GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING
4 P.M. **
FEBRUARY 13, 2020
MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM
THIRD FLOOR, MARTIN HALL, RADFORD, VA

DRAFT

AGENDA

• CALL TO ORDER
  Dr. Rachel D. Fowlkes, Vice Chair

• APPROVAL OF AGENDA
  Dr. Rachel D. Fowlkes, Vice Chair

• APPROVAL OF MINUTES
  o December 5, 2019
  Dr. Rachel D. Fowlkes, Vice Chair

• REPORTS
  o Information Technology
    • Highlights of Major Accomplishments
    • Current Initiatives
    • Customer Satisfaction Survey
    • D2L Training at RUC
    • Printing Services
    • Reed Hall and Curie Hall Technology
    Mr. Danny M. Kemp, Vice President for Information Technology and Chief

  o Intercollegiate Athletics
    • Student-Athlete Experience
    • Academic Excellence
    • Competitive Excellence
    • Resource Development
    • Special Events
    Mr. Robert G. Lineburg, Director of Intercollegiate Athletics

• OTHER BUSINESS
  Dr. Rachel D. Fowlkes, Vice Chair

• ADJOURNMENT
  Dr. Rachel D. Fowlkes, Vice Chair

** All start times for committees are approximate only. Meetings may begin either before or after the listed start time as committee members are ready to proceed.

COMMITTEE MEMBERS
Dr. Jay A. Brown, Chair
Dr. Rachel D. Fowlkes, Vice Chair
Dr. Thomas Brewster

Board of Visitors
Mr. Gregory A. Burton
Mr. David A. Smith
Ms. Lisa Throckmorton
### Current Initiatives - In Progress

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<tr>
<th>Initiative</th>
<th>Status</th>
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<tr>
<td>Cardinal Human Capital Management Implementation</td>
<td>Executing</td>
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<tr>
<td>Capital Campaign Website</td>
<td>Executing</td>
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<tr>
<td>Closing Security Gaps</td>
<td>Executing</td>
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<tr>
<td>RUC IT Transition Phase II</td>
<td>Executing</td>
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<tr>
<td>Banner Payroll Implementation</td>
<td>Executing</td>
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<td>NRCC Bridge Program IT Implementation</td>
<td>Executing</td>
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<tr>
<td>CAIC Building</td>
<td>Executing</td>
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<td>Content Management System AEM Upgrade</td>
<td>Planning</td>
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<td>Oracle 12c Upgrades</td>
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<td>REAL IT Implementation</td>
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<td>eVA Integration</td>
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<td>DegreeWorks Upgrade Phase I</td>
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<td>StarRez Housing Implementation</td>
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<td>MyRU Replacement Portal</td>
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<td>Computer Deployment 2020</td>
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<td>SLATE CRM Implementation</td>
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<td>DegreeWorks Upgrade Phase II</td>
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<td>Windows 2008 Server Upgrades</td>
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<td>Ellucian Ethos Integration</td>
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<td>DoIT KPI Dashboards</td>
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<tr>
<td>Office 365 Modern Authentication</td>
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**Information Technology**

**RADFORD UNIVERSITY**
Current Initiatives - Pending

Requested

- Systems Infrastructure Rearchitecture
- IMPACT B2C Model Implementation
- Enterprise Reporting Enhancements
- Executive Dashboards
- D2L to Banner Grade Integration
- GitLab Code Repository Expansion
- Emergency Alert Replacement System
- Electronic I9 System Implementation
- Appworks Conversion

On Hold

- English Language Culture
- Data Center Firewall Upgrade
- In-House Student Retention Project
Customer Satisfaction Survey

- Conducted survey annually since 2014
- Identifies areas to address and improve
- Sent to all faculty and staff
- Areas of focus:
  - Telephone Support, Classroom Support, Field Technicians and Walk-In Support
LOBBY HOURS
8:00 am - 4:30 pm
Monday - Friday

RADFORD UNIVERSITY
Printing Services

www.radford.edu/printing
540-831-6267
printing@radford.edu
Discussion
Division of Information Technology (DoIT)

Highlights of Major Accomplishments
November 2, 2019 – January 22, 2020

RUC Transition Phase II

- **Enterprise Systems**
  - Academic History data migration for all former JCHS students has begun.
  - RUC self-service registration successfully integrated into standard university processes.
  - End of Term processing successfully integrated into standard university processes for first RUC term.
  - Implementation of Banner loads for EAB RUC applications was completed.

- **Academic and Administrative Systems**
  - Planned and managed the technology needs for the SACSCOC merger/accreditation site visit.
  - Conducted the Carilion TSG/RU Division of Information Technology semi-annual technology performance review.

- **Computers, Classrooms and AV**
  - Inventoried over 400 technology assets (laptops, desktops, printers).
  - Conducted a RUC classroom renovation planning session to address future classroom technology needs. The meeting included members from RUC, Carilion Facilities, Carilion TSG and Kegley Electric.

- **User Support and Training**
  - Conducted Xerox copier/printer training sessions for RUC faculty/staff. 16 users attended.
  - Offered seven D2L training sessions for RUC faculty/staff to prepare them to migrate courses from Blackboard to D2L. 79 users attended.
  - Implemented the D2L Instructor online course for adjunct and virtual faculty.
  - Conducted new student orientation sessions for RUC and RHEC.
  - Attended the kickoff meeting for the Instructional & Education Technology Advisement Collaborative which is made up of VTC, RUC and Carilion members.

Reed Curie Renovation

- Installed AV classroom equipment and Zoom capabilities in 2 traditional classroom spaces.
- Installed AV equipment for 21 science labs including geospatial science, biology, chemistry, geology and physics.
- Installed technology in a state-of-the-art Cyber Security Training and Education Lab which includes a 16-display video wall.
- Equipped 2 conference rooms with Zoom web conferencing capability.
- Configured and installed 95 workstations and 67 laptops in labs throughout the building.
- Installed 6 new VMWare servers for use by the Cyber Security program.

Audio Video

- WVRU streaming: Installed new streaming server to support all media platforms.
- Video streamed for RUC Winter Commencement, Radford University Graduate Hooding, and RU Commencement ceremony with closed captioning.
- Supported 54 AV events.
- Converted 35 faculty lectures to new video format transitioning to a new service.

Identity Services

- Completed the annual eVA user security access review.
- Submitted the annual Educause Core Data Survey.
Zoom Video Conferencing
- 1,712 meetings using Zoom web conferencing technology were conducted between November 2 and January 22 with 9,230 participants.
- Added Zoom Room capability to the Kyle 137 classroom.
- International participation in Zoom meetings included Brazil, Canada, China, India, Jamaica, Nigeria, Puerto Rico, Slovakia and the United Kingdom.

Classroom and Audio Video Upgrades
- Updated the equipment and classroom AV configurations in Cook 124, Cook 125, Walker 215A.

Project Management Support
- Additional enhancements and new information were added to the Service Catalog in ServiceNow.
- Reviewed and updated content on DoIT web sites to supplement the Service Catalog and removed duplicate information.
- Provided Zoho Projects training sessions and support for several new users.
- Initiated requested projects in Zoho for SLATE CRM Implementation, GitLab Code Repository Expansion, Electronic I9 System Implementation, and Emergency Alert Replacement System.

Cardinal
- Cardinal Human Capital Management project interface kickoff was held.

Technology Support Services Statistics
- Processed 2,694 support requests between November 2 and January 17.
- 11 technology training workshops were offered providing faculty and staff with opportunities to enhance their technical skills. 72 participants attended these training sessions.

Printing Services
- Moved to newly renovated space at 219 East Main Street
  - Staff continues to adapt and arrange while Facilities complete the renovation.
  - Benefits include increased parking and retail visibility, improved space efficiency and aesthetics, and additional safety measures.
  - First job out of new location: Bridge to RU letterhead.
- New Xerox Versant 3100 digital color press was installed at new location to replace a lower-level production unit that had reached end of life.
  - This new machine brings a heavier duty cycle, higher speed, expanded media capabilities, and new automated features to greatly reduce time spent by staff for a number of tasks.
  - This new machine completes the replacement of offset press equipment to transition to an all-digital printing environment.
- Printed Winter Commencement Program booklets for both Main Campus and RUC ceremonies (4250 booklets total).
- Other notable work included:
  - 54,650 total postcards for various clients.
  - Two runs totaling 7,500 of long/oversized folding pieces for admitted students.
  - Folding holiday cards, with addressed envelopes.

Content Management System Upgrade to AEM 6.5
- After nearly 12 months of work to convert features and migrate code from version 6.2, the CMS has a new interface for managing campus websites and a new tool for web site managers.

Capital Campaign Website
- The feature buildout for the new Capital Campaign website is completed. The content population and final tweaks for this web site are currently underway and on-schedule.
Amazon Web Services (AWS) Security

- DoIT is researching co-locating critical services to the Amazon Web Services infrastructure to survive a campus-wide disaster. The Information Security Officer (ISO) has worked with stakeholders in multiple areas to securely setup Identity & Access Management roles as well as Networking and Computing infrastructure.
- The IT Security team has deployed a Palo Alto firewall and IPS in Radford University’s AWS environment to protect resources.
- Testing of system backups to AWS S3 storage is underway and being evaluated as a method for providing cloud-based backups of critical systems.

Infrastructure Upgrades and Changes

- The campus VPN server was updated to the latest software version.
- The data center firewalls were upgraded to the latest software version.
- The Shibboleth single-sign-on environment was upgraded to the latest version.
- The F5 web load balancers were upgraded to the latest software version.
- Three Netapp storage arrays were upgraded to the latest software version.
Intercollegiate Athletics
Agenda

- Student-Athlete Experience
- Academic Excellence
- Competitive Excellence
- Resource Development
- Special Events
Student-Athlete Experience

Collegiate Sports Associates

- Led by Todd Turner, Dr. Brad Bates, Craig Littlepage and Drew Turner
- Conducted a comprehensive athletic department review
- Spent two days on campus interviewing athletic administration, coaches and university leadership
Academic Excellence

**FALL 2019 ACADEMIC SUMMARY**

- **48** Number of student-athletes with a 4.0 GPA
- **68** Percentage of student-athletes with a 3.0 GPA or higher
- **14** Number of programs with a 3.0 GPA or higher
- **3.3** Overall athletics department GPA
- **52** Percentage of student-athletes with a 3.4 GPA or higher (Dean’s List)
- **9** Number of programs with a 3.4 GPA or higher
Academic Excellence

JACOB WILKINSON - Men’s Soccer

- Academic All-American
- Posted a perfect 4.0 GPA in Fall 2019
- First Team Academic All-District
- Big South Conference All-Academic Team
Competitive Excellence

OVERALL SASSER CUP STANDINGS (12/31/19)

1. Campbell 10.13
2. High Point 10.00
3. Charleston Southern 7.75
4. RADFORD 7.45
5. Winthrop 7.10
6. UNC Asheville 6.05
7. Presbyterian College 5.54
8. Gardner-Webb 4.67
9. Longwood 4.31
10. USC Upstate 4.20
11. Hampton 2.90
Competitive Excellence

• Men’s Basketball - Overall Record 12-9 (6-2 Conference)
  • Currently 2nd place in Big South standings
  • Carlik Jones - Player of the Week (4 times)

• Women’s Basketball - Overall Record 8-11 (6-4 Conference)
  • Currently tied for 3rd place in Big South standings

• Baseball - Ranked Preseason #3
  • J.D. Mundy - Preseason Player of the Year

• Softball - Ranked Preseason #5

• Women’s Lacrosse - Ranked Preseason #5
Resource Development

2019-20 Fund Drive Update (12/31/19):
- Total New Pledges and Gifts to Highlander Club: $712,645 (105% increase*)
  *Increase from this point last year in the fund drive
- Membership in Highlander Club: 881

Radford Sports Properties Revenue Update (1/30/20):
- Overall Revenue: $373,050 ($269,100 cash / $103,950 trade)
- Overall Percentage to Budget: 95% ($392,000)
- Cash Revenue Target: 90% ($300,000)
- Trade Revenue Target: 109% ($95,000)

*Projected 2019-20 Revenue - $400,000 ($295,000 cash / $105,000 trade)
*Surpassed 2018-19 overall revenue by $8,000 as of 11/15/2019
Special Events

Inaugural First Pitch Dinner
January 25, 2020
300 Guests Attended
Over $17,000 raised for Baseball
Special Events

Winter Celebration
Men’s and Women’s
Basketball Alumni Weekend
February 22, 2020

Highlander Pride Weekend
April 23-25, 2020
Highlander Open Golf Tournament
Highlander Half Marathon & 5k
Red & White Online Auction
Discussion
December 2019 Minutes

RADFORD UNIVERSITY
Board of Visitors
COMMITTEE MEMBERS PRESENT
Dr. Jay A. Brown, Chair
Dr. Rachel D. Fowlkes, Vice Chair
Dr. Thomas Brewster
Mr. Gregory A. Burton
Mr. David A. Smith
Ms. Lisa Throckmorton

BOARD MEMBERS PRESENT
Mr. Robert A. Archer, Rector
Mr. James R. Kibler, Jr., Vice Rector
Ms. Krisha Chachra
Mr. Mark S. Lawrence
Ms. Nancy A. Rice
Ms. Georgia Anne Snyder-Falkingham
Mr. Breon Case, Student Representative (Non-voting Advisory Member)

OTHERS PRESENT
President Brian O. Hemphill
Ms. Karen Casteele, Secretary to the Board of Visitors and Special Assistant to the President
Mr. Craig Cornell, Vice President for Enrollment Management
Mr. Danny M. Kemp, Vice President for Information Technology and Chief Information Officer
Ms. Wendy Lowery, Vice President for University Advancement
Mr. Chad A. Reed, Vice President for Finance and Administration and Chief Financial Officer
Ms. Ashley Schumaker, Chief of Staff and Vice President for University Relations
Dr. Susan Trageser, Vice President for Student Affairs
Mr. Allen T. Wilson, Senior Assistant Attorney General, Commonwealth of Virginia
Other Radford University faculty and staff
CALL TO ORDER
Dr. Jay A. Brown, Chair, formally called the Governance, Administration and Athletics Committee meeting to order at 4:10 p.m. in the Mary Ann Jennings Hovis Memorial Board Room in Martin Hall. Dr. Brown conducted a roll call and established a quorum was present.

APPROVAL OF AGENDA
Dr. Brown asked for a motion to approve the December 5, 2019 agenda, as published. Mr. David A. Smith so moved, Mr. Gregory A. Burton seconded, and the motion carried unanimously.

APPROVAL OF MINUTES
Dr. Brown asked for a motion to approve the minutes of the September 26, 2019 meeting of the Governance, Administration and Athletics Committee, as published. Mr. Smith so moved, Mr. Burton seconded, and the motion carried unanimously.

INFORMATION TECHNOLOGY REPORT
Vice President for Information Technology and Chief Information Officer Danny M. Kemp presented to the Committee major strategic initiatives completed since the last Board of Visitors meeting. Vice President Kemp demonstrated the new Information Technology Service Catalog on the Division of Information Technology (DoIT) website. The new Service Catalog provides a standard framework for publishing service information; enhances understanding between service providers and constituents, provides an important tool in making DoIT services visible and useful; facilitates continuous improvement; and improves DoIT’s response to the various needs of institutional users.

Vice President Kemp shared that the objective of updating the DoIT Service Catalog was to make sure it is accurate, easier to maintain and readily available. The new service categories include: Accounts and Access; Administrative and Business Systems; AV, Phone, TV and Radio; Communication and Collaboration; IT Professional Services; Networks and WiFi; Security; Storage, Hosting and Servers; and Teaching and Learning. Services that are currently being offered by DoIT are listed within each category. Vice President Kemp recognized Ms. Denise Rahmes, Director of Project Management, for all her hard work on this project.

Vice President Kemp shared highlights of National Cybersecurity Awareness Month (NCSAM) held every year in October. Activities included: the DoIT Security website was modified to highlight NCSAM; references were made on social media and digital signage; and a phishing email was sent to all students, mimicking a fake DoIT Service Desk email. Vice President Kemp introduced Mr. Andrew Travis, Information Security Officer, to the Committee and thanked him for his efforts on the campaign. Mr. Mark S. Lawrence stressed the importance of security awareness training, especially for students. A copy of the report is attached hereto as Attachment A and is made a part hereof.

INTERCOLLEGIATE ATHLETICS REPORT
Director of Athletics Robert Lineburg shared recent news and events of the Athletic Department. Mr. Lineburg recognized the work of the Student-Athlete Advisory Committee having over 4,100 volunteer hours of community service initiatives with 100% participation from every athletic program. Three athletes made the Big South All-Academic Team. Jacob Wilkinson was selected
to the CoSIDA Academic All-District Team and was just selected to the 2nd Team All-American.

In other updates, Mr. Lineburg stated that the Women’s Soccer team was back-to-back tournament champions making the 7th Big South Tournament title in program history, the most of any Big South school. He added that Men’s and Women’s basketball are ranked #1 in the Big South Preseason Polls.

Mr. Lineburg reviewed resource development with membership in the Highlander Club at 658 and total pledges and gifts at $634,765. Overall revenue is $362,050 with projected 2019-20 revenue of $405,000. This total surpassed the 2018-19 overall revenue by $8,000, as of November 15, 2019. A record number of basketball season tickets have been sold this year with an overall 29% increase, creating a 34% increase in ticket revenue for the basketball season.

In closing, Mr. Lineburg shared that Men’s and Women’s Basketball Alumni Weekend will be take place on Saturday, February 22, 2020, and invited all Board members to attend. A copy of the report is attached hereto as Attachment B and is made a part hereof.

**OTHER BUSINESS**

**SCHEV New Member Orientation**

In other business, Ms. Lisa Throckmorton and Mr. David A. Smith shared feedback and experiences from their attendance at the SCHEV Board of Visitors New Member Orientation held in Richmond on October 22-23, 2019. Both shared that they felt it was beneficial to hear from others’ experiences and thought the speakers represented a good cross-section of topics. They also shared that it helped to see the significance of their role in service to others.

**ADJOURNMENT**

With no further business to come before the Committee, Dr. Brown requested a motion to adjourn. Ms. Lisa Throckmorton so moved, Dr. Thomas Brewster seconded, and the motion carried unanimously. The meeting adjourned at 5:04 p.m.

Respectfully submitted,

Sharon Ratcliffe  
Executive Assistant to the Vice President for Information Technology
End of Board of Visitors Materials