

# RADFORD UNIVERSITY

Board of Visitors

**GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING**  
**4:00 P.M.**  
**SEPTEMBER 26, 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  
Ms. Krisha Chachra  
Dr. Susan Whealler Johnston  
Mr. Mark S. Lawrence  
Dr. Debra McMahan  
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  
Dr. Kenna 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. 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.

## **APPROVAL OF AGENDA**

Dr. Brown asked for a motion to approve the September 26, 2019 agenda, as published. Ms. Lisa Throckmorton so moved, Dr. Thomas Brewster seconded, and the motion carried unanimously.

## **APPROVAL OF MINUTES**

Dr. Brown asked for a motion to approve the minutes of the May 9, 2019 meeting of the Governance, Administration and Athletics Committee, as published. Ms. Throckmorton so moved, Dr. Brewster 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. With the Radford University Carilion (RUC) transition, the network connectivity increased to 1 GB connection with 10 GB connection to Radford University with a segregated VLAN. The technology cutover involved 320 computers that were re-imaged, 1,514,336 files migrated, and 16 Xerox copier/printers installed. Vice President Kemp reported that Enterprise Systems transitioned thousands of academic, admissions and employee records, along with over 3,000 new accounts and 403 Blackboard course shells created. A single point of contact was created for Level 1 and Level 2 technology support for RUC and Roanoke Higher Education Center. Fischer, the new identity management system, went into production.

Vice President Kemp added that connectivity to the University-operated apartments resulted in 180 WiFi access points being installed, 365 fiber optic cables terminated, and 22 properties networked. Cable TV streaming is now available to students living in University housing with 80 streaming channels, Trick Play and 20 hours of DVR for each student. Vice President Kemp demonstrated the new University events calendar to the Committee. The new calendar is a marketing-focused calendar system that easily integrates with the content management system for the University website.

Vice President Kemp shared positive feedback received from RUC faculty and staff and recognized the co-chairs of the Information Technology subcommittee thanking them for their hard work and dedication during the merger: Associate Vice President for Information Technology Ed Oakes, Assistant Vice President for Information Technology Margie Vest, Director of Enterprise Systems Lisa Blackwell, Director of Technology Support Services Lisa McDaniel and Manager of Network Services Todd Joyce. 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 announced Javonte Green is the first Highlander in program history to sign an NBA contract. Javonte Green is the 2<sup>nd</sup> all-time leading scorer and rebounder and all-time leader in steals for Radford. Mr. Lineburg also announced the new head baseball coach, Karl Kahn, who began at Radford on August 22, 2019. Mr. Lineburg noted that 73.5 percent of student-athletes finished with a 3.0 GPA or higher with 40 student-athletes earning a perfect 4.0 GPA. Mr. Lineburg stated that Radford is currently in third place in the Big South Sasser Cup Standings.

In other updates, he stated that Women's soccer was picked 1<sup>st</sup> in the Big South preseason poll, and Men's soccer was picked 2<sup>nd</sup>. Volleyball was picked 2<sup>nd</sup> in the preseason poll, and both Men's and Women's cross-country programs were selected inside the top six.

Mr. Lineburg reviewed resource development with 260 new members in the Highlander Club and the total pledges and gifts to the Highlander Club is \$552,267. As of August 30, 2019, the total overall revenue is \$297,100. In conclusion, he noted that the VCOM Sports Medicine Center was dedicated on August 28, 2019. In special events, four people will be inducted into the Radford Athletics Hall of Fame. The induction ceremony will take place on Friday, October 25, 2019. A copy of the report is attached hereto as *Attachment B* and is made a part hereof.

### **ADJOURNMENT**

With no further business to come before the committee, Dr. Brown requested a motion to adjourn. Dr. Brewster so moved, Mr. David Smith seconded, and the motion carried unanimously. The meeting adjourned at 4:46 p.m.

Respectfully submitted,

Sharon Ratcliffe  
Executive Assistant to the Vice President for Information Technology

# Information Technology Update

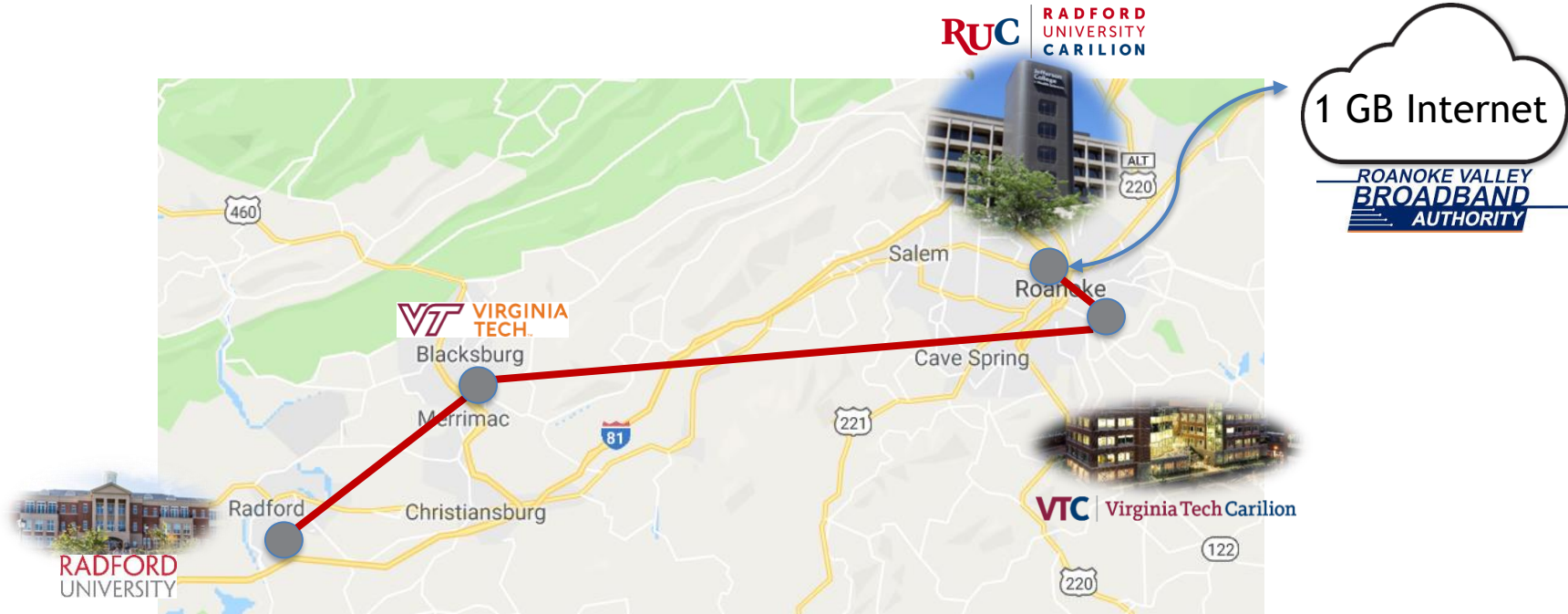
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# Major Strategic Initiatives Completed

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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

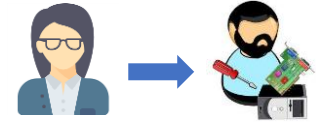
**ITOneStop - Self Service**  
[www.radford.edu/itonestop](http://www.radford.edu/itonestop)

- 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*



# 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

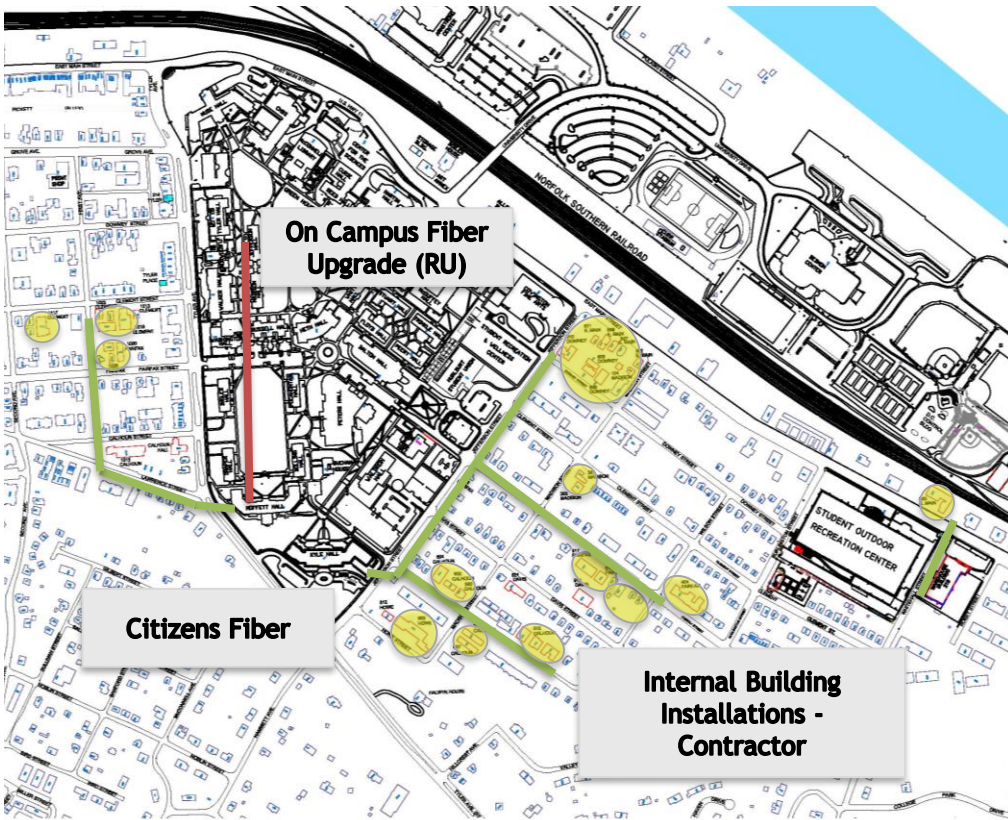
New accounts

6,703  
Summer 2019

Password resets

13,479  
processed by system

# 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

# 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



11:00am - 1:00pm EDT

Houston, Texas



[W] Radford University Volleyball vs UTRGV

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

Weather:

# 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