

# **Governance, Administration and Athletics Committee**

**September 2019**

**RADFORD UNIVERSITY**

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Board of Visitors

# RADFORD UNIVERSITY

Board of Visitors

## GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING

4 P.M. \*\*

SEPTEMBER 26, 2019

MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM

THIRD FLOOR, MARTIN HALL, RADFORD, VA

### **DRAFT** **AGENDA**

- **CALL TO ORDER** Dr. Jay A. Brown, *Chair*
- **APPROVAL OF AGENDA** Dr. Jay A. Brown, *Chair*
- **APPROVAL OF MINUTES** Dr. Jay A. Brown, *Chair*
  - May 9, 2019
- **REPORTS**
  - Information Technology Mr. Danny M. Kemp, *Vice President for Information Technology and Chief*
    - Radford University Carilion Transition
    - Identity Management System
    - Connectivity for University-operated Apartments
    - Cable TV Streaming
    - University Events Calendar
  - Intercollegiate Athletics Mr. Robert G. Lineburg, *Director of Intercollegiate Athletics*
    - Student-Athlete experience
    - Culture
    - Academic Excellence
    - Competitive Excellence
    - Resource Development
    - Special Events
- **OTHER BUSINESS** Dr. Jay A. Brown, *Chair*
- **ADJOURNMENT** Dr. Jay A. Brown, *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

# September 2019 Meeting Materials

**RADFORD UNIVERSITY**

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Board of Visitors

# Information Technology Update

RADFORD  
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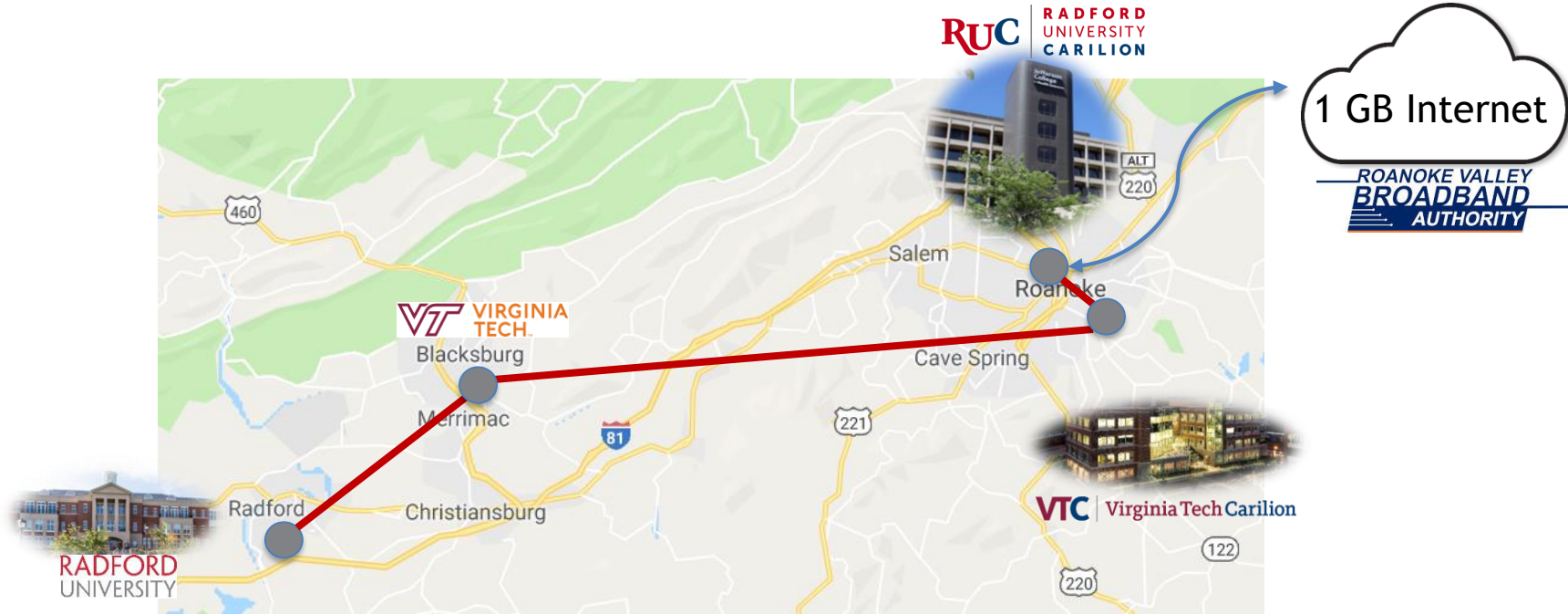
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# Major Strategic Initiatives Completed

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- Radford University Carilion transition
- Identity Management System
- Connectivity for University-operated apartments
- Cable TV streaming
- University Events Calendar

# Network Connectivity for RUC



# Technology Cutover

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Faculty/Staff/Departmental

210

Computers Re-Imaged

Computer Labs/Classrooms

110

Computers Re-Imaged

Xerox Copier/Printers

16

Installed

User and Departmental Files

1,514,336

Migrated

Digital Signs

16

Transitioned

Carilion VLAN

350

Changes



# Enterprise Systems Transition

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Admissions  
**2,946**  
Records

Academic Records  
**51,399**  
Current Students

Accounts Created  
**3,076**  
Applicants, Students,  
Faculty, Staff

eBills  
**1,392**  
Delivered

Blackboard LMS  
**403** Course Shells  
**5,048** Course Enrollments  
**164** Accounts Created

Employee Records  
**185**  
Transitioned

# Technology Support for RUC & RHEC

## Single Point of Contact

**1st Level Support**  
*Call the Technology Assistance Center (TAC)*

**Technology Assistance Center**  
Phone Support & Emergency Classroom Support  
(540) 831-7500



**ITOneStop - Self Service**  
[www.radford.edu/itonestop](http://www.radford.edu/itonestop)

- Find Answers
- Request Support
- Report a Problem Online

**2nd Level Support**  
*Ticket Escalated to Specialist if not resolved at 1<sup>st</sup> Level*

**Roanoke Technology Team**

- Emergency Classroom Support
- Lab & Classroom Maintenance
- Computers/AV
- LMS Support

 → 

*AVP Dispatches Available Technician*

**RU IT Teams - Main Campus**

- Password resets and account issues
- Application questions
- Banner questions
- Wireless Issues
- MyRU
- Plus many more!

**Faculty  
Staff  
Students**

# RUC Faculty Staff Feedback

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“The Radford IT department has proven to be nothing short of amazing thus far. They provide **fast and friendly service**, technology that lives up to expectations, and **network speeds far superior** to our previous service. Keep up the great work!” - *Dr. JC Cook, Assistant Professor and Program Director of Emergency Services*

“I've been so impressed with the quality of IT support at RUC. Everyone is **patient, friendly, and fast**. The **speed of the network has also been a wonderful upgrade**, and it's a great asset for teaching and research. Thank you all for all of your hard work!” - *Dr. Courtney Watson, Ph.D., Associate Professor of English*

“As a librarian that deals with many tech issues, I have been immensely impressed with the DoIT folks at RUC. They are **responsive and professional**. The **network experience is much improved** for both faculty/staff and students alike.” - *Jamie Price, Clinical Research Librarian*

“Changes in technology are always wrought with anxiety and expected complications, and a large changeover such as the one we experienced basically overnight here at RUC provides for even more potential for discontent. However, I think the **RU technology group did an excellent job**. They interrupted our work time at a minimum (less than I expected to be interrupted), and they were very receptive to questions. I have had to call someone already about a classroom issue, and someone **responded in person in the classroom within a few minutes**.” - *Dr. Sara Nicely, DHEd, PA-C, Associate Professor, Chair and Program Director of Physician Assistant Studies*

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# Identity Management System

- Cloud based system
- Account provisioning and de-provisioning, account activation, password resets
- Cutover May 2019

Automated workflows

70  
created

Connected

4  
systems

User role

45  
policies

Accounts

75,219  
migrated

New accounts

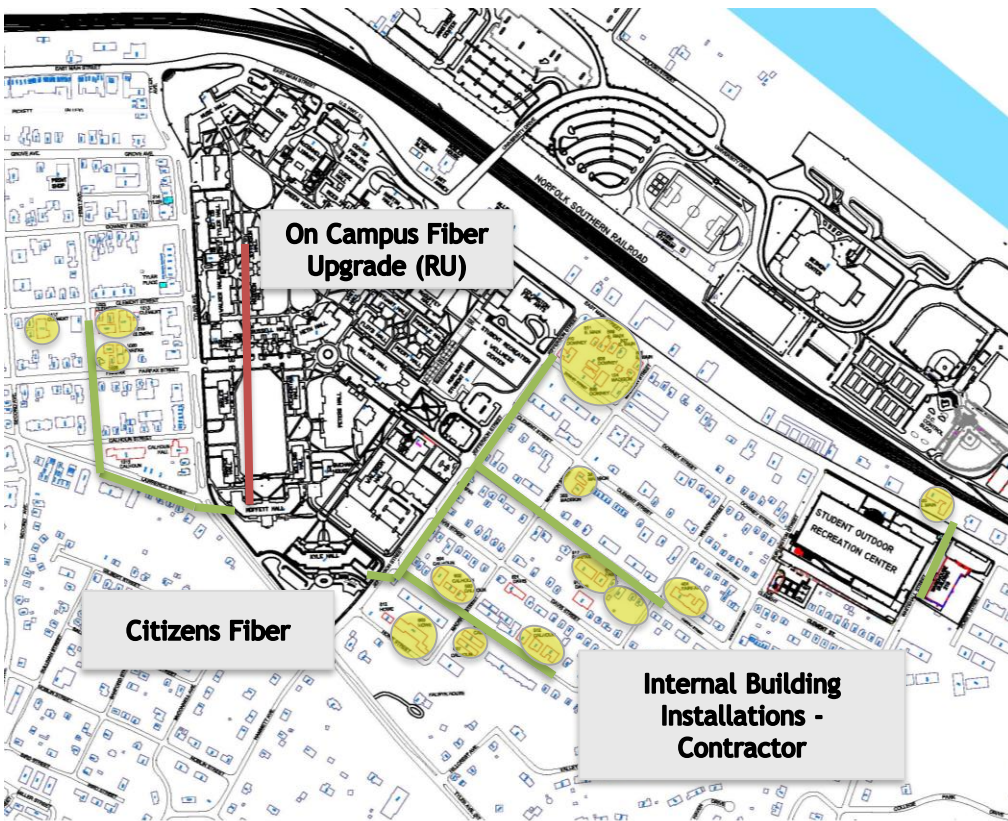
6,703  
Summer 2019

Password resets

13,479  
processed by system

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# University-Operated Apartments



Properties

22

networked

Fiber optic cables

365

terminated

Network switches

25

installed

WiFi access points

180

installed

Connections for

5

fire alarm panels

Laundry room door

7

access installed

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# Cable TV Streaming



- Available to students in University housing
- Stream live TV to student devices: *Laptop, Smartphone, Tablet, Roku, Fire Stick, Apple TV, etc.*
- **Trick Play** - Pause live TV, rewind, fast forward or start over any TV show from the last 24 hours

Streaming TV

80

channels

Hours of DVR

20

for each student

# University Events Calendar

## Events at Radford University



**August 30, 2019** Day Week Month

List All Upcoming Events

Submit an Event

Today

Jump to Day

**AUG**  
**30**

11:00am - 1:00pm EDT

Houston, Texas



[W] Radford University Volleyball vs UTRGV

Weather:

August 2019						
S	M	T	W	T	F	S
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Search calendar

# Discussion



# Division of Information Technology (DoIT)

## Highlights of Major Accomplishments

April 10, 2019 – August 25, 2019

### RUC Merger

Over the past eighteen months, the Division of Information Technology had been planning many system changes to support the RUC merger. Many of these system changes were implemented during the summer. Below is a summary of many of the major IT activities related to the merger completed since April.

- IT Infrastructure Changes
  - A telecommunications room was established at the Community Hospital building including fiber connections from Roanoke Valley Broadband, network switch gear and three servers.
  - The IT Security team configured and deployed a new Palo Alto firewall and Intrusion Prevention System. This system will separate the network traffic of students, faculty, staff, printers and servers.
  - A 1-gigabit Internet connection and a 10-gigabit link to the main Radford campus was established.
  - Worked closely with Carilion TSG to utilize existing Carilion network infrastructure to provide a segregated wired and wireless network to the RUC community while enhancing performance and connectivity to the main campus.
  - Implemented a website redirect to direct all traffic from [www.jchs.edu](http://www.jchs.edu) to [www.radford.edu/ruc](http://www.radford.edu/ruc).
  - Implemented an email redirect to direct all email sent to [username@jchs.edu](mailto:username@jchs.edu) to the appropriate @radford.edu mailbox.
  - Migrated user data and departmental data from Carilion servers to RU. Data was scanned for PII before being copied to RU's data center.
- Academic and Administrative Systems
  - Created accounts for students, faculty and staff on Radford systems.
  - Completed Banner ERP process changes and configuration updates to support student records for the fall 2019.
  - Academic History for all current RUC students is in testing and being reviewed for final migration.
  - Interface connecting Banner with RUC Starfish has been completed.
  - Interface connecting Banner to RUC Bookstore has been completed.
  - Completed an interface between the Blackboard learning management system and Banner to create course shells and enroll instructors/students in courses.
- Computers, Classrooms and AV
  - Installed 32 Lenovo laptops and reimaged 320 Dell computers for faculty, staff, classroom, conference rooms, and labs.
  - Installed 16 color Xerox multifunction devices (copier/printers).
  - Transitioned 16 digital signs from the Carilion system to RUC.
  - Added Zoom web conferencing capabilities to RUC 1021. Updated the existing video conferencing system used by the Doctor of Physical Therapy program in RUC 838 to Zoom.
  - Performed classroom health checks in RUC classrooms and replaced projector lamps in 6 projectors.
- Web and Mobile Transition
  - Completed the transitioning of content and functionality for the Radford University public facing websites, the MyRU portal and various web applications.
- User Support and Training
  - Hired two Information Technology Specialists II for RUC and advertised for an Instructional Designer/Technical Trainer position
  - Conducted IT orientation and technology training sessions for faculty and staff
  - Conducted IT orientation for new and returning RUC students

- 34 users attended one of four Windows 10 training sessions.
- 21 users attended one of two Banner 9 Admin pages and finance training sessions.
- To prevent unauthorized patient health information from migrating to Radford University, the ISO gave several presentations to RUC faculty/staff on the need to classify this information. IT Security examined the data migrated from RUC to ensure patient health data was not included.
- Reviewed JCHS software contracts.
- Drafted a Memorandum of Understanding with Carilion Technology Services Group for ongoing support.

### **Reed Curie Renovation Infrastructure Planning**

- DoIT continues to work closely with Capital Outlay and Construction to provide feedback and direction to contractors as work continues on the Reed Curie renovation.
- Initial wiring for the network is complete and AV wiring is currently in progress. Orders for AV equipment and other technology components are currently being processed.

### **Kyle Hall Venture Lab**

- Network and AV infrastructure for the Kyle Hall Venture Lab has been installed, which includes 45 network connections and 8 CATV connections.
- Assisted Facilities Management with installation of one door access location and provided programming for the door.
- Additional work continues for installation of analytics workstations and other technology in this space.

### **Installed new Zoom Video Conferencing Equipment**

- Zoom room conferencing functionality was added to Whitt 003 and Whitt 008 to provide the faculty senate and other groups with the ability to include remote participants in meetings.
- The AV system in Heth 043 was upgraded to enhance the technology capabilities of this space. This upgrade includes cameras and microphones to support large meetings that need to make use of the Zoom conferencing technology.

### **Identity Management Services**

- Implemented phase I of the Fischer Identity Management system. Implementation included account provisioning and deprovisioning, self-service functionality for account claim/activation, password resets, and forgot password applications. The solution replaced identity management functionality provided by the Aegis Trident Identity Management system and Bonita self-service applications.
- Completed the quarterly eVA user security access review with no errors.

### **Project Management Support**

- New features continue to be added to Zoho to enhance the flexibility and better serve the needs of project managers.
- Zoho training sessions and support continued as new users were added to the tool.
- Project management support was provided to all Directors and Managers leading strategic or large operational projects.
- Work continues on the project to update, enhance and improve access to the DoIT Service Catalog. The new Service Catalog that will be housed in ServiceNow is slated to be available from ITOneStop and the DoIT website in the fall.
- Duo 2 Factor Knowledge Articles and the website were updated to reflect changes made for the VPN, printing of codes and enhancements in the Duo Management Portal.
- An Administrative Support Assessment was submitted to the IEQI office.

## Business Continuity Documents

- The Business Impact Analysis, Disaster Recovery Strategy and Enterprise Risk Assessment must be refreshed every three years according to the University's Security Standard 5003s. These documents detail the following:
  - Business Impact Analysis (BIA): identifies the essential business functions of the University and supporting IT systems.
  - Disaster Recovery Strategy (DRS): high-level workflow of appropriate responses to major disasters, detailing roles and responsibilities of team members.
  - Enterprise Risk Assessment (RA): details the risks on IT systems, scoring them based upon severity and ensuring that the risks are adequately mitigated or addressed.
- Performed this refresh in-house this cycle rather than engaging consultants as in years past. DoIT updated the documents by communicating with stakeholders and using existing documents where appropriate. In some cases, DoIT used industry-accepted templates to replace the base documents.

## Classroom and Audio Video Upgrades

- The AV systems in the Roanoke Higher Ed Center classrooms 602,608 and 613 were upgraded to the current campus standards replacing older equipment.
- Cook 107 - upgraded complete AV system to current standard
- Young 321- upgraded complete AV system to current standard
- Davis 201- upgraded complete AV system to current standard

## Enterprise Systems Updates

- Ellucian Ethos integration testing is in progress.
- PeopleAdmin onboarding for employees is implemented.
- Processes and new applications to support the Fischer implementation are complete.
- Banner upgrades are in testing to bring all modules up to newest releases.
- Purchase Card implementation work in Chrome River has begun.
- The Commonwealth of Virginia Cardinal Human Capital Management (HCM) 2021 project has begun with staff attending meetings in Richmond to understand the timeline and impact of this Commonwealth of Virginia project.

## Technology Support Services Statistics

- Processed 5,544 support requests between April 10 and August 20.
- 13 technology training workshops were offered providing faculty and staff with opportunities to enhance their technical skills.
- 2,765 meetings were conducting between April 10 and August 20 using the Zoom web conferencing platform. These meetings included participants from a number of International locations including Canada, Columbia, Italy, Denmark, UK, Poland, Australia, and Brazil.
- 126 PCs and 39 Macs were successfully deployed as part of the annual computer replacement cycle. This included 11 training sessions.
- New lab computers were installed in the following computer labs.
  - General use computer lab - Walker 221 (41)
  - Information Technology - Davis 225 (32)
  - Theater – Porterfield 177 (7)
  - Harvey Knowledge Center (4)
  - Library (25)
  - Multimedia classrooms (30)
  - Doctor of Physical Therapy Lab – 8th Floor Roanoke (31)

## Printing Services

- Supported RUC transition by producing: letterhead, small and large envelopes, business cards for all employees, door signage, and a variety of wide format display graphics.

- Installed a new 26.5" hydraulic paper cutter replacing an end of life unit while enhancing functionality and safety.
- Purchased and installed a new Perfect Binder to expand professional binding capabilities.
- Worked with Facilities to plan layout of 219 East Main Street as a new home for Printing Services.
- Supported Quest Orientation with various pieces including saddle-stitched Quest guides.
- Supported the Vinod Chachra IMPACT Lab - ASSET Grant with multiple personalized mailings.
- Produced more than 123,000 postcards, including 75,000 Homecoming cards.

### **New Cable TV Contract**

- Installed a new cable TV streaming system utilizing Apogee "Stream2" technology. There are 80 television channels available to students for streaming to all University residential locations. All streaming channels can be interrupted using the emergency alert system.

### **Web Calendar**

- A new university event calendar from LiveWhale has been implemented to replace the deprecated AEM calendar for the public facing web presence. The LiveWhale calendar will provide a more reliable and functional platform with enhanced, modern capabilities to serve the marketing needs of campus websites.

### **Lyris Email**

- Bulk email lists have been revamped to provide improved and more efficient groupings that are more intuitive and will provide more flexibility in the audience selection for mass email delivery for both RU and RUC.

### **University-Operated Apartment Network Infrastructure**

- The campus fiber backbone was enhanced to provide connectivity to the university-operated apartments and ensure a robust network connection for students in these buildings. This also resulted in a change in fiber connectivity for Printing Services and Human Resources.
- Installed 180 access points
- Installed 25 switches in 22 properties
- Installed 5 fire alarm fiber pairs
- Assisted Facilities Management with 7 door access installations for laundry rooms

### **Phone Replacements**

- Replaced 35 end of life VoIP phones.

# Intercollegiate Athletics

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# Agenda

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- Student-athlete experience
- Culture
- Academic excellence
- Competitive excellence
- Resource development
- Special events

# Student-Athlete Experience

## Javonte Green - Class of 2015 (Criminal Justice)

- First Highlander in program history to sign a NBA contract (two-year deal).
- Played overseas with stops in Spain and Italy
- 2<sup>nd</sup> all-time leading scorer in Radford history
- 2<sup>nd</sup> all-time leading rebounder in Radford history
- All-time leader in steals for Radford





# Culture

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## Karl Kuhn - Head Baseball Coach

- Introduced as Radford's sixth head coach on Thursday, August 22, 2019
- Pitching Coach for 16 years at Virginia
- 2015 NCAA National Champions
- Reached the NCAA Regionals in 14 of the last 16 years
- Four trips of the College World Series, Six NCAA Regional Championships, Two ACC Tournament titles
- 2014 National Pitching Coach of the Year





# Academic Excellence (Spring 2019)

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- 73.5% of student-athletes finished with a 3.0 GPA or higher
- 53% of student-athletes recorded over a 3.4 GPA (Dean's List)
- 40 student-athletes earned a perfect 4.0 GPA
- 15 of 16 athletic programs with a GPA over 3.0
- 7 of 16 athletic programs with a GPA over 3.4
- 70% of student-athletes made the Big South Presidential Honor Roll

# Competitive Excellence



## BIG SOUTH SASSER CUP STANDINGS

1.	Campbell	9.36
2.	High Point	9.05
<b>3.</b>	<b>Radford</b>	<b>8.19</b>
4.	Charleston Southern	7.30
5.	Winthrop	6.50
6.	Gardner Webb	6.01
7.	USC Upstate	5.87
8.	Hampton	5.53
9.	Presbyterian	5.43
10.	UNC Asheville	5.05
11.	Longwood	4.98

## WOMEN'S ALL-SPORTS STANDINGS

1.	High Point	9.84
2.	Campbell	8.45
<b>3.</b>	<b>Radford</b>	<b>8.05</b>
4.	Charleston Southern	7.11
5.	Winthrop	6.83
6.	USC Upstate	6.14
7.	Longwood	5.71
8.	UNC Asheville	5.16
9.	Gardner-Webb	5.10
10.	Hampton	5.06
11.	Presbyterian	5.00

## MEN'S ALL-SPORTS STANDINGS

1.	Campbell	10.36
<b>2.</b>	<b>Radford</b>	<b>8.42</b>
3.	High Point	8.14
4.	Charleston Southern	7.54
5.	Gardner-Webb	7.32
6.	Hampton	6.25
7.	Winthrop	6.09
8.	Presbyterian	5.93
9.	USC Upstate	5.56
10.	UNC Asheville	4.93
11.	Longwood	4.13

# Competitive Excellence

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- Women's Soccer picked 1<sup>st</sup> in Big South preseason poll.
- Men's Soccer picked 2<sup>nd</sup> in Big South preseason poll and Amadou Macky Diop was named Preseason Attacking Player of the Year.
- Volleyball picked 2<sup>nd</sup> in Big South preseason poll and Mallory McKnight and Stephanie Neast named preseason all-conference team.
- Both men's and women's cross country programs were selected inside the top six of the Big South preseason poles.

# Resource Development

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## 2019-20 Fund Drive Goals:

- Total New Pledges & Gifts to Highlander Club \$552,267.00
- Membership in Highlander Club 260

## Radford Sports Properties Revenue Update (8/30/19):

- Overall Revenue: \$297,100 (\$206,600 cash / \$90,500 trade)
- Overall Percentage to Budget: 76% (\$395,000)
- Cash Revenue Target: 69% (\$300,000)
- Trade Revenue Target: 95% (\$95,000)

*\*Projected 2019-20 Revenue - \$425,000 (\$320,000 cash / \$105,000 trade)*

## Licensing Revenue:

- FY19 - \$82,481.13

# Resource Development

## VCOM SPORTS MEDICINE CENTER

- Dedicated on August 28, 2019
- 4,300 square foot sports medicine facility
- One central location for athletic trainers, team physicians, physical therapists and nutritionist
- VCOM Sports Medicine Physician Suite where the VCOM team physicians and Sports Medicine Fellows can provide care to all Radford student-athletes



# Special Events

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2019  
RADFORD ATHLETICS  
HALL OF FAME  
INDUCTION CEREMONY  
FRIDAY, OCTOBER 25

# Discussion

# May 2019 Minutes

**RADFORD UNIVERSITY**

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Board of Visitors



**RADFORD**  
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Board of Visitors

**GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING**  
**5:00 P.M.**  
**May 9, 2019**  
**MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM**  
**THIRD FLOOR, MARTIN HALL, RADFORD, VA**

**DRAFT**  
**MINUTES**

**COMMITTEE MEMBERS PRESENT**

Dr. Rachel D. Fowlkes, Chair  
Ms. Georgia Anne Snyder-Falkinham, Vice-Chair  
Dr. Thomas Brewster

**COMMITTEE MEMBERS ABSENT**

Mr. Gregory A. Burton  
Ms. Lisa Throckmorton

**OTHER BOARD MEMBERS PRESENT**

Mr. Mark S. Lawrence, Rector  
Mr. Robert A. Archer, Vice Rector  
Dr. Jay A. Brown  
Ms. Krisha Chachra  
Mr. James R. Kibler, Jr.  
Ms. Karyn K. Moran  
Ms. Nancy A. Rice  
Ms. Myriah Brooks, Student Representative (Non-voting Advisory Member)

**OTHERS PRESENT**

President Brian Hemphill  
Ms. Karen Castele, Secretary to the Board of Visitors and Special Assistant to the President  
Dr. Kenna M. Colley, Interim Provost and Vice President for Academic Affairs  
Mr. Danny M. Kemp, Vice President for Information Technology and Chief Information Officer  
Ms. Wendy Lowery, Vice President for University Advancement  
Ms. Kitty McCarthy, Vice President for Enrollment Management  
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 Wilson, Senior Assistant Attorney General, Commonwealth of Virginia  
Other Radford University faculty and staff

### **CALL TO ORDER**

Dr. Rachel D. Fowlkes, Chair, formally called the Governance, Administration and Athletics Committee meeting to order at 5:06 p.m. in the Mary Ann Jennings Hovis Memorial Board Room in Martin Hall.

### **APPROVAL OF AGENDA**

Dr. Fowlkes asked for a motion to approve the May 9, 2019 agenda, as published. Ms. Georgia Anne Snyder-Falkinham, so moved, Dr. Thomas Brewster seconded, and the motion carried unanimously.

### **APPROVAL OF MINUTES**

Dr. Fowlkes asked for a motion to approve the minutes of the February 7, 2019 meeting of the Governance, Administration and Athletics Committee, as published. Dr. Brewster so moved, Ms. Snyder-Falkinham seconded, and the motion carried unanimously.

### **INFORMATION TECHNOLOGY REPORT**

Vice President for Information Technology and Chief Information Officer Danny Kemp shared with the Committee a video by EDUCAUSE identifying their Top 10 IT Issues of 2019. Following the video, Vice President Kemp reviewed the Division's major strategic initiatives, including the Jefferson College of Health Sciences merger, IMPACT program support and enhancements, Reed and Curie Halls infrastructure planning, new cable TV contract, annual IT security awareness training and the [Division of Information Technology Strategic Plan for 2019-2024](#). Vice President Kemp presented a map of locations on- and off-campus indicating locations of network upgrades from mid-May through August. Vice President Kemp recognized Associate Vice President for Information Technology Ed Oakes for his hard work on this project. In closing, Vice President Kemp reviewed a customer satisfaction survey distributed to all faculty and staff focusing on telephone support, classroom support, field technicians and walk-in support. To date, there have been over 230 responses to the survey. A copy of the report is attached hereto as **Attachment A** and is made a part hereof.

### **INTERCOLLEGIATE ATHLETICS REPORT**

Associate Athletics Director Cory Durand shared recent news and events of the Athletics Department. A student-athlete career fair was held with over 200 student-athletes participating and included mock interviews, a speaker series, alumni and vendor networking and the creation of a LinkedIn profile. Mr. Durand stated that Radford is currently in first place in the Big South Sasser Cup Standings. In other updates, he stated that men's basketball finished overall 22-11; 12-4 in Conference; and tied for regular season conference champions. Women's basketball finished overall 26-7; 17-1 in Conference; won the Big South Tournament Championship; and had a NCAA appearance. Men's tennis finished overall 17-7 and won the Big South Tournament Championship. Mr. Durand reviewed the resource development with 1,034 current members in the Highlander Club, and the overall revenue secured at \$463,100 to date. In conclusion, he reported that the upcoming special events are the graduation cording ceremony on May 10, 2019, the fall student-athlete welcome back dinner and meet the coach's event with details forthcoming. A copy of the report is attached hereto as **Attachment B** and is made a part hereof.

### **RECOMMENDATION FOR RECTOR AND VICE RECTOR FOR 2019-2020**

Dr. Fowlkes stated that nominations were received for Rector and Vice Rector for 2019-2020 with Mr. Robert A. Archer as Rector and Mr. James R. Kibler as Vice Rector. Dr. Fowlkes asked for a motion to forward these nominations to the Board of Visitors. Ms. Snyder-Falkinham so

moved, Dr. Brewster seconded, and the motion carried unanimously.

**ADJOURNMENT**

With no further business to come before the committee, Dr. Fowlkes requested a motion to adjourn. Dr. Brewster so moved, Ms. Snyder-Falkinham seconded, and the motion carried unanimously. The meeting adjourned at 5:52 p.m.

Respectfully submitted,

Sharon Ratcliffe

Executive Assistant to the Vice President for Information Technology

# Information Technology Report

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# Agenda

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- EDUCAUSE Top 10 IT Issues 2019
- Major Strategic Initiatives Update
- Off-Campus Apartments - Networking
- Customer Satisfaction Survey



# Major Strategic Initiatives

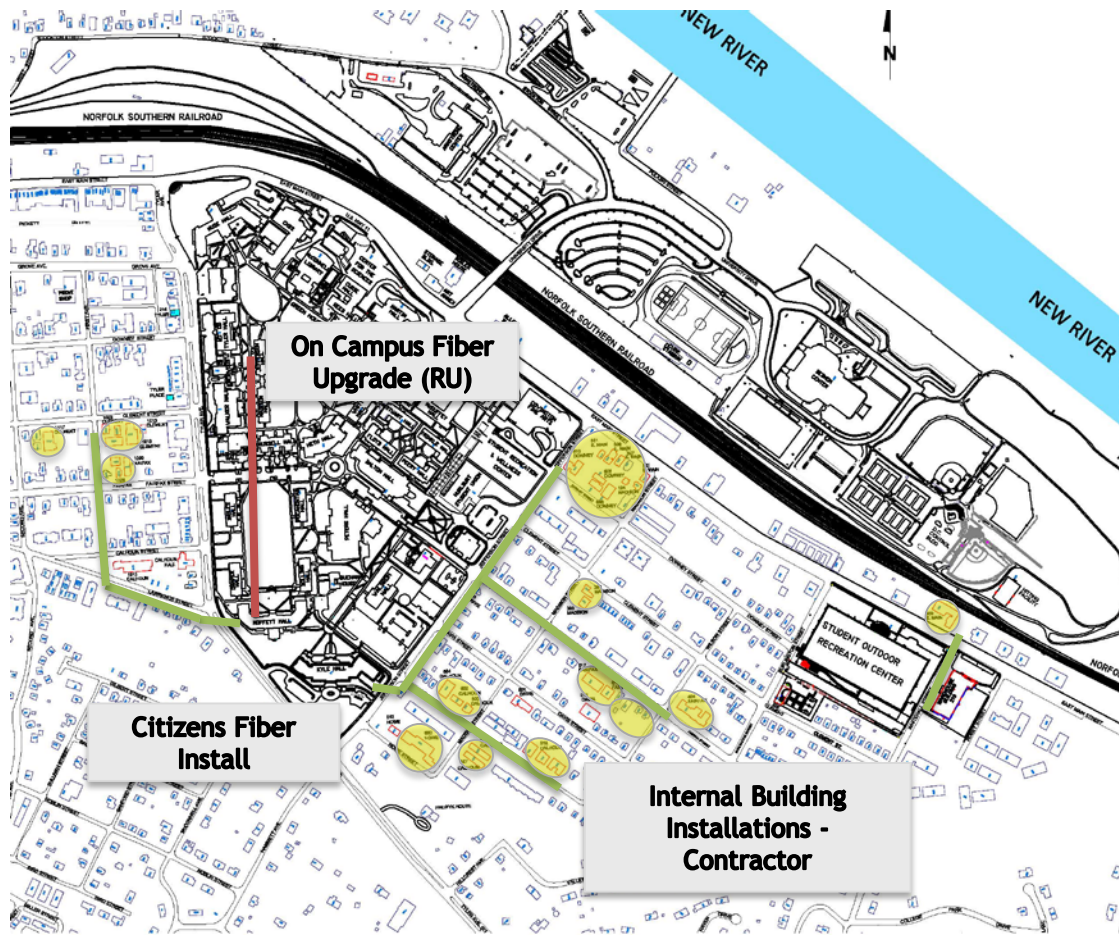
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- Radford University Carilion
- IMPACT Program Support and Enhancements
- Reed-Curie Halls Renovation Infrastructure Planning
- Cable TV Contract Update
- Annual IT Security Awareness Training
- DoIT Strategic Plan Update

# Off-Campus Apartments - Networking

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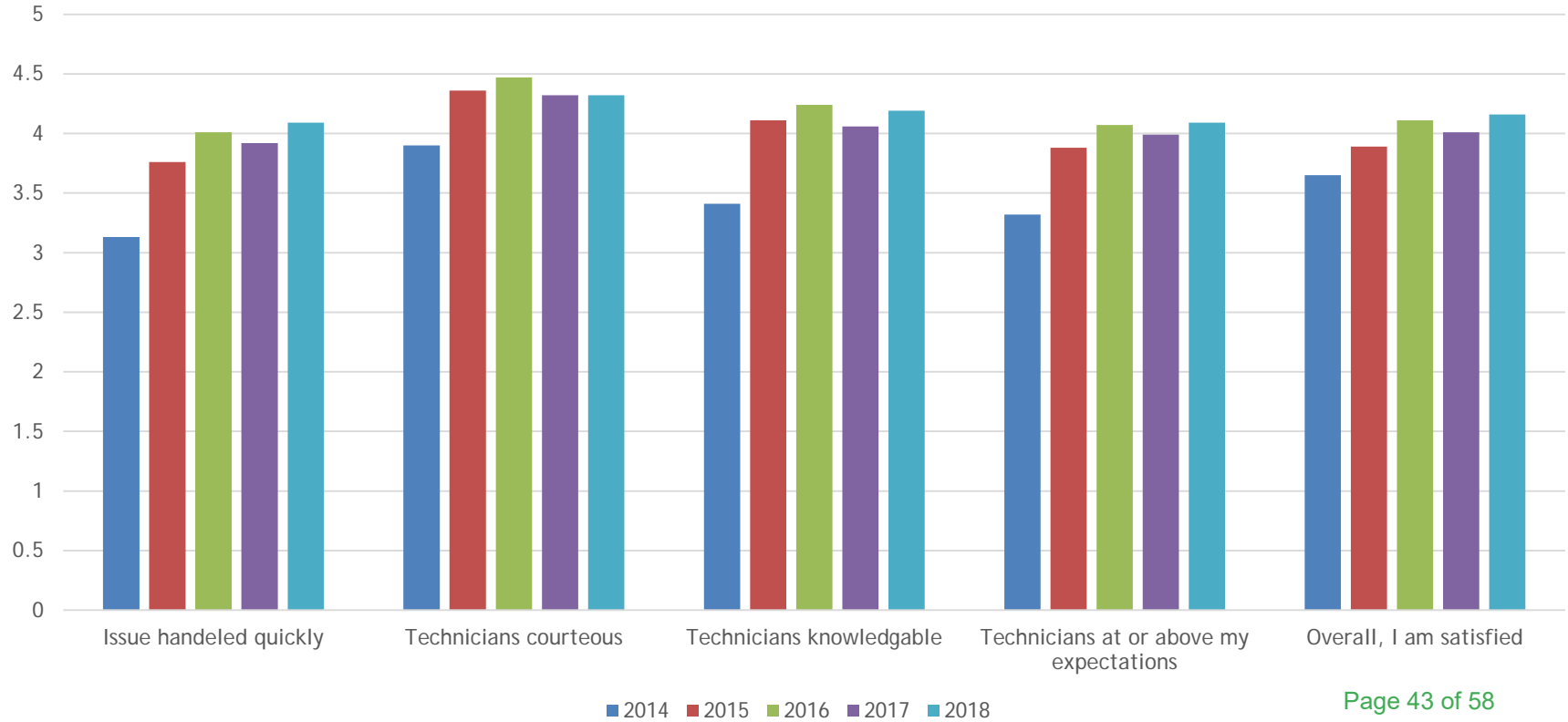


# Customer Satisfaction Survey

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- DoIT has been conducting this survey since 2014.
- The purpose is to identify areas to address and improve.
- It was sent to all faculty and staff.
- Areas of focus:
  - Telephone Support, Classroom Support, Field Technicians, and Walk-In Support
- To date, there have been 230 responses.

## Overall TAC Experience



# Discussion

# Division of Information Technology (DoIT)

## Highlights of Major Accomplishments

January 10, 2019 – April 9, 2019

### JCHS/RU Merger

- DoIT staff continue to plan and implement changes in support of the merger with Jefferson College of Health Sciences.
- All new and current JCHS students who have completed a FERPA release for RU have been loaded into the Banner Production environment.
- The account creation configuration for JCHS students is completed and in use for those receiving Financial Aid packages.
- The Academic History data mapping from PowerCampus to Banner is complete and development of the PowerCampus extracts are underway.
- Orders have been placed for network connections and infrastructure.

### IMPACT Support and Enhancements

- Phase one of the IT tasks for the IMPACT program are complete for application processing. Process workflows are being monitored and enhanced as necessary.
- A new Tableau server has been setup for the IMPACT program to provide enhanced reporting capabilities. Work is currently underway to build the Oracle database tables that will be used for creating a warehouse of Banner, Radius and D2L data for reporting.
- The ServiceNow IT Management system has been configured and setup to allow IMPACT Learners to submit support requests. Tickets submitted through ServiceNow will be tracked through the system and will ensure that the Learner, as well as the IMPACT staff, stays informed to move issues quickly toward resolution.

### Reed Curie Renovation Infrastructure Planning

- DoIT is working closely with Capital Outlay and Construction to provide information, feedback and updates to the contractor as work continues on the Reed Curie renovation.
- DoIT staff are completing designs and gathering quotes for network infrastructure, AV equipment and other technology hardware for the building.

### University Off-Campus Apartments - Network Connectivity

- DoIT worked closely with Procurement and Facilities Management to secure a contractor for installation of fiber to the university apartments. This will connect these buildings to the campus network providing gigabit network connectivity. Installation will begin in mid-May with planned completion prior to the August 2019.
- DoIT staff are currently planning for the cabling, equipment and other infrastructure necessary for the installation of WiFi throughout these apartments over the summer of 2019.

### Capital Campaign Web Site Kickoff

- University Advancement, University Relations and DoIT kicked off a collaborative effort with a design vendor to build and roll out a new web site for the upcoming Capital Campaign. The project was initiated recently with enthusiastic and committed involvement from everyone on the team.

### Identity Management Services

- Completed the quarterly eVA user security access review with no errors.
- Completed the solution construction phase for the Fischer Identity Management system implementation.

## VPN Upgraded and Transitioned to Two Factor Authentication

- The campus VPN service was upgraded in March to new hardware. This system was also transitioned to DUO 2 Factor Authentication as part of the project to enhance the security of access to sensitive systems from off campus.
- The Duo implementation project has transitioned into its final stage securing the VPN, friends and club accounts.

## Service Catalog Update

- Work continues on the project to update, enhance and improve access to the DoIT Service Catalog.
- The new Service Catalog will be housed in ServiceNow and is slated to be available from ITOneStop and the DoIT website this spring.

## Project Management Support

- New features and customizations were added to Zoho to enhance the flexibility and better serve the needs of project managers.
- Zoho training sessions and support continued as new users were granted access to the tool.
- Updated weekly reporting was introduced for monitoring the overall current project status in DoIT.
- New weekly reports were introduced for tracking project tasks and milestones for the JCHS/RU merger.

## Annual Security Awareness Training

- DoIT offered annual security awareness training to all faculty, staff, wage, part-time, and adjunct employees; this training was offered between June 2018 and April 2019.
- Topics covered in the training include email security, safe Internet browsing, choosing strong passwords and safely storing sensitive information.
- Out of 1,789 employees and relevant student workers, 1,675 completed their training this cycle at a 94% completion rate.

## Splunk Training Event

- The DoIT hosted visitors from area schools and businesses, as well as Radford University students, for a day of training on Splunk. Splunk correlates real-time data in a searchable repository from which it can generate graphs, reports, alerts, dashboards, and visualizations. DoIT has utilized Splunk for years to troubleshoot server and network issues and recently invested in its security features to detect compromised accounts and malicious activity. During the day of training, participants became familiar with Splunk search syntax and competed against each other in the afternoon. The participants worked to find the answers to questions hidden within the millions of events in Splunk. It was a great opportunity for DoIT staff to collaborate with area schools and businesses.

## Docker Workshop

- DoIT, along with faculty and students from the Information Technology academic department, participated in a workshop on using Docker to quickly deploy services securely in disposable containers. Containerization improves the cyclical flow from development to operational support, improves security by only running necessary applications in a container and improves availability by being able to quickly deploy more containers to meet demand.

## Classroom and Audio Video Upgrades

- Upgraded the firmware and system programming to enhance functionality and reliability in Kyle Hall 320, 340 and 204.
- Completed room upgrades in Walker 279 including new displays and Zoom web conferencing equipment.
- Updated the campus digital signage system to the latest software release including firmware upgrades to the SDA digital signage players.
- Upgraded over a dozen classrooms with new low-profile keyboards and wireless presenters.

## **Enterprise Systems Updates**

- Started the data mapping for the Ellucian Ethos Analytics system.
- Completed the PeopleAdmin Hiring Proposal interface to Banner.
- Completed the process changes and configuration updates for the change to a new bank.

## **System Administration Updates**

- A new Exchange 2016 server was deployed for the Hybrid Office 365 configuration and the old Exchange 2010 server decommissioned.
- A new server was configured for the building automation system and assistance was provided during system migration.

## **Computer Replacement Cycle**

- DoIT staff are currently planning for the annual computer replacement cycle. Computers have been ordered and updates to the Windows and Apple system images are underway.

## **Technology Support Services Statistics**

- Processed 3,723 support requests between January 10 and April 9.
- 19 technology-training workshops were offered providing faculty and staff with opportunities to enhance their technology skills. There were 193 participants.
- 2,177 web enabled video meetings were conducted between January 10 and April 9.

## **Printing Services**

- Largest Job: Admissions 3-piece, 2-way matched HIPS LLC oversize mailing for 10,000 names.
- 125,000 pieces across the Division of Enrollment Management (including VPEM, Admissions, Financial Aid).
- 63,000 Cards of various types.

## **New Cable TV Contract**

- Four proposal were received following the RFP process.
- Negotiations are underway with two vendors.
- Will provide both RF and streaming services.

## **DoIT Strategic Plan**

- Annual review and update has been completed.
- Updated to more closely align with the RU 2018-2023 Strategic Plan.
- Can be found on the DoIT website.

# Intercollegiate Athletics

RADFORD  
UNIVERSITY



# Agenda

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

# Student-Athlete Development

- Over 200 Student-Athletes Participants
- Mock Interviews
- Speaker Series
- Alumni and Vendor Relations
- LinkedIn Profile



# Competitive Excellence

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## BIG SOUTH SASSER CUP STANDINGS

1.	Radford	9.03
2.	High Point	9.00
3.	Campbell	8.74
4.	Charleston Southern	7.97
5.	Hampton	5.72
6.	Gardner Webb	5.61
7.	USC Upstate	5.53
8.	Presbyterian College	5.38
9.	UNC Asheville	5.28
10.	Winthrop	4.97
11.	Longwood	3.88



\*AS OF MARCH 18, 2019

# Competitive Excellence

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## Final Standings:

Men's Basketball (Overall 22-11; 12-4 in Conference)

- Tied for Regular Season Champions
- Big South Tournament Runner-up
- Non-conference wins over Texas and Notre Dame

Women's Basketball (Overall 26-7; 17-1 in Conference)

- Regular Season Champions
- Big South Tournament Champions
- NCAA Appearance (vs. #4 Maryland)
- 40-2 home record over the past three years
- Non-conference wins over Virginia

Women's Tennis (Overall 14-9; 5-4 in Conference)

- Big South Tournament Runner-up

Men's Tennis (Overall 17-7; 5-3 in Conference)

- Big South Tournament Champions
- 1<sup>st</sup> year head coach - Rob Bareford

# Competitive Excellence

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## 2018-19 Competitive Excellence

Women's Soccer - Regular Season and Tournament Champions (NCAA Appearance)

Volleyball - Big South Tournament Runner-up

Men's Basketball - Regular Season Champions and Big South Tournament Runner-up

Women's Basketball - Regular Season and Tournament Champions (NCAA Appearance)

Women's Tennis - Big South Tournament Runner-up

Men's Tennis - Big South Tournament Champions (NCAA Appearance)

# Resource Development

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## Fund Drive Year:

- Total New Pledges & Gifts to Highlander Club \$463,100 (as of 5/7/19)
- Membership in Highlander Club 1,034 members

## Radford Sports Properties Revenue Update:

- Overall Revenue: \$354,900
- Overall Percentage to Budget: 91% (\$387,000)
- Cash Revenue Target: 88% (\$290,000)
- Trade Revenue Target: 104% (\$95,000)

# Resource Development

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## Licensing:

- |                            |                             |
|----------------------------|-----------------------------|
| ▪ Q1 (July 1 – Sept. 30)   | \$33,383.63                 |
| ▪ Q2 (Oct. 1 – Dec. 31)    | \$22,004.83                 |
| ▪ Q3 (Jan. 1 – Mar. 31)    | \$26,485.39                 |
| ▪ Q4 (Apr. 1 – June 30)    | TBD                         |
| ▪ <b>YTD - \$81,837.85</b> | <b>(FY18 - \$78,383.56)</b> |

# Special Events

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## Recent Events:

Highlander Pride Weekend - April 25-27, 2019

RUBY's Celebration – April 29, 2019

## Upcoming Events:

Graduation Cording Ceremony - May 10, 2019

Student-Athlete Welcome Back Dinner - TBD

Meet the Coaches - TBD

R A D F O R D



H I G H L A N D E R S

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# Discussion

# End of Board of Visitors Materials

