

DELTA STATE UNIVERSITY: NON-ACADEMIC ANNUAL REPORT
Academic Year 2006-07

I. Unit Title: Office of Information Technology Services

Division or School/College: Delta State University

Unit Administrator: Glenn Trammel, Chief Information Officer

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The Office of Information Technology
Service and Support for the Delta State Faculty, Staff, and Students

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 Delta State University
SUNGARD HIGHER EDUCATION

II. Educational Program Learning Outcome Assessment Plan

These are Learner Outcomes identified for the **current** year. Contents of the table should be very brief. Footnotes may be included for items needing explanation or documentation. Not all units have direct student impact. Those that do should have clear learner outcomes developed. Those with no student contact may indicate that this section is not applicable.

<p>Learning Outcome <i>What should a graduate in this major know, value, or be able to do at graduation and beyond?</i></p>	<p>Data Collection and Analysis <i>What assessment tools and/or methods will you use to determine achievement of the learning outcome? Describe how the data from these tools and/or methods will be collected. Explain the procedure to analyze the data.</i></p>	<p>Results of Evaluation <i>What were the findings of the analysis? List any specific recommendations.</i></p>	<p>Use of Evaluation Results <i>What changes in curriculum, courses, or procedures were made as a result of the program learning outcome assessment process?</i></p>
<p>Learning communities and environments will be created to help students access and share resources in pursuit of their academic goals.</p>	<p>Create environments that allow for easy access to technology and then monitor its utilization</p>	<ul style="list-style-type: none"> ➤ 10 study room facilities have been created in the residential hall environment including computers and printers. ➤ Wireless network access covers the entire student union including meeting and conference areas ➤ Wireless is expanding to include married housing, Bailey, 2nd floor Ewing. 	<p>The students have found the study rooms and wireless access areas to be of tremendous value. Students are gathering, studying, and learning in productive ways utilizing technology.</p>

<p>Technology utilization in the classroom by faculty will increase thus making access to curriculum resources more readily available to student body.</p>	<p>Advancement of on line programs such as Commercial Aviation, Nursing, Continuing education, and other educational programs</p>	<ul style="list-style-type: none"> ➤ 350% increase since 2004 in the number of courses offering a web component ➤ 320% increase since 2004 in the number of faculty utilizing the campus course management system. 	<p>Online course development and hybrid course (part online/ part in class) development continues to advance</p>
<p>“Smart Classroom” and laboratory developments continue to provide more opportunities for students to utilize technology in the learning process</p>	<p>The number of classrooms utilizing technology will increase, specialized labs will develop, and general purpose computing facilities will expand</p>	<ul style="list-style-type: none"> ➤ 36 smart classrooms across the campus equating to a 250% increase since 2004 ➤ Kethley renovation to have 11 smart classrooms 	<p>More training classes developed to help instructors utilize technology in the classroom. IT Governance Committee providing key leadership in direction of future technology utilizations in learning.</p>

III. Division/Department Goals for the Current Year

This is a report on progress towards goals for the **current year**. These are operational goals for the unit that is NOT tied directly to student learning outcomes which are reported in the table above. An example might be the implementation of a personnel development plan to enhance the skills of the staff in a unit.

A. Goal # 1 Advance the IT Governance Committee into an authoritative committee directly linked to the Cabinet

1. Institutional Goal which was supported by this goal:

Support of Institutional Strategic Goals 1, 2, 3, 4, 5

Goal 1:

Enhanced academic programs will ensure that graduates are well prepared for successful careers and ready to contribute to the civic life of their communities.

Goal 2:

Students will enroll in greater numbers and a larger percentage will persist to graduation.

Goal 3:

The university community will benefit from better communication, effective operational and administrative systems, an optimal work environment, and a performance-responsive reward structure.

Goal 4:

Friends of Delta State University, along with the general public, will become more aware and more supportive of the institution.

Goal 5:

The citizens of the region will benefit from increases in University outreach, service, and partnership initiatives

2. Evaluation Procedure(s):

This effort entailed guiding, mentoring, and advising the IT Governance Committee on the advancing technologies and increasing demand for services across the campus and community. OIT worked to facilitate and lead the committee to develop the appropriate policy or priority level for the respective project. The committee is in its infancy stage and thus will need time to develop and advance to have a voice at the cabinet. That being said, the committee has grown and

developed several key recommendations for the university to consider and implement. These recommendations included policy development for the utilization of the student email system as a primary means of communication with the student body. The recommendations also included a proposal for expenditures when the new IT Master Lease is issued.

3. Actual Results of Evaluation:

The IT Governance committee has stepped into a new role for the university. DSU has historically fielded many ad-hoc IT committees to develop or implement a wide variety of technologies. DSU has seldom had an IT authoritative body in place to ensure the needs of the entire university were considered. Additionally, the numbers and types of requests that would come into the IT office were far too numerous for OIT to consider. Every request is of the utmost urgency. With the development of the IT Governance Committee, DSU now has a process in place to provide recommendations on critical technology deployments, practices, and policies. To that end, the IT Governance committee worked to advance the following in 2006- 2007:

- IT Strategic Plan was passed by the IT security committee and approved by the IT Governance Committee. The plan was then prepared and presented to the cabinet for final approval and adoption
- The IT Disaster Recovery Plan was developed and prepared in conjunction with the universities business process plan.
- The IT Security Plan was developed and is being implemented
- Email communication policy recommended and adopted
- IT Master Lease acquisition list developed and recommended

4. Use of Evaluation Results:

The IT Governance committee is working to become the authoritative IT committee on campus. Several key initiatives have been discussed and recommendations have been prepared. The Cabinet is beginning to buy into the concept of IT Governance and as such the campus is recognizing the role of the committee. More requests are coming into the committee and the members are taking the ownership. OIT continues to facilitate the process and working very closely with the chair to develop the agendas and recommendations. This committee is becoming a vital part of the DSU landscape.

B. Goal # 2 Smart classroom expansion: Continue to promote the use of technology in the classroom and ensure the resources and training is available for utilization.

1. Institutional Goal which was supported by this goal:

This goal supports the institutional strategic goals 1, 2, 3.

2. Evaluation Procedure(s):

Students come to Delta State University demanding access to academic resources. These resources include study guides, syllabi, lecture notes, websites of interest, audio, video, and other resources that will allow the students to gain more resources for use in their academic endeavors. The university has made a substantial investment in an electronic course management system. Blackboard CE 6.0, formerly known as WebCT is the electronic course management system deployed at DSU. Training and facilitation efforts from the Office of Information Technology has resulted in the number of WebCT-based courses, and the number of instructors and students using those courses tripling in the past two years

3. Actual Results of Evaluation:

	2004- 05	2006-07	Increase, %
# of Courses	150	530	350%
# of Instructors	50	160	320%
# of Students (Headcount)	2000	7000	330%

This remarkable growth in the use of advanced e-learning technologies for both teaching and learning is largely due to a unique working relationship between the academic community and the technology community on DSU's campus. In the past two years two mutually complimentary innovative best practices initiatives were successfully developed and carefully implemented campus wide by the OIT. The first best practice is Faculty Technology Program that has the wide respect of the faculty and the administration at DSU. This program successfully facilitates the incorporation of advanced Web technology by a significant number of DSU faculty members who teach high-quality WebCT-based courses. During the past 15 months over 25% of DSU's full-time faculty members, 40 in total have participated in the three Faculty Technology Institutes. The Faculty Technology Program is exemplary in its quality and has the full support of the campus. It also was recognized by the governing board of the state of Mississippi as the top technology program among all public universities. In addition to Faculty Technology Institutes, the Program also supports the series of ongoing faculty technology workshops during each semester.

DSU has made a tremendous effort to continuously expand and advance technology resources to allow the use of technology in the delivery, storage, communication, management, and sharing of academic material. To that end, "smart" technologies have been deployed throughout the campus to allow faculty and students to utilize technology in their academic endeavors. The following surmises the current status of technology on campus:

Technology Type	September 04	January 07	% change
Smart Carts (mobile technology)	8	19	237%
Smart Classrooms (permanent technology)	14	36	257%

Distant Education facilities	1	8	800%
Computing Labs	4	9	225%

This effort and % increase demonstrates DSU's commitment to providing technology resources to faculty and students on campus.

4. Use of Evaluation Results:

OIT works in conjunction with the IT Governance Committee, the campus administration, the colleges, the departments, and students to develop applications and implementations that allow for readily accessible, secure utilization of technology in teaching, learning, and administration efforts. OIT will continue to monitor utilization rates and look to expand these efforts accordingly.

C. Goal # 3 Network Fiber expansion, security deployment, bandwidth management, and access methodologies to be implemented allowing university patrons secure, reliable, access to university production systems such as Banner, Email, and WebCT.

1. Institutional Goal which was supported by this goal:

Goal three is essentially supporting the entire university strategic plan. As the university becomes more reliant upon the network for delivery of information, it becomes more critical for the network to be secure, reliable, and accessible.

2. Evaluation Procedure(s):

The DSU network had been upgraded in 2005-2006 year. The 2006-2007 year has seen management and security policies implemented to ensure that all DSU resources are available to the correct people while remaining secure. Different firewalling and band width management applications have been implemented along with anti SPAM firewalling. The IT Governance Committee is reviewing the IT Security Plan drafted by OIT which will include network penetration testing and auditing. Additionally, wireless networking has been deployed in the student union, parts of Ewing Hall, Bailey hall, and approval to move forward with covering married housing.

3. Actual Results of Evaluation:

OIT has advanced the IT infrastructure forward in response to the university demand. A few of the efforts are listed here to demonstrate the efforts that have taken place:

- Remote, secure access to Banner implemented and advanced
- Banner self service implemented allowing for online registration by students
- Kethley renovation and relocation of staff to Ward, Bailey, Whitfield, and Library

- Remote Desktop Assistance automated desktop support tool deployed via Active Directory
- Campus Network Alert System, CANS, written and deployed to allow for emergency notification to all faculty and staff computers
- Microsoft Software Update Server deployed for automated updates of desktops
- Microsoft Windows Server Update Services deployed for screening and testing of service patches and updates prior to deployment
- On campus IP broadcasting capability deployed
- Barracuda SPAM Firewalling application deployed
- Packeteer band width management application deployed
- Active Directory authentication and policy procedures implemented
- Cisco wireless management technologies deployed (WSLM).

Administrative Computing Metrics

Description		Availability	
Component	Definition	Metric	Definition
Banner Systems	Banner Server & Databases & Self-Services	99%	Green = OK (>99% Availability) Yellow = Caution (98-99% Availability) Red = Warning (<98% Availability)
Okramail	Student email system	99%	
One Card Services	One Card ID, Banking, and Meal Plan Card & Servers	97%	

Web Applications Metrics

Description		Availability	
Component	Definition	Metric	Definition
www.deltastate.edu (Beta)	Main Web Server	99	Green = OK (>99% Availability) Yellow = Caution (98-99% Availability) Red = Warning (<98% Availability)
ntweb.deltastate.edu (Alpha)	Secondary Web Server	96	
(Gamma)	CCHEC Web Server	99	
okra.deltastate.edu	Student Web Server	99	
State Backbone Connectivity	Connection to state internet backbone	99	

Technical Services Metrics

		Availability	
Component	Definition	Metric	Status
Sun Servers – Rapids, Staples, Gautier, and Beauvoir	New servers for the Administrative software Banner.	98%	Green = OK (>99% Availability) Yellow = Caution (98–99% Availability) Red = Warning (<98% Availability)
AD Servers - Earth, Venus, Mars, Saturn, and Winupdates	File and Print, Domain Controllers, DNS/ DHCP servers for campus.	99%	
Exchange Servers – Mercury & Jupiter	Exchange servers for Faculty/Staff email.	98%	
OKRAmail	Student Email Server	99%	
Cisco Switch Connectivity	Network and internet access for campus	99%	

Telecommunications Metrics

Description		Availability	
Component	Definition	Metric	Definition
Phone Switch Availability	Availability of the Telephone System	99	Green = OK (>99% Availability) Yellow = Caution (98–99% Availability) Red = Warning (<98% Availability)
Fiber Remote Availability	Availability of the Fiber-Optic Remote Shelf	99	
Mini-Carrier Remote Availability	Availability of the T1 Remote Shelf	99	
Trunking Availability	Availability of long distance and local service trunks	99	

4. Use of Evaluation Results:

There is tremendous focus placed on the technology infrastructure at DSU. The network is the heart and sole of the university's operation. Without the network operating in a secure, reliable fashion, Banner, WebCT, Email, and many other operational features do not operate. By maintaining and advancing the network into a secure, reliable, accessible enterprise, the university is able to advance its efficiencies and effectiveness. Today, the DSU network is reliable, fully operational over 99% of the time, secure, and yet accessible to the university patrons.

D. Goal # 4 Customer service front line support development expanded to better support the immediate need of the campus

1. Institutional Goal which was supported by this goal:

This goal is intended to support the all five institutional strategic goals. The effort here is to establish a technology, front line, one stop shop to support the university patrons and users of the university's systems in an efficient and effective manner.

2. Evaluation Procedure(s):













All phone calls and end user interactions that are handled at the help desk are entered into the Help Desk Online system. This system allows for tracking of the number of support calls, the subject matter of the respective call, and the resolution of the call. Additionally, communication efforts are in place to keep the end user informed on the status of their support call. Training efforts and staff development have been implemented to help the staff become more customer service oriented as well as knowledgeable with the IT systems in operation.

3. Actual Results of Evaluation:

The hiring of two full time employees in conjunction with the student employee pool has really solidified the help desk. Training programs are in place for both the full time employees as well as the student employees. The training focuses upon both technology knowledge and customer service skills. Additionally, a knowledgebase, standard operating procedures, and frequently asked questions data bases have been created in an effort to place more information at the hands of the first tier support personnel. The objective is to strive for first call resolution, that is; solve the issue while on the phone. When this can't be accomplished, an escalation process has been implemented to hand the trouble call off to the 2nd tier expert. Currently, OIT is short one 2nd tier desktop support technician. Plans are in place to utilize these dollars to help supplement the implementation cost of moving to the 24x7 corporate helpdesk. Feedback received from patrons indicates a tremendous increase in satisfaction with the service delivered from the help desk. Additionally, WebCT has the 24x7 hour support from the corporate helpdesk which has proven to be a tremendous value to the university. The helpdesk is always striving to improve. It can be very difficult to work on the helpdesk as typically the client is upset because something is not working. Additionally, the helpdesk technician is expected, unfairly, to know everything about everything. This is unrealistic of course, but the efforts that have been put in place during the 2006- 2007 have helped the help desk and frankly the entire User Services group advances its overall support for the campus.

Help Desk Metrics

From 7/1/2006 - 5/10/2007

	<i>BEGIN</i>	<i>NEW</i>	<i>TRANSFERS</i>	<i>CLOSED</i>	<i>END</i>	<i>NET CHANGE</i>
 Administrative Computing	18	593	+33	634	10	-8
 Audio Visual Services	12	343	-1	338	16	4
 COE	4	6	-1	9	0	-4
 Classroom Technology	1	67	+7	74	1	0
 Desktop Services	5	877	-117	753	12	7
 Help Desk	3	1373	+19	1392	3	0
 Management	15	82	+10	104	3	-12
 Network Services	2	344	-75	270	1	-1
 Student Technology Consultants	3	252	+134	384	5	2
 TLC	0	52	-1	49	2	2
 Telecommunications	2	480	+7	487	2	0
 Web Services	3	144	-15	131	1	-2
Totals	68	4613	0	4625	56	-12
Monthly Average	6	384	0	385	5	-1

4. Use of Evaluation Results:

The Help Desk Metrics are constantly being used to monitor the types of support calls that are being received at the help desk. Feedback from the end users is also used to help improve. The 2nd tier support team works to communicate improvements to the operational systems with the help desk. Corporate support systems are in place to measure the effectiveness of the support system. The User Services team is focused upon continuous improvement in both technology skill sets and customer service skills. As a result the entire department continues to improve and provide valuable support to the campus.

IV. Data and information for department:

The Office of Information Technology's (OIT) mission is to provide the Delta State community with the information technology leadership, services and support needed to achieve the University's goals. OIT's vision is that of an IT environment which empowers faculty, students and staff to use technology creatively and effectively to achieve their goals. This environment will have a standards-based architecture with secure, reliable infrastructure and services, and easy access to information. OIT will be focused on anticipating and meeting the needs of the community in an efficient and effective manner, and will have the resources appropriate to its mission. The values of OIT staff include: customer focus and service, empowerment, open communication, and a commitment to quality in all that it does.

The Office of Information Technology (OIT) is composed of SunGard Higher Education staff providing IT Management, User Services, Network and Telecommunications services, Administrative services, Media and Event Planning services, Web Support services, and Technology Learning services. To contact any of the members of OIT, please contact the OIT Central Help Desk @4444 on campus or 662-846-4444 off campus.

V. Personnel:

Professional/Community Activities

Beverly Fratesi

- Nominated and selected to participate in the Sungard Management Advancement Program
- Elected to the Board of Directors of the Mississippi Delta Technology Council (MDTC)
- Appointed to the Higher Education Advisory Council for GovConnection
- Appointed board member for the Delta Business Women's Council
- Named one of five individuals chosen from across the state to serve as "Leadership Mississippi Advisor" for the 2005 Class of Leadership Mississippi
- Named President of the Board of Directors of the Hodding Carter Memorial YMCA in Greenville, Mississippi
- SACS Implementation Team, Quality Enhancement Team, DSU
- Creating Futures through Technology conference

Chris Giger

- Chris Giger was promoted to Lieutenant on the Cleveland Volunteer Fire Department
- Chris Giger received Oracle 8.i DBA Certification Status
- Sun Solaris certification and training
- Administrative Staff Council, DSU
- Campus One Card Implementation Team, DSU
- Staff Technology Committee member, DSU
- Mississippi Banner Users Group conference attendee

Larkin Simpson

- Nominated for Sungard Management Advancement Program
- Adjunct Art Professor, DSU, Spring semester
- Member of the Cleveland Volunteer Fire Department
- Recipient, Golden Addy Award for Website Design
- Marketing and Media Relations Committee, DSU
- National Registry First Responder
- Web Oversight Committee team member, DSU
- Member of Delta Technology Council

Marshall Cole

- Fiber certification
- Nortel Communication Server Technologies certification
- Nortel Call Pilot certification
- Building and renovation committee member, DSU
- No Dig coordinator, DSU

Kent White

- Fiber certification
- Nortel Call Pilot training
- Mississippi cabling training

Oliver Neilson

- Mississippi Banner Users Group conference attendee
- My/Sql training
- SCT Banner report writing training
- Staff Technology Committee member, DSU

Matt Logan

- Received Certified Fiber and Certified Advanced Fiber Certifications

Jonathan Moulder

- A+ Certification
- OIT/ Sungard desktop support training
- Mac training

Kelly Kirkland

- OIT/ Sungard desktop support training
- WebCT training

Felix Rizvanov

- Member, Academic Council, DSU
- Member, Distance Learning Committee, DSU
- Presented at Creating Futures Through Technology Conference
- Presented at the national WebCT Annual conference

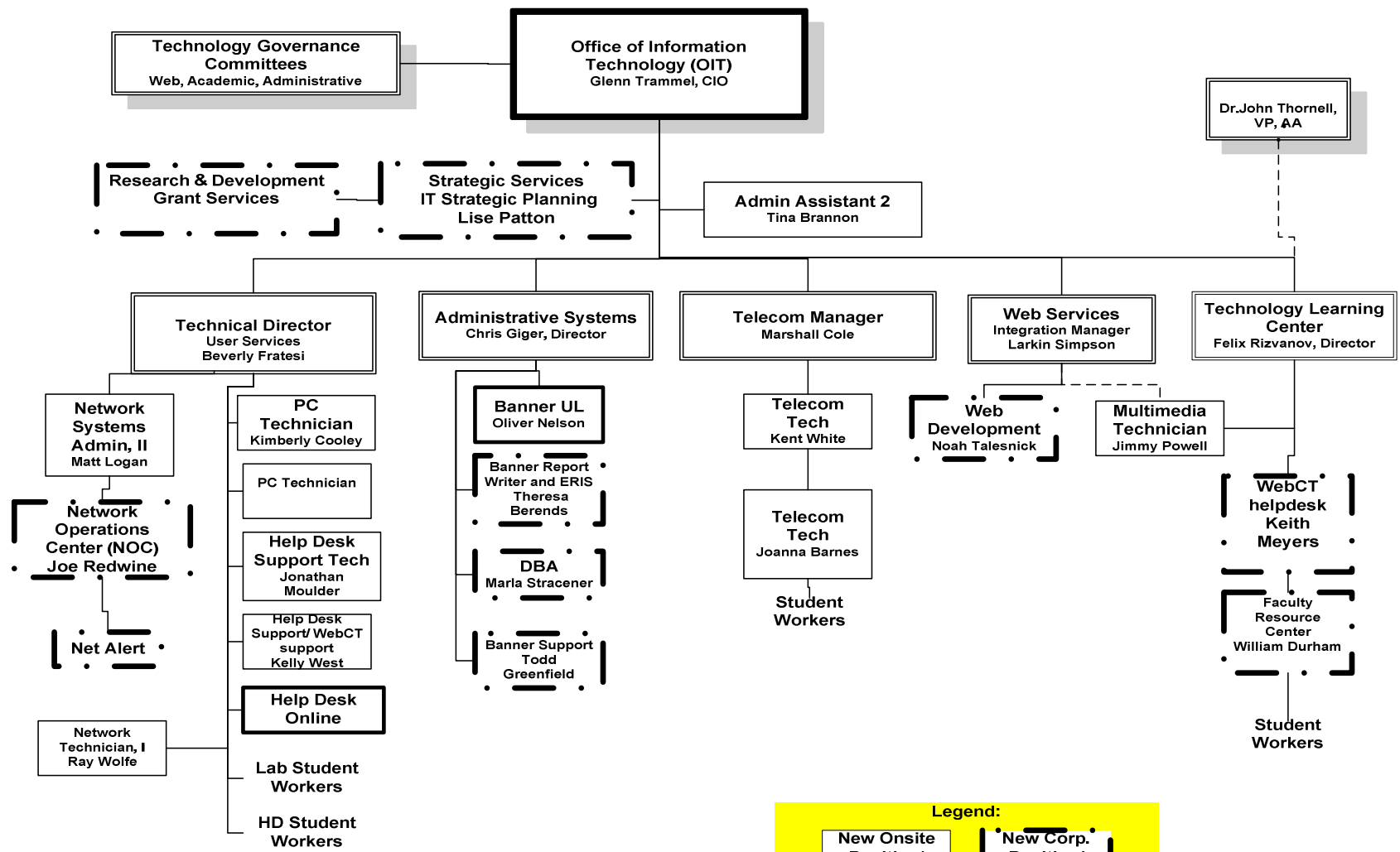
Glenn Trammel

- Member, IT Governance Committee
- Member, IT Strategic Planning Committee
- Member, Administrative Staff Council, DSU
- Member, Strategic Planning Committee, DSU
- Member, Technology across the curriculum committee, DSU
- Presented at the Creating Futures in Technology conference
- Presented at the National Banner Summit Conference
- Educause conference
- Collegis CIO training
- Web oversight committee advisor
- State technology council member
- Delta Council
- New Student Orientation
- The Key to Competitiveness conference

All staff members attended the following on-campus training events

- Sexual harassment training
- Customer Service training
- Team building fundamentals
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Sungard continues to provide onsite and corporate support in order to advance the level of operational support and advanced programming development at DSU. Oracle data base administration is conducted 100% from the corporate offices. DSU currently has 4 Oracle instances in place and will be adding a 5th instance in 2007. Web development services from corporate are allowing for the development of the CCHEC website, the NCATE website, and the University Policy website. These developments are complex data base web services that could happen without dedicated web developers from the corporate offices. IT strategic planning, disaster recovery planning, and Alumni Banner consulting were all facilitated by corporate strategic services. The corporate network support services continue to help monitor all production systems and the WebCT helpdesk is open 24x7x365. Below is the organizational chart indicating the onsite and off site support entities:



Legend:

New Onsite Position/Service	New Corp. Position/Service
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VI. Division/Department Goals for Coming Year

The following outlines some of the goals and objectives defined for the year 2007-08. Please keep in mind that with the continuing integration of systems across administrative and academic systems, the defining of goals directly related to learning outcomes versus administrative outcomes becomes more difficult to truly define. Additionally, OIT is an agile team in that the team adapts to the direction of the university. For example, if the university decides that Single Sign On Authentication is not a priority, then OIT will move a different direction with advanced security features. The following list is designed to highlight the objective, describe briefly the desired outcomes, and attempt to identify how it will be measured for the 2007-08 year.

- Approval and implementation of the IT Master Lease recommendation as prepared by the IT Governance Committee
- Adherence to the IT Strategic Plan: Tremendous work went into the development of the IT Strategic Plan. With its approval pending cabinet review, it will be critical to utilize the plan as the corner stone from planning IT advancements. This plan is comprehensive in that it covers all technology (both administrative and academic processes). Additionally, it has accountabilities and measurements built into the plan that will allow the IT Strategic Planning Committee and the IT Governance Committee a tool to measure progress.
- Staff development and advancement: Efforts must continue to advance the skill set of the existing staff. As this skill level increases, so does the level of support the team is able to provide to the campus. The skill set must advance beyond strictly technical skills. Many of the team has leadership traits that must be developed such that the team can become multi-faceted. It is also important to continue to look for avenues to leverage the corporate support structure. These efforts will continue to improve the entire operation and support for DSU.
- Implementation of a Storage Area Network: This effort will provide central data storage space for university patrons to store data files in a secure, redundant, and accessible environment. This effort will also eliminate server sprawl across the campus by leveraging a central storage array thus allowing future processes to implement in a much more cost effective and efficient manner. The result will be a system that students, faculty, and staff will be able to store class work, curriculum material, and process information in a system that adheres to a disaster recovery plan. The system will allow for the use of "blade" servers to be implemented when adding new processes. The cost savings will be tremendous and the ability for students and faculty to advance their use of technology in learning will be "priceless".
- WebCT upgrade and integration with Banner: This is a project that had begun the planning the phases in 2005- 2006 but will push into fiscal year 2006- 2007 due to funding constraints. When implemented, this project will allow for the automation of course shell creations and course roster populations. It will also allow for increased course storage materials including advanced features such as audio and video files.

- Automation of the Telecom billing process: This effort will automate and integrate the nearly 15 year old existing telecom billing process with the Banner ERP system. This effort will allow OIT to better track and implement phone services as well as generate more accurate and reliable billing systems. Work is still ongoing to generate an accurate return on this investment but initial calculations demonstrate nearly \$60k a year in savings. This process will also be instrumental in supporting the new cell phone billing program that the legislature is mandating state agencies implement.
- Security Monitoring System: Efforts are currently underway for 2007 to implement an enterprise wide security monitoring system to help with Homeland Security efforts across the campus. This project will look to implement a security monitoring network that is centrally monitored and events recorded to a server based system across the entire campus.
- Wireless deployments: This effort will bring wireless to the campus for use by university patrons. The project will be implemented in phases with the first phase simply allowing for wireless access in the Union. Subsequent phases will include security measures with the implementation of Cisco's Clean Access. Additional developments will include a visitor's network and a university patron's network. The IT Governance Committee is developing an implementation plan and funding sources are being identified.
- Single Sign On authentication: This effort will utilize the existing Active Directory structure to allow faculty, staff, and students to log into university systems using one user name and password. The challenge here is to populate the directory structure with the student population. This is a tremendous undertaking, one that will require both hardware and programming time. The end result will be an enterprise system that is secure and yet accessible to all university patrons.