

RADFORD UNIVERSITY

Board of Visitors

GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING

4:00 P.M.

May 3, 2018

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
Mr. Gregory A. Burton
Mr. James R. Kibler, Jr.
Mr. Steve A. Robinson
Ms. Lisa Throckmorton

OTHER BOARD MEMBERS PRESENT

Mr. Mark S. Lawrence, Rector
Mr. Randy J. Marcus, Vice Rector
Mr. Robert A. Archer
Dr. Jay A. Brown
Dr. Debra K. McMahan
Ms. Karyn Moran
Dr. Susan Whealler Johnston
Dr. Jake Fox, Faculty Representative (Non-voting Advisory Member)
Ms. Jessica Wollmann, Student Representative (Non-voting Advisory Member)

OTHERS PRESENT

President Brian O. Hemphill
Mr. Richard Alvarez, Vice President for Finance and Administration
Ms. Stephanie Ballein, Senior Associate Athletic Director
Ms. Sharon Barrett, Director of Athletics and Auxiliary Business Services
Mr. Joe Carpenter, Vice President of University Relations and Chief Communications Officer
Ms. Kenna Colley, Interim Provost and Vice President for Academic Affairs
Mr. Scott Davis, Associate Athletic Director for Advancement
Mr. Cory Durand, Associate Athletic Director for External Operations
Ms. Stephanie Jennelle, Associate Vice President for Finance and University Controller
Dr. Angela Joyner, Executive Director of Career Services
Dr. Eric Lovik, Director of Institutional Research
Ms. Margaret McManus, University Auditor
Mr. Ed Oakes, Associate Vice President for Information Technology
Mr. Chad Reed, Associate Vice President for Budget and Financial Planning
Ms. Ashley Schumaker, Chief of Staff, Office of the President
Ms. Laura Turk, Executive Director of Alumni Relations
Mr. Allen Wilson, Senior Assistant Attorney General, Commonwealth of Virginia

Radford University Faculty and staff

CALL TO ORDER

Dr. Rachel D. Fowlkes, Chair, called the meeting to order at 3:45 p.m. in the Mary Ann Jennings Hovis Memorial Board Room on Third Floor, Martin Hall at Radford University, Radford, Virginia.

APPROVAL OF AGENDA

Dr. Fowlkes, Chair, asked for a motion to approve the May 3, 2018 agenda, as published. Ms. Georgia Anne Snyder-Falkinham so moved, Mr. James Kibler seconded the motion and the agenda was unanimously approved, as published.

APPROVAL OF MINUTES

Dr. Fowlkes asked for a motion to approve the minutes of the February 15, 2018 meeting of the Governance, Administration and Athletics Committee, as published. Ms. Snyder-Falkinham so moved, Mr. Gregory Burton seconded the motion and the minutes were unanimously approved, as published.

INFORMATION TECHNOLOGY REPORT

Mr. Danny M. Kemp, Vice President for Information Technology and Chief Information Officer, presented the EDUCAUSE top 10 IT issues, beginning with a short video identifying the issues of: Information Security, Student Success, Institution-wide IT Strategy, Data-enabled Institutional Culture, Student-centered Institution, Higher Education Affordability, IT Staffing and Organizational Models, Digital Integrations, Data Management and Governance and Change Leadership. With each issue, current Radford University strategies for prevention and/or solutions were provided. Mr. Kemp noted that a full list of the current strategies, along with highlights of the division's accomplishments from January 15, 2018 through April 4, 2018, is included in the Board materials. A copy of the report is attached hereto as *Attachment A* and is made a part hereof.

INTERCOLLEGIATE ATHLETICS REPORT

Mr. Lineburg recognized Jessica Wollmann, a student-athlete and Student Representative to the Board of Visitors; Stephanie Ballein, Senior Associate Athletics Director; Sharon Barrett, Associate Athletics Director for Business and Finance; and Scott Davis who joined Radford in March as the new Associate Athletic Director for Advancement.

Mr. Lineburg presented highlights from the Women's Outdoor Track and Field, Men's and Women's Tennis, Baseball, Softball and Men's and Women's Golf. He also reviewed the impact of hosting the Big South Tournament Championship. An update was provided on resource development with new pledges and gifts to the Highlander Club totaling over \$1.2 million. The properties revenue surpassed 2016-2017 revenue total (\$268,050) by \$86,000.

Highlander Pride Weekend took place on April 26, 2018 with the Red and White Gala, Highlander Open on April 27, 2018 and ending the weekend on April 28, 2018 with the Highlander Half Marathon with more than 9,000 in attendance. Total money raised for the weekend was \$77,000. All of the money raised goes to the student-athlete scholarship fund. A copy of the report is attached hereto as *Attachment B* and is made a part hereof.

RECOMMENDATION FOR RECTOR AND VICE RECTOR FOR 2018-2019

Dr. Fowlkes stated that nominations have been received for Rector and Vice Rector for 2018-2019 with Mr. Mark Lawrence as Rector and Mr. Robert Archer as Vice Rector. Dr. Fowlkes asked for a motion to forward these nominations to the Board of Visitors. Ms. Lisa Throckmorton so moved, Ms. Snyder-Falkinham seconded the motion and the motion passed unanimously.

OTHER BUSINESS

Following discussion from the February 2018 Board of Visitors meetings, Dr. Fowlkes asked for a motion to move forward with the Committee name changes. The Academic Affairs Committee would be changed to the Academic Excellence and Research Committee and the Student Affairs Committee would be changed to the Student Success Committee. Mr. Steve Robinson so moved, Ms. Lisa Throckmorton seconded the motion and the motion passed unanimously.

Dr. Fowlkes provided a summary of her recent attendance to the National Conference on Trusteeship sponsored by the Association of Governing Boards of Universities and Colleges. She also encouraged other members to attend in the future.

ADJOURNMENT

With no further business to come before the Committee, Dr. Fowlkes requested a motion to adjourn. Ms. Snyder-Falkinham so moved, Ms. Lisa Throckmorton seconded and the motion carried unanimously. The meeting adjourned at 5:02 p.m.

Respectfully submitted,

Sharon Ratcliffe

Executive Assistant to the Vice President for Information Technology

Information Technology

RADFORD
UNIVERSITY

Agenda

- **EDUCAUSE 2018 Top 10 IT Issues** along with current strategies the Division of Information Technology at Radford University is using to address the issues
- **Highlights of Major Accomplishments** from January 15 to April 4, 2018

EDUCAUSE 2018 Top 10 IT Issues

EDUCAUSE is a nonprofit association with the mission to advance higher education through the use of information technology.

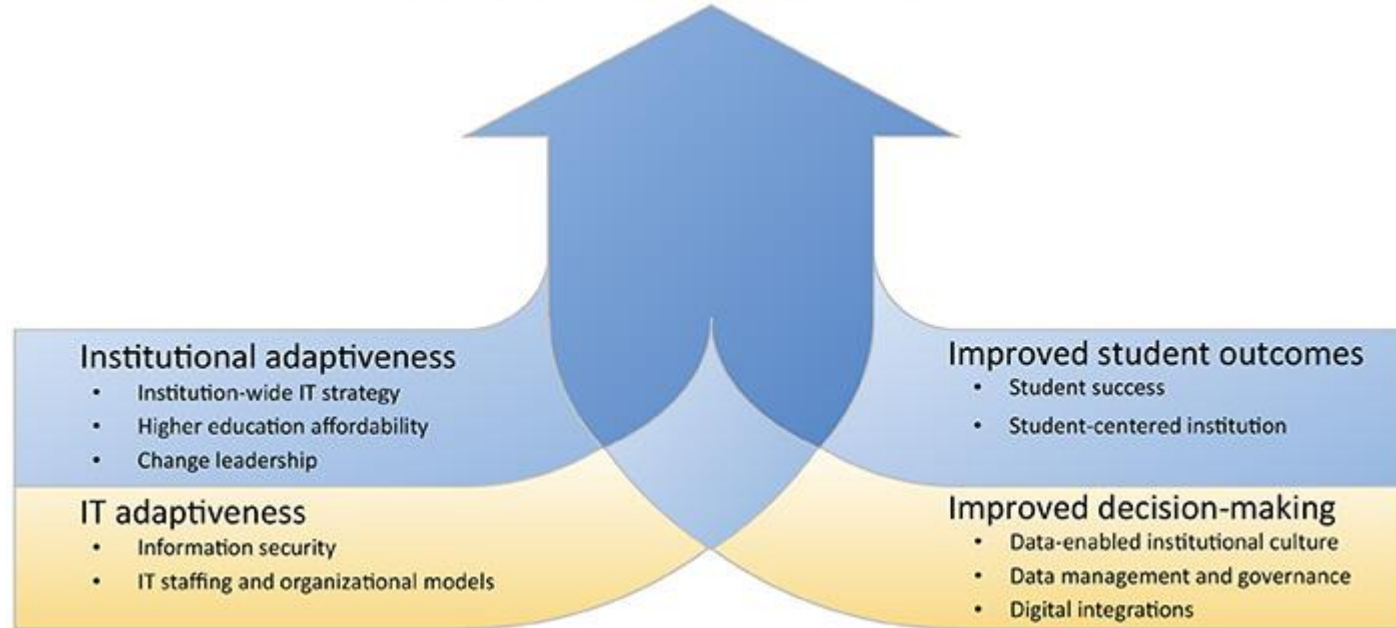
- Membership comprises more than 2,300 colleges, universities and educational organizations
- Over 415 corporations
- More than 99,000 individual participants

EDUCAUSE 2018 Top 10 IT Issues



EDUCAUSE 2018 Top 10 IT Issues

Higher Education, Remade



EDUCAUSE 2018 Top 10 IT Issues

Institutional Adaptiveness



Institution-wide IT Strategy:

Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in achieving institutional missions



Higher Education Affordability:

Balancing and rightsizing IT priorities and budget to support IT-enabled institutional efficiencies and innovations in the context of institutional funding realities



Change Leadership:

Helping institutional constituents (including the IT staff) adapt to the increasing pace of technology change

EDUCAUSE 2018 Top 10 IT Issues

Improved Student Outcomes



Student Success:

Managing the system implementations and integrations that support multiple student success initiatives



Student-centered Institution:

Understanding and advancing technology's role in defining the student experience on campus (from applicants to alumni)

EDUCAUSE 2018 Top 10 IT Issues

Improved Decision-Making



Data-enabled Institutional Culture:

Using BI and analytics to inform the broad conversation and answer big questions



Data Management and Governance:

Implementing effective institutional data governance practices



Digital Integrations:

Ensuring system interoperability, scalability, and extensibility, as well as data integrity, standards, and governance, across multiple applications and platforms

EDUCAUSE 2018 Top 10 IT Issues

IT Adaptiveness



Information Security:

Developing a risk-based security strategy that keeps pace with security threats and challenges



IT Staffing and Organizational Models:

Ensuring adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both IT and non-IT staff

EDUCAUSE 2018 Top 10 IT Issues



1. Information Security



2. Student Success



3. Institution-wide IT strategy



4. Data-enabled Institutional Culture



5. Student-centered Institution



6. Higher Education Affordability



7. IT Staffing and Organizational Models



8. (tie) Digital Integrations



8. (tie) Data Management and Governance



10. Change Leadership

Discussion

Supporting Materials

EDUCAUSE 2018 Top 10 IT Issues

3. Institution-wide IT Strategy: Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in achieving institutional missions

“Our institution-wide IT plan deliberately aligns with the institution’s mission. Since it is structured around three pillars of research, education, and community, everyone can see themselves in the plan. This approach creates a heightened opportunity for stakeholders to engage deeply with the IT organization in understanding how information systems directly impact the institution’s goals.”

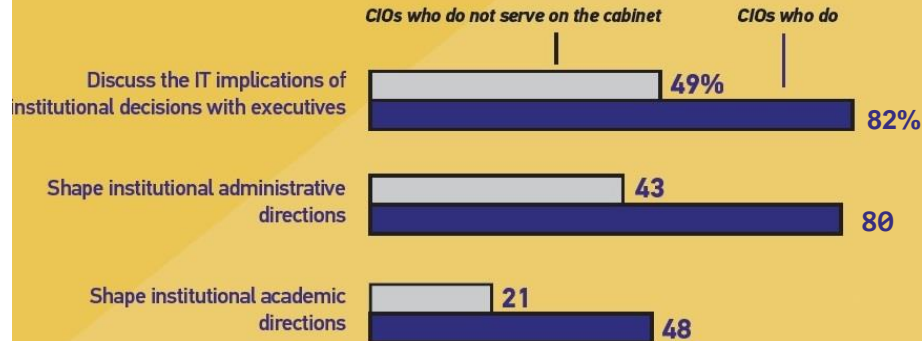
—Mark Roman, Chief Information Officer, Simon Fraser University

EDUCAUSE 2018 Top 10 IT Issues

#3 INSTITUTION-WIDE IT STRATEGY

Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in achieving institutional missions

In a survey of CIOs, ECAR found that 42% of respondents serve as members of the president's or chancellor's cabinet. Those who do are positioned to have a significant impact on institutional strategy.



Current RU Strategies - Institution-wide IT Strategy

- Vice President for Information Technology and CIO reports to the President and is a member of the Executive Cabinet and the Leadership Council.
- IT leadership is positioned to help shape academic and administrative directions.

EDUCAUSE 2018 Top 10 IT Issues

6. Higher Education Affordability: Balancing and rightsizing IT priorities and budget to support IT-enabled institutional efficiencies and innovations in the context of institutional funding realities

“People can see an institution’s physical deferred maintenance and understand the importance. Most people can’t see the digital infrastructure deferred maintenance challenge that is equal. If we don’t successfully address the institutional digital infrastructure, it can have a significant impact on our educational mission as well as have reputational damage.”

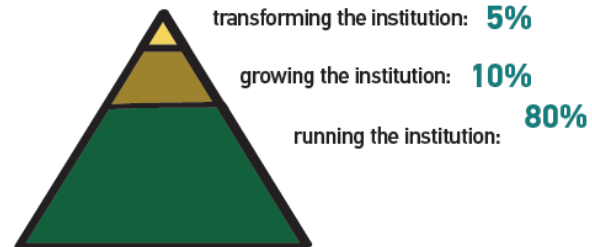
—Justin Sipher, Vice President, Libraries and Information Technology, St. Lawrence University

EDUCAUSE 2018 Top 10 IT Issues

#6 HIGHER EDUCATION AFFORDABILITY

Balancing and rightsizing IT priorities and budget to support IT-enabled institutional efficiencies and innovations in the context of institutional funding realities

Among U.S. institutions reporting to the EDUCAUSE Core Data Service, the median percentage of total central IT spending on...



Current RU Strategies - Higher Education Affordability

- Maintaining the emphasis on investing in IT rather than IT spending
- Maintaining centralized IT to allow for sharing of services
- Partnering with other Universities
- Focusing on student enrollment, student success, fund raising, and efficiencies
- Other cost reduction strategies
 - Reviewing maintenance agreements and software licenses
 - Reviewing lab utilization data
 - Hiring temporary contractors rather than full-time staff for special projects
 - Leveraging capabilities in existing applications to enhance efficiencies
 - Moving more applications and systems to the cloud when appropriate
 - Realigning resources when needed to meet demands

EDUCAUSE 2018 Top 10 IT Issues

10. *Change Leadership*: Helping institutional constituents (including the IT staff) adapt to the increasing pace of technology change

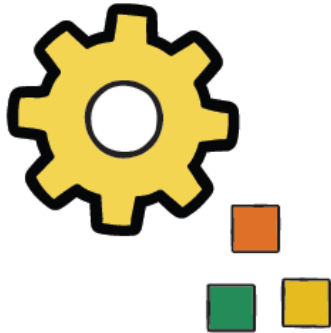
“The only thing constant is change. The pace of change is increasing and we have to ready the institution and our staff for that.”

—Raechelle Clemmons, Chief Information Officer, Davidson College

EDUCAUSE 2018 Top 10 IT Issues

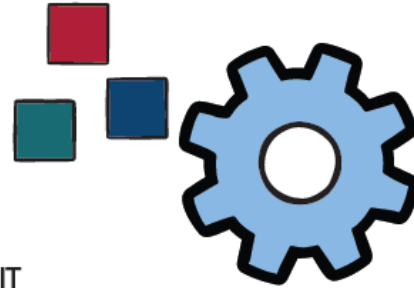
#10 CHANGE LEADERSHIP

Helping institutional constituents
(including the IT staff) adapt to the
increasing pace of technology
change



28%

Percentage of higher education IT
employees who claim that gaps in their
skills in managing services, processes,
change, projects, and the like present at least
moderate obstacles to their effectiveness
(according to ECAR IT workforce research.)



Current RU Strategies - Change Leadership

- Consulting with faculty and academic leadership to understand and support innovations and changes in higher education
- Attend conferences, training workshops and webinars to learn about new technologies
- Providing tools for enhanced on-line collaboration (e.g., Office 365 Groups, Zoom video)
- Providing faculty and staff support with training opportunities and one-on-one consulting
- Utilizing the monthly DoIT newsletter to communicate changes in IT
- Benefiting from feedback on implementing new technology from the Information Technology Advisory Committee

EDUCAUSE 2018 Top 10 IT Issues

2. *Student Success*: Managing the system implementations and integrations that support multiple student success initiatives

“It has only been a few short years since advising and analytics platforms were initially launched. Since then, however, these technologies and the knowledge base have evolved tremendously. Accordingly, institutions that are just now getting started can expedite implementation, accelerate outcomes, and thus add value faster.”

—Richard Sluder, Vice Provost for Student Success and Dean of University College,
Middle Tennessee State University

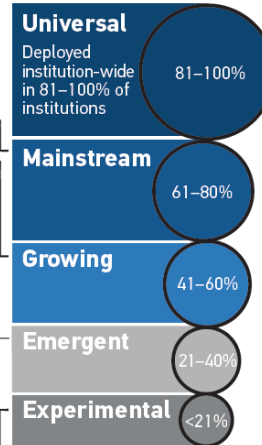
EDUCAUSE 2018 Top 10 IT Issues

#2 STUDENT SUCCESS

Managing the system implementations and integrations that support multiple student success initiatives

The digital capabilities deployment of student success technologies among U.S. institutions in 2016:

- Degree audit
- Credit transfer/articulation system
- Course/program recommendation system
- Advising center management
- Education plan creation/tracking system
- Academic early alert system
- Advising case management system for student interaction tracking
- Student extracurricular activities management system
- Student co-curricular activities management system
- Student success data warehouse/operational data store
- Student self-service referral to social/community resources
- Student success analytics dashboards



Current RU Strategies - Student Success

- Implementing data collection and analysis tools to predict student success or risk, with the goal of alerting those who can intervene, and assess the effectiveness of those interventions
- Maintaining systems that support advising and other student services (Starfish)
- Providing tools that support teaching and learning (D2L)
- Enhancing D2L with additional features such as analytics
- Supporting degree audit and transfer articulation systems
- Piloting online proctoring tools for online exams

EDUCAUSE 2018 Top 10 IT Issues

5. *Student-centered Institution*: Understanding and advancing technology's role in defining the student experience on campus (from applicants to alumni)

“Remember why we are here: we are here for the students. IT student success initiatives should be directly tied to the student experiences.”

—Vanessa Hammler Kenon, Assistant Vice Provost, Information Technology,
University of Texas at San Antonio

EDUCAUSE 2018 Top 10 IT Issues

#5 STUDENT-CENTERED INSTITUTION

Understanding and advancing technology's role in defining the student experience on campus (from applicants to alumni)

25%

of U.S. institutions
have a system to
track co-curricular
activities



27%

of U.S. institutions
have a system to
track/manage
extracurricular
activities

Current RU Strategies - Student-centered Institution

- Provides state-of-the-art learning spaces
- Provides student-friendly mobile app and MyRU portal
- Implemented a non-emergency texting system (Mongoose)
- Implemented a system for the Center for Career and Talent Development (Handshake)
- Implemented an online transcript system for the Office of the Registrar (Parchment)
- Providing a virtual lab
- Implemented a system for Student Affairs to manage extracurricular activities (OrgSync)
- Provides MS Office 365 collaboration suite of tools
- Implemented the new ePortfolio system along with the CITL (Portfolium)
- Enhanced Wi-Fi in residence halls
- Provides enhanced technical support during move-in
- Partner with academic departments to offer internships

EDUCAUSE 2018 Top 10 IT Issues

4. *Data-enabled Institutional Culture*: Using BI and analytics to inform the broad conversation and answer big questions

“Our institutional president adopted a concept of data democratization. This is changing the culture of discussions between faculty and staff before decisions are made. She really set the tone for transparency, lowered the walls of silos, and supported organizational learning.”

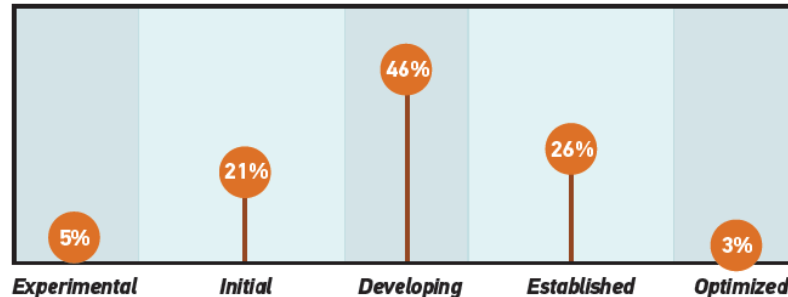
—Ahmed El-Haggan, Vice President for Information Technology and CIO, Coppin State University

EDUCAUSE 2018 Top 10 IT Issues

#4 DATA-ENABLED INSTITUTIONAL CULTURE

Using BI and analytics to inform the broad conversation and answer big questions

The EDUCAUSE Maturity Index for analytics shows that most institutions are developing a decision-making culture.



Current RU Strategies - Data-enabled Institutional Culture

- Viewing data as a strategic enterprise asset to be leveraged to benefit institutional strategic objectives
- Developing effective methods for improved enterprise reporting and analytics to ensure they are relevant to institutional priorities and decision making
- Working to empower users with the ability to produce reports using Cognos Analytics
- Partnering with faculty and Institutional Research to enhance our predictive analytics model for student retention
- Establishment of the Enrollment Data Council

EDUCAUSE 2018 Top 10 IT Issues

8. (tie) Data Management and Governance: Implementing effective institutional data governance practices

“It’s important to realize that you are also changing culture. This isn’t just about filling out forms or defining terms. There is a significant cultural aspect about who owns which data elements and looking at data as an institution-wide asset.”

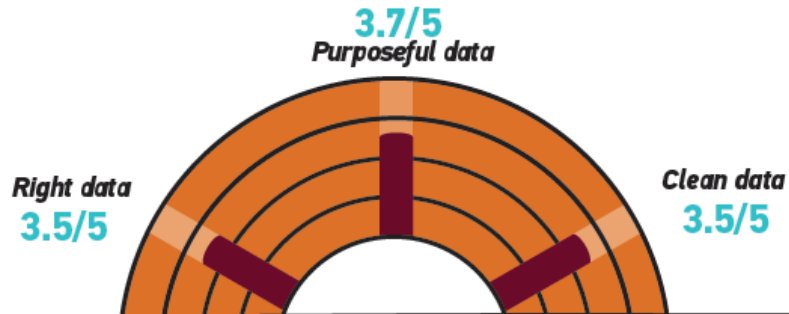
—David Weil, Associate Vice President and Chief Information Officer, Information Technology, Ithaca College

EDUCAUSE 2018 Top 10 IT Issues

#8 (TIE) DATA MANAGEMENT AND GOVERNANCE

Implementing effective institutional data governance practices

The maturity levels of analytics data efficacy at the median U.S. institution are still developing.



Current RU Strategies - Data Management and Governance

- Viewing data as a strategic enterprise asset
- Managing data through data governance and data administration
 - Established a Systems Operations Committee (SOC)
 - Formed a Data Standards Subcommittee
 - Identified Data Owners for all sensitive systems
- Improving the integrity of data with systems integration
- Protecting data through the use of Information Security best practices

EDUCAUSE 2018 Top 10 IT Issues

8. (tie) Digital Integrations: Ensuring system interoperability, scalability, and extensibility, as well as data integrity, standards, and governance, across multiple applications and platforms

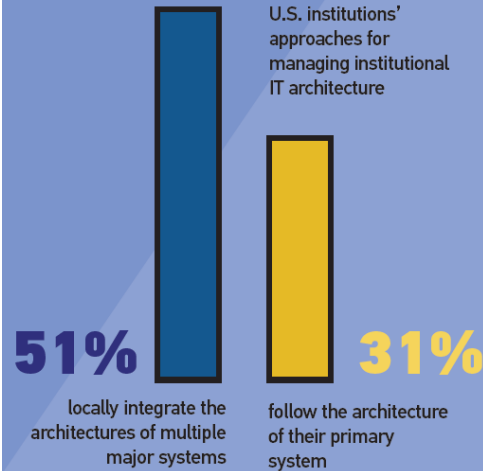
“Data is the context engine of AI. Having a single source of truth with regard to data is critical.”

—Steve diFilipo, Chief Information Officer, Institute for Transformational Learning,
University of Texas System

EDUCAUSE 2018 Top 10 IT Issues

#8 (TIE) DIGITAL INTEGRATIONS

Ensuring system interoperability, scalability, and extensibility, as well as data integrity, standards, and governance, across multiple applications and platforms



Current RU Strategies - Digital Integrations

- Currently developing scripts to move data from one system to another for processing and reporting
- Implementing an integration platform (N2N) that will streamline the development of these integrations
- Implemented Shibboleth single-sign-on
- Implementing a new Identity and Access Management System

EDUCAUSE 2018 Top 10 IT Issues

1. Information Security: Developing a risk-based security strategy that keeps pace with security threats and challenges

“This is a swimming pool with no shallow end. Security professionals excel at identifying and offering mitigations for information security risks. But the sheer volume of mitigation tasks leaves smaller institutions overwhelmed: Having already consumed significant resources just to identify risks, small schools struggle to find a sustainable pathway forward.”

—Joshua Singletary, Chief Technology Officer, Albany College of Pharmacy and Health Sciences

EDUCAUSE 2018 Top 10 IT Issues

The top IT issue for 2018 is **#1 INFORMATION SECURITY**

Developing a risk-based security strategy that keeps pace with security threats and challenges

69%

of all U.S. institutions that have conducted a risk assessment did so for planning and prioritizing institutional information security work.

Current RU Strategies - Information Security

- Requiring annual Information Security Awareness training
- Performing routine risk assessments
- Reviewing and revising Information Security Policies and Standards
- Implementing new network security tools
- Monitoring network traffic, logging and scanning for vulnerabilities
- Requiring data encryption
- Providing anti-virus/anti-spam software
- Ensuring compliance of third-party vendors
- Implementing two-factor authentication

EDUCAUSE 2018 Top 10 IT Issues

7. IT Staffing and Organizational Models: Ensuring adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both IT and non-IT staff

“I think we do a lot of good things in silence. I’d like to see IT leaders talking more about their methods, sharing what it working for them and making sure that their colleagues understand the work efforts that go into IT staff retention and employee satisfaction.”

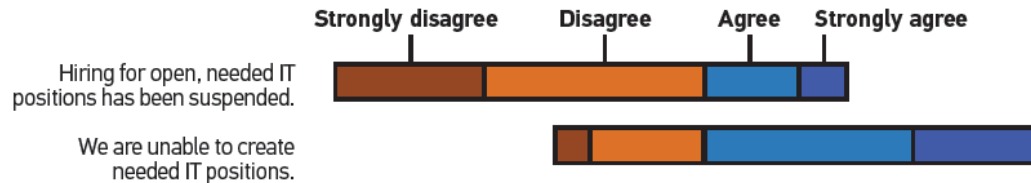
—Sharon E. Blanton, Vice President and CIO, The College of New Jersey

EDUCAUSE 2018 Top 10 IT Issues

#7 IT STAFFING AND ORGANIZATIONAL MODELS

Ensuring adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both IT and non-IT staff

ECAR workforce research found that there is demand for IT professionals in higher education, but there are obstacles to creating new IT positions.



Current RU Strategies - IT Staffing and Organizational Models

- 4.5% of RU IT staff pursued employment elsewhere in 2016
 - 4.5% of RU IT staff pursued employment elsewhere in 2017
-

- IT workforce is changing - fewer programmers and developers and more vendor and service managers, business analysts, architects, integrators and data scientists
- Working with Human Resources to strengthen applicant pools and address salary inequities
- Allowing staff in appropriate positions to telework
- Providing opportunities for staff to work on challenging projects
- Investing in IT staff education and professional development to stay current
- Cross training and “blending” of responsibilities within teams
- Creating an organizational culture and staff development strategies flexible enough to support innovation and accommodate change
- Utilizing modern application development tools to increase efficiency
- Dedicating staff resources to integrations
- Realigning resources when needed to meet demands

End of Supporting Materials

Division of Information Technology (DoIT)

Highlights of Major Accomplishments

January 15, 2018 – April 4, 2018

Information Security Officer Certification

- The ISO completed the GIAC Security Essentials Certification (GSEC), joining only 22,092 other security professionals around the world with this certification. The GSEC provides the learner with a base of knowledge in all areas of information security to quickly familiarize oneself with the landscape of threats and vectors used for system compromise and data theft.

End User Training/SANS Security Awareness

- The migration to a more robust end user security awareness training solution offered by SANS Security Awareness has been completed. This replaces the old MOAT training system. Since February, 1,009 employees and contractors have been enrolled in the system. Feedback has been overwhelmingly positive at the content and length of the training. The remaining campus employees and student workers will be enrolled in the coming months.

Security Logging

- In the process of re-architecting our security logging system to one that is more stable and usable for the Division. This includes defining threat-hunting procedures to provide value to the information that is logged as well as creating internal incident response procedures and plans to act upon the data gathered.

Disaster Recovery

- Selected DoIT staff participated in the Incident Command System (ICS) course provided by Emergency Preparedness. In the course, an Incident Management Team was defined to respond to emergencies and outages. Another tabletop disaster recovery exercise is planned for the end of April and a functional exercise is being planned for the summer in order to incorporate regular incident response activities.

Adapting to New Legislation

- Met with internal audit and our general counsel to better understand the European Union's General Data Protection Regulation (GDPR) as it goes into effect in May 2018. Staying ahead of this requirement will ensure we have no issues with study abroad or international students from the European Union.

Cyber Defense Club

- The ISO attended the Cyber Fusion competition, hosted by the Virginia Cyber Range, at VMI and coached Radford University's Cyber Defense club. Both the competing team and observing team placed 3rd in the commonwealth against other schools.

Undergraduate Admissions Common App

- Training was completed in March by Enterprise Systems in conjunction with Undergraduate Admissions to begin implementation of the Common Application.
- Planning is underway for a new interface between the Common App and the Banner ERP.

Banner 9

- The testing environment for Banner 9 Administrative pages is completed.
- The Banner 9 Functional and Technical Project teams are established and meeting weekly.
- End user testing is underway with a planned go-live date of September 2018.

Finance Cardinal/Cipps Project

- Feedback has been received from the Cardinal Payroll Change Network for RU's mock conversions from Banner and changes are being made to processing to prepare for the next mock conversion in August 2018.
- Interface test files have been submitted by RU and are under review by the Cardinal Payroll Change Network interface team.
- The implementation date for Cardinal Payroll is March 2019.

Finance eStore Implementation

- The Nelnet eStore application was implemented successfully and is currently being used by Conference Services.
- This spring Academic Affairs will begin utilizing eStore for professional development event registrations.

Human Resources PeopleAdmin Upgrade to Select Suite

- Processes are in the final testing phase to completely automate the Select Suite to Banner interface.

Scheduling Office Support

- The interface between AdAstra and the Event Management System was completed in February.
- Scheduling of all available space was transferred to the Scheduling Office as planned after spring census.

Starfish

- The Starfish Data Exporter tool is being purchased to support an interface between the Banner ERP and Starfish. Development is currently being planned for the automation of this interface.
- Enhanced reporting options for student success and retention analysis should be available this summer.
- Testing is being completed for graduate students to be added to the system.

RU Involved

- The OrgSync platform utilized by the Division of Student Affairs has been purchased by Campus Labs and will be replaced with a new tool called Engage.
- Development is underway for a new interface to automate the flow of data between Engage and the Banner ERP.
- The migration is expected to be completed this summer.

Ellucian Analytics

- Ellucian Analytics has been purchased and will be implemented for use in FY19. Technical resources have been assigned and the implementation is expected to be completed July 1.

Online Payroll Deduction

- A Self Service Banner page is being finalized that will provide an online process for RU employees to make donations to the University through payroll deduction.

Mongoose Non-emergency Texting Implementation

- The Mongoose Texting Solution for Higher Education was implemented for use by various administrative offices as another way to communicate with current students. The Registrar's office, Financial Aid and Residential Life have participated in training, which has enabled them to begin communicating with students with text messages. Email and social media campaigns were held to encourage students to opt-in to this system to receive important messages. The offices using the system are already experiencing higher levels of engagement with students through these targeted text messages.

ITOneStop Undergoes Dramatic User Interface Upgrade

- The ITOneStop site, which houses the DoIT Knowledge Base and Help Desk functionality, has been transformed into a more modern, intuitive service portal. ServiceNow, the IT service management system, provides the platform allowing DoIT to provide access to services and information with an easy to use interface. This new portal will allow DoIT to add services, information and online forms more easily and quickly.

Campus Electronic Learning Spaces

- Updated nine electronic classrooms with laser projectors.

Radio Station WVRU Biannual FCC Filing

- The required Biannual FCC broadcast station filing was submitted by the March 1, 2018 deadline.
- In addition, the official WVRU “Public File” has been transferred to a FCC website that will now provide consumers direct access for comments. This move had a March 1 deadline, which was also met.

Reed-Curie Renovation

- AV planning continues.

Library Support

- Work continues on both LARC and CITL moves to the library.
- Library TV channel 9 control center moved to the Library 5th floor.

Technology Support for the IMPACT Program

- DoIT continues to assist the IMPACT competency based education program with a variety of technology needs.
- DoIT worked closely with the IMPACT team members to assist with the installation, configuration and integration of Desire 2 Learn and Kaltura as the learning management system for the IMPACT program. This new system went live for new IMPACT students in March.
- Work is also underway to update the admissions application IMPACT learners use to apply to the program and automate the integration of this information with Banner.
- With IMPACT now being operational in the RU Corporate Park, AV facilities were implemented in some locations to support instruction and office communications.
- Printing Services supported IMPACT with programs, multiple framed photos, installed graphics for the lab dedication, as well as brochures and large presentation posters for ASSET.

Online Proctoring Pilot

- A pilot program was established for the spring semester using Respondus Monitor as an online proctoring tool. Online proctoring uses a webcam and microphone to record the actions of a student while they are taking an online exam. Eleven faculty with fourteen active courses are currently making use of the pilot system.

Identity Management System Replacement Underway

- In late January, a contract was signed with Fischer Identity to replace the Aegis Trident identity management system. The identity management system is used to provision and de-provision access to university IT resources. An engineer from Fischer was on-site during March to collect information for the design and configuration of this system with implementation expected in early summer.

DUO 2 Factor Authentication

- Implementation of 2 Factor Authentication using DUO for web-based services has moved to the next phase with faculty and staff now eligible for optional enrollment. Informational sessions for campus departments are now being coordinated to provide an overview and encourage people to begin using the system.

Technology for Nursing Clinical Simulation Center

- Final design and implementation work is underway to support the move of the Nursing Clinical Simulation Center from the RU Corporate Park to Cook Hall. Network wiring will take place in late April with installation of a new monitoring and recording system scheduled for early summer.

Office 365 Groups Available to Campus Departments

- Office 365 Groups provide a cloud based collaborative workspace for users to share notebooks, files, calendars and other materials. In March, DoIT began allowing campus departments and groups to request an Office 365 Group space. Training sessions and group consultations also began in March.

Apple Device Management Tool

- In an effort to simplify maintenance and enhance support of Apple computers and iPads, a new Apple device management tool from Jamf has been acquired. This tool will assist with the configuration, patching and software installation on university owned Apple devices. Installation and configuration of this system is planned for April. The system will be used to assist with the rollout of new Apple computers over the summer.

Zoom Web Conferencing Presentation for ACCS Conference

- Technology Support Services provided a presentation on Zoom Rooms at the ACCS Conference (Association of Collegiate Computing Services of Virginia) in March. This presentation provided an overview of our Zoom implementation as well as the use of the Zoom Room functionality. Radford is the earliest adopter of the Zoom Room feature among those in attendance at the conference.

Replacement of Campus Copiers

- The contract for campus copiers expires in July of 2018. A new contract has been established through a competitive RFP process. Planning is currently underway for the replacement of campus copiers during the summer of 2018.

Technology Support Services Statistics

- The IT service management system has been migrated to Jakarta version 2. This was a major upgrade providing additional features for Third Party Vendor Risk Management/Governance.
- Processed 4,327 support requests between January 15 and April 4.
- 20 technology-training workshops were offered to provide faculty and staff with opportunities to enhance their technology skills.
- 272 web enabled video meetings were conducted between January 15 and April 4.

New Envelope Printer in Printing Services

- A new Okidata 5-color printer was received and installed enhancing envelope capabilities and further reducing the dependency on older printing presses. This device provides a new capability of white and full-color output on dark colored media.

Large Print Jobs

- 95,000 Postcards (including 69,000 UV-coated save-the-dates for Alumni Homecoming)
- Supported the Men's Basketball championship efforts with a last-minute order for media guides

Intercollegiate Athletics

RADFORD
UNIVERSITY

Agenda

- Highlander Highlights
- NCAA Tournament
- Resource Development
- Special Events

Intercollegiate Athletics

Highlander Highlights

Women's Outdoor Track and Field

Amelia Reynolds has been named Big South Female Track Athlete of the Week two times

Women's Tennis

Drousile Dzeubou – Big South First Team Singles

Natalie Sayer – Big South All-Academic Team (Three-time)

Men's Tennis

Alexandros Caldwell – Big South All-Academic Team (Two-time)

Baseball

Hunter Williams – Perfect Game Big South Freshman of the Year

Softball

Posted multiple wins over ACC programs for the second consecutive seasons with wins over VT and UVA

Women's Golf

Khushboo Thiagaraj was named to the Big South All-Tournament Team

Kasidy Beckel was named Big South All-Academic for the second season in a row

Men's Golf

Myles Creighton has finished inside the Top 10 in nine consecutive spring tournaments dating back to last season



Intercollegiate Athletics

Men's Basketball Big South Conference and NCAA Tournament

- Impact of hosting the Big South Tournament Championship
- Branding for the Athletic Department and University
- Revenue
 - NCAA Unit (two for 6 years)
 - Merchandise & Royalties
 - Corporate Partners
 - Private Giving



Women's Basketball WNIT

- First Big South team to win a WNIT game since 2013



Intercollegiate Athletics

Resource Development

Goals For 2017-2018 Fund Drive Year:

- Total New Pledges and Gifts to Highlander Club \$1,200,000
- Membership in Radford Athletics Club 1,500 Members

Fund Year To Date:

- Gifts and Pledges \$1,209,556
- Membership in Radford Athletics Club 831 Members

Historical Gifting and Highlander Club Membership:

<u>Year</u>	<u>Gifting</u>	<u>Members</u>
2016-17	\$934,354	1,069
2015-16	\$863,242	451
2014-15	\$520,395	280
2013-14	\$585,958	310

Intercollegiate Athletics

Resource Development

Radford Sports Properties Revenue Update:

- Overall Revenue: \$354,125 (\$257,875 cash, \$96,250 trade)
- Overall Percentage to Budget: 107% (\$330,000)
- Cash Revenue Target: 112% (\$230,000)
- Trade Revenue Target: 96% (\$100,000)

Surpassed 2016-17 revenue total (\$268,050) by \$86,000



Intercollegiate Athletics

Special Events

HIGHLANDER PRIDE WEEKEND

Thursday, April 26

Red & White Gala (Farmhouse; 6-9 p.m.)

Friday, April 27

Highlander Open (River Course; 1 p.m. Shotgun Start)

Saturday, April 28

Highlander Half Marathon (8 a.m.)

Highlander 5K (9:30 a.m.)

Post-race Festival (Bisset Park)



Discussion

End of Board of Visitors Materials

