. This exercise had additional value again during the development project, as stakeholders had a full understanding of the current process and the improvements they expected to make.

- Student Ombuds created an action plan using an Impact and Effort exercise that helped them identify immediate improvements. They also identified targeted areas for improvement in a development project that has been requested.

- Residence Services gained a shared understanding of their process and the processes of departments with whom they closely interact. This shared understanding translated to several action steps, a few of which have already been completed, including: an update to when and how Flashcard pictures are taken during DKS, a revision of how Kent Interhall Council provides their move in bags to students, and project requests for both an update to KSUview (coming from Student Affairs) and an update to the process for exemptions to the mandatory housing policy.

- Engagements are also underway with the UFM Lockshop and Student Success for Transfer Kent State.

**Integration Platform Implementation**

Implemented a data integration platform that allows Information Services to be more strategic in nature with regards to cross platform integrations, data governance, and authoritative sources of data. The new platform allows us to create reusable objects, which will reduce development time and increase data accuracy.

The new integration solution will allow for integration of data from both on premise and cloud solutions. Additionally, it will reduce complexity and speed up the pace of application development by enabling re-usability of data mappings.
**Other Project Achievements**

- **Absorbed budget reductions** due to RCM 2.0 and loss of distance learning fees, and still **provided more services** (see pg 9) with **less resources**.

- **SecureAuth** was selected for our **Authentication and Single Sign On platform**, increasing our security profile and better adherence to industry standards.

- Created an **Academic Presence Verification Roster** which provides various methods for faculty to record student participation. This satisfies federal compliance requirements.

- **Upgraded scanning hardware and software** used by faculty for examination and student survey of instruction purposes to ensure a stable platform.

- **Developed technology governance and strategy** for the implementation of the **CRM**, including decisions related to change management, data architecture, data reporting, data quality, and data de-duplication.

- **Upgraded the Wireless network** to remain current on support and provide bug fixes.

- Implemented **SolarWinds**, an industry leading network monitoring solution, to replace a legacy, homegrown utility.

- **Made improvements to the Open Enrollment process** in advance of the 2017 enrollment period.

- Prepared for, conducted and validated the **successful DR Exercise** of our tier 1 applications in February 2017.

- **Developed an Academic Activity Presence** system to collect student participation information.

- **Deployed the latest release of Red Hat Satellite** suite to manage our Linux deployments and licenses.

- **Developed reusable components** for applications, which allows **quicker turnaround of web application** and workflow development projects.

- **Upgraded current website search platform** with a more responsive solution.

- **Installed data and phone network** in the new **Architecture Building** (CAED).

- **Fully implemented the GradesFirst software** for the **Athletics Department**.

- Conducted a **Kaizen event** to improve the **graduate admissions process**.

- Purged **130,000 abandoned user accounts**, improving our security posture.

- Created more descriptive error messages for all **OutSystems applications** to enable **more efficient troubleshooting** and reading of error logs in the future.

- Created the ‘Multimedia Devices’ and ‘Kent State Wireless’ wireless networks for **improved ease of use**.

- **Implemented Druva**, a cloud based **desktop backup service**.

- Conducted an enterprise wide server penetration test to identify and **remediate any potential security flaws**.
POINTS OF PRIDE

PROFESSIONAL DEVELOPMENT

Several IS employees have completed the training necessary to obtain certifications in the following:

- 9 – SalesForce Certified Administrator
- 2 – SalesForce Certified Application Builder
- 2 – SalesForce Certified Developer
- 1 – SalesForce Certified Marketing Cloud
- 5 – Outsystems Certified Associate Developer
- 2 – Certified Tester Foundation Level (CTFL)
- 8 – SecureAuth
- 4 – AWS Certified Solutions Architect
- 2 – Palo Alto ACE
- 1 – Cisco Certified Network Associate (CCNA)
- 4 – Juniper Networks Certified Associate (JNCIA)
- 1 – Oracle Certified Professional (OCP)
- 2 – Redhat CloudForms
- 1 – EC Council Certified Incident Handler (CIH)
- 1 – Splunk Certified Power User
- 1 – EC Council Certified Ethical Hacker (CEH)

DIVERSITY AWARD

IS received the Kent State University 2017 Unity for Diversity Award. The award was presented by the Division of Diversity, Equity and Inclusion during the 15th Annual Martin Luther King Jr. Celebration on January 26, 2017. IS was recognized for demonstrating significant contributions in areas of diversity, equity and inclusion within the Kent State community.

INSTITUTE FOR EXCELLENCE 2016-17

In keeping with IS’ commitment to staff professional development, the 2016-17 series saw seven IS staff members complete the Institute for Excellence program, with two members (and the only two from the entire cohort group) received a ‘with Honors’ entitlement - both from IS! Congratulations to:

- Dawn Sharnsky
- Altai Otgonyin
- Brendan Walsh
- Bobbi Bain
- Jonathan Prenosil
- Mark Meszar
- Tom Smith

OHECC PRESENTATIONS

Amanda Kelley - Enterprise Monitoring

Title: Consolidating Monitoring to Decrease Risk and Save Time with SolarWinds

Abstract: We must proactively monitor and alert on key systems. With SolarWinds, Kent State University provides a unified platform for viewing Network, Unified Communications, and Server metrics in order to better monitor our services. It allows us to create complex alerts and notifications dependent on any number of variables. Attendees will leave with the knowledge of how implementing SolarWinds will improve visibility of the network, servers, phones, and applications, as well as proactively identify and quickly resolve issues before becoming user impacting.
INFORMATION SERVICES
POINTS OF PRIDE

*Jona Burton and Matthew Pahls - Tech Tools*

**Title:** Streamlining User Support

**Abstract:** echTools is a web-based application built by Kent State that is designed as a single pane view into a user’s roles, provisioned entitlements and services, and managed, University-owned devices. The application allows direct actions from helpdesk agents and support professionals such as unlocking accounts to generating one-time encryption tokens. Once the user’s profile is loaded, support can see security alerts or annotations on the account immediately, enabling the resolution of any outstanding issues. A detailed view of the user profile allows for more granular visibility into the provisioned email system, roles, AD group memberships, and SCCM and JAMF devices the user has logged into.

The rollout of this application has increased our first-call resolution percentage by 14% over last year and reduced call times by 31 hours per year on aggregate. Additionally, local desktop support now has the ability to check account statuses and access from a single web-based application that is also mobile-friendly, giving them greater flexibility to resolve issues on the fly.

*Mayank Ladoia - Kaltura*

**Title:** Kaltura Onboard - Video Migration and API Usage

**Abstract:** Nearly two years ago, Kaltura, an online video management system, was adopted to replace the aging, homegrown KSUtube. The benefits of Kaltura included a seamless integration with Blackboard Learn and the availability of REST APIs, which could be effectively used to provide features that were not available out of the box. However, Kent State developers were faced with the problem of migrating 48,000 videos from the old system to the new third-party system. The solution was to write code that created XML and CSV files for every KSUtube user then uploading those files to Kaltura. Additionally, Kaltura’s content ingestion features helped to simplify the process. In the end, all the videos were successfully migrated and Kent State users gained functionality and reliability that was not previously available.

OUTSYSTEMS CONFERENCE PRESENTATION

*Cory Kourcklas, Becky Benya and Sameer Jaleel - October 4-5, 2017*

**Topic:** Year 2 of the Outsystems Journey

**Title:** Disruption at Kent State

**Summary:** The Outsystems platform helped Kent State navigate through a period of transition through re-usable components, predictability and quickly onboarding new employees. The presentation also featured insight from one of our newest Outsystems developers on how he learned the platform and was able to contribute and deliver a successful project.

OUTREACH AND TECHNOLOGY TRAINING OPPORTUNITIES FOR STUDENTS

- **337** Technology workshops covering **50** subjects with over **3000** participants.
- **120** Outreach events including, DKS, TKS, ISO, and GSO reaching over **9,000** students.
- **3,650** student computer services/repairs
- **1,765** in-person visits at our walk-up support desk.