

# CAMPUS TECHNOLOGY SERVICES ANNUAL REPORT

Haking steps for the future ...

### 2012-2013

Submitted by Sean Moriarty, Chief Technology Officer

#### YEAR IN REVIEW

## TECHNOLOGY IS A VITAL COMPONENT TO THE SUPPORT OF LEARNING, TEACHING, RESEARCH AND ADMINISTRATION AT SUNY OSWEGO.

A balance of innovative and transformative technology along with effective and efficient implementation, support and use of technology have been key enablers to assisting the University achieve its mission and strategic goals. At a time when Oswego is focusing on expanding the campus with exciting capital projects, expanding its reach in the region by enlarging the Metro Center in Syracuse and expanding its virtual presence with expanded online offerings – Campus Technology Services (CTS) has executed projects that have either directly or indirectly supported these and a wide range of other University projects.

# IN ORDER TO GUIDE THE EXPANDED USE OF TECHNOLOGY ON CAMPUS, CTS PRODUCED ITS FIRST TECHNOLOGY STRATEGIC PLAN IN MAY 2012.

The plan was developed with the collaboration and guidance of campus stakeholders including Campus Technology Advisory Board (CTAB) and Information Technology Council (ITC). The plan along with the priorities of the University and the Academic Affairs unit has guided the activities of CTS over the last year, and will continue to guide the activities in the coming year.

#### CTS CAN BE PROUD OF A NUMBER OF ACHIEVEMENTS THEY HAVE MADE EITHER IN SUPPORT OF OR WITH A WIDE VARIETY OF STAKEHOLDERS OVER THE 2012-13 ACADEMIC YEAR.

Highlights include expanded implementations of technology in the classroom by increasing the number of Advanced Technology Classrooms and installation of lecture capture technology in some classrooms, residence hall infrastructure upgrades to provide a better student experience and implementing DegreeWorks to assist students in degree completion. Other are listed in the report.



Sean Moriarty Chief Technology Officer

Jean Morianty

#### VITALITY

Focus on new and innovative programs, student recruitment, retention and support services, faculty recruitment and development, Metro Center and Extended Learning programs, and other ways your unit contributed to the vitality of the College.

Supported and assisted implementing Technology Initiative Program (TIP) grants to promote innovative use of technology in support of instruction, student support, and/or improving student learning. Departments awarded TIP grants include:

- **School of Business** purchased hardware and software to support Bloomberg Terminal Education Financial software, providing students with exposure to real-time data, news and analytics to support smarter, faster, and more informed business decisions and giving them an edge when they enter the work force.
- Chemistry new software for the production of electronic materials used in laboratory classes.
- **Art** updated technology to support new directions in printmaking, which improves student's skills for the workforce while also providing greater opportunity for online content.
- **Technology Department** update and improve the computing environment in the specialized Communication Systems laboratory in support of Technology Education undergraduate and graduate programs, Technology Management undergraduate and the upcoming Technology minor.
- **Communication Studies** Software and hardware necessary to generate graphics for television and video production, which better prepares students to work in a professional studio environment.
- **Curriculum & Instruction** Provide iPads, video cameras, accessories and software to expand students' use of technology in the accreditation process, particularly while preparing for the performance assessment in the edTPA (Teacher Performance Assessment) and meet NCATE Accreditation standards.
- Penfield Library purchase of a 3D printer (pictured) available to all faculty and students, giving them access to the latest technology for use in a variety of disciplines.



#### VITALITY

Residence Hall Communications Infrastructure Upgrade – Improved the student experience by upgrading the wired and wireless communications infrastructure of residence halls to provide wireless and wired network access to each room and all common spaces, advanced cable television services, and voice over IP telephone service. 2012-13 projects included:



- Complete network and wireless upgrades to Seneca and Oneida Halls in Summer 2012.
- Equip Funnelle, Lonis, Moreland, Mackin, Scales, and Waterbury Halls with wireless network coverage in all rooms.
  - Preparation for the completion of the final residence, Onondaga Hall in Summer 2013.

Increased campus Internet connection speeds to serve new and additional needs of students, faculty, and staff:

- Upgraded multiple circuits to improve the effective speed of the campus Internet connection to 1 Gigabit.
- Upgraded the point-to-point circuit from the Metro Center to the campus from 25 Megabit to 50Megabit via NYSERNet.
- The campus Internet2 connection was increased from 25 Megabit to 50 Megabit.

Capital Project planning and implementation involved working with Facilities, Design and Construction, capital project steering committees, capital project executive

committees and individual academic departments to plan and implement the infrastructure and support of end user technology for new and refurbished facilities across campus. 2012-13 projects include:

- The first phase of the School of Education facilities in Park Hall.
- Design and implement of Shineman Hall construction.



#### VITALITY

#### Service Desk Improvements:

- The Helpdesk ticket system was replaced with the goal of providing the campus with improved service. Service Now was implemented in early May and will provide clients with improved communication and facilitate earlier resolution of Helpdesk service calls.
- Remote Desktop support was improved to allow CTS staff to better troubleshoot issues with the computers in the classrooms and students in residence with wired access.



#### INTELLECTUAL RIGOR

Focus on curricular improvements, active learning experiences, assessment activities that resulted in high-impact practices, expanded scholarly and creative opportunities for faculty and students, and enhanced teaching, learning, and research environments through technology, equipment and facilities.

Implement and upgrade classroom technology to provide instructors and students with the latest technology to assist instruction and learning:



- Upgraded ten (10) Advanced Technology Classrooms (ATCs). ATCs are classrooms which have a computer with network capability, a digital projector or display, a document camera, a Blu-ray/DVD/VHS player, telephone, as well as control and audio/sound distribution systems.
- Classrooms in Campus Center 223, 225, 231,232, 242, 256, 306, 322, and 323 were rebuilt with digital Creston controls. Campus Center 114, 211, 210 received upgraded projector and projection screen.
- Instructor workstations were replaced in 42 Advanced Technology Classrooms (ATCs).
- Planning and installation for Shineman Hall and Rice Creek were done throughout the year in preparation for the Fall 2013 opening of these facilities.
- Eight computer labs were upgraded to the latest technology to support student learning. In Fall 2012, Campus Center 170, Hewitt 236 and Mahar 302 were upgraded. In Winter 2013 labs in Campus Center 163 and 207 along with Hart, Oneida and Scales Halls were upgraded.
- Blackboard Angel was upgraded to the latest release (V8.0) providing expanded browser support, especially for Mac users.

#### ENGAGEMENT

Focus on individual and collective contributions your unit has made to the common good through partnerships to the broader society. Identify new curricula and co-curricular programs, teaching strategies, approaches to civic engagement, and partnerships or projects with others in the region and state that help to enhance the quality of life in our area.

CTS piloted a Virtualized Desktop Infrastructure (VDI) project in two classrooms with SUNY's ITEC. The project was intended to test the advantages of virtualization in a private, shared environment and act as a model for other SUNY schools in the implementation of VDI. The project was successful and improved service in those classrooms by reducing the amount of time to install new applications and resolve issues for instructors. It also identified areas where the technology needs to be improved to handle latency over the network and loading large data files. Evaluation of the pilot will continue and determine further directions of this technology.



• SUNY Oswego was among the first SUNY schools to implement DegreeWorks. Admissions, Student Advisement, and advisors are using DegreeWorks to advise students on progress towards degree requirements. Students also use the application to monitor program progress. Use of the old CAPP system has been discontinued. Other SUNY schools will implement DegreeWorks learning from the Oswego project.

#### WORLD AWARENESS

Focus on multicultural and global learning and research abroad, recruitment and partnerships with international students and scholars, and activities related to expanding understanding of diversity within the country and world we live in.

• Lecture capture technology was used in a COIL class, providing students on two continents access to course materials on an anytime, anywhere basis.



#### SOLUTIONS

Focus on teaching, research, or activities in your area that increase understanding of the challenging problems of our time. Describe any new initiatives or practices that have improved the efficiency or effectiveness of our learning environments or served to improve the broader society through work carried out in your unit.

- Lecture capture technology was implemented in all ATCs. Audio and content recording is now available in 8 ATCs and video, audio and content recording is available in an additional 6 ATCs. The technology has been integrated with Angel and recordings are available a short time after classes are completed.
- Provide student ID photos inside Banner and myOswego to assist staff and instructors to identify students.



### OTHER KEY PROJECTS

Many projects that CTS implements are projects that offer indirect support to the mission of the University. Examples of completed projects include the following:

Assisted Alumni:

- Provide Self Service Banner (SSB) for Advancement Office, allowing them to query data on potential donors while out of the office.
- Transitioned from Oswego Connect/Hobsons Alumni Community to iModules solution
- Transitioned from DialVision to Campus Call for annual telefund.

Additionally, CTS:

- Replaced 60 faculty computers to keep them current with technology.
- Provide immunization information exchange between Banner and Medicat, allowing for daily updates and timelier reporting to offices requiring this information.
- Network Component Backup Power Extend battery and generator power to infrastructure locations to improve network operations during electrical grid outages. In addition, also installed a new generator for University Police to improve campus safety.
- Transitioned the Parking Office to a new system (T2 Flex to the new AIMS system) to improve their efficiency.

### CONCLUSION

The synopsis of the projects that were completed in CTS outlines the major initiatives as related to the Technology Strategic Plan. Central to these achievements is the hard work of the dedicated staff in CTS. The Chancellor's Excellence Award presented to CTS Assistant Director Nicole Decker highlights this fact, and the commitment to service is recognized by all staff in CTS and the students who work in the department. People are the key to the service provided by CTS.

Several staff contribute to the SUNY system by working on the Executive Boards of the following SUNY Associations:

- Computing Officers Association (COA) Timothy Yager and Daniel Laird
- Telecommunications Officers Association (TOA) Tyrone Johnson-Neuland
- ITEC Michael Pisa
- SICAS Michael Pisa (chair)

2013-14 promises to be another busy year to further implement technology to enable the University to reach its' strategic goals. Major projects that will be pursued from the strategic plan in 2013-14 include:

- Projects in Support of the Capital Plan including:
  - Opening of Shineman Hall, Rice Creek and Park Hall.
  - Installation of upgraded network and wireless in the final residence Hall, Onondaga.
  - Planning for Tyler Hall renovation.
- Expansion of campus wireless services to include guest access.
- Enhanced support for Student Retention through the implementation of Starfish, an applications that assists in student support for at-risk students.
- Implementation of new administrative efficiencies such as electronic workflow.

