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DIVISION OVERVIEW

The 2017-2018 Division of Information Technology (DoIT) Annual Report provides an overview of the major accomplishments of the division from July 1, 2017 through June 30, 2018, as well as goals for fiscal year 2018-2019.

MISSION STATEMENT

The Division of Information Technology is committed to delivering a strategic advantage to Radford University by fostering creative and innovative use of technology to achieve the University’s objectives. The division promotes effective stewardship of information assets and provides a secure, highly reliable technology infrastructure along with high-quality, customer-oriented services and support, so as to meet the ever-changing needs of the university community.

DIVISION PROJECTS AND HIGHLIGHTS

Technology Support for Competency Based Education Programs

DoIT continues to assist Radford’s new competency based education (CBE) programs with a variety of technology needs. DoIT worked closely with the Innovative Mobile Personalized Accelerated Competency Training (IMPACT) and Appalachian Support for Specialized Education Training (ASSET) team members to assist with the installation, configuration and integration of Desire 2 Learn and Kaltura as the learning management system. Work continued to develop and update the admissions application and to automate the integration of application information with Banner.

DoIT provided video conferencing support for the program launch events and communication with business and education partners. Infrastructure and audio-visual updates were required to support instruction and office communications for the CBE programs in their new location in the RU Corporate Park. Printing Services supported IMPACT and ASSET in a variety of ways with programs, multiple framed photos, brochures and large presentation posters. Printing Services also installed graphicsIT for the lab dedication.
Duo 2-Factor Authentication

In the spring of 2017, a new security initiative began to implement Duo two-factor authentication for some Radford University services and applications. Implementing two-factor authentication protects student and employee data from cybersecurity threats that are routinely exploited through phishing, social engineering and brute-force password attacks.

DoIT staff piloted two-factor authentication during the fall 2017 semester, and began an opt-in enrollment for students, faculty and staff in the spring of 2018.

Office 365 Groups

In March, DoIT introduced Microsoft Office 365 Groups to the campus community. Office 365 Groups provide a cloud-based, collaborative workspace for users to share notebooks, files, calendars and other documents.

With Office 365 Groups, users can create content seamlessly, share news, work on and organize content, manage rich data within lists, and track all site activities across all members.
**Strategic Initiatives 2017 – 2018**

**Major Goals & Initiatives for 2018 – 2019**

- Begin the implementation of technology needs for the JCHS/Radford Merger.
- Continue to support, enhance and develop new features and services for IMPACT/ASSET.
- Rollout of a next generation data center firewall with intrusion prevention capabilities.
- Rearchitect the Splunk logging environment to double the number of servers and add functionality.
- Automate student application processing with CommonApp.
- Install and support of Cable TV and wireless Internet connectivity for off-campus housing.
- Implement Ellucian Analytics for improved decision-making.
- Continue to develop additional functionality for mobile applications and services.
- Move additional systems and services to the Cloud when/where appropriate.
- Implement an enhanced Enterprise Reporting strategy.
- Continue to develop new features and functionality in the Banner ERP system.
- Upgrade the Content Management System AEM.
- Update security, risk and continuity plans.
- Continue to enhance the functionality and support of classroom technologies.
- Negotiate a new Cable TV contract through a competitive bid process.
- Continue to enhance and upgrade IT infrastructure to support systems and services in a secure, highly available and high-performing environment.
ELECTRONIC ENGINEERING & COMMUNICATION SERVICES

MISSION STATEMENT

The mission of Electronic Engineering and Communication Services (EECS) is to provide up-to-date engineering and technical support for all campus electronic learning spaces, campus radio station WVRU, campus cable television systems, satellite downlink facilities, a modern campus TV studio, internet up-linking systems for professional television broadcast access, campus digital signage, audio-visual (AV) support engineering, graduation streaming services, and repair and surplus of various electronic equipment and computers.

MAJOR ACCOMPLISHMENTS

Mountain Stage Live

National Public Radio’s Mountain Stage took the Radford stage on April 8 to help kick off the celebration of Public Radio WVRU’s 40th anniversary. This event was the result of a partnership between Public Radio WVRU, the College of Visual and Performing Arts, the University Performance Series, Appalachian Events Committee, RU Broadcasting Club and the RU Music Business Student Association. Mountain Stage with Larry Groce has been the home of live music on public radio for more than 30 years. Mountain Stage, produced by West Virginia Public Broadcasting, is distributed to more than 230 stations, including WVRU, by NPR Music.
Radio Station WVRU Biennial FCC Filing

The biennial update to the filing for WVRU with the Federal Communications Commission (FCC) was completed in March 2018. The filing was updated to include current Radford University Board of Visitor information as owners of public radio station WVRU.

BY THE NUMBERS

- 46 existing campus learning spaces were upgraded with new equipment
- 20 new laser projectors were installed replacing older less efficient projectors
- Moved the Nursing simulation lab to Cook 3rd floor and installed new simulation hardware
- Installed Nursing simulation components for 2 meeting/conference rooms
- Assisted with the CITL and LARC moves on campus by providing new AV facilities
- Installed new campus TV channels for Admissions and Career Services
- Installed two 80 inch display devices in the Harvey Knowledge Center
- Installed 28 new Air Media devices in classrooms for wireless collaboration
- Installed 10 new Zoom classrooms
- Installed two new LED TVs in the entrance foyer of McConnell Library
- Installed 20 new wireless microphones in many campus facilities to allow an FCC mandated frequency change
- Designed and constructed IMPACT AV facilities
- Repaired 14 Apple Computers, 3 Lenovo Computers, and 23 printers
- 535 computers decommissioned to surplus
- Provided audio, network IP connections, troubleshooting, broadcasting and streaming support (through WVRU website) for 36 basketball games and 7 episodes of Highlander Hoops
- Provided AV support for 338 events including the State of the University address, Virginia General Assembly Public Hearing, NRV 2020, VCTM Conference, Radford University Unity Day, 76th Annual American Legion Boy’s State, Athletics RUBY Awards, Athletics Hall of Fame Induction Ceremony, 2018 NCAA Men’s Basketball Selection Reception, Radford University IMPACT Program Announcement, COBE and BB&T Sponsored Global Capitalism Lecture Series, and Department of Physical Therapy Coating Ceremonies
- Streamed to YouTube the Undergraduate Commencement Ceremonies and Graduate Hooding Ceremonies (Winter 2017 and Spring 2018). Also streamed the Martin Luther King Jr. Commemorative Program, Music Therapy Conference, and the Peace Studies Department sponsored “Debate: Is War Ever Justifiable?”
- Produced 18 videos for the Waldron College sponsored “Substance Abuse: A Campus Crisis” conference, 2 videos for the Art Show Opening “Strange Weather”, 24 Videos for the Dance Department Fall Dance Festival, 24 Videos for the Dance Department Fall Ballet Performances, and 24 Videos for the Dance Department “Dancing on the Edge”
ENTERPRISE SYSTEMS

MISSION STATEMENT

The mission of Enterprise Systems is to provide systems analysis, design, programming, and implementation services supporting core university administrative systems and business processes. This includes:

- Actively partnering with our customers to evaluate and recommend business services where additional automation increases efficiencies for system users.
- Planning and implementing fully integrated administrative systems.
- Providing university employees access to transactional and historical data for operational and strategic planning purposes.
- Engaging the university community to develop and enhance reporting strategies to support the academic mission of the university.

MAJOR ACCOMPLISHMENTS

Finance Cardinal/CIPPS Payroll Migration

Enterprise Systems, Human Resources, Budget and Finance conducted multiple onsite and remote consulting engagements in 2018 in order to prepare for the Cardinal Payroll Implementation. This review and improved system configuration is vital to maintaining Banner as the system of record for payroll, human resources and budget processing.

Financial Aid Period Based Budgeting

In October 2017, the Financial Aid office began using the Period Based Budgeting rules to automate costs of attendance for new fall 2018 students. Enterprise Systems worked closely with Enrollment Management and Ellucian consulting to configure Banner for this new functionality. This enables the Financial Aid Office to provide more timely expected costs of attendance for admitted students.

Scheduling Office Integration

In spring 2018, DoIT and University Services worked collaboratively to create interfaces between two existing room scheduling systems utilized within the university. Enterprise Systems created processes to migrate data from the AdAstra classroom scheduling software to the Event Management System utilized by University Services. This new process allows the campus community to have a single point of contact for scheduling meetings and events throughout the academic year.

Banner 9 Administrative Pages

The Banner 9 Functional and Technical Project teams were established and met regularly for the implementation of the Banner 9 Administrative Pages. Banner 9 replaces the current Banner 8 version with an updated user interface to improve navigation and access. The teams developed the project plan and implemented the testing environment in February 2018. End user testing and training is ongoing and expected to be complete in fall 2018. Banner 9 Administrative Pages will launch in September 2018.
Chrome River Travel and Expense Management

Chrome River, Radford University’s travel and expense management system, launched in August with a pilot group of departments. The Controller’s Office, in partnership with DoIT, worked diligently to customize this hosted solution to meet the university’s needs. The Chrome River implementation centered on a clear objective: to automate the old paper-based travel request and reimbursement process with an intuitive, user-friendly electronic system. The implementation consolidated and streamlined business processes and personnel resources needed to complete a travel request or reimbursement, automated approvals and tracking, and included built-in edit checks to ensure compliance with university and state policy.

Human Resources PeopleAdmin Upgraded to Select Suite

Dealing with performance plans was historically a cumbersome, manual process. In December, Human Resources, in collaboration with DoIT, launched the Select Suite Performance Management module in PeopleAdmin. Human Resources loaded the 2018 performance plans into Select Suite for supervisors to update, complete employee evaluations, and submit to reviewers for electronic approvals. The dashboard feature gives employees and supervisors a real-time view of deadlines and the status of the evaluation. Interfaces are currently being finalized to automate the Select Suite hiring proposal to Banner integration.

Campus Labs for Student Engagement

Student Affairs in collaboration with DoIT launched Campus Labs for Student Engagement software in spring 2018. This new tool will provide opportunities for improving student success through management of student activities, clubs, and organizations.

Online Payroll Giving

A new online Payroll Giving application, developed for University Advancement, launched in summer 2018. University Advancement staff worked closely with Enterprise Systems to create the new application designed to automate faculty and staff payroll deductions for gifts. This new workflow, available via Self-Service Banner, allows university personnel to make donations less cumbersome.

Radford Retention Project

Enrollment Management, Student Affairs, Academic Affairs, the Department of Information Technology, the College of Business and Economics (COBE), and DoIT partnered together to explore historical student data and analytics to improve decision making around student success and retention efforts. Statistical models and reports, built by faculty in the Department of Information Technology, were provided to the Office of Student Success and Retention for assessment. During summer 2018, additional predictive analytics models were developed by faculty in the Department of Information Technology and the Center for Innovation and Analytics to add data elements important to retention efforts. The newly refined models will provide additional insight into Student Success and Retention during the 2018/2019 academic year.
Finance eStore

Implemented in fall 2017, the Nelnet eStore application replaced less secure applications processing for event registrations. Conference Services is using the technology to support professional development and event registrations throughout the university.

Additional Enhancements and Improvements

- A new online Application for Graduation was tested and implemented for a pilot phase in the spring term.
- Parchment launched in September for students and alumni to request official online transcripts.
- Launched the first Banner Workflow in support of Sponsored Programs and Grants Management. This new workflow replaced the cumbersome paper Request for Proposal process with Banner Workflow.
- Supported Enrollment Management to fully automate the Royall International application interfaces between Royall & Company, Banner and Radius CRM.
- The Banner auto-admission process was implemented in fall 2017 to streamline Admission processing activities for Enrollment Management.
- Worked closely with Enrollment Management to support the summer 2018 Quest orientation sessions for new freshmen and transfers. Improved integration with Visual Zen and supported the implementation of pre-registration for the university’s new streamlined approach to summer orientation.
- Installed new, faster hardware in the production environment to support improved reporting from the Operational Data Store (ODS) reporting database.
- In October, the first cohort of IMPACT students were successfully admitted, activated, registered, and employers billed from the Banner ERP system. DoIT continues to refine the technology solutions for the IMPACT and ASSET programs.
- Multiple system upgrades and infrastructure enhancements were implemented to prepare for the transition to Banner 9.

BY THE NUMBERS

- 208 user-requested enhancements and integrations completed for Administrative Systems
- 344 upgrades and patches applied to Administrative Systems
- 76 custom reports developed or revised for the campus community
- 17 enhancements to the Operational Data Store for reporting purposes
- 257 user incidents and requests successfully resolved
IDENTITY SERVICES & IT AUDIT COMPLIANCE

MISSION STATEMENT
Identity Services & IT Audit Compliance maintains the identity and access management environment, and supports the division’s strategic planning, project portfolio management, IT audit, and policy and compliance initiatives.

MAJOR ACCOMPLISHMENTS

Identity Management System Replacement
In late January, DoIT signed with Fischer International to replace the Aegis Trident identity management system. The identity management system is used to provision and de-provision access to university IT resources. Fischer was selected to replace the aging Aegis Identity software due to its strong presence in, and commitment to, the higher education identity management space. The first phase of the Fischer implementation will replace the automated processes for provisioning and de-provisioning of accounts, self-service functions to activate and manage accounts, and reset expired or forgotten passwords. A future phase will include online account requests and requests for additional resources.

Successful APA Audit
Identity Services coordinated and completed the annual audit with the Auditor of Public Accounts (APA) with no findings reported.

Reports and Surveys
Identity Services coordinated and published updates to the Information Technology Strategic Plan and other Level II operating authority compliance reports, as well as completed revisions to the four Information Technology policies required for Level II Operating Authority. The annual submission was prepared for the Educause Core Data Survey and other reports.

BY THE NUMBERS
- 620 requests for access to administrative systems processed
- 779 change requests for account separations processed
MISSION STATEMENT

The mission of the Information Security Office is to protect the confidentiality, integrity, and availability of the university’s computer systems, electronic data and networks from unauthorized access, disclosure, disruption, modification, or destruction.

MAJOR ACCOMPLISHMENTS

Disaster Recovery

DoIT completed a table-top disaster recovery exercise in December to mimic unexpected outages across multiple areas. Scenarios included the data center firewalls going offline, university phone servers crashing, and data corruption in Banner preventing student access to transcripts, and a malicious distributed denial of service (DDoS) attack during a publicized media event. The Office of Emergency Preparedness and University Relations participated in the event and provided input. In February, selected DoIT staff participated in the Incident Command System (ICS) course provided by Emergency Preparedness. As part of the course, an Incident Management Team was defined to respond to emergencies and outages. Another tabletop disaster recovery exercise was conducted in April, and a functional exercise was completed in the summer 2018 to incorporate regular incident response activities.

New SANS Security Awareness Training Launched

The migration to a more robust security awareness training solution was completed in June for employees and contractors. The solution is provided by the SANS Institute, one of the largest sources for information security training. The new curriculum is video-driven with interactive questions after each module. On average, the training takes approximately 25-35 minutes to complete, and includes acknowledgement of DoIT policies, procedures and standards. Feedback has been overwhelmingly positive regarding the video-based delivery, course content and length of the training. All full and part-time employees and contractors are required to complete security awareness training during the university’s annual cycle.
The Information Security Officer (ISO) completed the GIAC Security Essentials Certification (GSEC), joining only 22,092 other security professionals around the world with this certification. The GSEC provides the learner with a base of knowledge in all areas of information security to quickly familiarize oneself with the landscape of threats and vectors used for system compromise and data theft.

BY THE NUMBERS

- 187 account compromises handled by security team
- 27 patch notices forwarded
- 5 penetration tests/server investigations
- 78 phishing/spam incidents investigated
- 37 risk assessments performed
- 53 vulnerability scans performed
IT INFRASTRUCTURE

MISSION STATEMENT

The mission of IT Infrastructure is to provide a secure and highly reliable technology infrastructure for the campus community with a focus on meeting the ever-changing needs and expectations of the university community while minimizing costs.

MAJOR ACCOMPLISHMENTS

Office 365 Email Migration Completed
The final phase to migrate the campus email system from an on premise system to the cloud was completed during the fall semester. DoIT migrated faculty, staff, retiree, and departmental accounts to Office 365, the same system used by students and alumni. The new environment provided larger mailboxes, capability for larger file attachments, an enhanced web interface, and added support for the Outlook application on smartphones.

Server Firewall Replacement Project
Rollout of a next generation firewall with intrusion prevention capabilities progressed as planned this year with over eighty percent of the project reaching completion. DoIT installed two new Cisco Firepower 4140 firewalls to provide a redundant, active standby environment as an additional layer of protection for the IT security profile. The campus web server, portal and other critical systems moved behind the firewall over the year.

CAS/Shibboleth Single Sign-On Authentication Expanded
Several systems were added to the university single sign-on (SSO) authentication system. Integrations were completed or updated for Handshake, ServiceNow work management for DoIT, University Tickets, and Simply Voting for student elections, VisualZen for Quest Orientation, Nelnet E-Store, and Apogee HBO GO for residential students, Odyssey Housing System, and the Cognos reporting system.

Nursing Clinical Simulation Center Moved to Cook Hall
DoIT supported the move of the Nursing Clinical Simulation Center from the RU Corporate Park to Cook Hall. Network wiring for the new space was completed in late June with a final move scheduled for remaining equipment and servers in summer 2018.
VoIP Phone System Upgraded

An upgrade to the campus Voice over IP phone system was completed in January. The update to Cisco Call Manager 11.5 updated the call manager, voicemail server and call queuing systems to the latest stable software version.

BY THE NUMBERS

- 650,000 messages blocked or flagged as spam per day
- 932 user service requests/incidents closed
- 1,660 wireless access points, 700 added or changed last year
- 345 TB of storage
- 1,807 services and devices monitored for outages
- 411 doors access panels
- 375 network switches
- 393 servers
- 28 Alarm panels
PRINTING SERVICES

MISSION STATEMENT

The mission of Printing Services is to produce high quality printed materials for the university community while minimizing costs and ensuring timely delivery.

MAJOR ACCOMPLISHMENTS

New Envelope Printer

A new Okidata 5-color printer was received and installed enhancing envelope capabilities and further reducing the dependency on older printing presses. This device provides a new capability of white and full-color output on dark colored media.

Major Production Print Jobs

Printing Services delivered numerous production print jobs each week. High profile jobs printed over the last year include the following:

- 95,000 Postcards (including 69,000 UV-coated save-the-dates for Alumni Homecoming).
- Supported the Men’s Basketball championship efforts with a last-minute order for media guides.

BY THE NUMBERS

- Over 466,000 color impressions
- Over 269,500 postcards
- Completed more than 3850 university and over-the-counter printing requests, many of which involved multiple pieces
- 403 Xerox Toners/Fusers/Drums recycled
- 75 boxes of materials picked up to be shredded, at no charge to departments
- 586 toners & staples delivered in support of Virginia Business Systems managed copier program
- Largest run: 69,500 Homecoming Postcards
PROJECT MANAGEMENT

MISSION STATEMENT

The mission of the Project Management Office is to improve project success throughout the organization by providing a consistent approach to identify and prioritize technology initiatives that align with the university’s strategic objectives while promoting standard project management methodology, best practices, tools and templates.

MAJOR ACCOMPLISHMENTS

New Project Management Tool: Zoho Projects

DoIT implemented a project management tool that was more cost-effective, user-friendly and designed for teams who need basic project management and collaboration functionality. Several project management tools were evaluated before selecting Zoho Projects for its intuitive interface for task management and collaboration with teams in or outside of the division.

Zoho Projects is now used to manage all projects that are classified as “strategic” or “large operational”. The Zoho portal was customized with new fields in the project record for classification, size and strategic priority. Zoho is also used for task management, small projects and events.
Project Management Certification with the Project Management Institute (PMI)

The Project Management Professional certification (PMP) is a global credential that formally evaluates project managers based on experience, knowledge and performance in achieving organizational objectives through defining and overseeing projects and resources. The PMP certification requires renewal every 3 years by obtaining 60 Professional Development Units (PDU) through approved training and professional work experience. The Director of Project Management obtained a PMP in 2007 and achieved a recertification in August 2017. The PMP certification also satisfies state requirements for project management.

BY THE NUMBERS

- Initiated 43 Large Operational and Strategic Projects
TECHNOLOGY SUPPORT SERVICES

MISSION STATEMENT

The mission of Technology Support Services is to provide a high quality, customer-oriented technology environment that supports the instructional, research and business needs of the university community. Technology Support Services serves as the single point of contact for coordination and resolution of all university technology support requests.

MAJOR ACCOMPLISHMENTS

Apple Device Management Tool Implemented

In an effort to simplify maintenance and enhance support of Apple computers and iPads, DoIT acquired and implemented a new Apple device management tool from Jamf. This tool assists technicians with the configuration, patching and software installation on university owned Apple devices. Installation, configuration and training on the product took place in April. Jamf will be used to assist with the rollout of new Apple computers over the summer.

Web Conferencing Transformed with Zoom

In July 2017, the university transitioned to Zoom as its web-based video conferencing solution. Zoom replaced the BlueJeans service previously used for video conferencing and bridging. Zoom provides an easy-to-use interface for users to quickly establish video conferencing for business meetings, personnel searches, remote instruction, and more. Students, faculty and staff were provided access to basic accounts, with 150 pro accounts acquired for larger meetings or those scheduled on a more regular basis. Eight software-based Zoom rooms were also installed to provide an alternative to telepresence systems.

To highlight Radford’s use of the new service, Technology Support Services provided a presentation on Zoom Rooms at the ACCS Conference (Association of Collegiate Computing Services of Virginia) in March. This presentation provided an overview of Radford’s Zoom implementation as well as the use of the Zoom Room functionality. Radford is the earliest adopter of the Zoom Room feature among those in attendance at the conference.
Solar Eclipse Shared Via Zoom

On August 21, Radford University hosted a live event in the planetarium using Zoom video conferencing technology to view the solar eclipse. A team of university scientists, working in a temporary outdoor data collection center in Nashville, TN, was conferenced in with Radford University to discuss and observe collected data. The video conference was available to Radford City Schools, the Blacksburg New School, and the Radford City Library.

Virtual Computer Lab Rollout

Faculty and students now have access to university-licensed software through a new 48-seat virtual lab environment hosted by Navisite. This environment provides access to SAS, SPSS, Maple, JMP, ArcGIS and other software that previously required students to visit a campus computer lab. Students have 24x7 access to the software with just an internet connection from their existing PC, Mac or tablet device. Training sessions were provided for faculty during Our Turn. An older on premise Citrix based solution was decommissioned because of this implementation.

Online Proctoring Piloted

In January, several faculty piloted a new online proctoring system from Respondus called Respondus Monitor. This system requires students to use a webcam, microphone and high-speed Internet connection to take an online exam. Faculty receive alerts of any anomalies during the exam, and can review the recording to validate the identity of the student and any academic integrity concerns. The pilot group provided positive feedback and Respondus Monitor was available for online summer courses.
Copier Replacement

Since 2010, Radford University has utilized Konica Minolta Bizhub multi-function printers/devices as a standard throughout campus. In the fall of 2017, DoIT, in collaboration with Procurement and Contracts, began a competitive process to establish a new contract. In April, Virginia Business Systems (VBS) was awarded a new 5-year contract to provide Xerox copiers to Radford University.

This new contract offers a variety of color Xerox Versalink and Xerox AltaLink multifunction devices. These devices provide copy, scan, and print functionality by using an app-based interface that allows for future functionality and options. In addition, VBS included participation in the PrintReleaf program, which will help offset Radford University’s carbon footprint by planting trees in a global reforestation project.

DoIT held open houses in May to provide departments an opportunity to view available models and select the model that best fit their business needs and budget. Installation and training on the Xerox devices will continue through August 2018.

BY THE NUMBERS

- 15,501 support requests processed
- 9,169 support requests resolved within 24 hours of initial request
- 397 attendees to technology workshops and 93 one-on-one consultations sessions provided
- 241 total new faculty/staff computers deployed
- 219 new lab computers deployed to 10 labs
- 45 new or upgraded classroom lecture computers deployed
- 49 new iPads deployed
- 40 phone conferences
- 4,100 video conferences
- 26 synchronous classes via video
WEB & MOBILE TECHNOLOGIES

MISSION STATEMENT

The Department of Web & Mobile Technologies is dedicated to the technical development, support, integration and maintenance of Radford University’s web presence, the MyRU Portal, the RUMobile app and various related web applications and technologies. In addition to supporting the development and ongoing changes of Radford University’s online presence, the team works closely with University Relations and the campus community to develop effective, appealing websites that digitally portray RU to the outside world. The team constantly reviews new and upcoming advances in web and mobile technologies with an eye on innovation at Radford University.

MAJOR ACCOMPLISHMENTS

Non-Emergency Text Messages Implemented with Mongoose

The Mongoose Texting Solution for Higher Education was implemented to provide various administrative offices another way to communicate with current students. The Registrar, Financial Aid and Residential Life participated in training and quickly began communicating with students via text messages. Email and social media campaigns were held to encourage students to opt-in to this system to receive important messages. The offices using the system reported higher levels of engagement with students through these targeted text messages.

ITOneStop Upgraded with Modern New User Interface

The ITOneStop website, home to the Division’s Knowledge Base and Help Desk functionality, was transformed this year with a more modern, intuitive service portal. ServiceNow, DoIT’s service management system, provided increased functionality and an easy-to-use interface for DoIT to add access to technology services, forms, knowledgebase articles, and other information.

Simply Voting Improved SGA Election Process

Working with the Student Government Association and Student Affairs, the SGA successfully held its first election using the Simply Voting election system. The system’s intuitive and mobile responsive user interface and flexible options allows for quick set up of the positions and candidates by the SGA officials. The SGA reported an increase in voter turnout and positive feedback from constituents on the new voting system.
Website Accessibility Tested

Working with a sight-impaired student, the Radford.edu web site along with the MyRU portal and other widely used applications were reviewed for accessibility and usability with popular screen reading software packages. The Web & Mobile Technology team used this opportunity to expand their knowledge and experience with the technology; and to learn additional strategies for using the web accessibility guidelines in their web development and implementation projects.

Handshake

Working with the staff of the Center for Career and Talent Development, DoIT helped launch an exciting new platform for students and alumni seeking jobs and internships. The new system, Handshake, replaced the Hire a Highlander system. Handshake is used by more than 400 university career centers, including Johns Hopkins, Cornell, Princeton and the University of Virginia. With a network of more than 200,000 unique employers from every industry and region, Handshake provides job seekers with access to opportunities across the country and across the globe. Students can make appointments with career counselors, register for events such as career fairs and workshops, and access employer information in Handshake. The easy-to-use interface is highly personalized to each student allowing Handshake to intelligently recommend career events, resources and job opportunities. Handshake also allows students to see when various employers are visiting campus.

BY THE NUMBERS

- 4.29 million visits to Radford.edu
- 1.39 million new visitors
- 696,142 mobile users and tablet users
- 9.6 million visits to MyRU
- 141,019 visits to the virtual walking tour
APPENDIX A | Supported Systems

Administrative Systems

- Academic Works Scholarship Management
- Activity Insight Faculty Annual Report
- Ad Astra Room Scheduling
- AlcoholEdu
- Asset Works Inventory Scanning
- Banner
  - Accounts Receivable
  - Budget Development
  - Human Resources
  - Endowment Management
  - Faculty Load and Compensation
  - Finance
  - Financial Aid
  - Fixed Assets
  - General Person
  - Research Accounting
  - Student Records & Admissions
- Banner Ancillary Systems
  - Banner Document Management System (BDMS/Xtender)
  - Banner Workflow
  - Cognos Reporting
  - Evisions Form Fusion
  - Evisions Intellecheck
  - Operational Data Store (ODS)
  - Quick Address System
  - UC4 Job Scheduling
- Blackboard Connect Emergency Alerts
- Blackbaud Raiser’s Edge Advancement/Fundraising (CRM)
- Bookstore (Book vouchers)
- CIPPS – Commonwealth Payroll
- Cardinal – Commonwealth Accounting
- Class Climate Faculty Evaluations
- Cobblestone Contract Management
- CollegeNet Admit
Course Catalog
CBORD CS Gold (RU Express)
CBORD Odyssey Housing Management
Degree Works
eVA – Commonwealth Procurement
Faculty Enlight Textbook Adoption
Fusion Student Recreation
Handshake
Hobsons Radius Customer Relationship Management (CRM)
iGrad Financial Literacy Training
InfoEd Research Planning and Management
National Student Clearinghouse
Nelnet Student Tuition/Payment Processing
Nolij Transfer
OrgSync RU Involved Student Organizations
Physical Therapy PTAdmit
PeopleAdmin
RuffaloCody Campus Call
Redrocks Tutor Trac
Royall & Company Application/Marketing
Starfish Advising/Retention
Symplicity Judicial Management
T2 Parking Management
Visual Zen (QUEST Orientation)
Zoho Projects

Instructional Software/Systems

Adobe Connect
Desire 2 Learn Learning Management
iTunesU
Kaltura Video Streaming
Lecture Capture
Mathematic Statistical Software – SAS, SPSS, JMP, Maple, Mathematica
Microsoft Office 365 online
Qualtrics Online Surveys
Smart Thinking online tutoring
Zoom
### University-wide Systems
- Active Directory
- Adobe Experience Manager Content Management (RU website)
- Anti-Virus/Anti-Spam
- Digital Signage
- Dublabs RUMobile
- Duo 2-Factor Authentication
- Facilities Management (AIM/ADX/ALC)
- Firewall/VPN Management
- Intrusion Protection/Detection Management
- Luminis Portal (MyRU)
- Lyris Listserv Management
- Microsoft Office365 Email/Collaboration
- Network Security & Access Control (ISE)
- ServiceNow IT Service Management
- Shibboleth Single Sign-On Authentication
- Trident Identity Management System

### Database Management Systems
- Oracle
- Microsoft SQL

### Operating Systems
- Windows
- Linux
- Mac OS