

Governance, Administration and Athletics Committee

February 2020

RADFORD UNIVERSITY

Board of Visitors

RADFORD UNIVERSITY

Board of Visitors

**GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING
4 P.M. **
FEBRUARY 13, 2020
MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM
THIRD FLOOR, MARTIN HALL, RADFORD, VA**

**DRAFT
AGENDA**

- **CALL TO ORDER** Dr. Rachel D. Fowlkes, *Vice Chair*
- **APPROVAL OF AGENDA** Dr. Rachel D. Fowlkes, *Vice Chair*
- **APPROVAL OF MINUTES** Dr. Rachel D. Fowlkes, *Vice Chair*
 - December 5, 2019
- **REPORTS**
 - Information Technology Mr. Danny M. Kemp, *Vice President for Information Technology and Chief*
 - Highlights of Major Accomplishments
 - Current Initiatives
 - Customer Satisfaction Survey
 - D2L Training at RUC
 - Printing Services
 - Reed Hall and Curie Hall Technology
 - Intercollegiate Athletics Mr. Robert G. Lineburg, *Director of Intercollegiate Athletics*
 - Student-Athlete Experience
 - Academic Excellence
 - Competitive Excellence
 - Resource Development
 - Special Events
- **OTHER BUSINESS** Dr. Rachel D. Fowlkes, *Vice Chair*
- **ADJOURNMENT** Dr. Rachel D. Fowlkes, *Vice Chair*

**** All start times for committees are approximate only. Meetings may begin either before or after the listed start time as committee members are ready to proceed.**

COMMITTEE MEMBERS

Dr. Jay A. Brown, Chair
Dr. Rachel D. Fowlkes, Vice Chair
Dr. Thomas Brewster

Mr. Gregory A. Burton
Mr. David A. Smith
Ms. Lisa Throckmorton

February 2020 Meeting Materials

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Information Technology Update

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Board of Visitors

February 13, 2020

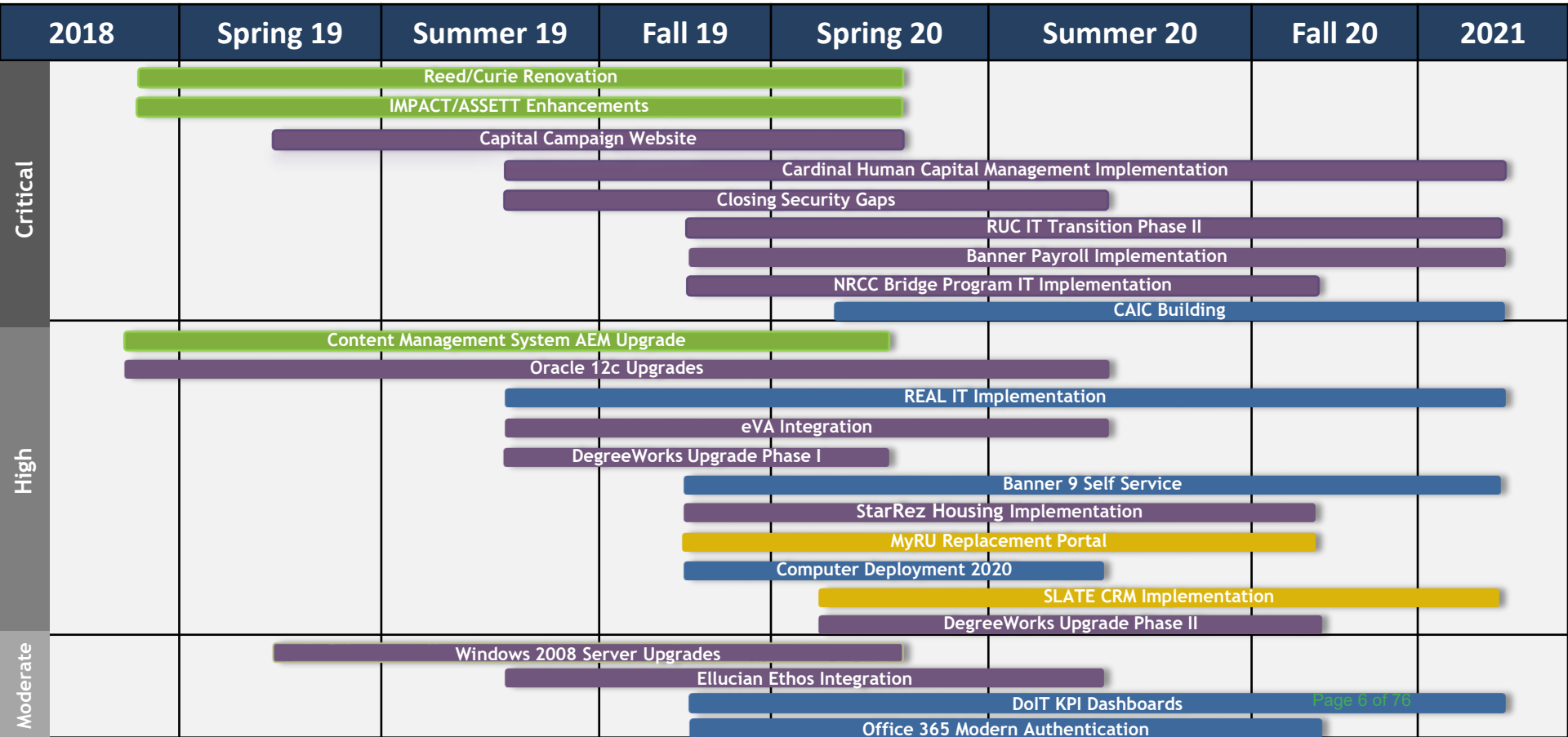
Current Initiatives - In Progress

Initiating

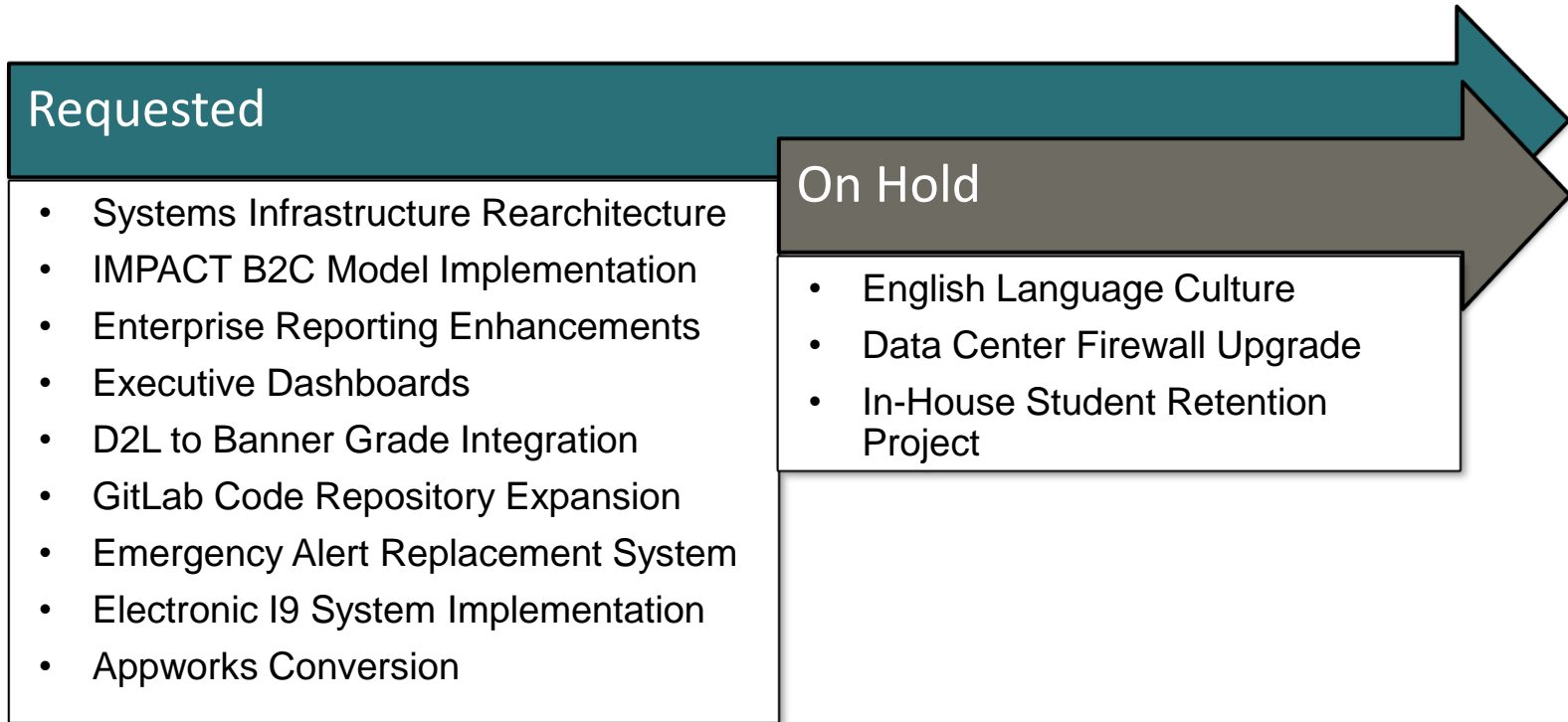
Planning

Executing

Closing



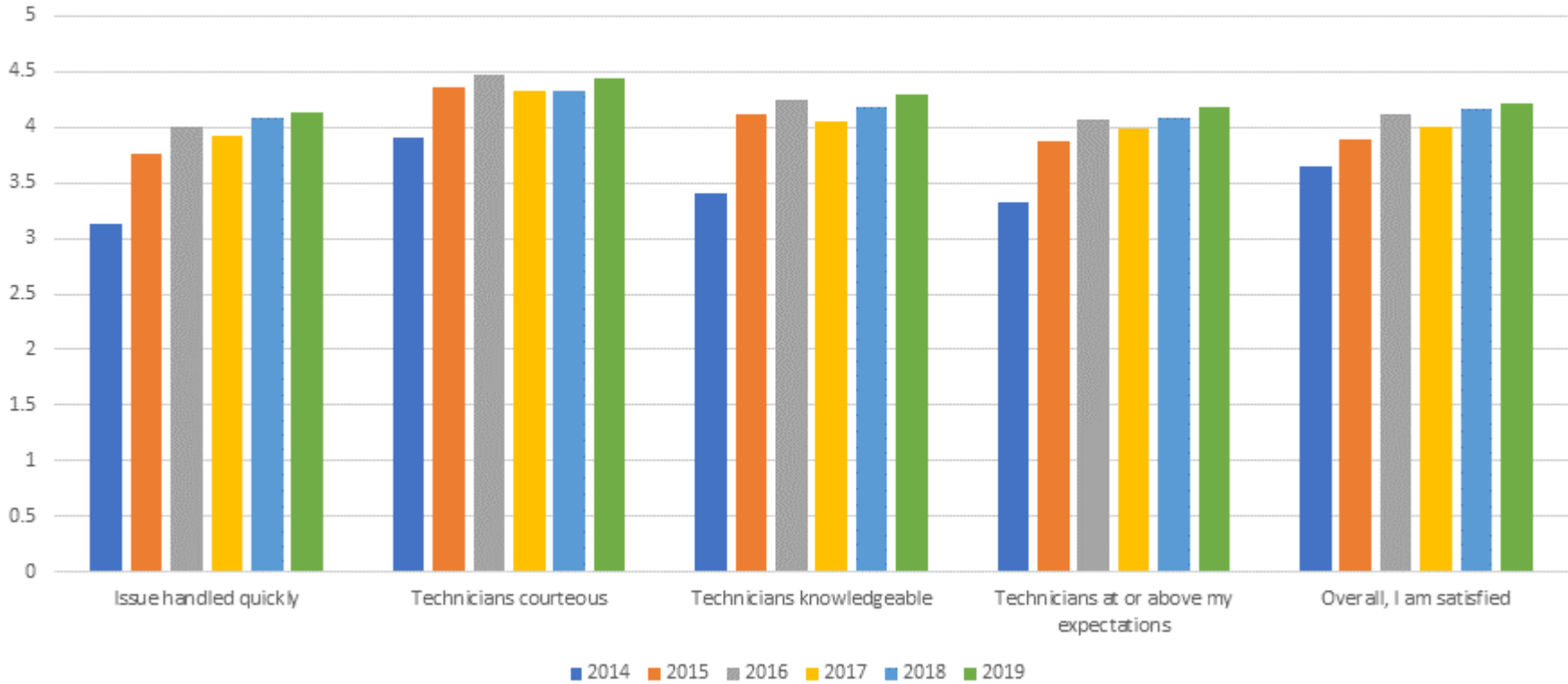
Current Initiatives - Pending



Customer Satisfaction Survey

- Conducted survey annually since 2014
- Identifies areas to address and improve
- Sent to all faculty and staff
- Areas of focus:
 - Telephone Support, Classroom Support, Field Technicians and Walk-In Support

Overall TAC Experience









LOBBY HOURS
8:00 am - 4:30 pm
Monday - Friday

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Printing Services

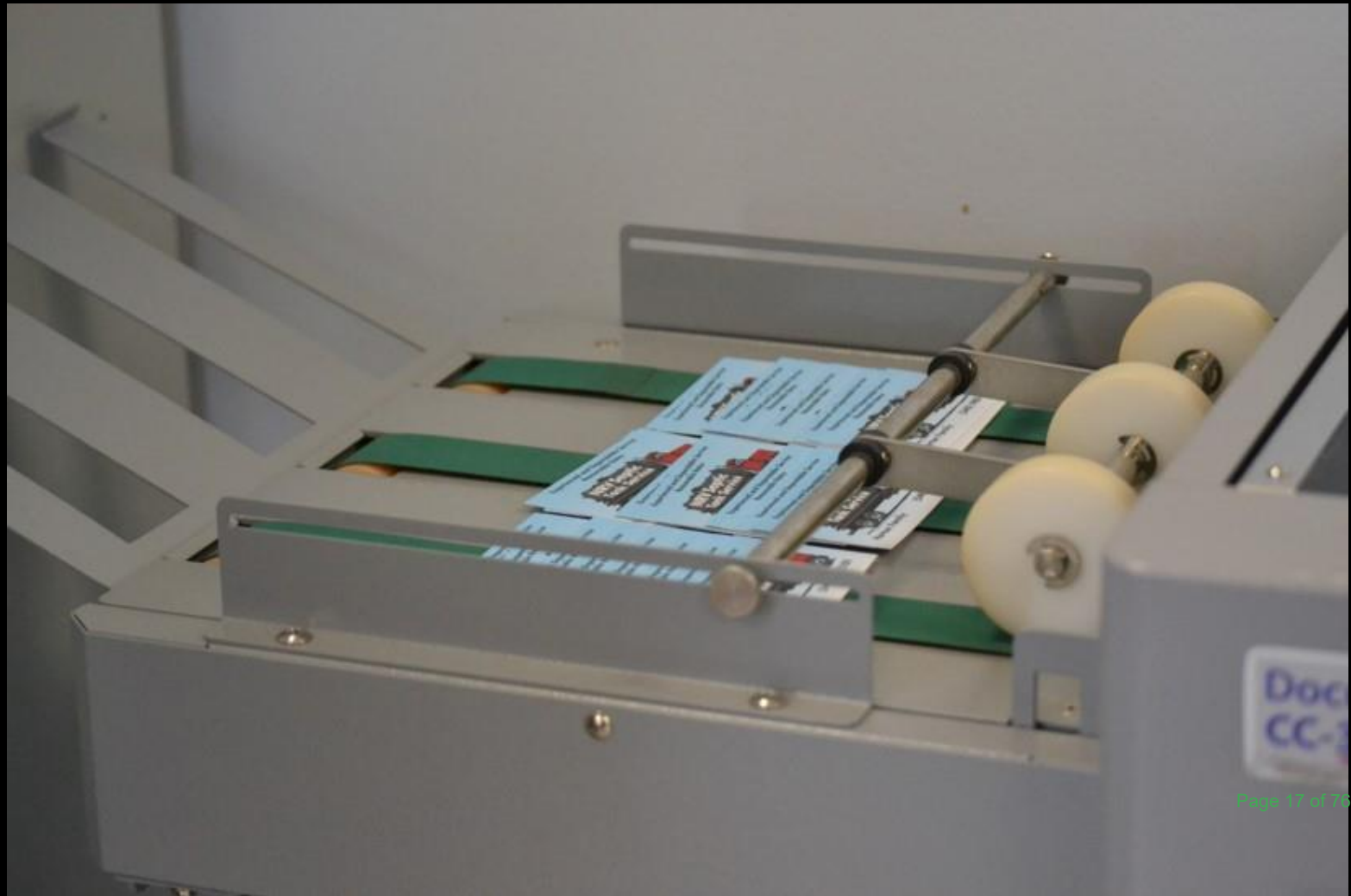
www.radford.edu/printing
540-831-6267
printing@radford.edu

















RADFORD
UNIVERSITY

Reed Hall
and
Curie Hall

925 East Main Street

ARTIS

COLLEGE OF
SCIENCE AND
TECHNOLOGY









So, who are these criminals?

- Different types of cyber criminals
- Example: <https://www.travelers.com/business-insights/topics/cyber/5-types-of-cyber-criminals>
 - Identity thieves
 - Phishers
 - Hackers
 - Online predators
 - Employees (rogue or not cyber aware)
 - Ransom hackers
- Organized cybercrime syndicates:
 - Fortinet 2013 cybercrime report (http://www.fortinet.com/sites/default/files/whitepapers/Cybercrime_Report.pdf)

Introduction to Information Security Slides prepared by Prem Puppala

So, who are these criminals?

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- Example: <https://www.travelers.com/business-insights/topics/cyber/5-types-of-cyber-criminals>
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Introduction to Information Security Slides prepared by Prem Puppala

Handwritten notes on a whiteboard:

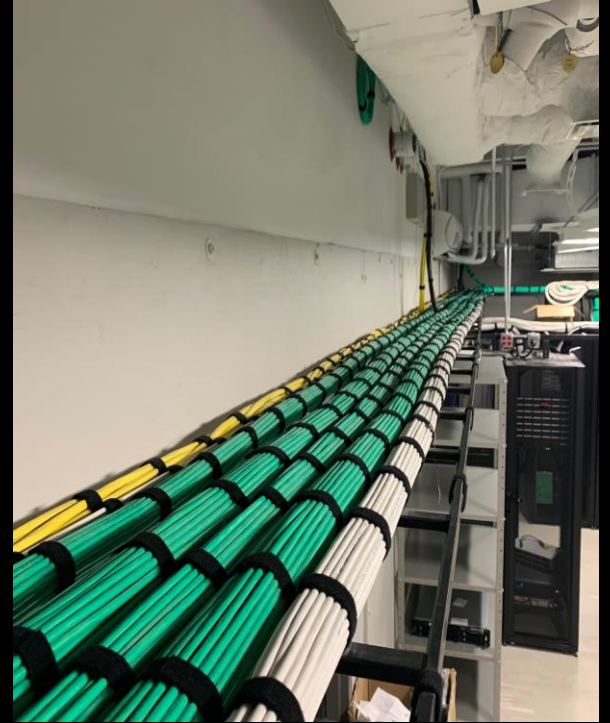
- Identity thieves
- bank
- drug ("robbery")
- utilities & telecommunications
- retailers











Discussion

Division of Information Technology (DoIT)

Highlights of Major Accomplishments

November 2, 2019 – January 22, 2020

RUC Transition Phase II

- Enterprise Systems
 - Academic History data migration for all former JCHS students has begun.
 - RUC self-service registration successfully integrated into standard university processes.
 - End of Term processing successfully integrated into standard university processes for first RUC term.
 - Implementation of Banner loads for EAB RUC applications was completed.
- Academic and Administrative Systems
 - Planned and managed the technology needs for the SACSCOC merger/accreditation site visit.
 - Conducted the Carilion TSG/RU Division of Information Technology semi-annual technology performance review.
- Computers, Classrooms and AV
 - Inventoried over 400 technology assets (laptops, desktops, printers).
 - Conducted a RUC classroom renovation planning session to address future classroom technology needs. The meeting included members from RUC, Carilion Facilities, Carilion TSG and Kegley Electric.
- User Support and Training
 - Conducted Xerox copier/printer training sessions for RUC faculty/staff. 16 users attended.
 - Offered seven D2L training sessions for RUC faculty/staff to prepare them to migrate courses from Blackboard to D2L. 79 users attended.
 - Implemented the D2L Instructor online course for adjunct and virtual faculty.
 - Conducted new student orientation sessions for RUC and RHEC.
 - Attended the kickoff meeting for the Instructional & Education Technology Advisement Collaborative which is made up of VTC, RUC and Carilion members.

Reed Curie Renovation

- Installed AV classroom equipment and Zoom capabilities in 2 traditional classroom spaces.
- Installed AV equipment for 21 science labs including geospatial science, biology, chemistry, geology and physics.
- Installed technology in a state-of-the-art Cyber Security Training and Education Lab which includes a 16-display video wall.
- Equipped 2 conference rooms with Zoom web conferencing capability.
- Configured and installed 95 workstations and 67 laptops in labs throughout the building.
- Installed 6 new VMWare servers for use by the Cyber Security program.

Audio Video

- WVRU streaming: Installed new streaming server to support all media platforms.
- Video streamed for RUC Winter Commencement, Radford University Graduate Hooding, and RU Commencement ceremony with closed captioning.
- Supported 54 AV events.
- Converted 35 faculty lectures to new video format transitioning to a new service.

Identity Services

- Completed the annual eVA user security access review.
- Submitted the annual Educause Core Data Survey.

Zoom Video Conferencing

- 1,712 meetings using Zoom web conferencing technology were conducted between November 2 and January 22 with 9,230 participants.
- Added Zoom Room capability to the Kyle 137 classroom.
- International participation in Zoom meetings included Brazil, Canada, China, India, Jamaica, Nigeria, Puerto Rico, Slovakia and the United Kingdom.

Classroom and Audio Video Upgrades

- Updated the equipment and classroom AV configurations in Cook 124, Cook 125, Walker 215A.

Project Management Support

- Additional enhancements and new information were added to the Service Catalog in ServiceNow.
- Reviewed and updated content on DoIT web sites to supplement the Service Catalog and removed duplicate information.
- Provided Zoho Projects training sessions and support for several new users.
- Initiated requested projects in Zoho for SLATE CRM Implementation, GitLab Code Repository Expansion, Electronic I9 System Implementation, and Emergency Alert Replacement System.

Cardinal

- Cardinal Human Capital Management project interface kickoff was held.

Technology Support Services Statistics

- Processed 2,694 support requests between November 2 and January 17.
- 11 technology training workshops were offered providing faculty and staff with opportunities to enhance their technical skills. 72 participants attended these training sessions.

Printing Services

- Moved to newly renovated space at 219 East Main Street
 - Staff continues to adapt and arrange while Facilities complete the renovation.
 - Benefits include increased parking and retail visibility, improved space efficiency and aesthetics, and additional safety measures.
 - First job out of new location: Bridge to RU letterhead.
- New Xerox Versant 3100 digital color press was installed at new location to replace a lower-level production unit that had reached end of life.
 - This new machine brings a heavier duty cycle, higher speed, expanded media capabilities, and new automated features to greatly reduce time spent by staff for a number of tasks.
 - This new machine completes the replacement of offset press equipment to transition to an all-digital printing environment.
- Printed Winter Commencement Program booklets for both Main Campus and RUC ceremonies (4250 booklets total).
- Other notable work included:
 - 54,650 total postcards for various clients.
 - Two runs totaling 7,500 of long/oversized folding pieces for admitted students.
 - Folding holiday cards, with addressed envelopes.

Content Management System Upgrade to AEM 6.5

- After nearly 12 months of work to convert features and migrate code from version 6.2, the CMS has a new interface for managing campus websites and a new tool for web site managers.

Capital Campaign Website

- The feature buildout for the new Capital Campaign website is completed. The content population and final tweaks for this web site are currently underway and on-schedule.

Amazon Web Services (AWS) Security

- DoIT is researching co-locating critical services to the Amazon Web Services infrastructure to survive a campus-wide disaster. The Information Security Officer (ISO) has worked with stakeholders in multiple areas to securely setup Identity & Access Management roles as well as Networking and Computing infrastructure.
- The IT Security team has deployed a Palo Alto firewall and IPS in Radford University's AWS environment to protect resources.
- Testing of system backups to AWS S3 storage is underway and being evaluated as a method for providing cloud-based backups of critical systems.

Infrastructure Upgrades and Changes

- The campus VPN server was updated to the latest software version.
- The data center firewalls were upgraded to the latest software version.
- The Shibboleth single-sign-on environment was upgraded to the latest version.
- The F5 web load balancers were upgraded to the latest software version.
- Three Netapp storage arrays were upgraded to the latest software version.

Intercollegiate Athletics

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Agenda

- Student-Athlete Experience
- Academic Excellence
- Competitive Excellence
- Resource Development
- Special Events

Student-Athlete Experience

Collegiate Sports Associates

- Led by Todd Turner, Dr. Brad Bates, Craig Littlepage and Drew Turner
- Conducted a comprehensive athletic department review
- Spent two days on campus interviewing athletic administration, coaches and university leadership



Academic Excellence

FALL 2019 ACADEMIC SUMMARY

48 NUMBER OF STUDENT-ATHLETES WITH A 4.0 GPA

3.3 OVERALL ATHLETICS DEPARTMENT GPA

68 PERCENTAGE OF STUDENT-ATHLETES WITH A 3.0 GPA OR HIGHER

52 PERCENTAGE OF STUDENT-ATHLETES WITH A 3.4 GPA OR HIGHER (DEAN'S LIST)

14 NUMBER OF PROGRAMS WITH A 3.0 GPA OR HIGHER

9 NUMBER OF PROGRAMS WITH A 3.4 GPA OR HIGHER

Academic Excellence

JACOB WILKINSON - Men's Soccer

- Academic All-American
- Posted a perfect 4.0 GPA in Fall 2019
- First Team Academic All-District
- Big South Conference All-Academic Team



Competitive Excellence

OVERALL SASSER CUP STANDINGS (12/31/19)

1.	Campbell	10.13
2.	High Point	10.00
3.	Charleston Southern	7.75
4.	RADFORD	7.45
5.	Winthrop	7.10
6.	UNC Asheville	6.05
7.	Presbyterian College	5.54
8.	Gardner-Webb	4.67
9.	Longwood	4.31
10.	USC Upstate	4.20
11.	Hampton	2.90



Competitive Excellence

- Men's Basketball - Overall Record 12-9 (6-2 Conference)
 - Currently 2nd place in Big South standings
 - Carlík Jones - Player of the Week (4 times)
- Women's Basketball - Overall Record 8-11 (6-4 Conference)
 - Currently tied for 3rd place in Big South standings
- Baseball - Ranked Preseason #3
 - J.D. Mundy - Preseason Player of the Year
- Softball - Ranked Preseason #5
- Women's Lacrosse - Ranked Preseason #5

Resource Development

2019-20 Fund Drive Update (12/31/19):

- Total New Pledges and Gifts to Highlander Club \$712,645 (105% increase*)
**Increase from this point last year in the fund drive*
- Membership in Highlander Club 881

Radford Sports Properties Revenue Update (1/30/20):

- Overall Revenue: \$373,050 (\$269,100 cash / \$103,950 trade)
- Overall Percentage to Budget: 95% (\$392,000)
- Cash Revenue Target: 90% (\$300,000)
- Trade Revenue Target: 109% (\$95,000)

**Projected 2019-20 Revenue - \$400,000 (\$295,000 cash / \$105,000 trade)*

**Surpassed 2018-19 overall revenue by \$8,000 as of 11/15/2019*

Special Events

Inaugural First Pitch Dinner

January 25, 2020

300 Guests Attended

Over \$17,000 raised for Baseball



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Special Events

Winter Celebration

Men's and Women's
Basketball Alumni Weekend
February 22, 2020



Highlander Pride Weekend

April 23-25, 2020
Highlander Open Golf Tournament
Highlander Half Marathon & 5k
Red & White Online Auction



Discussion

December 2019 Minutes

RADFORD UNIVERSITY

Board of Visitors

RADFORD UNIVERSITY

Board of Visitors

GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING

4:00 P.M.

DECEMBER 5, 2019

MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM
THIRD FLOOR, MARTIN HALL, RADFORD, VA

DRAFT **MINUTES**

COMMITTEE MEMBERS PRESENT

Dr. Jay A. Brown, Chair
Dr. Rachel D. Fowlkes, Vice Chair
Dr. Thomas Brewster
Mr. Gregory A. Burton
Mr. David A. Smith
Ms. Lisa Throckmorton

BOARD MEMBERS PRESENT

Mr. Robert A. Archer, Rector
Mr. James R. Kibler, Jr., Vice Rector
Ms. Krisha Chachra
Mr. Mark S. Lawrence
Ms. Nancy A. Rice
Ms. Georgia Anne Snyder-Falkinham
Mr. Breon Case, Student Representative (Non-voting Advisory Member)

OTHERS PRESENT

President Brian O. Hemphill
Ms. Karen Castele, Secretary to the Board of Visitors and Special Assistant to the President
Mr. Craig Cornell, Vice President for Enrollment Management
Mr. Danny M. Kemp, Vice President for Information Technology and Chief Information Officer
Ms. Wendy Lowery, Vice President for University Advancement
Mr. Chad A. Reed, Vice President for Finance and Administration and Chief Financial Officer
Ms. Ashley Schumaker, Chief of Staff and Vice President for University Relations
Dr. Susan Trageser, Vice President for Student Affairs
Mr. Allen T. Wilson, Senior Assistant Attorney General, Commonwealth of Virginia
Other Radford University faculty and staff

CALL TO ORDER

Dr. Jay A. Brown, Chair, formally called the Governance, Administration and Athletics Committee meeting to order at 4:10 p.m. in the Mary Ann Jennings Hovis Memorial Board Room in Martin Hall. Dr. Brown conducted a roll call and established a quorum was present.

APPROVAL OF AGENDA

Dr. Brown asked for a motion to approve the December 5, 2019 agenda, as published. Mr. David A. Smith so moved, Mr. Gregory A. Burton seconded, and the motion carried unanimously.

APPROVAL OF MINUTES

Dr. Brown asked for a motion to approve the minutes of the September 26, 2019 meeting of the Governance, Administration and Athletics Committee, as published. Mr. Smith so moved, Mr. Burton seconded, and the motion carried unanimously.

INFORMATION TECHNOLOGY REPORT

Vice President for Information Technology and Chief Information Officer Danny M. Kemp presented to the Committee major strategic initiatives completed since the last Board of Visitors meeting. Vice President Kemp demonstrated the new Information Technology Service Catalog on the Division of Information Technology (DoIT) website. The new Service Catalog provides a standard framework for publishing service information; enhances understanding between service providers and constituents, provides an important tool in making DoIT services visible and useful; facilitates continuous improvement; and improves DoIT's response to the various needs of institutional users.

Vice President Kemp shared that the objective of updating the DoIT Service Catalog was to make sure it is accurate, easier to maintain and readily available. The new service categories include: Accounts and Access; Administrative and Business Systems; AV, Phone, TV and Radio; Communication and Collaboration; IT Professional Services; Networks and WiFi; Security; Storage, Hosting and Servers; and Teaching and Learning. Services that are currently being offered by DoIT are listed within each category. Vice President Kemp recognized Ms. Denise Rahmes, Director of Project Management, for all her hard work on this project.

Vice President Kemp shared highlights of National Cybersecurity Awareness Month (NCSAM) held every year in October. Activities included: the DoIT Security website was modified to highlight NCSAM; references were made on social media and digital signage; and a phishing email was sent to all students, mimicking a fake DoIT Service Desk email. Vice President Kemp introduced Mr. Andrew Travis, Information Security Officer, to the Committee and thanked him for his efforts on the campaign. Mr. Mark S. Lawrence stressed the importance of security awareness training, especially for students. A copy of the report is attached hereto as *Attachment A* and is made a part hereof.

INTERCOLLEGIATE ATHLETICS REPORT

Director of Athletics Robert Lineburg shared recent news and events of the Athletic Department. Mr. Lineburg recognized the work of the Student-Athlete Advisory Committee having over 4,100 volunteer hours of community service initiatives with 100% participation from every athletic program. Three athletes made the Big South All-Academic Team. Jacob Wilkinson was selected

to the CoSIDA Academic All-District Team and was just selected to the 2nd Team All-American.

In other updates, Mr. Lineburg stated that the Women's Soccer team was back-to-back tournament champions making the 7th Big South Tournament title in program history, the most of any Big South school. He added that Men's and Women's basketball are ranked #1 in the Big South Preseason Polls.

Mr. Lineburg reviewed resource development with membership in the Highlander Club at 658 and total pledges and gifts at \$634,765. Overall revenue is \$362,050 with projected 2019-20 revenue of \$405,000. This total surpassed the 2018-19 overall revenue by \$8,000, as of November 15, 2019. A record number of basketball season tickets have been sold this year with an overall 29% increase, creating a 34% increase in ticket revenue for the basketball season.

In closing, Mr. Lineburg shared that Men's and Women's Basketball Alumni Weekend will be take place on Saturday, February 22, 2020, and invited all Board members to attend. A copy of the report is attached hereto as *Attachment B* and is made a part hereof.

OTHER BUSINESS

SCHEV New Member Orientation

In other business, Ms. Lisa Throckmorton and Mr. David A. Smith shared feedback and experiences from their attendance at the SCHEV Board of Visitors New Member Orientation held in Richmond on October 22-23, 2019. Both shared that they felt it was beneficial to hear from others' experiences and thought the speakers represented a good cross-section of topics. They also shared that it helped to see the significance of their role in service to others.

ADJOURNMENT

With no further business to come before the Committee, Dr. Brown requested a motion to adjourn. Ms. Lisa Throckmorton so moved, Dr. Thomas Brewster seconded, and the motion carried unanimously. The meeting adjourned at 5:04 p.m.

Respectfully submitted,

Sharon Ratcliffe
Executive Assistant to the Vice President for Information Technology

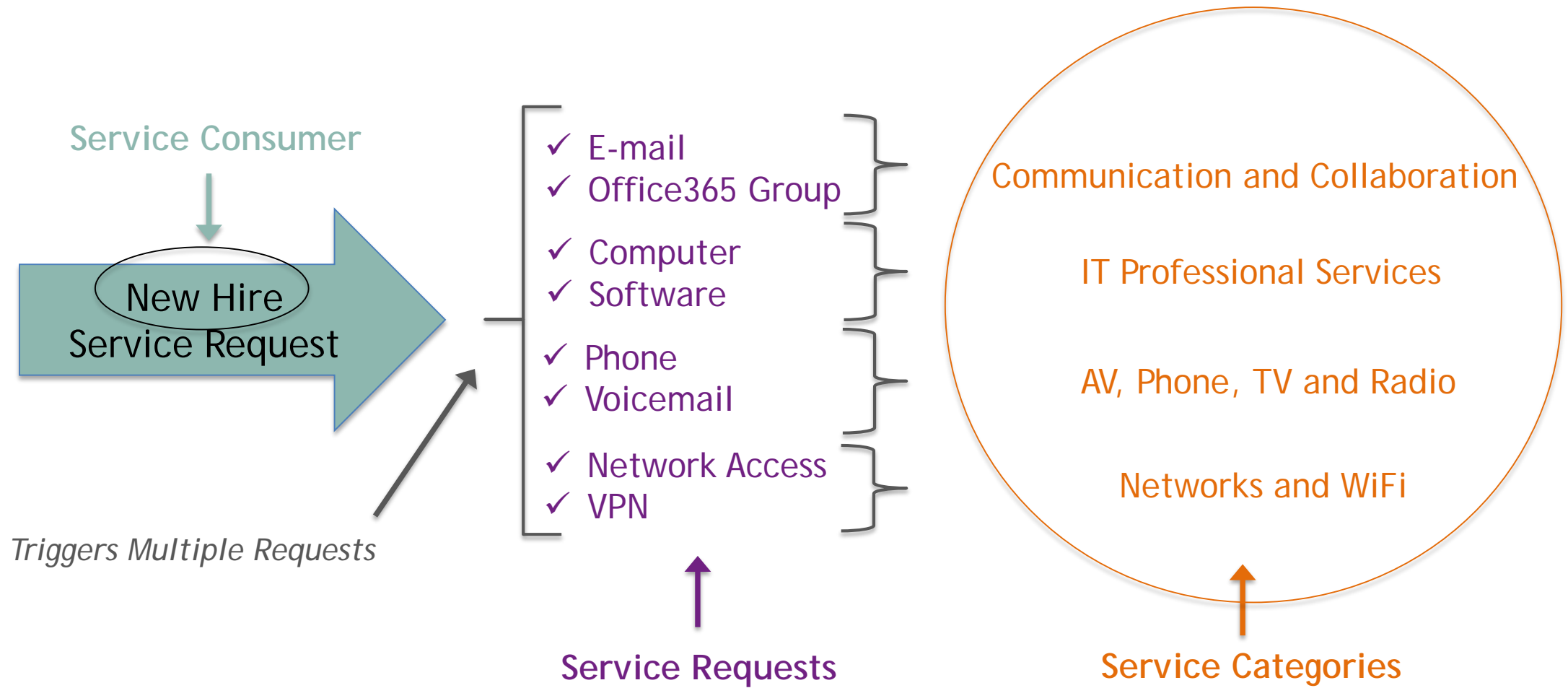
Information Technology Update

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Agenda

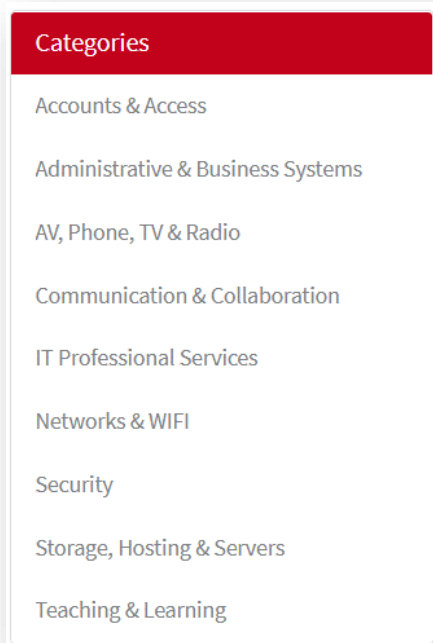
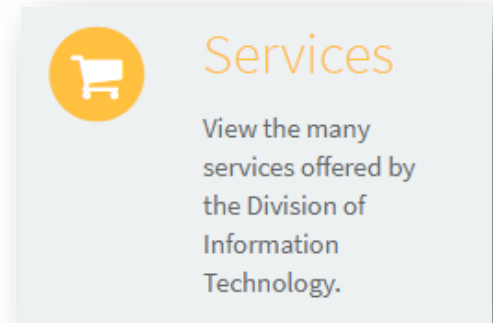
- Highlights of Major Accomplishments
- IT Service Catalog
- National Cybersecurity Awareness Month

What is a Service Catalog?



Benefits

“The implementation of a Service Catalog is an important step in transforming from a technology-oriented organization into a service-oriented organization and enables the organizational focus to shift from technology components to services that facilitate university outcomes.” ECAR, April 10, 2015



- Provides a standard framework for publishing service information
- Enhances understanding between service providers and constituents
- An important tool in making IT services visible and useful for the community
- Facilitates continuous improvement on customer-focused services
- Improves IT response to the various needs of institutional users

DoIT Service Catalog Upgrade Project

Objective:

- Update the DoIT Service Catalog so it is accurate, easier to maintain and readily available

Goals:

- Follow Service Catalog guidelines as described in the ITIL* framework
- Modernize and update the existing list of services
- Establish new categories for the updated list of services
- Build the new Service Catalog using ServiceNow
- Easier maintenance and continuous improvement
- Redesign DoIT website to include links to the Service Catalog

Home
About DoIT
Our Mission
Annual Report
Strategic Plan
Organization Chart
Staff Directory
Governance
IT Security
DoIT Newsletter
Service Catalog
Teaching, Learning and Research Computing
Technology Services and Support
Security
Access Management
Business Systems
Email and Collaboration Tools
Programming and Reporting
Project Management
Campus Radio Station
Satellite Downlinking
All Services
Support

Service Catalog

The Division of Information Technology provides a broad range of services for faculty, staff and students at Radford University. Specific information on cost, availability, support information and more can all be found through our service catalog.

View Division of Information Technology services by categories below or [view all services](#) listed in alphabetical order.



TEACHING, LEARNING AND RESEARCH COMPUTING

The Division of Information Technology supports a variety of teaching, learning and research computing tools for faculty and students.

[Multimedia Classrooms](#) | [D2L](#) | [Show all](#)



TECHNOLOGY SERVICES AND SUPPORT

These services range from training and electronics repair to general IT support from our Technology Assistance Center.

[General IT Support](#) | [VPN](#) | [Training](#) | [Show all](#)



SECURITY

The Division of Information Technology provides security training to members of the campus community and protects the university's networks and machines.

[Security Training](#) | [Vulnerability Scans](#) | [Show all](#)



ACCESS MANAGEMENT

These services provide the university community with access to various account types, from administrative access to departmental accounts.

[System Access](#) | [Courtesy Accounts](#) | [Show all](#)



BUSINESS SYSTEMS

These services range from the printing and copying to telephone systems and voicemail.

[Printing](#) | [Telephone](#) | [Show all](#)

*Information Technology Infrastructure Library (ITIL) is a widely used set of best practice publications for IT service management.

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Service Categories

- Administrative System Access
- CMS Account Access
- Cognos Access Request
- Courtesy Account Request
- Department Account Request
- eVA Access Request
- Local Admin Rights Request
- Starfish Account ...more

Accounts & Access



- Application Development
- Document Management
- Enterprise Systems Integration
- Oracle Support Services
- Reporting & Analytics
- Support for Enterprise Systems

Administrative & Business Systems



- AV Service Request
- Cable & Streaming TV
- Public Radio WVRU
- Telephone Services
- Voicemail
- TV Studio

AV, Phone, TV & Radio



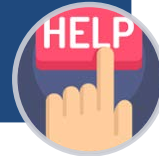
- A/V Conferencing (Zoom)
- Digital Signage
- Email
- Email Lists (Lyris)
- Mass Messaging (RU Texts)
- Mobile apps
- MyRU Portal
- O365 Groups ...more

Communication & Collaboration



- Classroom Help
- Computer Deployment
- Computer/Printer Repair
- General IT Support
- Printers & Copiers
- Printing Services
- Project Management
- Software ...more

IT Professional Services



- Firewalls
- Guest Access
- Virtual Private Network (VPN)
- Wired Networks
- Wireless Access (WiFi)

Networks & WiFi



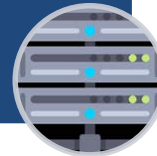
- Alarm Systems
- Data/System Owner Training
- Duo Two-Factor
- Electronic Door Access
- Report an IT Security Incident
- SANS Security Awareness Training
- System Admin Training ...more

Security



- Cloud Fire Storage (OneDrive)
- File Storage & Sharing
- Server Backup & Recovery
- Server Hosting

Storage, Hosting & Servers



- Bibliography Reference (RefWorks)
- Computer Labs
- Digital Portfolio (Portfolium)
- Learning Management System (D2L)
- Multimedia Classrooms
- O365 Groups ...more

Teaching & Learning



Enhanced Access

DoIT Home Page

Home

About DoIT +

2019-2024 Strategic Plan

Annual Reports

DoIT Newsletter

Start of Adjunct Content

IT ONESTOP

GET ONLINE HELP










Technology Assistance Center (TAC)
Walk-in Support: Walker 155
Phone: (540) 831-7500

IT SECURITY

Division of Information Technology
P.O. Box 7017
Radford, Virginia 24142
Phone: 540-831-5173
Fax: 540-831-5142
Email: doit@radford.edu

The Division of Information Technology (DoIT) is committed to delivering a strategic advantage to Radford University's directives by providing a broad range of services for the Radford University community. Specific information on cost, availability, support information and more can all be found through our service catalog. View Division of Information Technology services by categories below.

IT SERVICE CATEGORIES

 Accounts & Access	 Administrative & Business Systems	 AV, Phone, TV & Radio
 Communication & Collaboration	 IT Professional Services	 Networks & WiFi
 Security	 Storage, Hosting & Servers	 Teaching & Learning

QUICK LINKS

AV Services Request	Software Availability	IT Forms
Printing Services	Technology Purchases	Computer Labs
Telephone Services	Student Computer Recommendations	ITOneStop Knowledge Base

ITOneStop







Home > Service Catalog > AV, Telephone, TV & Radio

Search

Categories

- Accounts & Access
- Administrative Systems & Web
- AV, Telephone, TV & Radio**
- Communication and Collaboration
- Consulting, Software & Support
- IT Security
- Networks, WIFI & Mobile
- Storage, Hosting & Servers
- Teaching & Learning Tools

AV, Telephone, TV & Radio

 AV Service Request Form to Request Audio/Video Services	 Cable & Streaming TV 100 high definition channels and 80 live streaming channels.	 Public Radio WVRU Programming for the NRV broadcasted from campus.
 Telephone Services Telephones and support for all academic and administrative areas of campus.	 TV Studio Live satellite downlinking for conferences or major presentations.	 Voicemail Telephone voicemail for all faculty and staff.

National Cybersecurity Awareness Month

- www.radford.edu/it-security
- Modified IT Security website to highlight National Cybersecurity Awareness Month (NCSAM)
- Referenced in social media and digital signage

National Cybersecurity Awareness Month

October each year is National Cybersecurity Awareness Month (NCSAM) and serves as a reminder to take ownership of our devices, secure our accounts and protect our identity. This month, IT Security at Radford University is using multiple resources to increase awareness of security best-practices and to promote actions you can take.



Digital Signage

Oct. 21 - 27

Oct. 14 - 20

Be careful which apps you install on your phone.

Only install apps from trusted sources.

Not using an app?
Delete it.



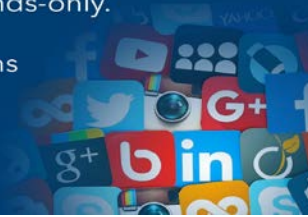
#OwnIt

RADFORD UNIVERSITY
IT Security

The more you post publicly on social media, the easier it is to be targeted.

Set your posts to friends-only.

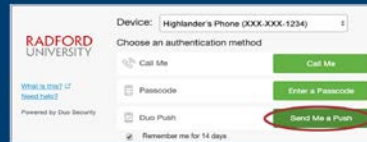
Enable privacy options on your profile.



#OwnIt

RADFORD UNIVERSITY
IT Security

Use the Duo Mobile App (Duo Push), instead of Call Me for faster logins to your Radford accounts.



#SecureIt

RADFORD UNIVERSITY
IT Security

Did you know without appropriate Cybersecurity protections, Cybercriminals can:

- Steal your identity;
- Take control of your computer to hack others;
- Pretend to be you and scam others;
- Encrypt your files and demand a ransom;
- Hack your bank account and steal your money.

#ProtectIt

RADFORD UNIVERSITY
IT Security

Enroll in two step verification for all your accounts, including social media, to keep the bad guys out.



#SecureIt

RADFORD UNIVERSITY
IT Security

Oct. 28 - Nov. 3

Unicorn-Hugs-All-Day!
is a good password.

Radford2019 is not.

Choose unique, long and easy to remember passphrases.

#SecureIt



RADFORD UNIVERSITY
IT Security

Phishing Attacks Can Happen to Anyone

Check sender's email address.
Is the email urgent?
Does it sound too good to be true?
Does it link to a random website?

For tips to avoid being a victim, visit
www.radford.edu/phishing.

#ProtectIt

RADFORD UNIVERSITY
IT Security

Social Media



Phishing Campaign

- Sent phishing message to students, mimicking a fake IT Service Desk email we've received in the past.

From: itservicedesk@radford.university <itservicedesk@radford.university>

Sent: Wednesday, October 30, 2019 10:42 AM

To: Student <student@RADFORD.EDU>

Subject: Outlook system update

All Students are expected to migrate to the New 2019 Microsoft Outlook Web Portal to enable access to the below, [click here](#) to migrate immediately.

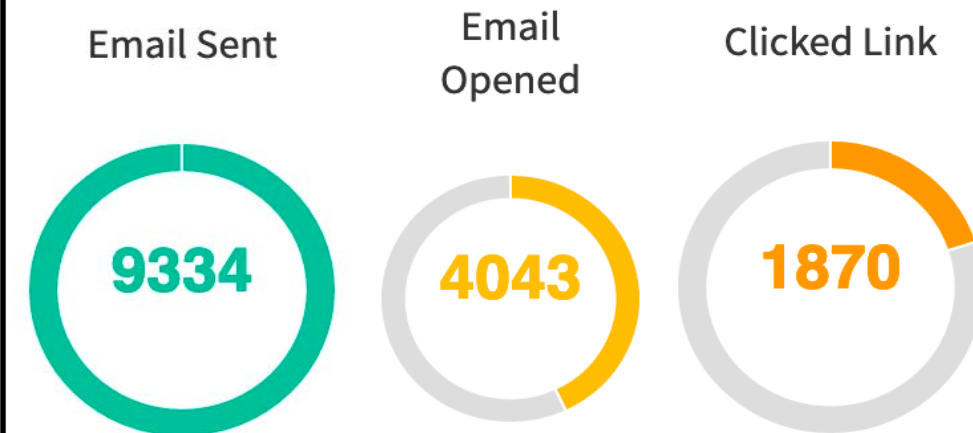
- Access the new Student directory
- Update your ID photo
- E-mail and Calendar Flexibility
- Connect mobile number to e-mail for voice mail

Important notice: All Students are expected to migrate within 24 hours to avoid delay on mail delivery.

On behalf of IT Support. This is a group email account and it's been monitored 24/7, therefore, please do not ignore this notification, because it's very compulsory.

Sincerely,

Administrator Service System.



Discussion

Division of Information Technology (DoIT)

Highlights of Major Accomplishments

August 26, 2019 – November 1, 2019

RUC Transition Phase II

- Academic and Administrative Systems
 - Developed a process for managing RUC Continuing Education transactions and account creations.
 - Implemented a new clinical rotation tracking system (CORE) for the Physician Assistant program.
- Computers, Classrooms and AV
 - Added Zoom web conferencing capabilities to RUC room 301.
 - Encrypted hard drives on 35 laptops.
 - Worked with Carilion to true up assets transitioned to RUC.
 - Installed 35 new computers in the DPT computer lab.
- User Support and Training
 - Onboarded an Instructional Designer/Technical Trainer.
 - Onboarded an additional Information Technology Specialist II employee.
 - Conducted Zoom Pro and Zoom Room training for RUC faculty/staff. 15 users attended.
 - Conducted faculty workshops for extracting content from Blackboard. 21 users attended.
 - Conducted D2L Overview workshops and labs for faculty.
 - Met with Roanoke Higher Education Center (RHEC) stakeholders to determine ongoing support needs.

Hardened Oracle Database Baseline

- IT Security worked with Enterprise Systems to build a hardened baseline configuration for Oracle databases. This baseline conforms to the Center for Internet Security (CIS) benchmarks that are commonly accepted in most industries.
- Application of this baseline to the Housing Management System database will enhance database security. This baseline will also be used going forward as other Oracle systems are upgraded.

Secure Document Exchange

- IT Security configured a secure document exchange solution by XMedius known as SendSecure. This allows campus departments to share highly sensitive documents with recipients outside the University as a secure alternative to emailing these documents.
- Single sign-on integration was established with this system to use Radford University credentials and two-factor authentication to access the system.
- The secure document exchange is being piloted with Human Resources, Bursar, Financial Aid and Accounting Services.

Reed Curie Renovation Installations

- DoIT continues to work closely with Capital Outlay and Construction as well as faculty from the Artis College of Science and Technology on technology for Reed Curie.
- Installation of AV equipment for classrooms, labs, and conference rooms is currently underway.
- Network switches are currently being installed with VoIP telephone installations planned for the first week of December.
- Computers for classrooms, labs and other learning/research spaces have been ordered with installation planned to start the week of December 9th.

WVRU Public Radio Enhancements

- WVRU streaming: Installed new streaming server to support all media platforms
- Relocated satellite downlink receiver for Public Radio Satellite Systems (PRSS) to a new location in the campus data center.
- Installed new audio fiber transmitter/receiver to support downlink of radio programming.

Zoom Video Conferencing Enhancements

- The usage of Zoom for Web Conferencing continues to grow with both instructional and business use, especially between the main campus and RUC.
- 2,176 meetings were conducted between August 25 and November 1. 226 meetings were conducted in Zoom enabled rooms.
- Several rooms were upgraded with Zoom Room capability that provides a one touch connection for ease of use. Other rooms were enhanced by adding a camera, microphone and speaker that can be plugged into a laptop to enhance the quality of a meeting.
 - Upgraded with Zoom Room functionality:
 - RHEC 302
 - CHBS 3030
 - Martin 309 (Board Room)
 - Enhanced with AV equipment to support Zoom client
 - Peters 041
 - Peters B107
 - Hurlburt Hall 210
 - Tyler 044
 - Heth 210

Classroom and Audio Video Upgrades

- Trinkle 167 – Installed new AV equipment

Project Management Support

- Project management support was provided to all Directors and Managers leading strategic or large operational projects.
- Created a new DoIT Home page that includes updated links and highlights the Service Catalog.
- Launched a new Service Catalog in ServiceNow that contains new and updated services that can be accessed from IOneStop and the DoIT website.
- Published the 2018-2019 Annual Report.
- Updated the Office of Institutional Effectiveness & Quality Improvement Admin Assessment Report with FY18-FY19 results for DoIT.
- Added new projects in Zoho Projects for the RUC IT Transition Phase II, NRCC Bridge Program IT Implementation, DegreeWorks Upgrade Phase II, IMPACT B2C Model Implementation, REAL IT Implementation, Computer Deployment 2020.

Enterprise Systems Updates

- RUC
 - Completed the academic history data migration for all current RUC students.
- Banner
 - Banner upgrades were installed in October to bring all Banner modules up to current releases.
 - Created a new listserv model for campus communications.
- Finance and Administration
 - P-Card implementation in Chrome River is in the testing stage.
- Students
 - Degree Works Phase I upgrade in final testing.

Network Services Updates

- Planning work has been completed to transition several backbone fiber optic connections over winter break to enhance redundancy and prepare for future building projects.
- The Internet connection from Segra was upgraded from 2 gigabits to 5 gigabits providing additional bandwidth to the campus community.
- A new VoIP phone configuration was created to help support the IMPACT program and additional testing is underway to further enhance capabilities to better accommodate the needs of this program.

System Administration Updates

- Installation and configuration of a new VMware vSan environment was completed for use by the Cybersecurity program. This system is being used to support high school and community college students participating in the RUSecure CTF (Capture the Flag) competition.
- Upgrades of Windows 2008 servers continue ahead of the end of support by Microsoft in January of 2020. System and application reinstallation have been completed for several systems and an in-place operating system upgrade has been performed on a small number of systems.
- Final configuration and testing has been completed on a new VMware vSan environment for production systems that will provide enhanced server capacity and redundancy in a reduced footprint.
- The Adobe Created Cloud configuration was updated to use Single Sign On and provide the latest version of Adobe software in the campus computer labs.
- Planning and initial configuration have been completed to install a Shibboleth Single Sign On sever at RUC to further enhance redundancy for both RUC and the main campus.

Technology Support Services Statistics

- Processed 4,869 support requests between August 25 and November 1.
- Onboarded a new manager for the Technology Assistance Center.
- 13 technology training workshops were offered providing faculty and staff with opportunities to enhance their technical skills (8 of which were offered specifically to Radford University Carilion faculty to enhance their knowledge of D2L).
- 16 Mac, PC and iPad deployment sessions were held with 32 participants receiving new equipment.

Printing Services

- Continued planning and preparation for moving the Printing Services operation to a new space at 219 Main Street is underway. The Printing Services team continues to refine equipment layouts to enhance workflow. The network team has started installation of the networking components for this space with anticipated completion in December.
- More than 102,000 postcards and handout cards were produced (majority in support of Admissions and Alumni).
- Supported IMPACT/ASSET with numerous mailings, collateral, and wide format graphics.
- Supported RUC with numerous collateral pieces, new business cards for all employees, along with a variety of wide format graphics for high-visibility areas.
- Supported numerous high-profile events with wide variety of materials: Highlander Discovery Institute Highlander Festival, Homecoming, Family Weekend, Career Jumpstart Conference.

Mongoose Expansion

- The Web & Mobile Technologies group continued working with the Advising Centers, Student Affairs and IMPACT to enhance their engagement with students through the use of target text messaging.

Capital Campaign Website

- The design for the new Capital Campaign website has been completed. The build out of the exciting site is currently underway and on-schedule.

National Cybersecurity Awareness Month

October was National Cybersecurity Awareness Month (NCSAM) and served as a reminder to take ownership of devices, secure accounts and protect identity. IT Security used multiple methods to increase awareness of security best-practices and actions.

- Phishing Campaign
 - A phishing exercise targeted at students was created to increase student awareness of common phishing techniques. 9,334 students received a fake phishing email and 1,870 students clicked the link. Upon clicking the link, students were taken to an educational website with tips on identifying phishing emails.
- Digital Signage
 - Seven messages to be displayed on campus digital signs were rotated during the month of October. Each week had a different focus, such as protecting devices, securing identities and identifying phishing emails.
- Social Media
 - IT Security worked with University Relations to post to Twitter an example on how to choose good passwords.

Intercollegiate Athletics

RADFORD
UNIVERSITY

Agenda

- Student-Athlete Experience
- Academic Excellence
- Competitive Excellence
- Resource Development
- Special Events

Student-Athlete Experience

Student-Athlete Advisory Committee (SAAC)

- 2019-20 Executive Board
 - Jenny Davis (WLAX) - President
 - Talia Douglas (SB) - Vice President
 - Nelia Perez (WSOC) - Secretary
 - Jacob Wilkinson (MSOC) - Treasurer
 - Kateri Schoettinger (WSOC) - Community Service Coordinator
 - Cerra Ebbeck (Dance) - Social Media Coordinator
- Campus & Community Engagement
 - Each year, the student-athletes participate in a number of community service initiatives in the New River Valley. Over 4,100 total volunteer hours with 100% participation from every athletic program.



Academic Excellence

- Big South All-Academic Team
 - Natacha Rangel-Ribiero - Women's Soccer
 - Jacob Wilkinson - Men's Soccer
 - Stephanie Neast - Volleyball
- Jacob Wilkinson selected to the CoSIDA Academic All-District Team

Competitive Excellence



**2019 BIG SOUTH TOURNAMENT CHAMPIONS
WOMEN'S SOCCER**

Competitive Excellence

WOMEN'S SOCCER

- Back-to-Back Tournament Champions
 - 7th Big South Tournament Title in program history, the most of any Big South school
- Nelia Perez - First-Team All-Conference / Big South Tournament MVP
- Kayla Thomas - First-Team All-Conference / Defensive Player of the Year
- Gabi Paupst - First-Team All-Conference
- Brianna Oliver - Second-Team All-Conference
- Courtenay Kaplan - Second-Team All-Conference

Competitive Excellence

Men's Soccer

- Octavio Ocampo
 - Second-Team All-Conference + All-Freshman Team
- Victor Valls – Second-Team All-Conference
- Mouhameth Thiam – All-Freshman Team

Volleyball

- Stephanie Neast - Second-Team All-Conference
- Mackenzie Meehan – All-Freshman Team

Men's Basketball

- Ranked #1 in the Big South Preseason Poll
- Carlík Jones tabbed as Preseason Player of the Year
- Win over Big Ten opponent Northwestern on November 19

Women's Basketball

- Ranked #1 in the Big South Preseason Poll
- Sydney Nunley selected to Preseason All-Conference Team
- Khiana Johnson selected to Preseason Second-Team



Resource Development

2019-20 Fund Drive Goals:

- Total New Pledges & Gifts to Highlander Club \$634,765.00 (241% increase*)
 - Membership in Highlander Club 658 (61% increase*)
- *Increase from this point last year in the fund drive*

Radford Sports Properties Revenue Update (11/15/19):

- Overall Revenue: \$362,050 (\$258,600 cash / \$103,450 trade)
- Overall Percentage to Budget: 92% (\$392,000)
- Cash Revenue Target: 89% (\$300,000)
- Trade Revenue Target: 109% (\$95,000)

**Projected 2019-20 Revenue - \$405,000 (\$300,000 cash / \$105,000 trade)*

**Surpassed 2018-19 overall revenue by \$8,000 as of 11/15/2019*

Basketball Season Tickets:

- Record number of basketball season tickets this year – 786 (29% increase)
- Basketball season ticket revenue - \$60,345 (34% increase)

Special Events

Winter Celebration

Men's and Women's Basketball Alumni Weekend
February 22, 2020



Discussion

End of Board of Visitors Materials

