CTS Update
Fall 2022

Campus Technology Services
CTAB
September 9, 2022

Welcome back to CTAB F 2022

- Are we out of COVID??? No.
- Hybrid meetings in September and October
- November & December - TBD

The Short Summer of 2022

- Last meeting - May 13, 2022 - day before Commencement
- May 31- June 3 - SUNY Oswego hosted CIT
    - … 11 weeks later
- August 15 - went live with D2L Brightspace
- August 22 - school starts

The Challenges of Summer '22

- Short
- Fewer staff (like everyone else at Oswego and in IT throughout Higher Education)
- Procurement challenges (like the rest of the world)

The Answer to the Challenges of Summer '22

- Great CTS, Extended Learning, CELT, Academic Affairs and Oswego staff who focus on our students, faculty and employees
- work together as a team to divide up the work and get things done for you

CIT was truly a team effort including Student Life, AUX Services, Facilities, CELT, Extended Learning, Tyrone, Bob H, Tami B & team, as well as Client Support

Staff Renewal - Onward - Forward

- We are coming out of the pandemic with fewer staff that we went into it with
- We have lost people, but by and large the people who are here, want to be here
- Our service needs are evolving
- Being down staff puts us in a unique position to rebuild strategically - rebuild the department to skate to where the puck is going

Where are we going?

- We aren't changing who we are!
- Build on our Vision and Values
  - **Client centered -** the aspirations, goals and strategic priorities of the college drive what needs to be accomplished
  - **Collaborate and cooperate** with our partners so everyone receives value from our technology investments
  - **Communicate, communicate, communicate** - affected stakeholders know what is coming, what we will do and what they need to do so we are all successful
  - **Results oriented** - achieving our business intentions through effective use of technology are vital to us and our partners. That means constant assessment of our performance and continuous improvement of our services and programs

Onward - Forward

- Talked to all of the staff in late January. Scheduled 30 minutes, but left the half hour beyond it free to talk more
- Please be prepared to discuss the following questions with Sean. I scheduled this via google meets
- Questions? (open format)
  - How have you done through the pandemic?
  - If applicable - How has remote worked for you? How has it affected your work?
  - What do you want to learn/do next? Short-term, long-term goals
  - Where do you see our next set of needs?
  - What general advice or guidance do you have for me?
- Enjoyed talking to everyone. Reminded me why I like it so much at Oswego… It is always about the people

The issue - staff losses

- CTS - In March 2022, the unit was12 positions (24%) smaller than mid-September 2019 (37/49)
- Web team was 3 positions down (75% staff loss)
- Positions are extremely difficult to fill - 3 failed searches for ISO and few candidates for job postings
- We are also in a different financial position than 2.5 years ago - down 1K students - which has meant we have a balanced budget but are our services in alignment?
- We have fewer lines than in the past, to meet our budget reality

The opportunity - staff losses

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- Six individuals have switched jobs inside CTS & the web team
  - Web had two people move from CTS
  - One individual left the help desk to move to desktop support
  - Another individual left the help desk, but we have searched and filled those two positions
- The following positions were also filled internally by our Technical Support team
  - Information Security
  - Network Support
  - Desktop Support Technician
  - Application Programmer

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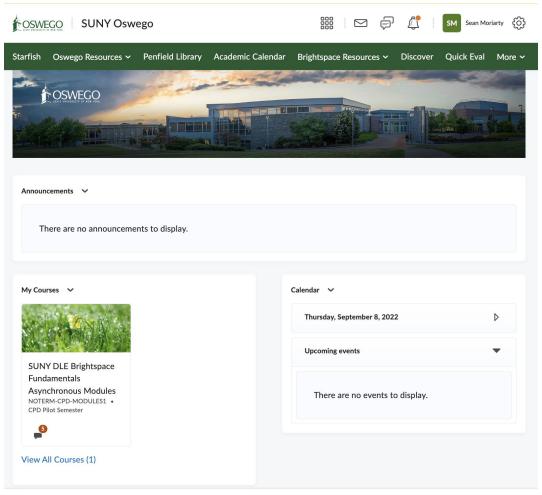- Starting to search to fill those four positions

Onward - Forward

- The campus has added a Slate programmer (replacing a vacant position in Admissions)

- Current staffing inside CTS
  - 35 staff + 4 open positions
- Current staffing inside the web team - 3 staff plus the Slate Architect is part of the Digital Services team

- Filled two Help desk positions from a deeper pool than the last few years
- Starting to search to fill four Technical Support Professional positions
- Retention of our current dedicated staff is a top priority!

D2L Brightspace

D2L Brightspace Spinoffs

- Implemented
- Moved from Ensemble to Panopto
- Implemented a new Student Evaluation of Teaching
- Built new backend tools to load data into D2L and implemented the SUNY Global ID

- Staff include: Kathi Dutton, Dan Laird, Nicole Decker, Theresa G-C, Carrie Mocyk, Doug Hemphill, Greg Ketcham, John Familo, Eric Goodnough, Andy Michaelis... and John K & Rameen M, Maggie Schmuhl, Liz Schmidt

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  - Panopto Retention policy modified (videos not viewed in two years sent to archive)
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Lab Updates

- SOB: Rich 322 (35 mobile laptop lab),
- Art: Tyler 204 (02 Macs), 211 (20 Macs), 216, (18 Macs) 217 (20 Macs), 219
- Communication: Lanigan 20 (20 Macs)
- Music: MIDI Lab
- TechEd: Park 101 (25 PCs), Park 208 (20 PCs), Wilber B8 (10 PCs) , Wilber 190 (11 PCs)
- STEM: Shineman 130 (35 PCs), 278 (08 PCs), 282 (08 PCs), 285 (08 PCs)
- ATCs (30 PCs)

Lab Changes

- ○ MCC 207 open computer lab
  - ▪ Reduced computer size by half, now has 16 PCs
- ○ Penfield open computer Lab and Penfield 24hr computer lab have been combined to be one 24 hour open computer lab. (looking to reduce size in future)

  Staff involved: Dave Kahn, Matt Brooks, Mike Schifano, Dan Truong & Ward Andres (TSP team)

Moves & SUNY Oswego Print Initiative

- Moves
  - Admissions
  - Student Conduct
  - Financial Aid
  - Communications and Marketing
  - CTO Office moves
  - CSTEP
  - EAP
  - ROTC & Veterans move.
- Print Initiative: working with everyone that moved andAthletics, SOE, RLH, Admissions/FinAid, Counseling Services

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New PCs, Test Center

- Extended Learning Testing Center (Pearson Vue/ CLEP)
  - Setup and configuration of existing and new hardware and server.
- New Employee Computers: approximately (22) tenure track, (13) VAPs

- Staff involved for Moves, new PCs, Test center:

  Nicole, Aaron Pratt, Nick Spurdutti, Ed Mariano, Greg Fuller, Jon Fargo, Christine Sweet, Brandon Canale, Jason Waloven, Carlo Bell and TSP team… Facilities & Purchasing (Print)

Software:

- Computer lab software
    - 303 students given Minitab licenses
    - 101 students given Adobe Creative Cloud licenses
- LakerPrint
    - Replaced MCC Color Printer
    - Citrix - upgrading our current licensing and moving services to the cloud.
        - Top used apps this semester:
            - SPSS = 558 hours   MatLab = 148 hours
            - Chemdraw = 114h   Esri ArcGIS = 97 hours
            - R = 61 hours   MS Access = 59 hours
            - SAS = 41 hours.
- JAMF Investment
    - Continued growth and enrollment to manage and secure our Apple devices.
    - Over 300 devices enrolled and managed

Staff involved - TSP team

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Classroom Updates

- MCC 164 - Upgraded Podium equipment
- MCC 142 - Hyflex Pilot (Ceiling Mic, Additional camera, and Flat panel display in back of room) to support Ulises's Grant
- MCC 132 - Camera upgrade
- Mahar 322F - Installed a Projector and Screen
- Ceiling Mic Array installs for Hybrid meetings in MCC 114, MCC 201 and Culkin 211
- Started installation of our new standard of Laser Projectors in multiple classrooms
- Conversion of Extron Streaming/Recording equipment in CPS from Ensemble over to Panopto
  - Staff involved: Tyrone, Bob Hageny, Tami Bullard, Justin Norman, Chuck Perkins

Network Updates

- Funnel Hall network renovation wiring & switch upgrade complete. Waiting for WAPs (10 month delivery time)
- Shineman & Rice Creek switches and wireless APs replaced
- Dedicated FirstLight fiber connectivity for NYSERNET datacenter. Connected to NYSERNET IAS service, larger Internet2 connection and caching network access
    - provides a diverse path and added speed to services connected to NYSERNet (Google, Internet 2, etc.)
- New border router and service provider aggregate switch
- Proactive Small UPS replacements in some ACAD and RES buildings
- Staff involved: Greg Fuller, Mike Pisa, Jon Fargo, Christine Sweet, Mike Schifano, Brandon Canale, Jason Waloven & Facilities

Cybersecurity Updates

- More services added to Multi-factor Authentication
  - SUNY Federation was moved to MFA in June 2022
- Varonis Data Risk Assessment
- Starting Penetration test
- Preparing for Cybersecurity month in October
- Moved a staff member from TSP Shineman into the Security Analyst position - Ward Andres

- Staff involved: Carlo Bell, Greg Fuller, Mike Pisa, Andy Michaelis

Administrative System Updates

- myOswego and Banner Workflow transition to support MFA
- Implemented a new module inside the new Financial Aid system - Campus Communicator - SAP letter implementation (pending final testing by Fin Aid)
- Implement Accommodate software for Accessibility Resources
- Built reporting and management tools for the DC CAP incoming student cohort
- Migrated and provided reporting support for SET inside AEFIS
- Updated the course withdrawal workflow to align with policy changes approved by FA
-
- Staff involved: John Callan, John Familo, Suzanne Manicia, Margaret Prisco, Andy Michaelis, Eric Goodnough

Admissions System (Slate) Updates

- Hired a SLATE Architect (Zach Demarsh - returning employee) who started in mid-August
  - Preparing Slate for 2022-23 Admissions cycle
  - Reviewing current Admissions processes
  - Improving the Student experience inside Slate
- Re-examining the use of Slate on campus and see how the tool can be utilized more extensively to support student processes.
- Staff involved: Rick Buck, Eric Goodnough, John Callan, Zach Demash… and Jenny Carter (Admissions) and staff in Orientation, Grad Studies, International Ed and Extended Learning

May 2022 TIP grants

- 2022 Grants broken into a Fall and Spring offering
- Spring 2022 - Three awards totalling $30K
- Awardees were:
  - Business (Irene Scruton, David McLain, Mohammad Tajvarpour, Daniel Truong) - $19,000
    - Description: Consumer Neuroscience – Tracking Equipment
  - Art (Renqian Yang, Chris McEvoy, Kelly Roe) - $8,000
    - Description: Ceramic Printer
  - Cinema & Screen Studies (Tiffany Deater & Jarrod Hagadorn) - $3,000
    - Description: Canon EOS T8i Digital Camera kits & Canon EF 75-300mm f4/5.6 III Lens

TIP Grant Awards - Business

- Business (Irene Scruton, David McLain, Mohammad Tajvarpour, Daniel Truong)
- Name: Consumer Neuroscience – Tracking Equipment
- Grant - $19,000

This TIP application is for two consumer neuroscience workstation units (hardware and software) that allow students to utilize eye tracking, facial expression analysis, and galvanic skin response (GSR) biometric technologies to analyze the effectiveness of marketing contents. This equipment which was considered research technology only a few years ago, has become standard in the marketing industry for analyzing complex content for consumer effectiveness. Use of this equipment has impacted multiple industries and disciplines from healthcare to education to manufacturing.
Utilizing the consumer neuroscience digital technology systems, prepares students for the "future ahead" in marketing and related careers while supporting the implementation of SUNY Oswego's Tomorrow plan and the School of Business Strategic Plan.

TIP Grant Awards - Art

- Art (Renqian Yang, Chris McEvoy, Kelly Roe)
- Name: Ceramic Printer
- Grant - $8,000

The ceramics area strives to provide students with technology that significantly increases collaboration. In the current information age, ceramic technology continues to develop rapidly, and we work to prepare our students for that future.

This grant allows for the purchase of digital ceramic printers and toner systems for students in Art and Design as well as the campus community. Digital ceramic printers are used for a variety of applications. Students interested in painting, drawing, photography, graphic design, illustration, and printmaking will apply their creative ideas to a ceramic surface. This new device will encourage cross-discipline collaboration and communication by bridging the gap between 2D and 3D. Unlike paper or digital format, students will create personalized works by applying their visions and ideas onto a ceramic platform that will be permanent after the final firing process.

TIP Grant - Cinema & Screen Studies

- Cinema & Screen Studies (Tiffany Deater & Jarrod Hagadorn)
- Name: Canon EOS T8i Digital Camera kits & Canon EF 75-300mm f4/5.6 III Lens
- Grant - $3,000

Cameras are one of the more important pieces of equipment in the CSS program as all work and study is facilitated by this device. CSS has been offering multiple section of Intro to Production, Intermediate Production, and Senior Thesis since 2020. CSS students engage in the creation of film projects, but few have the financial means to purchase their own camera. Modernizing the equipment in the department will ensure all students have access to quality equipment and will remove one of the main barriers to filmmaking that have resulted in the industry's current lack of diversity.

With this grant, CSS will work to alleviate these financial barriers by providing students access to the equipment necessary to excel in technical and creative production. The program currently enrolls 150 full-time undergraduates.

TIP Fulfillment & Other Projects

- Thanks to the committee which included Bill Bowers, Ben Entner, Raihan, Leigh, Ritu, Josh Adams, Nicole Wise, Nicole, Dave Kahn … and Kristine Smith
- Additional projects:
  - Pilot of Jaeggar (SUNY's new digital procurement system) - Kristine Smith
  - Tutor Track migration to TracCloud for Learning Services (and Joey Tse)
  - Making CTS run - Tammy Reitz & Kris

Questions/Comments