DIVISION OF INFORMATION TECHNOLOGY

Mission Statement

To support and enhance academic and administrative activities of Jackson State University by providing technology infrastructure and services that broaden teaching, learning, and research experiences.
2014-2015 GOALS

- Deploy & Provide Training for VoIP Phone System
- Upgrade Faculty and Labs Computers
- Deploy & Provide Training for Microsoft Office 2013 (Includes Free Office 365)
- Provide Campus-wide Licenses: SAS & More
- Offer New Blackboard Services (Outcomes, Collaborate, & Student Services)
- Deploy New Mobile Application
- Support Innovate/Create & Provide Faculty/Staff Training
- Continue to Introduce New Technology to Faculty & Classroom (i.e., eBeam, Swivl)
- Complete Travel & Expense, BDMS, & Blackboard Integration
- Partner with Colleges on Research Proposals
- Complete RFID Implementation & Wireless Security
- Implement Software Management Tools
- Deploy Single Sign-on with Microsoft SharePoint
2014-2015 HIGHLIGHTS OF ACCOMPLISHMENTS
MyJSU Mobile App

The MyJSU Mobile app was launched in Apple, Google Play, and Kindle stores. The MyJSU Mobile app integrates with Banner allowing users to access PAWS, view a walking map of the campus, access JSU’s social media, and so much more from the mobile device. Help days were held in the Student Center to assist users with downloading the app.

Virtual Tour

JSU partnered with YOUVISIT to produce a virtual tour of the campus. The tour features a walking tour of the campus with 360° views of key locations across the campus. The tour is an excellent tool that collects data that can be used for recruitment and keeps Alums abreast of what’s happening on the campus.
Faculty Computer Upgrade

The JSU Campus Equipment Replacement Plan calls for the replacement of Faculty equipment every 3 to 4 years. A survey was developed to get faculty input on the equipment that would allow them to be most productive. They were allowed to select from the following options:

- Windows 8.1: All-in-one
- Windows 8.1: Standard desktop
- Windows 8.1: Laptop with 21 in. monitor
- Apple iMacs
- Apple MacBook Pro with 21 in. monitor

Installation underway

SCCM Pilot

Microsoft System Center 2012 Configuration Manager provides a comprehensive solution for change and configuration management. Configuration Manager lets you perform tasks such as the following:

- Deploy operating systems, software applications, and software updates
- Monitor and remediate computers for compliance settings
- Monitor hardware and software inventory
- Administer computers remotely

Pilot implementation completed
Blackboard 14

Blackboard 9.1 was updated to version 14 and the Ellucian eLearning component was integrated. With this integration, users are instantly added to or removed from courses in Blackboard when they add or drop courses in PAWS.

Blackboard Collaborate, Outcomes, & Blackboard Student Services

Blackboard Collaborate, Outcomes, and Blackboard Student Services were launched on the campus. Blackboard Collaborate allows faculty and staff to communicate online in both ground and online courses. Blackboard Outcomes assesses students based on accreditation standards. Blackboard Student Services offers 24/7 support to users via the phone, online, or knowledgebase.

"Over 1000 Students were advised using Blackboard Collaborate over the summer"
Dr. Robert Blaine, Dean, Undergraduate Studies and Cyberlearning
Microsoft Office 365 was provided to all users to provide access to the Microsoft Productivity Software Suite, which can be downloaded on up to 5 personal devices for free or accessed via the cloud. Help sessions were conducted in the Student Center to assist users with downloading the software.

JSU has a campus-wide license for SPSS which is a statistics software available for faculty, staff, & lab computers. The modules available to the JSU Community are Standard, Amos, Complex Samples, Custom Tables, and Forecasting.

The campus was updated to Microsoft Office 2013, which gave users access to the latest edition of the Microsoft Productivity software.

JSU has a campus-wide license for SAS which is a statistical software suite developed for advanced analytics, business intelligence, data management, and predictive analytics. SAS is currently available in all Open labs and for installation on faculty and staff computers. SAS is also available for students to download on personal computers.

Enterprise license provides cost savings to the university and are available for home use by faculty and students.
ACADEMIC IT
PROVIDING SUPPORT WITH NEW TOOLS & SERVICES

Introduced New Technology to the Classroom

All chalkboards in the College of Education (Joseph Jackson building and TB Ellis) were removed and replaced with dry erase boards. eBeam devices were added to all dry erase boards in the College of Education to make the boards interactive whiteboards.

Training for Faculty & Staff

- Blackboard Learn 9.1
- Blackboard Outcomes
- Blackboard Collaborate
- iPad
- Kaltura
- Mondopad
- Microsoft Office
- Windows 8.1
- Polycom phone system
- Safe Assign

Continued support and training for TASI, Innovate & Create
Deployed VoIP

AT&T was selected to provide an enterprise VoIP Telephony System to replace the fourteen year old Alcatel PBX. The new system provides better communication services to our users.

Increased Network Bandwidth in Dorms

Wireless Network Bandwidth increased to 2 Gigs to accommodate BYOD devices in dorms.

Enterprise Backup to the Cloud

Computer systems on Active Directory are now backed up to the cloud.

Upgraded Computer Labs

During the Summer 2014 over 200 new computers were installed in labs across the campus. Existing systems were also updated to Windows 8.1.

Implemented Wireless in New Housing Projects

The wireless network was upgraded at University Pointe and Tiger Plaza.

Continued technical support and helpdesk services
## INFORMATION SYSTEMS AND INTEGRATION
PROVIDING BANNER SUPPORT

### Implementation of Baseline Functionality
- Banner Student Capp Revitalization
- Banner Finance Research Accounting Module
- Transfer Functionality
- Banner Student Online Admissions Application
- Banner Advancement Membership Module
- Banner Financial Aid Student Employment Module
- Self-Service Password Resets

### Custom Development and Maintenance
- Online Housing Application
- Online Parking Decal and Vehicle Registration For Students
- Banner Advancement Scripts and Job Submission Development

### Cloud Services Hosting and Database Maintenance
- Banner Module Upgrades and Patch Maintenance
- Banner Security Assessment and Initiative

### Implementation of Ellucian Software
- ODS/COGNOS
- Blackboard Integration for eLearning
- Banner Workflow
- Banner Document Management
- Ellucian Mobile
- Travel and Expense Module

Provided over 114 training events and 3rd party software support
Partnering with Research Activities

DIVISION OF INFORMATION TECHNOLOGY
PROVIDING AWARENESS OF SERVICES

DIT Sponsored IT Day
2015

Information Technology Day was held from 9 a.m. to noon Thursday, April 2, on the Third Floor of the Student Center Ballroom on the main campus with the goal of making the campus aware of services offered by DIT.

Sessions included information, tutorials and demonstrations of JSU IT services. These included Windows 8.1 navigation, Cybersecurity, Office 365, eBeam, Swivl, Marketplace, Blackboard Collaborate, Banner and VoIP telephones.
2015-2016 Goals

- Execute New Campus-wide Copier Contract
- Deploy Degree Works
- Implement Attendance Tracking
- Deploy New Mobile Applications (i.e., Bus Route App)
- Implement Analytics Dashboards with COGNOS
- Migrate to Banner XE
- Continue Equipment Replacement Plan
- Test Windows 10 & Prepare for Deployment
- Complete Deployment Microsoft SharePoint
- Complete Implementation of Software Management Tools
- Continue to Introduce New Technology to Faculty & Classroom
- Complete Wireless Security Deployment
- Partner with Colleges on Research Proposals
- Support Innovate/Create & Provide Faculty/Staff Training
- Conduct IT Day at the Colleges
- Establish Mini Labs in Dorms
ONE IT

Academic IT

Computing & Communications

Information Technology

Managed Services

Special Projects
SERVING ONE JSU
Division of Information Technology

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