STATEMENT FROM THE CIO

The following report is a brief snapshot of fiscal year 2020’s Division of Information Technology key initiatives. As mentioned in last year’s report, the purpose of this report is not to boast, but to provide greater visibility and transparency into what we do and how funds are spent.

The year 2020 will go down as a difficult year for most, if not all, of us across the College. The COVID-19 pandemic forced a lot of change on us; working, teaching, and learning in ways that we’ve never done. Our response to the pandemic exposed some of the weaknesses in our technical infrastructure and services in the form of our paper-based processes and the need for appropriate technologies for remote working and teaching. In addition, the pandemic exposed weaknesses in our end-user mastery of many of the technology solutions we provide. Yet, at the same time, it revealed a strength and resolve in everyone to come together and not only survive but thrive under the challenge.

Also, 2020 was the beginning of a new 10-year strategic plan with a vision to be a transformational national university redefining liberal arts education through innovation. This vision is built on three pillar’s (1) Student Experience & Success, (2) Academic Distinction, and (3) Employee Experience and Success and grounded with commitments to foster a culture of innovation, advance our commitment to diversity, equity, and inclusion, and cultivate strategic partnerships.

Information Technology’s mission to transform the College into a digital workplace, leading to a digitally literate campus positions us to improve both the student and employee experience and success in a digital world. Over the past four years, we have been committed to provide the appropriate technologies that would support our new vision, our values, the three pillars, and our cross-cutting commitments. We still have a long way to go as we’re still working to repair and update many technical foundational problems.

And finally, as part of our new mission, we aspire to redefine the liberal arts education through innovation. The good news is that innovation is not the same as invention and oftentimes does not require new funding. Innovation is often using tools that we have, but differently. So, as we complete the updates, the repairs, and the expansion of our technology infrastructure, we’ll be in a much better position to be innovative with what we currently already have.

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.

**Dr. Mark A. Staples**

MARK A. STAPLES, Ed.D., MBA
Sr. Vice President Technology Services & Chief Information Officer
Our mission is to transform the College into a digital workplace leading to a digitally literate campus.
As the campus transitioned to remote teaching, learning, and working, IT responded by acquiring more equipment to support the needs of students, faculty, and staff. IT processed 450 loaner equipment requests this past academic term for items like web cameras, headsets, desktop computers, and hot spots. IT even shipped laptops and hot spots directly to student’s home address for the easiest transition.

**DID YOU KNOW...**

You can search our knowledge base for articles on technology topics you need help with. There are over 12,000 articles on topics like using Zoom, connecting to eduroam, login assistance, and help with OAKS.

**SUPPORT SERVICES**

**NEW WEBSITE LOOK**

The Information Technology help portal (help.cofc.edu) has a new look. The site lists the ways to reach the IT Service Desk for assistance; has informative sliders that highlight new projects and services available; has a quick links section to key websites and knowledge base articles on common technology topics; and has featured videos and social media links with the latest news and training materials from IT.

**Loaner Equipment Program**

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**175 Webcams**

**300 Headsets**

**25 Mac Laptops**

**100 Dell Laptops**

**200 USB Wireless Adapters**

**Additional Loaner Equipment Purchased by IT to Support Remote Teaching, Working, and Learning.**
WALK-UP LOCATIONS

Did you know that the IT Service Desk offers in-person assistance? Feel free to stop by one of our walk-up counters for help. The availability of our walk-up locations vary throughout the year. Visit our website, help.cofc.edu, to find out operating hours and which walk-up counters are currently available.

INFRASTRUCTURE

DIGITAL SIGNAGE

90% of the digital signage on campus has been migrated from Axis TV 9.9 to Digital Signage Suite. The new version has increased capabilities and will allow for emergency messaging and public alerts.

VIRTUAL TOWN HALLS

IT produced 23 Teams Live Events, including public-facing faculty, staff, and students/parents Virtual Town Halls with President Hsu before the end of June.

23 LIVE EVENTS

During phase 1 of work from home all field techs studied for and passed the testing to become Apple Certified Macintosh Technicians.
Information Technology installed the infrastructure needed to facilitate the virtual learning environment for the hybrid teaching model needed for the Fall 2020 semester. This included the installation of cameras and cabling in traditional teaching spaces, theaters, labs, and conference rooms. The team completed this task by visiting every space after base settings had been remotely deployed and adjusting each installation to fit the needs of the specific room.

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 College of Charleston login credentials.

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Network

IT has over 800 enterprise switches across campus. Network Engineering in any given year replaces up to 100 switches with little to no impact to service to end users.

Audio Visual Systems Within Campus Learning Spaces

Back up replication Server Support replicates copies of all data and server backups to an offsite location to help IT recover systems and applications in the event of a local disaster. In FY20, IT moved these systems to a new service provider located in Columbia, SC. This move will provide us with greater oversight into the operation of the facility and will increase security and efficiency.

Switches Replaced on Campus by Location

- Bell Building: 23,774
- Addlestone: 171
- Maybank: 1
- Liberty: 0
- George St Apt: 23
- Fresh Foods: 774
- 5 College: 77
- Tate Center: 25
- Wentworth: 0
- 74 George: 25
- 72 George: 0

23,774 COFC User Devices Authenticated
25,171 Guest Devices Hosted

Navigate to our YouTube channel to watch a Tech Minute video about Classroom Technology.
TRAINING & OUTREACH

The Communications and Training Department participated in over 50 training and outreach opportunities. Top events include monthly faculty and staff learning sessions, New Student Orientation, Data Privacy Day, TLTCon, and Cybersecurity Awareness Month. Student Instructional Technology Services offered 63 learning sessions to students to help enhance their technology skills and knowledge, with 245 total attendees.

NEW VIDEO PLATFORM

A new video communications platform, Tech Minute, was created to inform the campus community of upcoming projects and services. Tech Minute videos on our YouTube channel playlist include:

- APPS ANYWHERE
- CLASSROOM TECHNOLOGY
- NEW INFORMATION TECHNOLOGY HELP PORTAL

STUDENT BLOG

A student blog is available for students 24/7 with instructional technology resources such as video tutorials, quick guides, and online courses.

17,494

NUMBER OF USERS WHO VISITED THE BLOG

The introduction to OAKS for Students course was developed for students who need to learn how to use the College’s online learning platform, D2L. Total course enrollment was 284 students, with a 99% course pass rate.

Visit blogs.cofc.edu/sits for the Student Instructional Technology Services blog.
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.

**TLT TRAINING DURING COVID-19**

TLT held 97 learning sessions in response to COVID-19 to prepare faculty for teaching remotely such as online trainings, forums, and DE readiness courses. Session topics included strategies and best practices for online and hybrid teaching, Zoom, OAKS, and more. TLT also developed a new Resilient Teaching and Learning website (http://bit.do/resilient-teaching) to provide faculty with a plethora of resources to prepare for teaching and learning during the COVID pandemic.

**TLTCON 2020**

The 2020 TLTCon was held online due to the COVID-19 quarantine order. As a result, attendance of College of Charleston participants, as well as those from other institutions was up by 47%. Dr. James Lang, author of Small Teaching and Cheating Lessons, was the keynote speaker.

**28** Sessions Offered

**47**% Increase in Attendance

**10** States Represented by Attendees

**23** Non-Academic Participants

**54**% Increase in Keynote Attendance

For TLT resources, services, videos, and course information visit tlt.cofc.edu.
The Department of Information Security Assurance & Privacy oversees the College's efforts to protect our computing and information assets. From reviewing contracts to championing security awareness training and in-person privacy and security sessions, the Department enhances the College's overall health by reducing risks of unauthorized use of College data, including personal information of students, staff and faculty.

The Department helps the College assess compliance risks under federal and state privacy laws and regulations and recommends security standards and best practices in contracts. The Department assisted the Divisions across campus with over 100 projects and reviewed and/or developed over 200 sets of documents last year alone.

The College’s Privacy Policy, updated in 2020, explains the role of all College community members to protect non-public information from unauthorized use or disclosure. The Department issued employee training on this policy in April 2020.

Secure Share is a tool to help users securely share sensitive files with internal and external users. The Department significantly increased active Secure Share use over last year.
ENTERPRISE APPLICATION MANAGEMENT

MULTI-FACTOR AUTHENTICATION FOR STUDENTS

Information Technology enabled multi-factor authentication (MFA) for student Microsoft accounts, as well as many other applications that use Microsoft for authentication. MFA provides a secondary way of verifying that you are actually the person logging in to your account when you access it from off-campus or from residence halls. IT will continue to migrate applications to this authentication method to provide increased security and a consolidated user experience.

NEW APPLICATION TO SEND TEXT MESSAGES

Information Technology developed an application to send mass SMS messages to students, faculty, and staff. 82,736 messages have been sent to notify students of street sweeping guidelines for the city, immunization holds, need of response for residential status, housing assignments, COVID-19 move out instructions for spring ’20, and the senior exit survey.

CAMPUS USE OF APPLICATIONS

<table>
<thead>
<tr>
<th>Application</th>
<th>ZOOM MEETINGS HELD</th>
<th>ZOOM PARTICIPANTS</th>
<th>TEAMS MEETINGS HELD</th>
<th>TEAMS CHANNEL MESSAGES</th>
<th>YAMMER POSTS</th>
<th>YAMMER POSTS READ</th>
<th>FACULTY AND STAFF EMAILS SENT</th>
<th>FACULTY AND STAFF EMAILS RECEIVED</th>
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<td>565,395</td>
<td>4,413,037</td>
<td>29,112,513</td>
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</tbody>
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CAMPUS WEBSITE

The College website saw more than 13 Million views in FY20. The site had a 99.99% uptime.
Each year, IT reviews all recurring contracts for accuracy and savings opportunities. In FY20, IT realized $189K in contract savings, plus an anticipated $154K for FY21. Even with efforts to optimize services, the College will still experience annual escalations for these recurring services. Over the next five years, we anticipate a steady increase to our recurring contractual obligations.

In FY20, IT Finance managed $6.7M in contractual services. The College added $535K toward new Campus Initiatives such as TargetX and Ellucian Workflow.


The College is expected to spend upwards of $1M in COVID-related technology expenses. The CARES ACT Team is working with the State to request reimbursement, which provides funding for purchases related to educational technology to support online learning for all students.
PORTFOLIO ANALYSIS

In support of Information Technology’s mission, “Transforming the College into a digital workplace leading to a digitally literate campus”, the overarching IT portfolio is comprised of six strategic portfolios: Healthy Academic Ecosystem, Healthy Administrative Ecosystem, Decision Support, Digital Communication and Collaboration Ecosystem, Robust/Scalable and Secure Infrastructure, and Information Security.

In fiscal year 2020, the IT portfolio represented $2,480,229 in the delivery of project and operational solutions for the institution.

For fiscal year 2020, almost 50% of the IT portfolio supported growing the College of Charleston within its existing business models. This is not unexpected given significant growth, such as CofC has achieved, requires prioritization of and investment in critical services to include business process analysis, project and portfolio management, solution/application architecture, and sourcing and procurement.

Since its inception in July of fiscal year 2017, the Portfolio Management Office (PMO) has continued to expand its scope of services and quality of work. In fiscal year 2019, the PMO began offering business analysis services in addition to its existing project management services. Since then, there has been consistent annual growth in the IT portfolio as engagement between IT and the business units increased.

PORTFOLIO COMPOSITION

This resulted in greater communication, collaboration, and PMO involvement in facilitating operational initiatives in addition to projects. In fiscal year 2020, operational initiatives comprised 31% of the IT portfolio. Consequently, a foundation has been laid for increased partnership between IT and the business units resulting in a reduction in operational and project rework through a shift in focus on appropriate needs assessments that align with business objectives.
Of the thirty-one projects undertaken by the PMO in fiscal year 2020, thirty-six percent were complete before the start of the 2021 fiscal year. The PMO is sincerely appreciative to the business units and project teams who helped make this possible during a time of unprecedented circumstances amid a global pandemic.

**HIGHLIGHTED PROJECTS**

**Banner to South Carolina Enterprise Information System (SCEIS) Integration – Phase I**
Phase I of this project is a one-time process to load College of Charleston’s employees and positions into the SCEIS system.

**DocuSign**
DocuSign is a cloud-based service that enables faculty and staff at College of Charleston to electronically review and sign documents and streamline several administrative workflows.

**eLearning Online Software Training**
LinkedIn Learning is an online educational platform that provides the campus community access to over 16,000 courses.

**Ellucian Ethos**
Ellucian Ethos is the higher education platform connecting people, processes, and applications across the institution to power coordinated programs designed for student success.

**Enhanced Student Health Services**
Medicat seeks to implement a more well-rounded software for the Student Health Services organization to use involving Electronic Medical Records and Practice Management.

**Windows 10**
The Windows 10 project consisted of upgrading faculty and staff computers, classrooms, labs, kiosks, and virtual machines at all campuses to the Windows 10 enterprise operating system.
HIGHLIGHTED PROJECTS (CONTINUED)

ACADEMIC

Scantron Alternative
Akindi is a web-based assessment system that automates the creation and grading of multiple-choice exams for CofC. Unlike Scantron’s system, Akindi allows users to use any scanner and any sheet of paper.

Student Diversity Course for First Year Students
DiversityEDU is an online module employed through the First Year Experience course to engage CofC students in positive discourse, ensure they are aware of exclusionary or derogatory terminology, and provide insight to students.

DECISION SUPPORT

Cognos Upgrade – Phase I
Cognos Upgrade – Phase I included upgrading Cognos 10 to version 11. The new version is Cognos Analytics and this business intelligence solution empowers campus users to execute smarter data discovery and to tell the story of their data with dashboards.

DIGITAL COMMUNICATIONS & COLLABORATION

Graduate School Customer Relationship Management (CRM)
Pardot is a marketing automation software platform by Salesforce offering email automation, targeted email campaigns, and lead management for the College of Charleston Graduate School.

INFRASTRUCTURE

Cougar Alert Replacement
The Cougar Alert Replacement project replaced Blackboard Connect’s notification system with LiveSafe. LiveSafe is a user-friendly, opt-in solution that engages the campus community in an active way to ensure secure and comfortable environment for education.