STATEMENT FROM THE CIO

The following report is not a boast of the Division of Information Technology's success, but rather a brief snapshot of some of the services we provide, along with highlights of key initiatives where we've partnered with different areas across campus. Hopefully, this report will underscore our desire for greater transparency, especially fiscal transparency. Over the past three years, IT has identified six overarching goals, which are at various stages of completion and maturity. We have every intention to continue progressing forward.

Goals

1. Build a strong, empowered team that is focused on student success, which includes those who are providing both direct and indirect student support.
2. Identify a technology mission and corresponding strategies.
3. Become technically sound, with the ultimate goal of technical excellence.
4. Invest in technologies that will improve operations, reducing unnecessary friction for all of our stakeholders.
5. Identify technologies that can improve communications and engagement.
6. Improve our data infrastructure for improved decision support.

Desired State

No organization can be fully successful without knowing where it wants to go. Without a clear direction, the organization cannot be effective; projects and expenditures will be fragmented and not well coordinated. This was true of the Division of Information Technology, but over the past three years we've put together a solid, cohesive team that works to ensure that what we are doing has a clearly defined purpose and is well coordinated.

Along with technical excellence, we want to bring the institution into digital literacy (DL). DL transcends gaining isolated technological skills to generating a deeper understanding of the digital environment, enabling intuitive adaptation to new contexts and co-creation of content with others. The ultimate goal is to ensure that our students are digitally literate, developing the whole student for life-long learning, service, community, and active citizenship (physical and digital) in a global economy. This can only be accomplished if our systems and technologies support those who are actually engaging with these students.

Thank you for taking the time to check out this report. We hope that you will find the information useful or it will prompt questions about IT’s other services.

Mark A. Staples

MARK A. STAPLES
Sr. Vice President Technology Services & Chief Information Officer
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OUR MISSION

Our mission is to transform the College into a digital workplace leading to a digitally literate campus.
SUPPORT SERVICES

IT SERVICE DESK

How do you contact the IT Service Desk? Did you know you can go to help.cofc.edu to search for articles on technology topics you are having issues with, chat, or submit a ticket? No more waiting for your email or phone call to be answered during peak times of the year.

Contact the IT Service Desk at: help.cofc.edu

43.9%  34.8%  20%  1.4%

PERCENTAGE OF PEOPLE WHO USE PHONE, EMAIL, ONLINE CHAT, WALK-UP LOCATIONS (BELL BUILDING, ADDLESTONE LIBRARY, AND EDUCATION CENTER).

APPLE AND DELL ONLINE STORES

Information Technology has worked with both Apple and Dell to established College of Charleston online stores, where students, faculty, and staff can take advantage of reduced pricing when purchasing personal computers. Both sites include models recommended by Information Technology at various price point options.

Visit Apple apple.com/edu/cofc and Dell dell.com/cofc online stores.
SUPPORT SERVICES

COMPUTER REPLACEMENT

Ever wonder about the campus computer replacement cycle for employees? Currently, there are over 4,200 computers for 2,042 faculty and staff members. This is a 2:1 computer to employee ratio! At our current budget, it would take over eight years to replace all of these computers.

When you need a new computer, consider a laptop with docking station. This combination would allow users to be mobile and reduce redundant computers for people that have both laptops and desktops. If we invest $2,000 on a computer, per person on campus, every employee could have one new computer every five years.

INFRASTRUCTURE

DIGITAL SIGNAGE

IT has 81 digital signage displays that are currently on the centrally-managed platform, including one video wall, three interactive touchscreen/wayfinding kiosks, menu board digital signage that is automatically updated per meal period at both Liberty Fresh Foods and City Bistro dining halls, and one recently installed outdoor kiosk in the Cougar Mall.
AV Engineering provides innovative, flexible, scalable, future-ready, professional audio visual solutions from conceptual design and estimating to project commissioning.

EDUROAM WIRELESS

Eduroam is an international authentication system that enables members of the College community to access a secure wireless network on campus and at over 4,000 universities around the U.S. and the world, using only their CofC login credentials.

74 COMPLETE UPGRADES
198 PARTIAL UPGRADES

NUMBER OF CAMPUS LEARNING SPACES THAT HAVE BEEN UPGRADED SINCE 2018

THERE ARE 1,045 TOTAL WIRELESS ACCESS POINTS ON THE COFC CAMPUS.

EDUROAM HOSTS AROUND 2,500 GUESTS FROM OTHER SCHOOLS PER MONTH.

IN 2018, COFC DEVICES WERE HOSTED AT 437 OTHER SCHOOLS ON EDUROAM.

To learn more about Eduroam wireless visit: wireless.cofc.edu
TRAINING & OUTREACH

During the past year the Communications and Training Department participated in over 85 training and outreach opportunities. Top events included New Student Orientation, Data Privacy Day, and Security Awareness Month. A student instructional technologist position was also added to Support Services to help students with common technology topics.

COMMUNICATIONS & OUTREACH

Stay connected with Information Technology on social media. We’re on Facebook and Twitter (@cofcit), Instagram (@cofc_it), and YouTube (College of Charleston Information Technology).

STUDENT BLOG

A new blog is available for students that provides instructional technology resources such as step-by-step instructions, quick guides, and online courses.

NUMBER OF TIMES BLOG WAS VISITED

3,873

Top visited blog posts are 'Installing Google Drive on your Mac/PC' and 'Recommended Laptops'.

blogs.cofc.edu/sits
FACULTY DEVELOPMENT & SERVICES

The Teaching and Learning Team (TLT) offers several opportunities throughout the year for faculty to enhance teaching and learning such as courses and professional learning clubs.

DEVELOPMENT

Have you ever attended TLTCon? This year’s course, held in May, focused on active teaching and learning, developing integrated performance assessments, teaching observation, research methods, and more.

Another course offered by TLT is Distance Education Readiness. It prepares faculty to teach online. The course is offered by TLT each spring, summer, and fall.

SERVICES

This year TLT opened the L.I.V.E. Studio located in the J.C. Long Building. The space is equipped with a lightboard and virtual reality technology. So far the studio has been booked 152 times since it opened in August. Faculty have used it to record lectures and assign virtual work.

Professional Learning Clubs are groups of faculty that meet to collaboratively reflect on and improve their teaching practices. The clubs examine the relationship between teaching practices and student outcomes and then evaluate those practices using students’ work.

For TLT resources, services, or course information visit: tlt.cofc.edu
INFORMATION SECURITY ASSURANCE & PRIVACY

The Department of Information Security Assurance & Privacy oversees the campus community’s efforts to protect our computing and information assets in compliance with information-related laws, regulations, standards and policies.

In FY 2019, the department responded to over 200 information security and privacy inquiries.

SECURE SHARE

Keeping information private and secure is everyone’s responsibility. Secure Share, a web-based application, is available for employees to securely and temporarily share large, sensitive College files. With Secure Share, files can be sent to both internal and external users.

SECURING THE HUMAN

As the human point of contact is often the weakest link in protecting College data, security awareness training was launched in 2018 and is required for all employees. “Securing the Human” trains faculty and staff on their role in safeguarding College information and resources - from knowing how to better spot phishing scams to improving mobile device security.

SECURE SHARE USERS:

1,128

FILES SENT VIA SECURE SHARE:

8,367

73% of faculty and staff completed the training in FY 2018–2019.
ACCOUNT SECURITY

Account security is the shared responsibility of the entire campus community. Our accounts are constantly under attack. In a single week, for example, there were 112,607 successful Office 365 login attempts by unauthorized parties.

MULTI-FACTOR AUTHENTICATION

Information Technology has enabled multi-factor authentication (MFA) for faculty and staff. MFA provides a secondary way of verifying that you are actually the person logging in to your Office 365 account when you access it from off-campus. MFA is essential for preventing hackers from accessing your account, even if they steal your credentials. IT will continue to enable MFA for all new employees as they join the College.

OFFICE 365 ACCESS

All College of Charleston students, faculty, and staff can access and install Office 365 with their College credentials and use applications like Word, Excel, PowerPoint, and more from anywhere, at any time, using any device with an Internet connection.

OFFICE 365 LOGIN ATTEMPTS OVER ONE WEEK

- FAILURE: 130,832
- INTERRUPTED: 1,644
- SUCCESS: 112,607

OFFICE 365 ACCOUNTS

Now Available for All Students!

Access at: portal.office.com

Sign in with your username in email format and password.

966 ACTIVE COFC ONEDRIVE USERS

4 MILLION FILES UPLOADED BY COFC USERS TO ONEDRIVE
FINANCIAL REPORT FY 2019

FISCAL STATISTICS

In 2019, IT-Finance was responsible for managing over $5.7M in recurring contractual services. This includes software solutions, maintenance agreements, licensing, subscriptions, certificates, and other technology-based services for IT, business units across campus, and enterprise-wide solutions.

The replacement of outdated equipment and hardware is a cyclical process for every campus community. In Fiscal 19, IT replaced over $2.3M in outdated gear across campus. This figure includes classroom upgrades and refreshes, network equipment replacement, and PC replacement.

FY19 IT EQUIPMENT AND HARDWARE EXPENDITURES

Each fiscal year, when available, Legislature appropriates educational lottery dollars to aid in various programs for private and public schools, such as scholarships, higher ed programs, and technology. These are one-time monies for non-recurring expenses. This chart provides a five-year snapshot of the Technology Lottery Funds awarded to the College of Charleston.

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Lottery Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY15</td>
<td>$834,356</td>
</tr>
<tr>
<td>FY16</td>
<td>$653,343</td>
</tr>
<tr>
<td>FY17</td>
<td>$643,395</td>
</tr>
<tr>
<td>FY18</td>
<td>$554,488</td>
</tr>
<tr>
<td>FY19</td>
<td>$607,631</td>
</tr>
</tbody>
</table>

HISTORICAL LOTTERY FUND APPROPRIATIONS
## FINANCIAL REPORT FY 2019

### FY19 IT FUNDED PROJECTS HIGHLIGHTS

<table>
<thead>
<tr>
<th>CLASSROOM PROJECTORS</th>
<th>HPC CLUSTER EQUIPMENT</th>
<th>AKINDI IMPLEMENTATION</th>
</tr>
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<tbody>
<tr>
<td>Seventy five classroom projectors were replaced in FY19.</td>
<td>IT partnered with Computer Science to procure a High Performance Computing Cluster, used to study computationally demanding problems ranging from biology and astrophysics to statistics and data science.</td>
<td>This Scantron alternative provides up to date technology, expanding access and integration with OAKS, and instructor analytics.</td>
</tr>
</tbody>
</table>

### CLASSROOM CLOCKS

IT installed/replaced wireless clocks in all Maybank classrooms. This managed solution, with a synchronized clock environment, ensures that all timekeeping devices display the accurate time.

### J.C. LONG FIREWALL

The IT-Network Security team replaced two firewalls in the J.C. Long Building data center. These firewalls provide advanced threat protection and help allow for secure delivery of applications.

### 3PAR STORAGE

Additional storage was added to the 3PAR high-speed storage device to allow for migration of all Banner databases to faster all-flash storage. This reduces the time required for data access in queries and general use.