Introduction

During the 2016-2017 academic year, IT will continue its progress on the initiatives outlined in IT’s Strategic Plan and on IT’s work related to Sustainable Excellence.

Sustainable Excellence, Strategic Initiatives, Annual Goals, and Impacts

Information Technology’s divisional initiatives support the Gettysburg College community and the College’s Strategic Directions. Goals, initiatives, and impacts fall into several categories: Teaching & Learning, Governance & Policy, Mobile & Wireless, Resources, and Ongoing Services.

Sustainable Excellence

IT is working with the College to reallocate resources while at the same time preserving a high standard of service.

- Align services and business processes to sustainable excellence reallocations
  - Plan, implement, and assess self-service where appropriate and feasible
  - Plan, implement, and assess FY 18 sustainable excellence reallocations
  - Continue to explore cost cutting cable TV alternatives
  - Evaluate findings from telecommunications billing audit
  - Assist with DSL transitions at Majestic and Day Care
  - Address IT related items from Sustainable Excellence findings

Teaching & Learning

IT is working with the Academic division on many projects and initiatives ranging from classroom upgrades to workshops for faculty. Five initiatives from IT’s strategic plan and associated annual goals are outlined below.

- Incorporate innovative classroom and lab designs
  - Investigate wireless presentation approaches that are consistent with Gettysburg’s infrastructure and security environment
- Continue the collaborative work with Provost Office and Facilities on classroom projects
  - Maintain and support Enhanced Learning Spaces and upgrade eighteen rooms
• Establish a process to continually evaluate the pedagogical uses of technology and new technology in higher education including Massively Open Online Courses (MOOC) & Open Educational Resources (OER)
  o Support collaborative course initiative with Juniata and Washington & Jefferson Colleges
  o Support pilot low residency summer Gettysburg College courses
  o Support Council on Independent Colleges shared courses
  o Teach one summer low residency course
  o Continue involvement with NITLE advisory board

• Coordination with the Provost Office, Library, and Johnson Center for Creative Teaching and Learning on Educational Technology Issues:
  o Support and/or develop faculty and student training workshops with the Johnson Center for Creative Teaching, Library, and Provost Office
  o Support the Faculty Personnel Committee and Provost Office with digital material submissions
  o Support the Academic Technology Faculty Fellows program
  o Plan, purchase, deploy, and assess Individualized Planning and Advising System

Governance & Policy

The majority of campus members engage with IT through our governance support groups and policies which inform both IT and the campus about what services and equipment are available with current institutional resources. Project and information sharing governance committees coupled with thoughtful and empowering policies are the foundation for successful communications. These communications result in effective project management, adjustments to improve customer satisfaction, and increased efficiency in business processes. The following annual goals related to IT’s strategic initiatives are planned for the next academic year.

  • IT Leadership, Collaboration, and Access to the CIO
    o Host open meeting hours in coffee commons attended by VP and AVP of IT
    o VP of IT and Director of Educational Technology will meet with each academic division and Academic Deans
    o Meet monthly with library

Mobile, Wireless, & Infrastructure

For the majority of our communications and content consumption, the Gettysburg College community uses smartphones, tablets, and laptops. The bandwidth in and out of the campus and the wireless infrastructure must be robust and have the ability to handle the amount of traffic needed by campus members. Two initiatives from IT’s strategic plan and associated annual goals are outlined below.
Resolve wireless connectivity issues

- Continue to add access points as dead spots come to light as highlighted by campus members
- Install additional wireless access points in the most congested areas of campus
- Study and improve campus backbone and backhaul capabilities due to increased wireless access points and traffic

Enhance mobile access to campus data and services

- Investigate mobile course evaluations

Resources

Maintaining the integrity and health of the technology portfolio is a critical responsibility of IT. The primary area of aging technology is in the academic division. Over the past year, IT worked with several departments to address this issue. For the next academic year, IT has an annual goal to continue to address this aging portfolio.

- Resolve areas of aging academic "private" inventories of computers and equipment
  - Continue to identify and resolve aging private AV and computer technologies

Ongoing Services

IT continues its work to improve ongoing services and to ensure the health of campus technology. Three initiatives from IT’s strategic plan and associated annual goals are outlined below.

- Develop IT Inclusion Action Plan (IAP)
  - Ensure that IT has inclusive hiring practices by reviewing and learning concepts from Dr. Arnold’s Inclusive Hiring Practices PowerPoint and Inclusion Advocate Program for Staff and also attended Building a more Inclusive Search Workshops by all IT Leadership members.
  - Increase the diversity of students in STEM programs by supporting S-STEM Laptop program
  - Expand technology and STEM opportunities to a diverse group of students through IT’s student intern program
  - Create a more inclusive social environment by continuing work with ATO
  - Clarify implementation of Heritage versus Native speakers policy in First Year Dashboard by reviewing and evaluating current language section of first year dashboard
  - Build tools to improve access to course profile data by working with faculty group to review and define course profile data
  - Build tools to provide historic departmental profile data
- Create a more inclusive campus environment by having two IT members become IDI Facilitators
- Create a more inclusive campus environment by having IT members be aware of the opportunity to take the IDI
- Hold discussions with IT Leadership related to PC diversity readings
- Increase diversity in technology related fields by promote to the 11th and 12th grades in Adams County, the Networking and Systems Tech Prep Program to increase diversity in the program.
- Support the secure reporting of climate study findings as determined by the committee
- Incorporate findings from climate study report into IT’s annual goals

- Maintain and enhance campus IT services
  - Negotiate new internet contract
  - Move campus student printing to cloud for ease of use
  - Move forward with transition to Windows 10
  - Support the processes and committees for events
  - Perform annual audit (Format of audit to be determined)
  - Facilitate DAPR Advance documents into OnBase
  - Perform enterprise system upgrades, projects, and activities including:
    - Direct Deposit of Employee Expense Reimbursements
    - Direct Deposit of Student Refunds
    - CNAV Aliases for Sorority/Fraternity Sophomores, Juniors, & Seniors
    - Financial Aid Prior Prior Year enhancement to OnBase

- Enhance systems supporting annual business processes on campus including:
  - First Year Dashboard
  - Common Application Load Annual Update
  - Upper-class Dashboard
  - Benefits Open Enrollment Dashboard (New Hires and Delta Dental)
  - Celebration
  - Sunderman Conservatory Recruitment
  - Events Planning and Coordinating Committee (EPACC)
  - Faculty Governance Voting Tool
  - Center for Global Education
- Internships and Winter Break Opportunities - Externships, Shadowing and Dinners
- Enhancements to the Participation and Recognition Report
- Card Access - System enhancements for the use of Proximity Cards
- First Year Parent Dashboard

- Develop new custom applications including:
  - Psychology 101 Subject Pool tool enhancements in CNAV
  - Facilitate develop of course profile data and associated policy
  - Email notification of updates in PeopleSoft & Advance to maintain synchronized data
  - CNAV Transportation Tool - Additional Reporting
  - Convert continuing student award letters into emails
  - Financial Services new 1098T Reporting Requirements - report payments of tuition & fees
  - HR forms in OnBase
  - Center for Global Education back scanning files (Contracts) into OnBase
  - Auto-generate employment letter for Personal Action Form (PAF)
  - Back scanning of personnel files into OnBase
  - Registrar’s Office backscan of paper documents into OnBase
  - New Courses submitted to APPC and COLA through OnBase
  - Registrar paper to electronic forms in PeopleSoft
  - Managing Temporary Reassignment of Faculty Advisors - Phase 1 and 2
  - Move Admission’s regional recruiter assignment into PeopleSoft
  - PeopleSoft: Convert Crystal Reports to BI Publisher
  - Center Public Service - Student Volunteer Management Tool
  - Enhancements to the Gift Club Levels
  - Automate delivery of ScaleFunder report using application program interface (API)
  - Enhancements to the Receiving and Acknowledgement Process in Advance
  - Reporting on Endowments with Advance/OnBase Integration and Workflow
  - Volunteer Hiring Process & Onboarding in OnBase
  - Business Intelligence Prototype Dashboard for DAPR - phase 2
  - Compliance Training Tracking in OnBase and Peoplesoft
  - HR Tree Maintenance Tools

- Continue rollout of the following new vendor software
  - iModules - Dataloader of bio & employment data, set up of Gift Connector in Advance
• Maxient Conduct Manager - PS, Conduct Coordinator & Shibboleth integration