Gettysburg College
Information Technology
Annual Goals for 2018-2019

SP: Strategic Plan

Introduction

During the 2018-2019 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 & Infrastructure, 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**
    - **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
    - **Promote Virtual Reality and 360 degree video - SP**
    - **Attend Virtual Reality workshop with faculty at Hamilton College - SP**
- Continue the collaborative work with Provost Office and Facilities on classroom projects
    - **Maintain and support Enhanced Learning Spaces and upgrade ten 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)
    - **Support pilot low residency summer Gettysburg College courses -SP**

- Coordination with the Provost Office, Library, and Johnson Center for Creative Teaching and Learning on Educational Technology Issues:
    - **Support and/or develop faculty and student training workshops with the Johnson Center for Creative Teaching, Library, and Provost Office**
    - **Support the Faculty Personnel Committee and Provost Office with digital material submissions**
    - **Promote and deliver four IT Summer Technology Camps**
    - **Continue IT Digital Fellows program to support technology in academic departments - SP**

Gettysburg College Cybersecurity

The following **annual goals** relate to the College's Cybersecurity Program.

- **Continue work on EU GDPR and GBLA compliance**
- **Develop education plan to address spear phishing emails, email best practices, and secure data handling techniques**

Gettysburg College Capital Projects

The following **annual goals** relate to the College's Capital Projects.

- Dining Addition
    - **Implement audio and video in meeting rooms and main dining area as designed - SP**

- CUB
    - **Implement audio and video in meeting rooms and offices as designed -SP**
    - **Implement information panels throughout CUB -SP**
    - **Establish Satellite sourced cable TV programming to selected CUB locations -SP**
    - **Support information panels in main food area as designed -SP**
    - **Implement patio audio as designed- SP**
    - **Implement audio and video upgrades in Ballroom- SP**

- Paul Recital Hall
    - **Support audio and video implementation**

- Attic
    - **Support audio and video implementation**

Gettysburg College Strategic Plan

The following **annual goals** relate to the College's Strategic Plan.

- Innovation
    - ==Continue development of an Innovation and Creativity Lab in HUB space of West Building focusing upon programming and marketing - SP==
    - ==Support web redesign - SP==
    - ==Support implementation of CRM for Admissions -SP==

Governance & Policy

The majority of campus members engage with IT through our governance support groups and policies that 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.

- Work with PC colleagues to develop a contract assessment process and data mobility assessment
- IT Leadership, Collaboration, and Access to the CIO
    - **Host open meeting hours in coffee commons attended by VP and AVP of IT**
    - **Meet monthly with library**
    - **Participate on COLA, APPC, and ETC committees**

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.

- Continue an aggressive campaign to add access and capacity to the College's wireless infrastructure.
    - **Continue to add access points as dead spots come to light as highlighted by campus members and radio frequency studies**

- o **Install additional in-building wireless access points as needed in the most congested areas of campus**
- o **Install multiple low power microcell wireless access point units in selected residential halls to provide saturation coverage**
- o **Install additional strategically positioned outdoor access points to enhance wireless connectivity to the north (Clarke Field, baseball fields, tennis and intramural fields)**
- o **Complete the installation and configuration of the speed and data handling capacity of the campus backbone fiber ring from 10 gb/s to 40 gb/s (extensible to 100 gb/s) and backhaul capabilities of wireless aggregation points as needed due to increased wireless access points and traffic**

- Enhance mobile access to campus data and services
  - o **Move pilot mobile course evaluation initiative into production**
  - o **Engage with faculty, staff and administrators to identify and replace life-cycle computers that are due in accordance with the 5 year hardware cycle**
  - o **Implement additional network, infrastructure and operational safeguards to minimize the susceptibility of network users to account compromising and abuse**

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)
  - o **Ensure that IT has inclusive hiring practices by reviewing concepts from Building an Inclusive Search Workshops and Inclusion Advocate Program for Staff**
  - o **Increase the diversity of students in STEM programs by supporting S-STEM Laptop program**
  - o **Expand technology and STEM opportunities to a diverse group of students through IT's student intern program**
  - o **Create a more inclusive social environment by continuing work with ATO**
  - o **Create a more inclusive campus environment by having two IT members continue as IDI Administrators**
  - o **Create a more inclusive campus environment by having IT members be aware of the opportunity to take the IDI**
  - o **Hold discussions with IT Leadership related to PC diversity readings**

- o **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.**
  - o **Support the secure reporting of climate study findings as determined by the committee**
  - o **Market and provide scholarships to the IT Summer Technology Camps**
  - o **Participate at Career Day at the Shoemaker Mastery School in Philadelphia**
  - o **Support CART and foreign language needs at special events**
  - o **Incorporate findings from climate study report into IT's annual goals**

- Maintain and enhance campus IT services
  - o **Analyze Data from MISO Survey**
  - o **Perform RCMD comprehensive audit**
  - o **Support and configure special IT services and resources in support of the Presidential Search Committee and their associated initiatives**
  - o **Perform enterprise system upgrades, projects, and activities including:**
    - ▪ **PeopleSoft HCM Update Image 9.2.027 (7/13/18 release date)**
    - ▪ **PeopleSoft HCM Update Image 9.2.028 (10/26/18 release date)**
    - ▪ **PeopleSoft CS 9.2 Update Image 10 (7/31/18 release date CS 9.0 bundle 50)**
    - ▪ **HighPoint Mobile Campus Solutions 5.1.15 upgrade (related to CS Image 10)**
    - ▪ **Housing Director version 4.3 Upgrade - mobile, community, self-service and DIM tool**
    - ▪ **Content Management System Oracle 12c database upgrade**

  - o **Enhance systems supporting annual business processes on campus including:**
    - ▪ **Updates to first-year load for Fall 2018 incoming students (I5/I6 Interface)**
    - ▪ **New Parent Dashboard 2018 Enhancements (parents of First Year students only)**
    - ▪ **Benefits Open Enrollment Dashboard 2019 - Highmark and Delta Dental**
    - ▪ **Open Enrollment Data Loaded to PS automatically with data clean up**
    - ▪ **HR Benefits Open Enrollment Dashboard for New Hires**

  - o **Develop new custom applications and supporting data integrations including**
    - ▪ **Academic Schedule and Full Time/Part Time Request**
    - ▪ **Capture probing data from CISCO**

- **Handshake Career Management System Implementation - Data Integration - SP**
- **Lawroom Title IX training - push/pull data integration & Shibboleth single sign-on.**
- **Americans with Disabilities Act (ADA) Compliance - Tool for scanning PDFs in Moodle**
- **Implement Touchnet OneCard system to replace the current NuVision system**
- **Investigate / test the REX delivered Online Permit Registration process**
- **New Transportation System Enhancement - Phase 1.1 thru 1.9**
- **Advising Transcripts - Develop BI Publisher report similar to previous CS 9.2 crystal report**
- **25Live Customers must use a Software as a Service (SaaS) installation by 01/01/2019**
- **SmartCall Interface Enhancements**
- **Medicat Implementation for Health Center - Data Integration with PeopleSoft**
- **New Custom Developed Locker System to replace the current CNAV Locker system**
- **PeopleSoft Faculty Center - Advisor ability to remove registration hold**
- **Travel Registration System for College business related and student off campus trips**
- **Slate Implementation - Customer Relationship Mgmt - Data Integration and Data Warehouse**
- **Create a diversity dashboard - phase 2**
- **Build preferred address view**
- **Include an option to select on primary address country (Amend GBCSA133, GBCSA134, GBCSA135, and GBCSA136)**
- **Compliance Training Tracking in PeopleSoft - Phase 2**
- **Report On Campus Visits for Admitted Students using PS Financial Aid data**
- **Name Pronunciation Guide - Add to First Year Dashboard, Upper-class Dashboard, and other student listings (Investigating Name Coach) - SP**
- **Build a Data Warehouse for Cloud-based Applications**
- **Transfer Credit Approval Process**
- **Student ID Card Scan to identify students Age 21 and Over**