

# AJCU – CITM 2014 Campus Roundup

Location Map



# AJCU – CITM 2014 Campus Update BOSTON COLLEGE



# BOSTON COLLEGE

<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
New Provost Appointed (David Quigley)	Implementing Canvas LMS	Eagle Apps Program Implemented Kuali Student Curriculum Management	Migrated Students to Google Apps	Completing Rebuild of St. Mary's Hall (one of three original buildings)
Searching for New VP HR	Creating Information Commons in Main Library	Eagle Apps Program Implemented Sigma ProSam Financial Aid	Now Moving Faculty/Staff to Google Apps	Beginning Construction of a New 490 Bed Residence Hall
Capital Campaign Reaches @ \$1.2B	Looking to Replace Echo360 Classroom Capture	NetIQ Replacing Legacy Identity Management System	First Strategic Planning Effort Completed	Upgrading Internet Firewalls to 20Gb

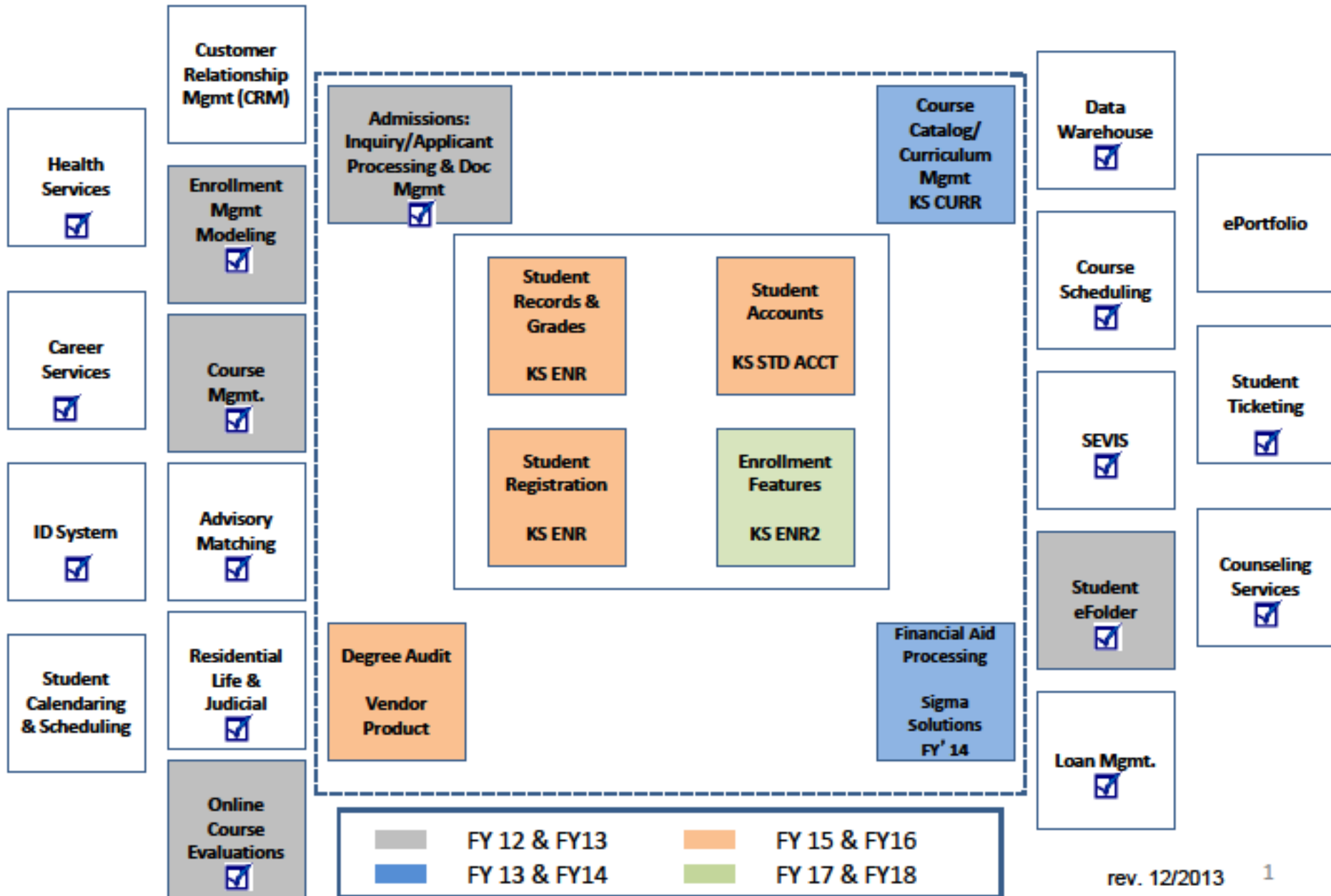
# BOSTON COLLEGE

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Our Major Administrative System Program (Eagle Apps) Continues According to Plans:

- BC is a partner on Quali Student (with Maryland, IU, UW, Toronto, Utah)
- First module, Quali Curriculum Management, successfully implemented
- Sigma ProSam implemented for financial aid (replacing 30 yr old system)
- Student Accounts is the next module to be implemented
- Enrollment modules (registration, records/grades, etc.) in development with founders release at year end.

# EagleApps Project Status



# AJCU – CITM 2014 Campus Update Canisius College



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No Update

# AJCU – CITM 2014

## Campus Update



# College of the Holy Cross

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# College of the Holy Cross

<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
New Branding and Marketing	Adding Lecture Capture System, Added podcasting room to Multimedia Resource Center	Security, security, security, security...	Computer lab renovation ("Beehive" concept).	Camera system expansion and integration.
New Vice President for Academic Affairs	Transitioning from iPad Pilot to a more comprehensive program for mobile devices	Responsive web design and hosting	Hopefully Lynda.com site license, including student access	Digital Signage
New Athletic Director	Looking at streaming media to replace VHS and DVDs.	HR online process improvements	More use of Google Apps	



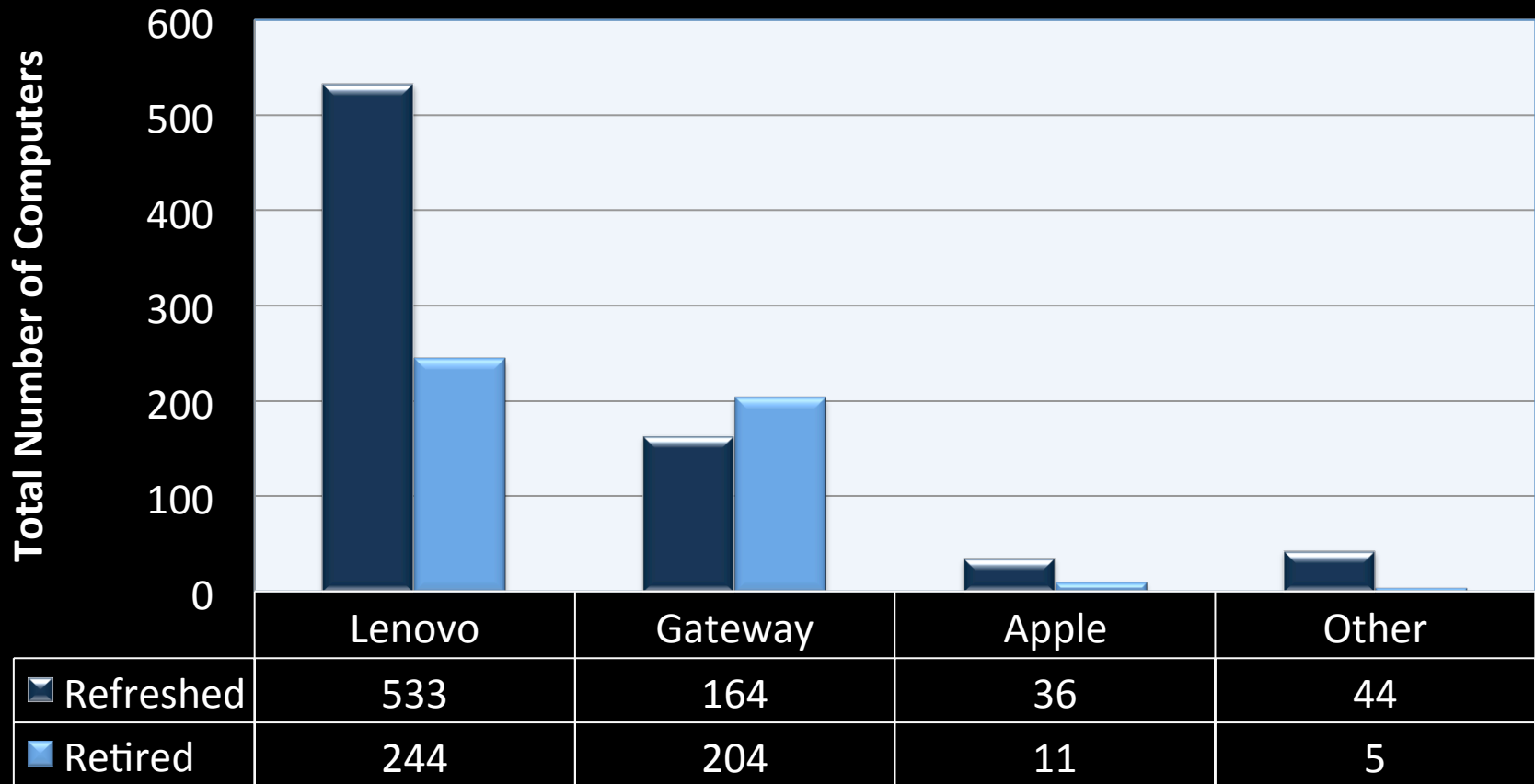
# AJCU – CITM 2014 Campus Update Creighton University

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<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
President, Father Lannon retiring spring 2015. Search has begun	Moved some functions out of IT to Provost Org	Strategic plan development and implementation  Shared Services	Office 365  Developing Social media	New Athletic Center.
Enrollment and applications are up	HLC  Student Outcomes	IT Governance  Data Governance	Wireless investments	Repurposing existing space
Great year for Athletics  1 <sup>st</sup> year in Big East		PMO  Added Provost position	Data Warehouse	

**Total Number of Computers Refreshed/Retired  
July 1, 2013 – Present**



# AJCU – CITM 2014 Campus Update



# FAIRFIELD UNIVERSITY

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# FAIRFIELD UNIVERSITY

<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
New Leadership Structure, New Executive Vice President	Online/ Classroom Tech Use – Flipped Classroom fall '14	In-Sourcing of Administrative Computing <i>20+ yrs w/ Ellucian Managed Services</i>	ITS4U Help Desk Relocation to DiMenna-Nyselius Library	Secured/ Encrypted Wireless Networks
Fairfield 2020: Strategic Plan Refresh	Blackboard – Content, Community, Collaborate	DegreeWorks, Argos, expanding Banner Self-Service	OrgSync, EMS Calendaring, Web-platform migration to T4	Bradford Network Sentry Replacement/ Upgrade
WWW redesign by 160over90, implementation	BYOD, Virtual Desktop Infrastructure (VDI) pilot for fall '14	Banner Foundations Training	TransLoc Shuttle Locator, Lynda.com for all (78% students)	IDM to NetIQ Replacement/ Upgrade  <i>Note: FY2015 starts complete overhaul</i>

## We're visible!

**MORE INFORMATION** ITS ANNUAL REPORT - 2013/14

**2013-14 STATE OF TECHNOLOGY**

Disruptive. Transformational. Exponential change.

All accurate and timely descriptors for the current state of technology across our nation. The focus is on cloud computing, mobility, accessibility, and 24/7 access to infinity.

Why read this report? To understand the technology landscape at Fairfield University, one needs to understand the exponentially-increasing and ever-changing current state of information technology, in and out of higher education...

**Letter from the CIO**

**PAIGI FRANCIS**  
@FairfieldCIO

FAIRFIELD UNIVERSITY

TOP 50 MOST SOCIAL CIOs IN HIGHER EDUCATION

**ACCOMPLISHMENTS & OUTCOMES**

are a newly-consolidated, fast-paced technology department. The higher education environment often slows down administrative progress, but not at Fairfield University. We simply make sure all the right people are at the table when it comes time to vet an improvement or make a decision.

We assist in our students' transformational education by enhancing mentoring and advising activities in a more personal, collaborative effort.



Fairfield University

About Us Admission & Aid Academics Life at Fairfield Support Fairfield Athletics

**BEFORE YOU WRITE YOUR SUCCESS STORY, YOU HAVE TO FIND YOUR VOICE**

At Fairfield University, we are solely focused on you - not just your success after graduation, but getting the most out of every moment you're here.

SCROLL TO EXPLORE THE FAIRFIELD EXPERIENCE

News

Featured Events

April 02 Learning to Trust in Hope: From Rwandan Genocide to Community Activism

## TECHNOLOGY @FAIRFIELD UNIVERSITY

Search

This is the official Tumblr account of Fairfield University Information Technology Services Department

- HOME
- CONTACT US
- ARCHIVE
- ASK ITS



Scott Carlson and Warren Arbogast discuss the impulse to cut in tough times—and the need to plan for growth.

More: <http://chronicle.com/article/Audio-Planning-Strategically/64353/>

### Lynda.com MOST-VIEWED & Latest Stats

Total Users: 1,268 (78% students)  
Hours Viewed: 501  
Videos Viewed: 7,681

These are our top 10 classes:

- Access 2010 Essential Training
- SharePoint Server 2013 Essential Training
- Foundations of Programming: Fundamentals
- C# Essential Training
- Java Essential Training
- Logic Pro 9 Essential Training
- Word for Mac 2011 Essential Training
- Excel 2013 Essential Training
- Foundations of Programming: Design Patterns
- Excel 2010 Essential Training

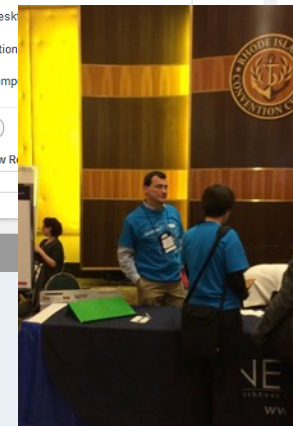
### Question of the Month - March '14

It would be cool if we experimented with...

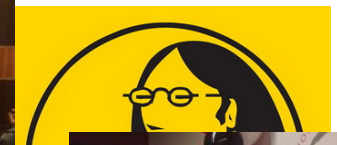
- Virtual Desk
- Gamification
- Cloud Comp

Vote

View R



...ics? Yes. Covering a good deal of subjects that our students've needed refreshers on per our wonderful partners in the library. We keep watching usage and we'll keep you posted.



@FairfieldCIO  
@Fairfield\_ITS4U  
@MyFairfield

# AJCU – CITM 2014 Campus Update Fordham University

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# Fordham University

<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
Completed Excelsior - Ever Upward Capital Campaign	Academic Computing Environment: Research Cluster Computing	Blackboard Analytics	Implementing new CRM: SugarCRM	Opening New Law School, and Residence Hall at Lincoln Center
Consolidating School of Business – Graduate & Undergraduate	Task Force on Blended Learning &  Revamping Faculty Development; Initiating Faculty E-Grant	Migrating to new CMS – Jadu	Enterprise Printing	Renovating Loyola Hall (retired Jesuit residence), to be a new Student Residence Hall
Ph.D. Program in School of Business	New Major in Interdisciplinary in Digital Media Studies & Masters Degree in Cybersecurity	Redesigning the entire University's Web presence	Deploying VDI	Planning: New Library, New Business School Building & Acquisition of the College Board Building at Lincoln Center



# AJCU – CITM 2014 Campus Update Georgetown University

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No Update

# AJCU – CITM 2014 Campus Update Gonzaga University

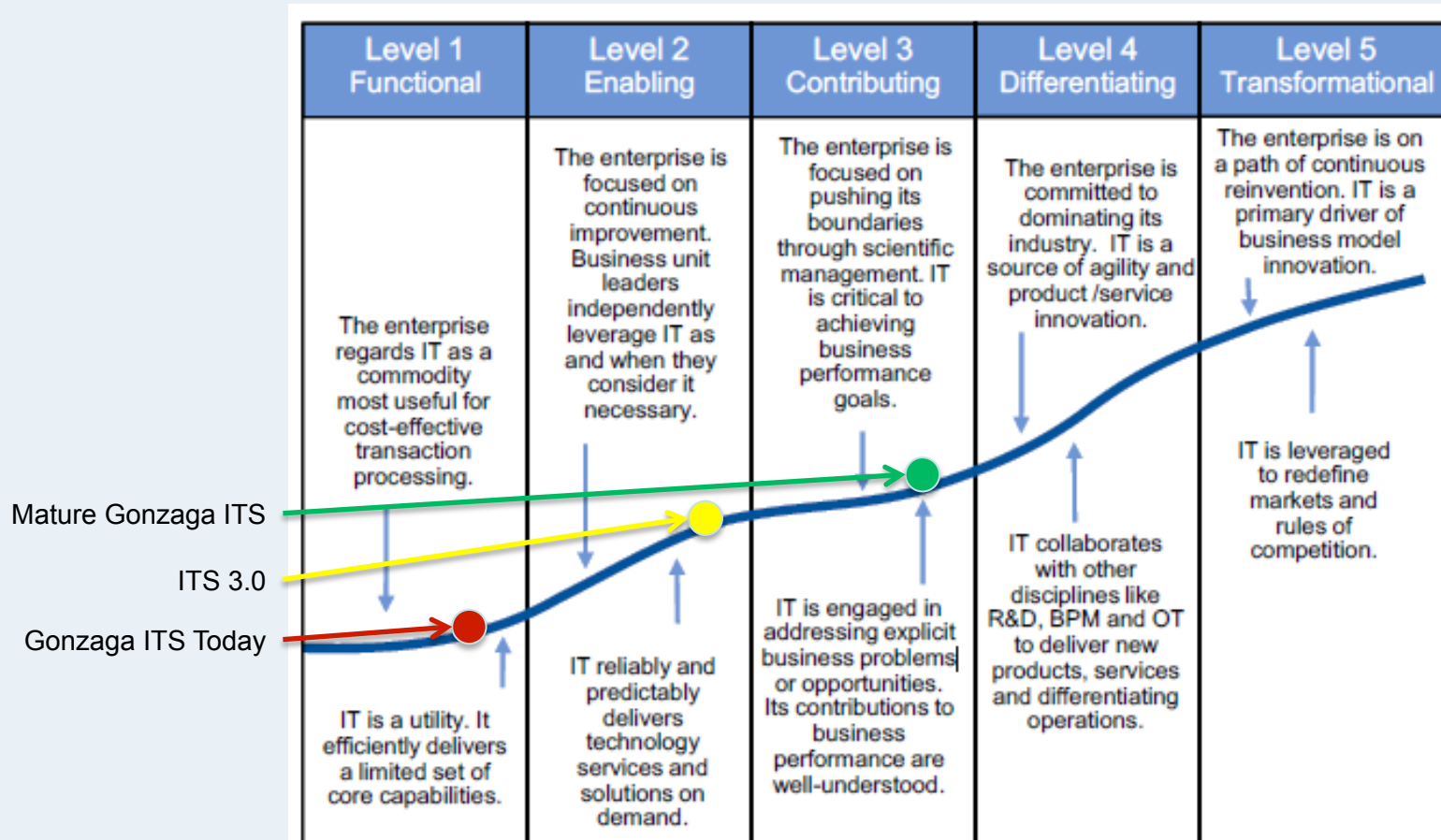
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# Gonzaga University

<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
50 <sup>th</sup> Anniversary of Gonzaga-in-Florence	Unified Grad Schools Application - CollegeNet	University Strategic Plan with Performance Measures + Dashboard	Migrated from Gmail to O365 for Education	Hemmingson Center – New University and Student Center
Opus Prize Hosts	EAB Student Success Collaborative	Website Redesign Initiative – Primacy	Multi-Year Wireless Network Upgrade	Woldson Performing Arts Center Announced
New Deans-All six academic deans have been hired in past three years	Data Warehouse and Institutional Research + BI Steering Committee	Multi-Year Information Security Strategy	IT Service Management Initiative – EasyVista	

# Gonzaga University

## ITS 3.0



Source: Gartner (June 2011)

# AJCU – CITM 2014

## Campus Update

# John Carroll University

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# John Carroll University

<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
Jerry DeSanto appointed Executive Vice President	Switching from Blackboard to Canvas LMS	Access Control centralization to IT and upgrade	Virtual Desktops and zero clients in classrooms and labs	Murphy Hall \$20 Million renovation- expected to be first LEED-certified building
Forever Carroll Capital Campaign \$72 of \$100 Million raised	Expanded online courses, especially summer sessions	Tableau implementation and training for data analysis and visualization	Classroom multimedia refresh in 30% of classrooms	S. Belvoir Blvd reconstruction – significant reduction in major campus thoroughfare
Provost/AVP Search	Virtual Desktops and zero clients in classrooms and labs	Mobile Application	ID Management; Single Sign-On; Self-Service Password Reset	St Ignatius Fountain

# John Carroll University

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## Access Control System Centralization and Upgrade Project

- Current systems
  - Lock systems: 4 vendors in multiple buildings
  - Camera systems: 7 vendors in multiple buildings
  - Managed by 5 different departments
- New system
  - Lenel On Guard integrated lock and camera systems
  - RFP process completed and vendor contract underway
  - Access Control Coordinator identified
    - All access control process and procedure centralized in IT
  - Summer 2014
    - 8 Residence Halls migrated to new system
    - 8 Administrative & classroom buildings migrated to new system
    - Potential to move to new camera system TBD

# AJCU – CITM 2014 Campus Update Le Moyne University

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No Update



AJCU – CITM 2014

Campus Update

Loyola Marymount University

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# LMU

<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
Year dominated by health care/ part-time faculty issues	Two academic units are in the design phase of developing hybrid programs.	Restructuring of Enterprise Applications and Planning/ Architecture	Major strides in project/portfolio governance	110K ft <sup>2</sup> Life Sciences Building goes “live” Fall, 2015
New Dean of College of Liberal Arts	Merge of Classroom Management with ITS	Law School implementation of Banner	“Tech on 2” – Student Technology Support to Library	“Space Allocation Task Force”
Record number of applications	“Technology-Enhanced Learning Task Force”	XRM	Managing the deluge of “Mini Projects”	Redundant path to Internet

# AJCU – CITM 2014 Campus Update



# Loyola University Chicago

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# Loyola University Chicago

<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
<p>Participating in a project to develop and test the Pathways accreditation model prior to its formal HCL rollout in Fall of 2015</p>	<p>Completed LMS migration from hosted Blackboard to hosted Sakai</p>	<p>Initial phase of DW/BI project completed providing a data warehouse and BI tools for Student Records, Financial Aid, Faculty Instructional Activities and Campus Community</p>	<p>Deployed Exchange / Outlook, Lync and Unified Communications to all faculty, staff and students; currently planning SharePoint deployment</p>	<p>Construction includes: 227K sq. ft., \$127M research facility; 125K sq. ft., \$55M School of Business; 115K sq. ft., \$20M renovation to student center</p>
<p>University strategic plan is under development</p>	<p>Developing Learning Analytics to better understand and optimize learning environment</p>	<p>Separation and migration of Lawson ERP Financials/HR system, currently supported by the Medical Center (now owned by Trinity Health)</p>	<p>Audit of Help Desk services and client interviews planned for summer</p>	<p>Multi-phase BCDR program sponsored by the Board of Trustees is in progress</p>
<p>Search underway for VP Student Development and Director for Athletics</p>	<p>Planning stages underway for developing a video repository system</p>	<p>Effort continues to decouple infrastructure and systems between our sold-off hospital and our medical school and research facilities</p>	<p>Implemented WebCheckout to track and provide usage statistics for our equipment loan program</p>	<p>Expanding I2 relationship to connect our Health Sciences Campus &amp; to assess Net+ Services to support our LUC “Anytime, Anywhere Access” strategy</p>

# Loyola University Chicago

**Grow ...** information systems and services to optimize performance

## Enterprise Content Management (ECM)

This multi-year program is an effort to move paper-based forms and processes to electronic format to capture, manage, store and deliver information, documents and forms.

Program results are sustained and include:

- ▶ Process improvements and efficiencies
- ▶ Increased records security
- ▶ Improved collaboration and information access
- ▶ Overall operations savings
- ▶ The version 10 conversion efforts were completed late in FY13 with over 2.5 million documents migrated
- ▶ In FY14, new roll-outs are planned for the Human Resources, Finance, Accounts Payable, Purchasing, General Counsel, Treasury, Faculty Admin, and Bursar departments. A project to incorporate the University's document retention policies is also planned

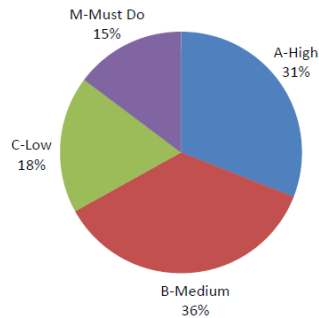
### ECM Stats



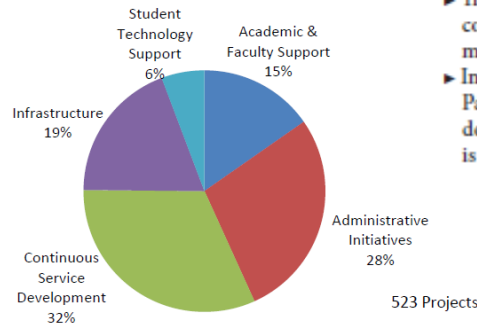
- ▶ 34 departments live
- ▶ 1,000+ active users
- ▶ 3.4 million documents stored
- ▶ 1,250 document types
- ▶ 74% process improvement resulting in over \$300,000 of effort saved annually (3.7 FTE)
- ▶ \$47,000 of maintenance saved annually

**Run ...** ongoing operations

FY13 Projects by Priority



FY13 Projects by Strategic Alignment



Strategic Category	FY13 Q1-Q2	FY13 Q3-Q4	FY13	FY13
	Completed Projects	Completed Projects	Total Projects	Percent of Total
Academic & Faculty Support	13	7	20	13%
Administrative Initiatives	27	17	44	29%
Continuous Service Development	22	23	45	30%
Infrastructure	14	14	28	19%
Student Technology Support	10	3	13	9%
	<b>86</b>	<b>64</b>	<b>150</b>	<b>100%</b>

**Transform ...** new technologies and processes that fundamentally promote change

### Anytime Anywhere Access

The university is adopting a strategic direction with technology that promotes "anytime anywhere access".

Characteristics of technology solutions that advance this goal are;

- ▶ Easy to use
- ▶ Internet accessible
- ▶ Appropriately secured
- ▶ Allow students, faculty, staff, and friends to fulfill their relationship with Loyola from wherever they are



This is a multi-year, multi-layer strategy so as the institution makes new technology investments and decisions, we will work to reduce or eliminate constraints that hinder anytime anywhere access. The strategy will have implications for network, application, authentication and security architecture, and will consider opportunities related to portal platforms, virtualization and application streaming, desktop management, and cloud vs. hosted solutions. The following new services that are part of this strategy: Box, Outlook, Loyola Mobile, Taskstream (ePortfolio), Panopto (lecture capture), WebCheckout.

# AJCU – CITM 2014



## Campus Update

# Loyola University Maryland



LOYOLA UNIVERSITY MARYLAND

— 1852 —

# Loyola University Maryland

<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
<p>Public phase of \$100M Capital Campaign, Bright Minds, Bold Hearts  <i>Dec 2013</i></p>	<p>1<sup>st</sup> Online Grad Program:            Emerging Media MSF, MS Acctg. to follow</p>	<p>Lync Loyola to replace PBXs in 3 yr migration project</p>	<p>iGoForth Mobile App Development Contest yields 2 more great apps</p>	<p>40% of IT dept. moving off campus to nearby office bldg.</p>
<p>New Academic VP – Amy Wolfson 7/1/14            (former Dean HC)</p>	<p>VDI in Labs</p>	<p>Paperless University in 4<sup>th</sup> year; BPI, record retention</p>	<p>Adaptive Technology Lab in Library</p>	<p>Captioning available for all sporting events on demand</p>
<p>2 of 3 Dean positions vacated; Sellinger B School and Loyola A &amp; S</p>	<p>Software auditing, license reductions</p>	<p>Our “New Way of Proceeding” concludes after 18 mos: 100 participants, 42 major ideas, \$5-6M</p>	<p>NAC switch from SafeConnect to ClearPass</p>	

# Loyola University Maryland

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Loyola finished in the top 10 of more than 100 schools in North America that competed in Campus Conservation Nationals 2014 (CCN), the world's largest electricity and water reduction competition program for colleges and universities.



Loyola joined the Patriot League in AY13-14 and took league championships in women's and men's lacrosse and men's golf.



# AJCU – CITM 2014 Campus Update



## Loyola University New Orleans

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# Loyola University New Orleans

<b>Institutional News</b>	<b>Academic Technology Priorities</b>	<b>Administrative Initiatives</b>	<b>Student Technology and IT Services Projects</b>	<b>Building and Infrastructure Improvements</b>
Developing new institutional strategic plan	Considering second generation thin-client deployment	Beginning deployment of new Degree Audit system	Completed conversion to new VoIP solution	Completed total renovation of Cabra Residence Hall and exterior renovation of Buddig Residence Hall
New VP in Enrollment Management and new Financial Aid Director	Enhancement of 40%+ of pooled classrooms as part of building renovations	Enhancing integration of ancillary systems to legacy administrative systems	Re-architecture of campus infrastructure to accommodate construction projects	Work on \$96M Monroe Hall renovation scheduled for completion Dec 2014
		Completed migration from Exchange to Zimbra	Deployed new help desk and remote help systems	Planning for renovation of Benson Jesuit Center continuing

# Loyola University New Orleans



Monroe Hall – 294,000 s.f.