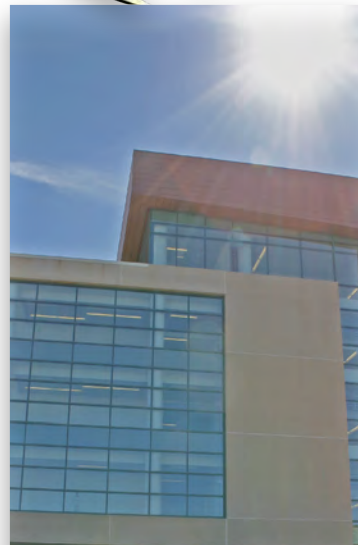
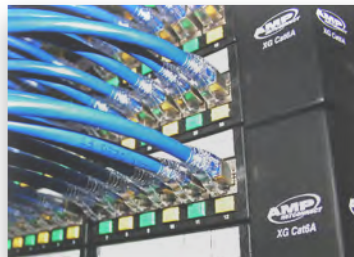
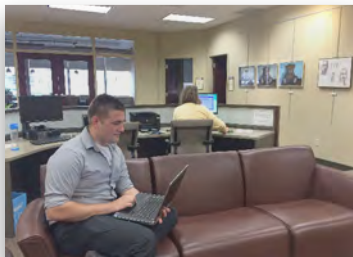


CAMPUS TECHNOLOGY SERVICES ANNUAL REPORT

"taking steps for the future"

CTS



2013-2014



OSWEGO
STATE UNIVERSITY OF NEW YORK



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SUPPORTING THE DIGITALLY ENHANCED CAMPUS

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 College 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 by developing new online offerings within Open SUNY – Campus Technology Services (CTS) has executed projects that have either directly or indirectly supported these and a wide range of other College projects.

In order to guide the use of technology on campus, CTS produced its first technology strategic plan in May 2012. The plan was developed with the input and collaboration of campus stakeholders including Campus Technology Advisory Board (CTAB) and Information Technology Council (ITC). The plan, along with the priorities of the College and the Academic Affairs unit has helped prioritize activities of CTS over the past year. The lifetime of the original strategic plan is coming to a close in 2015, and will need to be renewed in light of the College's renewed strategic plan, which will be released in Fall 2014.

CTS can be proud of our achievements in support of, or with, a wide variety of stakeholders over the 2013-14 academic year. Highlights include the opening of the Shineman building, Rice Creek field station and Park Hall; a new emphasis on utilizing mobile platforms to engage student in the classroom and to handle administrative tasks, and finally a comprehensive three-year plan to improve the College's network and wireless infrastructure to provide students with the best possible digital experience. Our goal remains to ensure that students, faculty and staff have the technical environment and tools to allow them to thrive in light of our College's mission.



Message from the CTO

Sean Moriarty



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.

- **Enhancing the campus** – Over the past year, CTS has worked with a wide variety of stakeholders to ensure the campus' new buildings are digitally enhanced to provide students access to services they require including wireless and technically advanced classrooms.
 - When the Shineman Center was opened for the start of the 2013-14 school year, 22 classrooms were equipped with projection and a podium station that includes a computer, document camera, and various input sources for devices brought into the classroom such as tablets, laptops or USB drives. More than 350 computers were installed to accommodate lab spaces. Twenty-eight laptop-ready teaching teaching labs with projection and sound capability are also available. Approximately 300 access points were installed for faculty, staff and students to utilize the Wi-Fi network from just about any location in Shineman, Oswego's first academic building to have complete Wi-Fi coverage.
 - Park Hall was opened for the start of the 2014 Spring semester. Ten classrooms were equipped with projection and a podium station that includes a computer, document camera, and various input sources for devices brought into the classroom. Approximately 100 access points were installed for faculty, staff and students to utilize the Wi-Fi network.
 - Hewitt Union has been renovated to support the teaching and learning that will take place in the building as Tyler Hall is renovated. All classrooms, networks and wireless infrastructure have been upgraded to the current campus standards. Faculty and students that work, teach and learn in that space will have access to the same level of technology as students in other areas of campus.
 - The Metro Center network has been coupled with the campus network in order to support the Metro Center's branch campus status application. This project will result in a seamless experience for students at the Metro Center and provide cost savings for service provision. Next steps include completing the Summer 2014 construction project that will expand the Metro Center space.

- **Infrastructure Upgrades**

- Campus Technology Services, with the support of CTAB's Applications & Equipment Subcommittee introduced a guest wireless process to the campus.
- The campus Internet connection was upgraded to enable faster Internet connections in the future.
- Over 250 access points were installed in academic spaces in summer 2014. Of special note was complete coverage being provided in Lanigan , Rich and Mahar Halls. Wi-Fi was also improved in the Marano Campus Center and Culkin Hall.

- **Residence Support**

- Additional wireless access points were provided in Hart, Johnson, Funnelle and Riggs to fill wireless coverage gaps.
- Testing of the wireless service has been completed in Moreland, Makin & Lonis during the summer & enhancements will be made as required.
- Planning for the Residence Hall improvements in Scales, Waterbury and Riggs Halls has been conducted over the last year. Construction on Waterbury is scheduled to start in December, 2014.
- A new plan has been developed and financed to improve Resnet access for students. New services will include multiple concurrent logins for students, access to additional logins at a low cost. The Resnet fee has been increased to subsidize these costs, the first increase in 11 years. The plan has been presented to both Student Association and Residence Assistants and has been received with widespread support.

- **Support for College events** - The Instructional Support team supported over 30 small and 50 large events including the Shineman & Rice Creek opening. Support for these events included webcasting select major events. Improvements to the streaming format a little over a year ago provided the anticipated benefits. The 2014 May commencement had an all-time high number of remote viewership from six hundred ninety seven unique IP addresses, half of which were identified as being mobile based.





- **Assisting Student Success - Moving from Acceptance to Degree Completion** – much of the work done in Campus Technology Services is done to support the administration of the college. Ensuring smooth administrative processes removes barriers and frustration from students as they progress towards graduation.
 - *Starfish* launched with an eight-week pilot during Summer 2013, serving nearly 1,000 students from four departments or schools. The performance-tracking system from Starfish Retention Solutions will help improve retention in coursework and persistence-to-graduation rates among struggling students.
 - *Degree Works* was implemented in Winter 2013. Oswego was in the first cohort of colleges in SUNY to implement.
 - *The Accurate Billing* for new students' project was implemented to ensure incoming students are provided an accurate picture of the financial commitment to start at the College at first registration.
 - *The Workflow project* has been started to move the change of major process from a paper process to digital. This will lay the groundwork for future workflow projects in the future.
 - *The Graduate Admission* process has been overhauled and streamlined. The Graduate department has worked hard this past year to implement the system and expects to reduce the time from application to decision, improving the quantity and quality of Oswego grad students. International students can use the same application as well.
 - *The collection of student parent records* has been revamped in an attempt to provide more accurate information for the Alumni Office and the College.
 - *Access to the Shineman Center* has been incorporated into the College's card entry system. The process has been streamlined to allow administrative units to provide access information for their students in a digital format.
 - Work on a *Banner XE Grade entry system* is completed, simplifying grade entry into the Banner system, saving faculty considerable time.
- **Enhancing the Mobile App** – the College mobile app has been improved to enhance engagement for students and assist in navigating the path from college entry to degree completion.
 - A Labs Status icon has been added so students will know where PCs are available for them to work.

- The mobile app added a new component designed to work hand-in-hand with Degree Works. The new functionality will make the app more engaging and useful for students to keep them aware of:
 - Advisor information.
 - Important registration dates and information.
 - Progress to graduation.
 - Academic history.
- **Introduction of Campus Safety App**- Oswego Guardian Safety App has replaced Rave Guardian. The roll out of the apps began in May, 2013 and will be featured in campus orientation sessions throughout the summer. Features include a Panic Button, Tip Texting and Personal Guardian.
- **Service Desk Improvements**
 - The Help Desk ticket system was replaced in May, 2013 with ServiceNow. The new system provides the campus with improved service by facilitating earlier resolution of service calls and improved communication.
 - The Help Desk has been physically renovated to improve flow for walk-in traffic. The space has been optimized to create more workspace for clients and technicians alike.
 - The Self-Service Catalog will be helping clients place their own incident tickets, enter service requests, and search the knowledgebase for answers.



- **Four TIP grants** were awarded to support innovative use of technology in the classroom and in labs.

- Lynda.com to support “flipping the classroom” – an 18 month subscription to Lynda.com was purchased to assist faculty flip the classroom and provide technical and business-related on-line training. The grant was the first ever submitted by individuals from each school. School of Communication, Media and the Arts, School of Education, College of Liberal Arts and Sciences, School of Business and Penfield Library (*Kelly Roe (ART), Tom Ingram, (AFL) Jacob Dodd (CSS), Mark Springston (TEC) and Emily Thompson (Penfield)*).



- Twenty iPad minis to integrate new mobile technologies (web, apps, eBooks) into the Art & Graphic Design curriculum (*Cara Thompson & Rebecca Mushtare*).
- Fitbit © technology to motivate, monitor and measure health behaviors in HPW - Health, Promotion and Wellness (*Sandy Bargaineer, Amy Bidwell, Minjung Seo, Mary Pagan, Elizabeth Benevento and Diane Oldenberg*).
- Development of state-of-the-art research laboratory for Psychology - (*Matt Dykas & Christina Leclerc*).

- **App-lying Mobility in the classroom pilot** was a project jointly sponsored by the Provost’s office, CELT, and CTS. Fifteen iPads were awarded to faculty allowing them to experiment with the devices in teaching, learning and research. A goal of the project was to apply the latest in mobile technologies to the teaching and learning environment to help students become more engaged, collaborative and creative. It is expected a second mobility project will be announced in the summer of 2014.



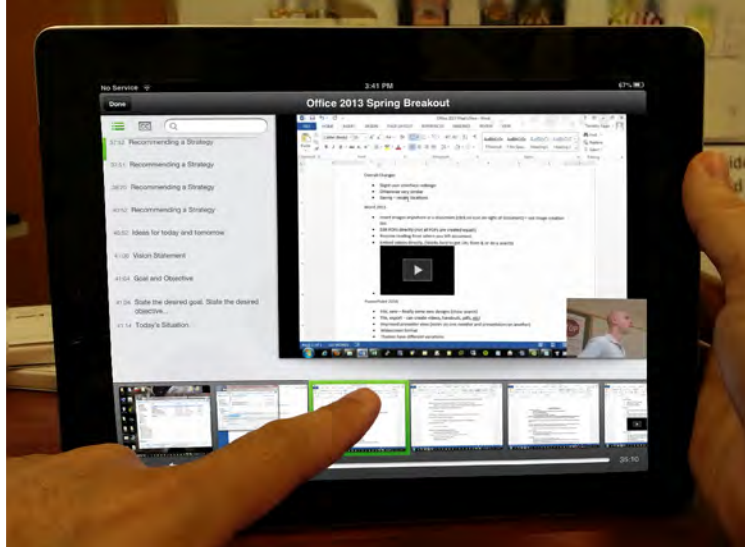
- **Improving the classroom experience with enhanced technology** - Over the last academic year, 27 new teaching labs, 4 new conference rooms, 32 digital



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.

ATCs & 8 conference/collaboration spaces were built or upgraded to the digital academic standards of the College.

- **Lecture Capture** was added to 35 classrooms bringing the total to 63 classrooms in Lanigan Hall, Marano Campus Center, Rich Hall, Mahar Hall, Sheldon Hall, Wilber Hall, Shineman Center for Science and Innovation and Park Hall.
 - As of June 5, 2014, there were 2,943 recordings, 23,293 views and over 40 faculty used it. All of these numbers represented increases of 90% from the end of the Fall 2013 semester.



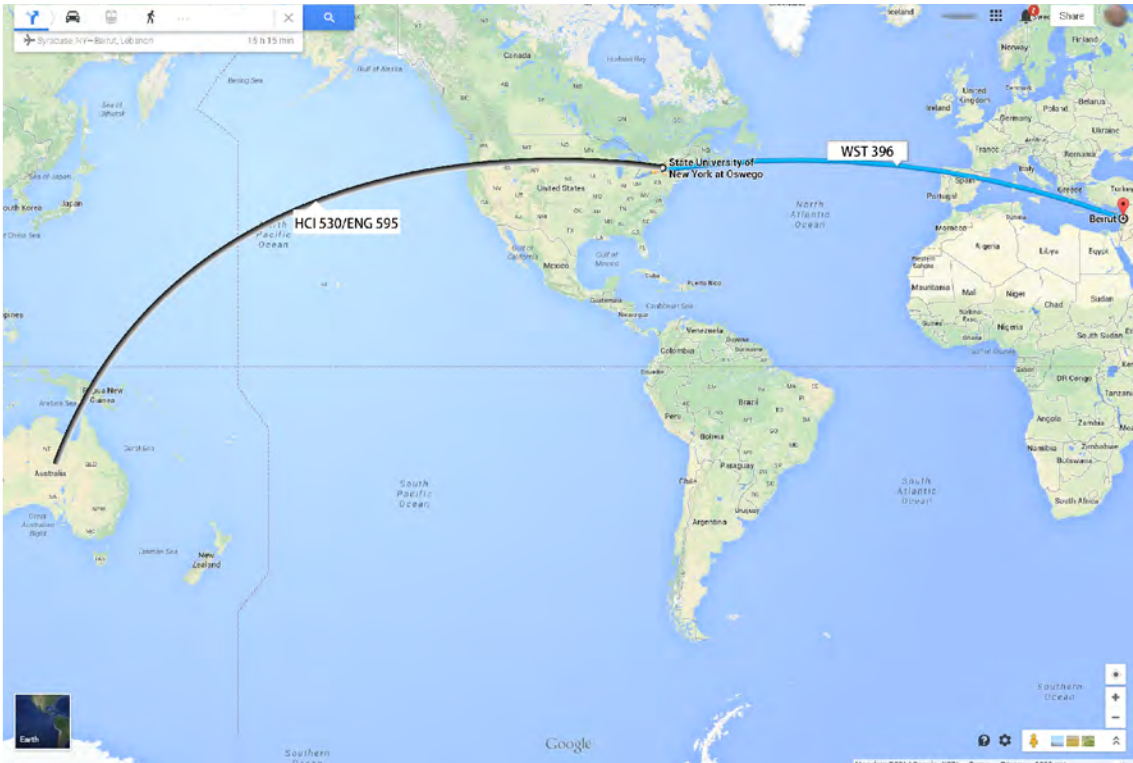
Engagement



- **Cable TV RFP** - Following the SUNY Chancellor's charge to collaborate with sister campuses and seek to combine services, CTS participated in the writing and evaluation of an RFP for a new Cable TV system in collaboration with Oneonta and Cortland. The project will be implemented in Summer 2014.
- **Digital Asset Management [DAM] Pilot**- In the spring of 2014, an arrangement was made between ITEC and Ensemble to provide a Video DAM to Open SUNY campuses. Oswego has joined the group, and will pilot for stakeholders inside Open SUNY and in other parts of the campus. Units participating in the project include Extended Learning, CELT, School of Business, Penfield Library, and CTS.
- **Oswego State hosted two SUNY technology events:**
 - In October 2013, the SUNY Chief Information Officer and several regional CIOs visited the campus for a visit on the SUNY technology listening tour. The day's morning agenda shared Oswego practices in the use of technology to support teaching and learning and enhance service to students at the College. The afternoon consisted of roundtable discussions of regional CIOs on topics of interest to Information Technology units throughout the state.
 - In January 2014, Oswego State hosted a meeting of the SUNY Telecommunications Officers Association (TOA).

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.

- **COIL support**– Lecture capture was used in COIL classes, providing students on two continents access to course materials on an anytime, anywhere basis.



World Awareness

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.

Solutions

- **A comprehensive network renewal plan** has been developed to support the expansion of WiFi on campus. Improving the WiFi system has been recognized as a top priority to support the expanded use of technology on campus. In recognition of this, CTS has worked with experts from around the world and throughout the state to develop a plan to improve the WiFi access and the supporting network infrastructure. The three year plan will provide the campus with WiFi access throughout the campus, enhanced wireless services (such as open guest access and Eduroam) and improved internet infrastructure.
- **Staff have been active at conferences sharing the solutions that have been created at Oswego State.** Many presentations have been given at conferences including SUNY Wizard, SUNY CIT and SUNY Tech Conference.
 - **Dan Laird** – HighEdWeb13, Buffalo, NY
 - **Andy Goldzweig, Andy Michaelis** – SICAS
 - **Nicole Decker** – SUNY Wizards Conference
 - **Nicole Decker, Sean Moriarty** – SUNY CIT
 - **Sean Moriarty, Nicole Decker, Mike Pisa, Tyrone Johnson-Neuland** - SUNY Technical Conference

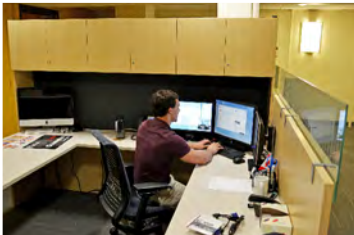
Focus on teaching, research, or activities in your area that increase understanding of the challenging problems of our time. Describe any new initiatives or practices that have improved the efficiency or effectiveness of our learning environments or served to improve the broader society through work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



Other Key Projects

CTS has implemented other projects that offer indirect support to the mission of the University.

- ***CTS Reorganization***– In September 2013, CTS was reorganized with the goal to ensure that CTS continues to offer the high quality services that the campus needs and has come to expect. The reorganization addressed:
 - Appropriate succession planning to ensure continuous service delivery.
 - Streamline accountability for services.
 - Bring common tasks together inside a single team.
 - Put a renewed focus on areas that are clear priorities.
 - Augment the CTS skill set for our challenges in the coming year.



The synopsis of the projects that were completed in CTS outline the major achievements in support of teaching, learning, research and administration. Central to these achievements is the hard work of the dedicated staff in CTS. The commitment to service is recognized by all staff in CTS and the students who work in our front facing areas - the Helpdesk, Instructional Support and the Telecommunications Office, as well as all areas of the department. People are the key to the service provided by CTS. CTS staff are widely recognized for their commitment to service and achievement.

Several staff have made professional contributions to the SUNY system and Educause by working on the executive boards and committees of the following associations:

- Computing Officers Association (COA) – Daniel Laird and Timothy Yager
- Telecommunications Officers Association (TOA) - Tyrone Johnson-Neuland
- SUNY Technology Conference Planning Committee – Nicole Decker
- ITEC Board of Directors – Michael Pisa
- SICAS Board of Directors – Michael Pisa (chair)
- Educause Conference Planning Committee, Service Management Track – Nicole Decker and Michael Pisa

2014-15 promises to be another busy year to further implement technology to enable the College 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:
 - Moving faculty and staff from Tyler Hall into Hewitt Union and other buildings.
 - Support of construction projects at Tyler Hall and Waterbury Hall.
- Year one of the three-year wireless improvement project. Highlights will include implementation of wireless in Mahar Hall, Lanigan Hall classrooms on the 2nd floor and the first outside space in the Lee Hall Quad.
- Enhanced network and wireless services available to students in Residence dorms.
- 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 and Banner XE grade submission.

Conclusion

