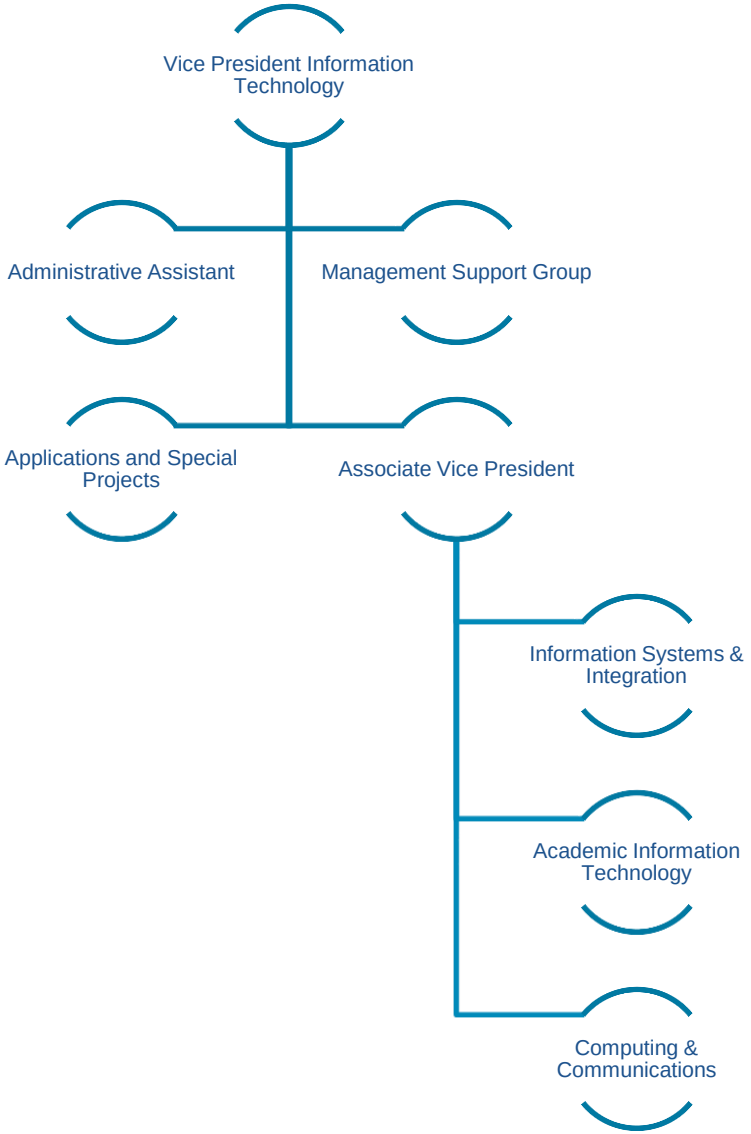
# Division of Information Technology
## 2015-2016 Annual Report

JSU 1877 | JACKSON STATE UNIVERSITY

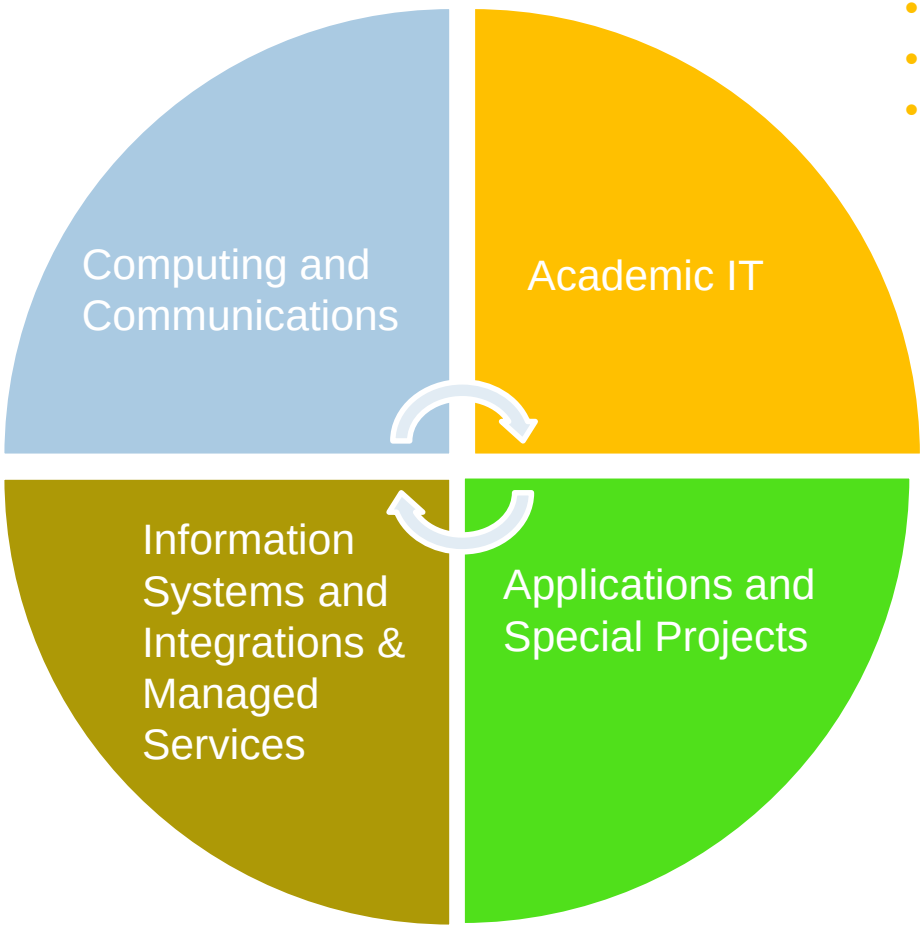
# Division of Information Technology Mission Statement




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

# Division of Information Technology (DIT)

**Supports:**
- Data Network
- PC Maintenance
- Audio/Visual
- Servers
- Telephone System
- Wireless




**Supports:**
- Faculty/Staff Training
- Campus LMS
- Enterprise Software
  - Office 365
  - SAS
  - SPSS

**Supports:**
Banner by Ellucian ERP
- Native Banner
- JSU P. A.W.S.

**Supports:**
- Specialized Software Development & Support
- COGNOS Report Writing

# 2015-2016 Major Goals

- DIT-Wide
  - Implement Attendance Tracking
  - Investigate Cost Effective Methods for Single Sign-On
  - Partner with Colleges on Research Proposals
  - Support Innovate/Create, & Provide Faculty/Staff Training
- Computing & Communications
  - Continue Title III Sponsored Equipment Replacement Plan
  - Complete Implementation of Software Management Tools
  - Complete Wireless Security Deployment
- Academic IT
  - Continue to Deploy & Provide Training for Microsoft Office 2013 (Includes Free Office 365)
  - Continue to offer New Blackboard Services (Outcomes, Collaborate, & Student Services)
  - Deploy New Mobile Application (i.e., Bus Route App)
  - Continue to Introduce New Technology to Faculty & Classroom
- Information Systems and Integrations (ISI) & Ellucian Managed Services
  - Continue to support Banner
  - Deploy Degree Works
  - Implement COGNOS Dashboards
  - Provide Banner Training and Business Process Improvements

# 2015-2016
# Highlights of Accomplishments

## Provide New Technology & Services

pyramed

xerox

Double MAP

Windows 10

## Provide Desktop Upgrades

## Support Existing Technology

Microsoft Office 2013

Blackboard

IBM SPSS

sas

ellucian | TouchNet

# Division of Information Technology
# Supporting New Software and Services

## E-Commerce

Worked with faculty and staff to create Marketplace stores to enable faculty, staff, students, alumni, and the JSU community to pay online via credit card for registration for summer camps, events, workshops, etc.

## PyraMED Health Systems Implementation

Supported the implementation of PyraMED Health Systems, an application that enables Health Center staff to electronically handle a patient's visit from scheduling to checkout.

BERNEY OFFICE SOLUTIONS
A Xerox Company

xerox

Deployed JSU copier solution which has 152 Xerox multifunctional devices that include Xerox secure access (PaperCut), HID card readers, Xerox smart document travel, server fax kits for Right fax integration, on-site maintenance, toner, supplies and services.

The Xerox solution is a total integration across all campuses. We have the ability to accurately monitor and measure the daily usage of the multifunctional devices, have full on-site maintenance with helpdesk capabilities to ensure all initiatives are maintained and working properly.

# Computing and Communications
# Supporting New Equipment and Services

## Title III Sponsored Faculty Computer Upgrade

Deployed new computers. All JSU faculty members received replacement computers to enable them to be most productive based on the equipment they selected from the following options:

- Windows 8 All-in-one
- Windows 8 standard desktop
- Windows 8 Laptop with 21 in. monitor
- Apple IMAC
- Apple MacBook Pro with 21 in. monitor

Training was provided to departments after receiving the computers

## Window Operating System Upgrade

Began updating XP and Windows 8 operating systems to Windows 10 and provided training

This is an ongoing university-wide project

# Academic IT
# Supporting Enterprise Software

## Blackboard 14

Updated Blackboard to Version 14

Provided training to faculty and staff on the new features

## Make all classrooms technology enabled

Installed SmartTVs and mini computers or short throw projectors and mini computers in several classrooms

## Assistance with Accreditation Visits

Provided technology assistance for various Colleges/Schools/Departments accreditation visits

Deployed the Double Map bus app to allow users to track the location of all JSU shuttle buses through mobile devices. A Samsung tablet was installed on each shuttle bus to provide real-time transit information.

## Assistance with iPad Distribution

Setup iPads and assisted with the deployment of over 900 iPads to first time Freshmen at the beginning of the semester. AIT also facilitated iPad training to the Freshmen.

# Academic IT
# Supporting Enterprise Software

Microsoft Office 365

Continued to deploy Office 365 - JSU's campus-wide license for Microsoft Office 365, Microsoft's Productivity software, is available to all users for free download on up to 5 personal devices accessible via the cloud.

Help sessions were available to assist users with downloading and using the software.

Microsoft Office 2013

**TRAINING**

Continued to provide training on 2013 Microsoft Productivity software including Word, Excel, PowerPoint, and Access

IBM SPSS

Continued to provide JSU's campus-wide license for SPSS (statistics software) which is available to faculty, staff, & lab computers. Modules available to the JSU Community are Standard, Amos, Complex Samples, Custom Tables, and Forecasting.

sas

Continued to provide 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 licenses provide cost savings to the university and are available for home use by faculty and students.

# Applications and Special Projects Supporting Tools and Services

## Develop COGNOS Reports

Worked with various units to develop dashboards with COGNOS reports and dashboards

## Troubleshooting

Continued to provide teams dedicated to trouble shooting various software and user problems with enterprise systems

# ISI and Ellucian Managed Services Supporting Banner

## Implemented Baseline Functionality

- Faculty Load and Compensation
- Banner Finance Self Service Online Budget Transfer
- Banner Security Assessment Initiative
- Banner HR/Payroll Salary Planner and Retroactive Pay
- File Utility Transfer (FUPLOAD)

## Provided Custom Development and Maintenance

- Online Housing Application Enhancement
- Graduation Clearance Enhancement
- Graduate School Admissions Transmittal Workflow

## Prepared for Banner XE Implementation

- Laid the groundwork for implementation of the first Banner Extensible Ecosystem (XE) Module
- Banner XE is also known as Banner 9
- Implementation is set for FY17

Ellucian Degree Works™

## Implemented Ellucian Software

- Installed Degree Works and trained users
- Go-Live was September, 2016

**Provided Daily Support for Campus ERP**

Banner® by Ellucian

# DIT at Work

## 2015 IT Day

## 2016 Spring Commencement Ticket Distribution

## Friendly Faces of DIT

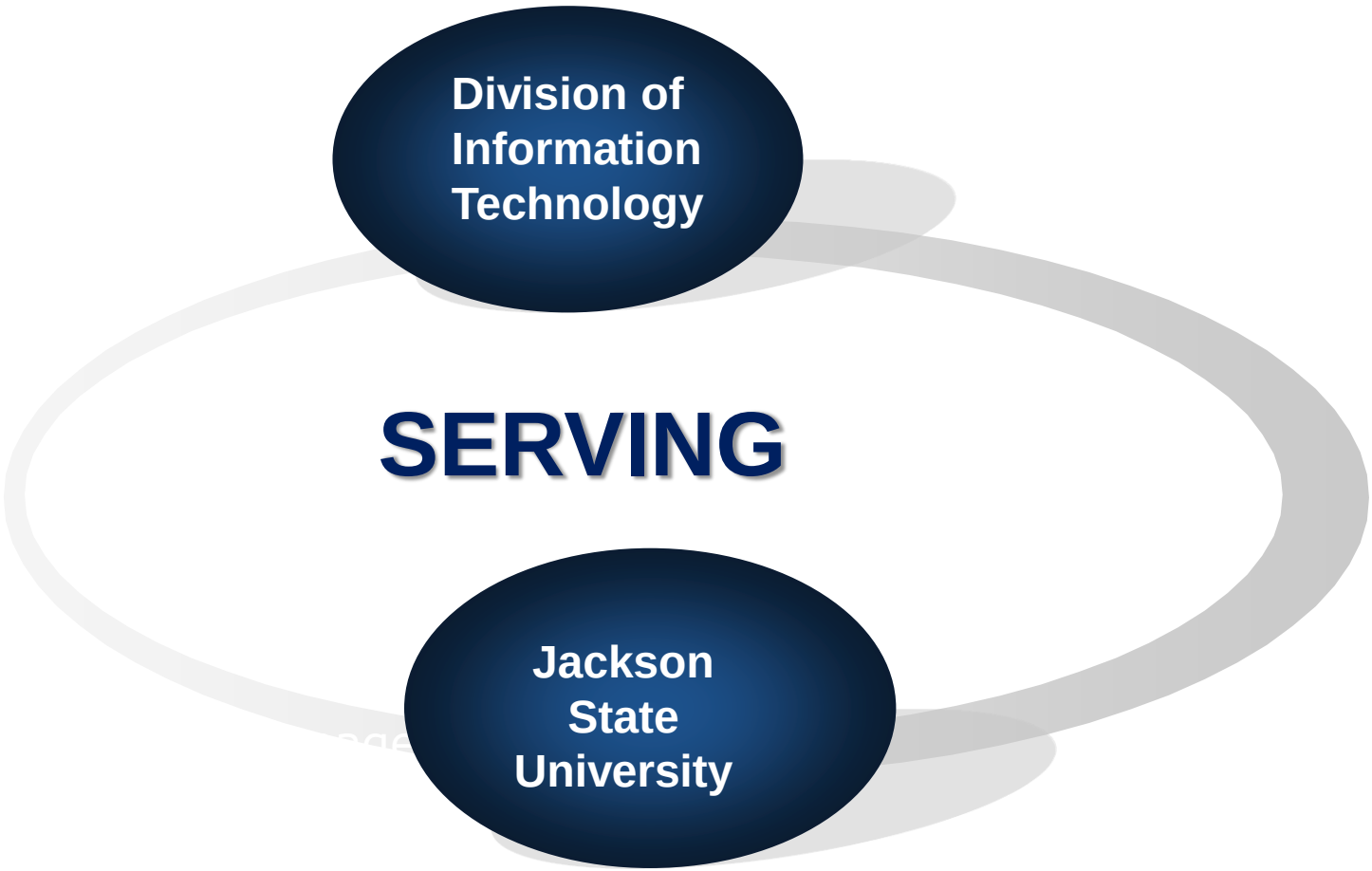
## IPAD Distribution

## Jackson State Day at the Zoo

# 2016-2017 Major Goals

- DIT-Wide
  - Continue to support accreditations efforts
  - Continue to Partner with Colleges on Research Proposals
  - Continue Enhanced Cyber Security Protection, Awareness, and Training
- Academic IT
  - Partner with Graduate Departments to Implement Software for Graduate Admissions
  - Evaluate Learning Management System (LMS) and Deploy Follow-on Contract
  - Utilize Microsoft SharePoint for File Sharing Activities
  - Continue to Introduce New Technology to Faculty & Classroom
  - Provide Cyber Security Training
- Applications Development and Special Projects
  - Implement KRONOS Timekeeping System
  - Continue Efforts to Implement Single Sign-On
- Computing & Communications
  - Continue Title III Sponsored Equipment Replacement Plan for Faculty, Staff and Labs
  - Continue Evaluation for Network Upgrades
- Information Systems and Integrations & Ellucian Managed Services
  - Complete Deployment of Degree Works
  - Continue to Implement COGNOS Dashboards for Units
  - Provide Banner Training & Business Process Improvements
  - Evaluate Ellucian Contract for Follow-on Contract

# One IT Serving One JSU



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