Governance, Administration and Athletics Committee

December 2019

RADFORD UNIVERSITY

Board of Visitors

RADFORD UNIVERSITY
Board of Visitors

GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING
4 P.M. **
DECEMBER 5, 2019
MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM
THIRD FLOOR, MARTIN HALL, RADFORD, VA

DRAFT
<u>**AGENDA**</u>

- **CALL TO ORDER**   Dr. Jay A. Brown, *Chair*

- **APPROVAL OF AGENDA**   Dr. Jay A. Brown, *Chair*

- **APPROVAL OF MINUTES**   Dr. Jay A. Brown, *Chair*
  - May 9, 2019

- **REPORTS**
  - Information Technology   Mr. Danny M. Kemp, *Vice President for*
    - Highlights of Major Accomplishments   *Information Technology and Chief*
    - IT Service Catalog
    - National Cybersecurity Awareness Month

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

- **OTHER BUSINESS**   Dr. Jay A. Brown, *Chair*
  - SCHEV New Member Orientation Report

- **ADJOURNMENT**   Dr. Jay A. Brown, *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.

<u>**COMMITTEE MEMBERS:**</u>
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

December 2019 Meeting Materials
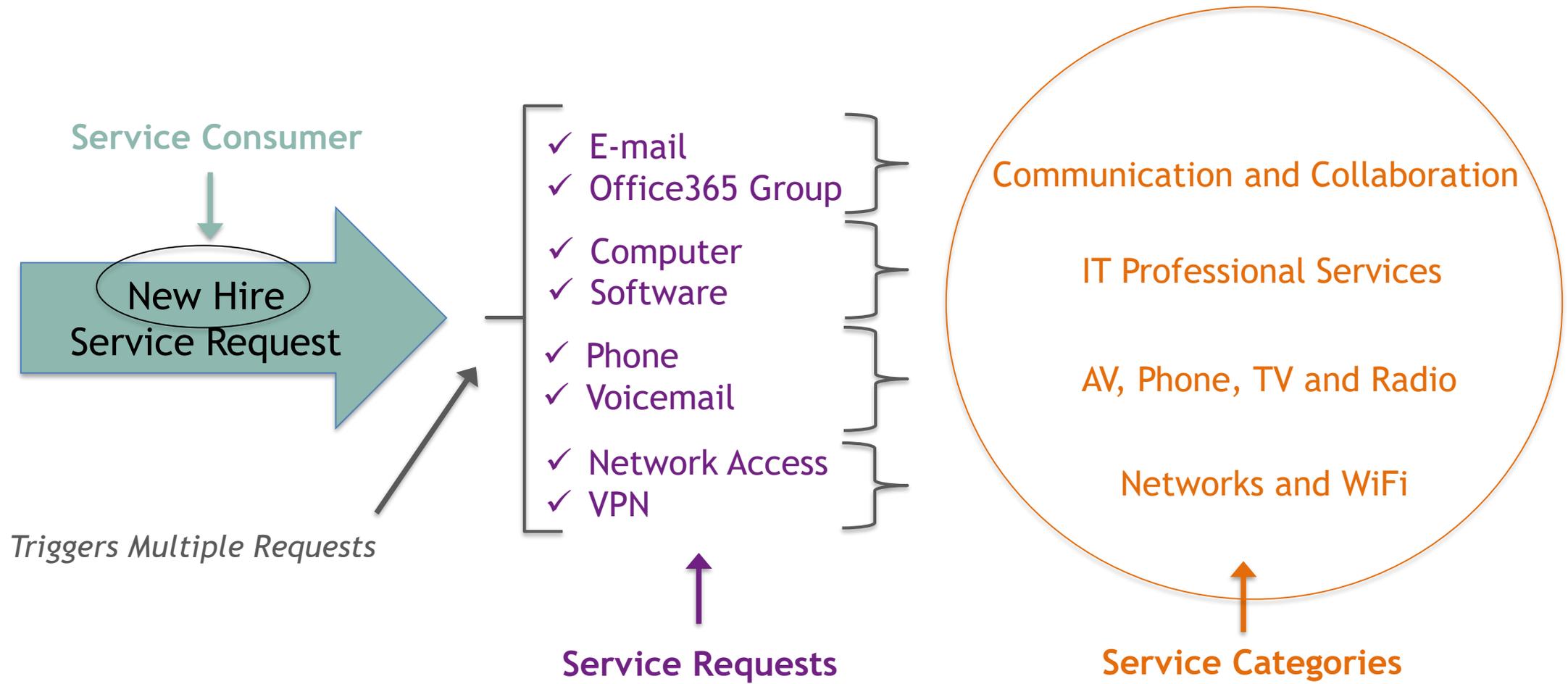
RADFORD UNIVERSITY

Board of Visitors

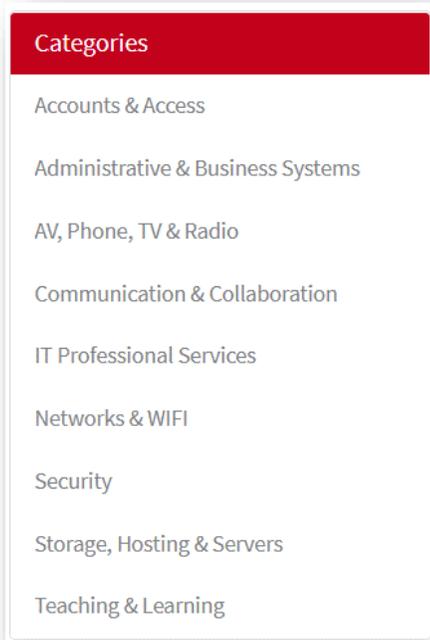# Information Technology Update

RADFORD UNIVERSITY

Division of Information Technology

December 2019

Agenda

- Highlights of Major Accomplishments
- IT Service Catalog
- National Cybersecurity Awareness Month

Information Technology

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What is a Service Catalog?

Service Consumer

New Hire Service Request

Triggers Multiple Requests

- ✓ E-mail
- ✓ Office365 Group

- ✓ Computer
- ✓ Software

- ✓ Phone
- ✓ Voicemail

- ✓ Network Access
- ✓ VPN

Service Requests

Communication and Collaboration

IT Professional Services

AV, Phone, TV and Radio

Networks and WiFi

Service Categories

Information Technology

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Benefits

"The implementation of a Service Catalog is an important step in transforming from a technology-oriented organization into a service-oriented organization and enables the organizational focus to shift from technology components to services that facilitate university outcomes." ECAR, April 10, 2015

Categories

Accounts & Access

Administrative & Business Systems

AV, Phone, TV & Radio

Communication & Collaboration

IT Professional Services

Networks & WIFI

Security

Storage, Hosting & Servers

Teaching & Learning

➢ Provides a standard framework for publishing service information

➢ Enhances understanding between service providers and constituents

➢ An important tool in making IT services visible and useful for the community

➢ Facilitates continuous improvement on customer-focused services

➢ Improves IT response to the various needs of institutional users

Information Technology

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DoIT Service Catalog Upgrade Project

Objective:

- Update the DoIT Service Catalog so it is accurate, easier to maintain and readily available

Goals:

- Follow Service Catalog guidelines as described in the ITIL* framework

- Modernize and update the existing list of services

- Establish new categories for the updated list of services

- Build the new Service Catalog using ServiceNow

- Easier maintenance and continuous improvement

- Redesign DoIT website to include links to the Service Catalog

*Information Technology Infrastructure Library (ITIL) is a widely used set of best practice publications for IT service management.

Information Technology

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Service Categories

Accounts & Access
- Administrative System Access
- CMS Account Access
- Cognos Access Request
- Courtesy Account Request
- Department Account Request
- eVA Access Request
- Local Admin Rights Request
- Starfish Account

...more

Administrative & Business Systems
- Application Development
- Document Management
- Enterprise Systems Integration
- Oracle Support Services
- Reporting & Analytics
- Support for Enterprise Systems

AV, Phone, TV & Radio
- AV Service Request
- Cable & Streaming TV
- Public Radio WVRU
- Telephone Services
- Voicemail
- TV Studio

Communication & Collaboration
- A/V Conferencing (Zoom)
- Digital Signage
- Email
- Email Lists (Lyris)
- Mass Messaging (RU Texts)
- Mobile apps
- MyRU Portal
- O365 Groups

...more

IT Professional Services
- Classroom Help
- Computer Deployment
- Computer/Printer Repair
- General IT Support
- Printers & Copiers
- Printing Services
- Project Management
- Software

...more

Networks & WiFi
- Firewalls
- Guest Access
- Virtual Private Network (VPN)
- Wired Networks
- Wireless Access (WiFi)

Security
- Alarm Systems
- Data/System Owner Training
- Duo Two-Factor
- Electronic Door Access
- Report an IT Security Incident
- SANS Security Awareness Training
- System Admin Training

...more

Storage, Hosting & Servers
- Cloud Fire Storage (OneDrive)
- File Storage & Sharing
- Server Backup & Recovery
- Server Hosting

Teaching & Learning
- Bibliography Reference (RefWorks)
- Computer Labs
- Digital Portfolio (Portfolium)
- Learning Management System (D2L)
- Multimedia Classrooms
- O365 Groups

...more

Information Technology

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Enhanced Access

DoIT Home Page

ITOneStop

Information Technology

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National Cybersecurity Awareness Month

- www.radford.edu/it-security
- Modified IT Security website to highlight National Cybersecurity Awareness Month (NCSAM)
- Referenced in social media and digital signage

National Cybersecurity Awareness Month

October each year is National Cybersecurity Awareness Month (NCSAM) and serves as a reminder to take ownership of our devices, secure our accounts and protect our identity. This month, IT Security at Radford University is using multiple resources to increase awareness of security best-practices and to promote actions you can take.

OWN
SECURE
PROTECT
IT.

OCTOBER 2019
National Cybersecurity Awareness Month
#BeCyberSmart

Information Technology

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Digital Signage

Oct. 21 - 27

Use the Duo Mobile App (Duo Push), instead of Call Me for faster logins to your Radford accounts.

#SecureIt
RADFORD UNIVERSITY
IT Security

Oct. 14 - 20

Be careful which apps you install on your phone.

Only install apps from trusted sources.

Not using an app? Delete it.

#OwnIt
RADFORD UNIVERSITY
IT Security

The more you post publicly on social media, the easier it is to be targeted.

Set your posts to friends-only.

Enable privacy options on your profile.
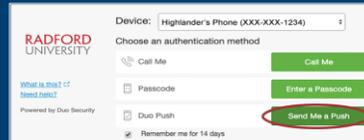
#OwnIt
RADFORD UNIVERSITY
IT Security

Did you know without appropriate Cybsecurity protections, Cybercriminals can:

- Steal your identity;
- Take control of your computer to hack others;
- Pretend to be you and scam others;
- Encrypt your files and demand a ransom;
- Hack your bank account and steal your money.

#ProtectIt
RADFORD UNIVERSITY
IT Security

Enroll in two step verification for all your accounts, including social media, to keep the bad guys out.

PASSWORD + PROOF = ACCESS
? Is that you? Success!

#SecureIt
RADFORD UNIVERSITY
IT Security

Oct. 28 – Nov. 3

Unicorn-Hugs-All-Day! is a good password.

Radford2019 is not.

Choose unique, long and easy to remember passphrases.

#SecureIt
RADFORD UNIVERSITY
IT Security

Phishing Attacks Can Happen to Anyone

Check sender's email address. Is the email urgent? Does it sound too good to be true? Does it link to a random website?

For tips to avoid being a victim, visit www.radford.edu/phishing.

#ProtectIt
RADFORD UNIVERSITY
IT Security

Information Technology

RADFORD UNIVERSITY

Social Media

Radford University ✓ @radfordu · 6h

UnicornHugsAllDay! is a good password. Radford2019 is NOT. Choose unique, lengthy and easy-to-remember passphrases. Learn more tips for protecting & securing your data during IT Security Awareness Month. 💻

Home | Information Technology (IT) Security | Radf...
At Radford University, Information Security means protecting information and information systems fro...
🔗 radford.edu

💬   ⟲ 3   ♡ 2   ↑

Information Technology   RADFORD UNIVERSITY

Phishing Campaign

- Sent phishing message to students, mimicking a fake IT Service Desk email we've received in the past.

From: itservicedesk@radford.university <itservicedesk@radford.university>
Sent: Wednesday, October 30, 2019 10:42 AM
To: Student <student@RADFORD.EDU>
Subject: Outlook system update

All Students are expected to migrate to the New 2019 Microsoft Outlook Web Portal to enable access to the below, click here to migrate immediately.

- Access the new Student directory
- Update your ID photo
- E-mail and Calendar Flexibility
- Connect mobile number to e-mail for voice mail

Important notice: All Students are expected to migrate within 24 hours to avoid delay on mail delivery.

On behalf of IT Support. This is a group email account and it's been monitored 24/7, therefore, please do not ignore this notification, because it's very compulsory.

Sincerely.
Administrator Service System.
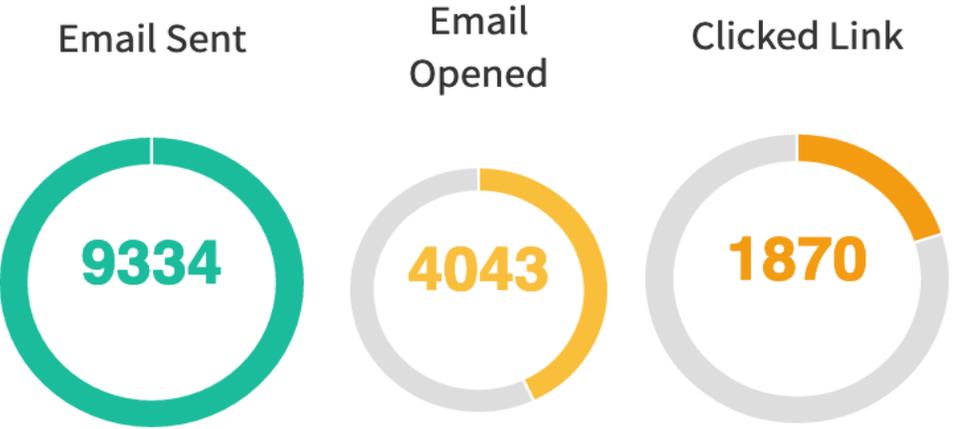
Email Sent	Email Opened	Clicked Link
9334	4043	1870

Information Technology

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Discussion

Information Technology   RADFORD UNIVERSITY

Division of Information Technology (DoIT)

Highlights of Major Accomplishments
August 26, 2019 – November 1, 2019

RUC Transition Phase II
- Academic and Administrative Systems
  - Developed a process for managing RUC Continuing Education transactions and account creations.
  - Implemented a new clinical rotation tracking system (CORE) for the Physician Assistant program.
- Computers, Classrooms and AV
  - Added Zoom web conferencing capabilities to RUC room 301.
  - Encrypted hard drives on 35 laptops.
  - Worked with Carilion to true up assets transitioned to RUC.
  - Installed 35 new computers in the DPT computer lab.
- User Support and Training
  - Onboarded an Instructional Designer/Technical Trainer.
  - Onboarded an additional Information Technology Specialist II employee.
  - Conducted Zoom Pro and Zoom Room training for RUC faculty/staff. 15 users attended.
  - Conducted faculty workshops for extracting content from Blackboard. 21 users attended.
  - Conducted D2L Overview workshops and labs for faculty.
  - Met with Roanoke Higher Education Center (RHEC) stakeholders to determine ongoing support needs.

Hardened Oracle Database Baseline
- IT Security worked with Enterprise Systems to build a hardened baseline configuration for Oracle databases. This baseline conforms to the Center for Internet Security (CIS) benchmarks that are commonly accepted in most industries.
- Application of this baseline to the Housing Management System database will enhance database security. This baseline will also be used going forward as other Oracle systems are upgraded.

Secure Document Exchange
- IT Security configured a secure document exchange solution by XMedius known as SendSecure. This allows campus departments to share highly sensitive documents with recipients outside the University as a secure alternative to emailing these documents.
- Single sign-on integration was established with this system to use Radford University credentials and two-factor authentication to access the system.
- The secure document exchange is being piloted with Human Resources, Bursar, Financial Aid and Accounting Services.

Reed Curie Renovation Installations
- DoIT continues to work closely with Capital Outlay and Construction as well as faculty from the Artis College of Science and Technology on technology for Reed Curie.
- Installation of AV equipment for classrooms, labs, and conference rooms is currently underway.
- Network switches are currently being installed with VoIP telephone installations planned for the first week of December.
- Computers for classrooms, labs and other learning/research spaces have been ordered with installation planned to start the week of December 9th.

WVRU Public Radio Enhancements

- WVRU streaming: Installed new streaming server to support all media platforms
- Relocated satellite downlink receiver for Public Radio Satellite Systems (PRSS) to a new location in the campus data center.
- Installed new audio fiber transmitter/receiver to support downlink of radio programming.

Zoom Video Conferencing Enhancements

- The usage of Zoom for Web Conferencing continues to grow with both instructional and business use, especially between the main campus and RUC.
- 2,176 meetings were conducted between August 25 and November 1. 226 meetings were conducted in Zoom enabled rooms.
- Several rooms were upgraded with Zoom Room capability that provides a one touch connection for ease of use. Other rooms were enhanced by adding a camera, microphone and speaker that can be plugged into a laptop to enhance the quality of a meeting.
  - Upgraded with Zoom Room functionality:
    - RHEC 302
    - CHBS 3030
    - Martin 309 (Board Room)
  - Enhanced with AV equipment to support Zoom client
    - Peters 041
    - Peters B107
    - Hurlburt Hall 210
    - Tyler 044
    - Heth 210

Classroom and Audio Video Upgrades

- Trinkle 167 – Installed new AV equipment

Project Management Support

- Project management support was provided to all Directors and Managers leading strategic or large operational projects.
- Created a new DoIT Home page that includes updated links and highlights the Service Catalog.
- Launched a new Service Catalog in ServiceNow that contains new and updated services that can be accessed from ITOneStop and the DoIT website.
- Published the 2018-2019 Annual Report.
- Updated the Office of Institutional Effectiveness & Quality Improvement Admin Assessment Report with FY18-FY19 results for DoIT.
- Added new projects in Zoho Projects for the RUC IT Transition Phase II, NRCC Bridge Program IT Implementation, DegreeWorks Upgrade Phase II, IMPACT B2C Model Implementation, REAL IT Implementation, Computer Deployment 2020.

Enterprise Systems Updates

- RUC
  - Completed the academic history data migration for all current RUC students.
- Banner
  - Banner upgrades were installed in October to bring all Banner modules up to current releases.
  - Created a new listserv model for campus communications.
- Finance and Administration
  - P-Card implementation in Chrome River is in the testing stage.
- Students
  - Degree Works Phase I upgrade in final testing.

Network Services Updates

- Planning work has been completed to transition several backbone fiber optic connections over winter break to enhance redundancy and prepare for future building projects.
- The Internet connection from Segra was upgraded from 2 gigabits to 5 gigabits providing additional bandwidth to the campus community.
- A new VoIP phone configuration was created to help support the IMPACT program and additional testing is underway to further enhance capabilities to better accommodate the needs of this program.

System Administration Updates

- Installation and configuration of a new VMware vSan environment was completed for use by the Cybersecurity program. This system is being used to support high school and community college students participating in the RUSecure CTF (Capture the Flag) competition.
- Upgrades of Windows 2008 servers continue ahead of the end of support by Microsoft in January of 2020. System and application reinstallation have been completed for several systems and an in-place operating system upgrade has been performed on a small number of systems.
- Final configuration and testing has been completed on a new VMware vSan environment for production systems that will provide enhanced server capacity and redundancy in a reduced footprint.
- The Adobe Created Cloud configuration was updated to use Single Sign On and provide the latest version of Adobe software in the campus computer labs.
- Planning and initial configuration have been completed to install a Shibboleth Single Sign On sever at RUC to further enhance redundancy for both RUC and the main campus.

Technology Support Services Statistics

- Processed 4,869 support requests between August 25 and November 1.
- Onboarded a new manager for the Technology Assistance Center.
- 13 technology training workshops were offered providing faculty and staff with opportunities to enhance their technical skills (8 of which were offered specifically to Radford University Carilion faculty to enhance their knowledge of D2L).
- 16 Mac, PC and iPad deployment sessions were held with 32 participants receiving new equipment.

Printing Services

- Continued planning and preparation for moving the Printing Services operation to a new space at 219 Main Street is underway. The Printing Services team continues to refine equipment layouts to enhance workflow. The network team has started installation of the networking components for this space with anticipated completion in December.
- More than 102,000 postcards and handout cards were produced (majority in support of Admissions and Alumni).
- Supported IMPACT/ASSET with numerous mailings, collateral, and wide format graphics.
- Supported RUC with numerous collateral pieces, new business cards for all employees, along with a variety of wide format graphics for high-visibility areas.
- Supported numerous high-profile events with wide variety of materials: Highlander Discovery Institute Highlander Festival, Homecoming, Family Weekend, Career Jumpstart Conference.

Mongoose Expansion

- The Web & Mobile Technologies group continued working with the Advising Centers, Student Affairs and IMPACT to enhance their engagement with students through the use of target text messaging.

Capital Campaign Website

- The design for the new Capital Campaign website has been completed. The build out of the exciting site is currently underway and on-schedule.

National Cybersecurity Awareness Month

October was National Cybersecurity Awareness Month (NCSAM) and served as a reminder to take ownership of devices, secure accounts and protect identity. IT Security used multiple methods to increase awareness of security best-practices and actions.

- Phishing Campaign
  - A phishing exercise targeted at students was created to increase student awareness of common phishing techniques. 9,334 students received a fake phishing email and 1,870 students clicked the link. Upon clicking the link, students were taken to an educational website with tips on identifying phishing emails.
- Digital Signage
  - Seven messages to be displayed on campus digital signs were rotated during the month of October. Each week had a different focus, such as protecting devices, securing identities and identifying phishing emails.
- Social Media
  - IT Security worked with University Relations to post to Twitter an example on how to choose good passwords.

Intercollegiate Athletics

RADFORD UNIVERSITY

Board of Visitors

December 5, 2019

Agenda

- Student-Athlete Experience

- Academic Excellence

- Competitive Excellence

- Resource Development

- Special Events

Intercollegiate Athletics

RADFORD UNIVERSITY

Student-Athlete Experience

Student-Athlete Advisory Committee (SAAC)

- 2019-20 Executive Board
    - Jenny Davis (WLAX) – President
    - Talia Douglas (SB) – Vice President
    - Nelia Perez (WSOC) – Secretary
    - Jacob Wilkinson (MSOC) – Treasurer
    - Kateri Schoettinger (WSOC) – Community Service Coordinator
    - Cerra Ebbeck (Dance) – Social Media Coordinator

- Campus & Community Engagement
    - Each year, the student-athletes participate in a number of community service initiatives in the New River Valley. Over 4,100 total volunteer hours with 100% participation from every athletic program.

Intercollegiate Athletics

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Academic Excellence

- Big South All-Academic Team

  - Natacha Rangel-Ribiero – Women's Soccer

  - Jacob Wilkinson – Men's Soccer

  - Stephanie Neast - Volleyball

- Jacob Wilkinson selected to the CoSIDA Academic All-District Team

Intercollegiate Athletics

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Competitive Excellence

2019 BIG SOUTH TOURNAMENT CHAMPIONS
WOMEN'S SOCCER

Intercollegiate Athletics

RADFORD UNIVERSITY

Competitive Excellence

WOMEN'S SOCCER

- Back-to-Back Tournament Champions
    - 7th Big South Tournament Title in program history, the most of any Big South school

- Nelia Perez – First-Team All-Conference / Big South Tournament MVP

- Kayla Thomas – First-Team All-Conference / Defensive Player of the Year

- Gabi Paupst – First-Team All-Conference

- Brianna Oliver – Second-Team All-Conference

- Courtenay Kaplan – Second-Team All-Conference

Intercollegiate Athletics

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Competitive Excellence

Men's Soccer
- Octavio Ocampo
  - Second-Team All-Conference + All-Freshman Team
- Victor Valls – Second-Team All-Conference
- Mouhameth Thiam – All-Freshman Team

Volleyball
- Stephanie Neast - Second-Team All-Conference
- Mackenzie Meehan – All-Freshman Team

Men's Basketball
- Ranked #1 in the Big South Preseason Poll
- Carlik Jones tabbed as Preseason Player of the Year
- Win over Big Ten opponent Northwestern on November 19

Women's Basketball
- Ranked #1 in the Big South Preseason Poll
- Sydney Nunley selected to Preseason All-Conference Team
- Khiana Johnson selected to Preseason Second-Team

Intercollegiate Athletics

RADFORD UNIVERSITY

Resource Development

2019-20 Fund Drive Goals:

- Total New Pledges & Gifts to Highlander Club $634,765.00 (241% increase*)
- Membership in Highlander Club   658 (61% increase*)

Increase from this point last year in the fund drive

Radford Sports Properties Revenue Update (11/15/19):

- Overall Revenue: $362,050 ($258,600 cash / $103,450 trade)
- Overall Percentage to Budget: 92% ($392,000)
- Cash Revenue Target: 89% ($300,000)
- Trade Revenue Target: 109% ($95,000)

Projected 2019-20 Revenue - $405,000 ($300,000 cash / $105,000 trade)
Surpassed 2018-19 overall revenue by $8,000 as of 11/15/2019

Basketball Season Tickets:

- Record number of basketball season tickets this year – 786 (29% increase)
- Basketball season ticket revenue - $60,345 (34% increase)

Intercollegiate Athletics

RADFORD UNIVERSITY

Special Events

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

Intercollegiate Athletics

RADFORD UNIVERSITY

Discussion

Intercollegiate Athletics

RADFORD UNIVERSITY

September 2019 Minutes

RADFORD UNIVERSITY

Board of Visitors

RADFORD UNIVERSITY

Board of Visitors

GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING
4:00 P.M.
SEPTEMBER 26, 2019
MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM
THIRD FLOOR, MARTIN HALL, RADFORD, VA

DRAFT
MINUTES

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
Ms. Krisha Chachra
Dr. Susan Whealler Johnston
Mr. Mark S. Lawrence
Dr. Debra McMahon
Ms. Georgia Anne Snyder-Falkinham
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
Dr. Kenna Colley, Interim Provost and Vice President for Academic Affairs
Mr. Danny M. Kemp, Vice President for Information Technology and Chief Information Officer
Ms. Wendy Lowery, Vice President for University Advancement
Ms. Kitty McCarthy, Vice President for Enrollment Management
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 Affair
Mr. Allen 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.

APPROVAL OF AGENDA
Dr. Brown asked for a motion to approve the September 26, 2019 agenda, as published. Ms. Lisa Throckmorton so moved, Dr. Thomas Brewster seconded, and the motion carried unanimously.

APPROVAL OF MINUTES
Dr. Brown asked for a motion to approve the minutes of the May 9, 2019 meeting of the Governance, Administration and Athletics Committee, as published. Ms. Throckmorton so moved, Dr. Brewster 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. With the Radford University Carilion (RUC) transition, the network connectivity increased to 1 GB connection with 10 GB connection to Radford University with a segregated VLAN. The technology cutover involved 320 computers that were re-imaged, 1,514,336 files migrated, and 16 Xerox copier/printers installed. Vice President Kemp reported that Enterprise Systems transitioned thousands of academic, admissions and employee records, along with over 3,000 new accounts and 403 Blackboard course shells created. A single point of contact was created for Level 1 and Level 2 technology support for RUC and Roanoke Higher Education Center. Fischer, the new identity management system, went into production.

Vice President Kemp added that connectivity to the University-operated apartments resulted in 180 WiFi access points being installed, 365 fiber optic cables terminated, and 22 properties networked. Cable TV streaming is now available to students living in University housing with 80 streaming channels, Trick Play and 20 hours of DVR for each student. Vice President Kemp demonstrated the new University events calendar to the Committee. The new calendar is a marketing-focused calendar system that easily integrates with the content management system for the University website.

Vice President Kemp shared positive feedback received from RUC faculty and staff and recognized the co-chairs of the Information Technology subcommittee thanking them for their hard work and dedication during the merger: Associate Vice President for Information Technology Ed Oakes, Assistant Vice President for Information Technology Margie Vest, Director of Enterprise Systems Lisa Blackwell, Director of Technology Support Services Lisa McDaniel and Manager of Network Services Todd Joyce. 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 announced Javonte Green is the first Highlander in program history to sign an NBA contract. Javonte Green is the 2nd all-time leading scorer and rebounder and all-time leader in steals for Radford. Mr. Lineburg also announced the new head baseball coach, Karl Kahn, who began at Radford on August 22, 2019. Mr. Lineburg noted that 73.5 percent of student-athletes finished with a 3.0 GPA or higher with 40 student-athletes earning a perfect 4.0 GPA. Mr. Lineburg stated that Radford is currently in third place in the Big South Sasser Cup Standings.

In other updates, he stated that Women's soccer was picked 1st in the Big South preseason poll, and Men's soccer was picked 2nd. Volleyball was picked 2nd in the preseason poll, and both Men's and Women's cross-country programs were selected inside the top six.

Mr. Lineburg reviewed resource development with 260 new members in the Highlander Club and the total pledges and gifts to the Highlander Club is $552,267. As of August 30, 2019, the total overall revenue is $297,100. In conclusion, he noted that the VCOM Sports Medicine Center was dedicated on August 28, 2019. In special events, four people will be inducted into the Radford Athletics Hall of Fame. The induction ceremony will take place on Friday, October 25, 2019. A copy of the report is attached hereto as *Attachment B* and is made a part hereof.

ADJOURNMENT
With no further business to come before the committee, Dr. Brown requested a motion to adjourn. Dr. Brewster so moved, Mr. David Smith seconded, and the motion carried unanimously. The meeting adjourned at 4:46 p.m.

Respectfully submitted,

Sharon Ratcliffe
Executive Assistant to the Vice President for Information Technology

Information Technology Update

RADFORD
UNIVERSITY

Board of Visitors

September 26, 2019

Major Strategic Initiatives Completed

- Radford University Carilion transition
- Identity Management System
- Connectivity for University-operated apartments
- Cable TV streaming
- University Events Calendar

Information Technology

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Network Connectivity for RUC

Information Technology

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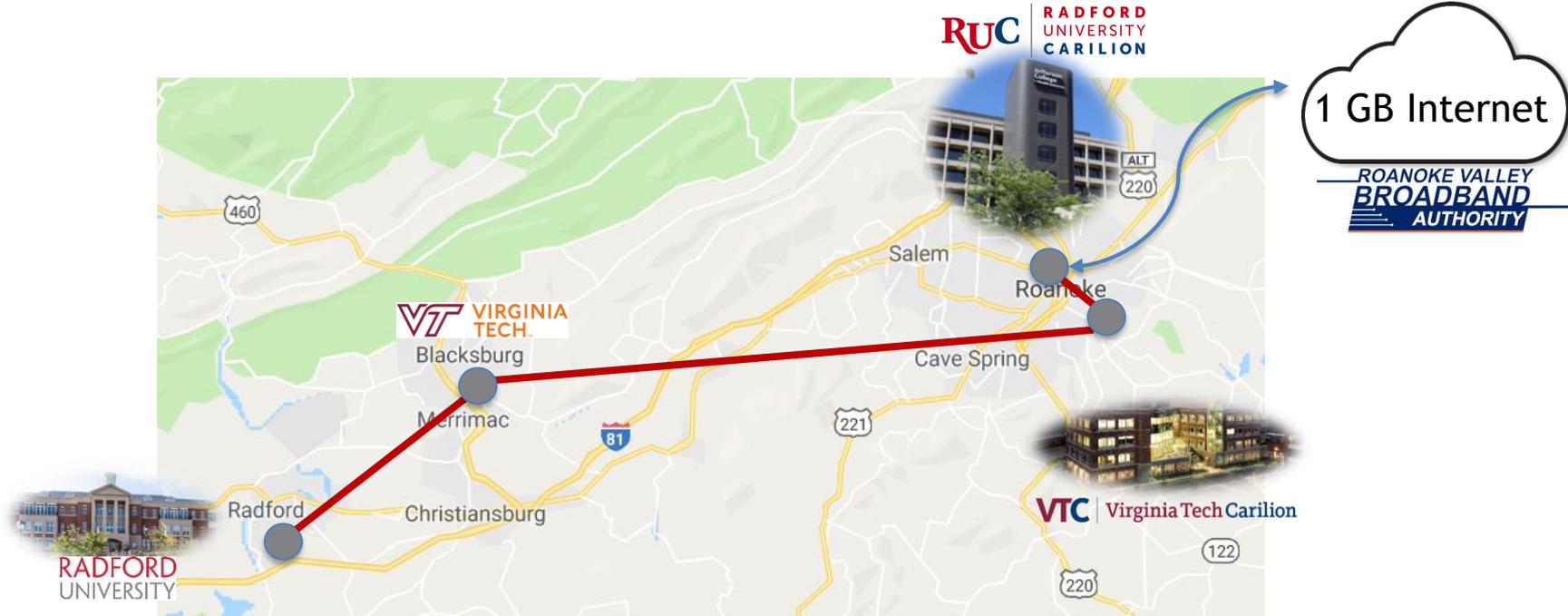
Technology Cutover

Faculty/Staff/Departmental

210

Computers Re-Imaged

Computer Labs/Classrooms

110

Computers Re-Imaged

Xerox Copier/Printers

16

Installed

User and Departmental Files

1,514,336

Migrated

Digital Signs

16

Transitioned

Carilion VLAN

350

Changes

Information Technology

RADFORD UNIVERSITY

Enterprise Systems Transition

Admissions

2,946

Records

Academic Records

51,399

Current Students

Accounts Created

3,076

Applicants, Students, Faculty, Staff

Blackboard LMS

eBills

1,392

Delivered

403 Course Shells

5,048 Course Enrollments

164 Accounts Created

Employee Records

185

Transitioned

Technology Support for RUC & RHEC
Single Point of Contact

1st Level Support
Call the Technology Assistance Center (TAC)

2nd Level Support
Ticket Escalated to Specialist if not resolved at 1st Level

Faculty Staff Students

Technology Assistance Center
Phone Support & Emergency Classroom Support
(540) 831-7500

ITOneStop – Self Service
www.radford.edu/itonestop
- Find Answers
- Request Support
- Report a Problem Online

Roanoke Technology Team
- Emergency Classroom Support
- Lab & Classroom Maintenance
- Computers/AV
- LMS Support

AVP Dispatches Available Technician

RU IT Teams – Main Campus
- Password resets and account issues
- Application questions
- Banner questions
- Wireless Issues
- MyRU
- Plus many more!

Information Technology

RADFORD UNIVERSITY

RUC Faculty Staff Feedback

"The Radford IT department has proven to be nothing short of amazing thus far. They provide fast and friendly service, technology that lives up to expectations, and network speeds far superior to our previous service. Keep up the great work!" - *Dr. JC Cook, Assistant Professor and Program Director of Emergency Services*

"I've been so impressed with the quality of IT support at RUC. Everyone is patient, friendly, and fast. The speed of the network has also been a wonderful upgrade, and it's a great asset for teaching and research. Thank you all for all of your hard work!" - *Dr. Courtney Watson, Ph.D., Associate Professor of English*

"As a librarian that deals with many tech issues, I have been immensely impressed with the DoIT folks at RUC. They are responsive and professional. The network experience is much improved for both faculty/staff and students alike." - **Jamie Price, Clinical Research Librarian**

"Changes in technology are always wrought with anxiety and expected complications, and a large changeover such as the one we experienced basically overnight here at RUC provides for even more potential for discontent. However, I think the RU technology group did an excellent job. They interrupted our work time at a minimum (less than I expected to be interrupted), and they were very receptive to questions. I have had to call someone already about a classroom issue, and someone responded in person in the classroom within a few minutes." - *Dr. Sara Nicely, DHEd, PA-C, Associate Professor, Chair and Program Director of Physician Assistant Studies*

Division of Information Technology

RADFORD UNIVERSITY

Identity Management System

- Cloud based system
- Account provisioning and de-provisioning, account activation, password resets
- Cutover May 2019

Automated workflows	Connected	User role
70	4	45
created	systems	policies

Accounts	New accounts	Password resets
75,219	6,703	13,479
migrated	Summer 2019	processed by system

Information Technology

RADFORD UNIVERSITY

University-Operated Apartments

On Campus Fiber Upgrade (RU)

Citizens Fiber

Internal Building Installations - Contractor
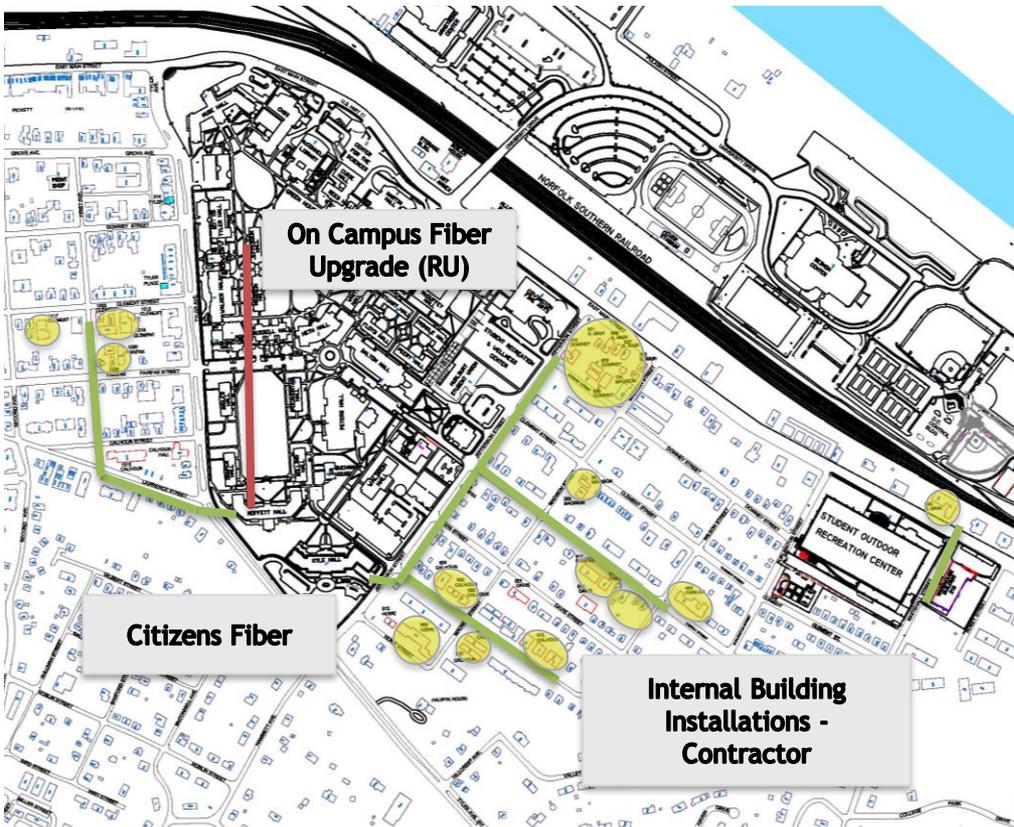
Properties
22
networked

Fiber optic cables
365
terminated

Network switches
25
installed

WiFi access points
180
installed

Connections for
5
fire alarm panels

Laundry room door
7
access installed

Cable TV Streaming

- Available to students in University housing

- Stream live TV to student devices: *Laptop, Smartphone, Tablet, Roku, Fire Stick, Apple TV, etc.*

- **Trick Play** - Pause live TV, rewind, fast forward or start over any TV show from the last 24 hours

Streaming TV

80

channels

Hours of DVR

20

for each student

Information Technology

RADFORD UNIVERSITY

University Events Calendar

Information Technology

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Discussion

Information Technology

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Division of Information Technology (DoIT)

Highlights of Major Accomplishments
April 10, 2019 – August 25, 2019

RUC Merger

Over the past eighteen months, the Division of Information Technology had been planning many system changes to support the RUC merger. Many of these system changes were implemented during the summer. Below is a summary of many of the major IT activities related to the merger completed since April.

- IT Infrastructure Changes
  - A telecommunications room was established at the Community Hospital building including fiber connections from Roanoke Valley Broadband, network switch gear and three servers.
  - The IT Security team configured and deployed a new Palo Alto firewall and Intrusion Prevention System. This system will separate the network traffic of students, faculty, staff, printers and servers.
  - A 1-gigabit Internet connection and a 10-gigabit link to the main Radford campus was established.
  - Worked closely with Carilion TSG to utilize existing Carilion network infrastructure to provide a segregated wired and wireless network to the RUC community while enhancing performance and connectivity to the main campus.
  - Implemented a website redirect to direct all traffic from www.jchs.edu to www.radford.edu/ruc.
  - Implemented an email redirect to direct all email sent to username@jchs.edu to the appropriate @radford.edu mailbox.
  - Migrated user data and departmental data from Carilion servers to RU. Data was scanned for PII before being copied to RU's data center.
- Academic and Administrative Systems
  - Created accounts for students, faculty and staff on Radford systems.
  - Completed Banner ERP process changes and configuration updates to support student records for the fall 2019.
  - Academic History for all current RUC students is in testing and being reviewed for final migration.
  - Interface connecting Banner with RUC Starfish has been completed.
  - Interface connecting Banner to RUC Bookstore has been completed.
  - Completed an interface between the Blackboard learning management system and Banner to create course shells and enroll instructors/students in courses.
- Computers, Classrooms and AV
  - Installed 32 Lenovo laptops and reimaged 320 Dell computers for faculty, staff, classroom, conference rooms, and labs.
  - Installed 16 color Xerox multifunction devices (copier/printers).
  - Transitioned 16 digital signs from the Carilion system to RUC.
  - Added Zoom web conferencing capabilities to RUC 1021. Updated the existing video conferencing system used by the Doctor of Physical Therapy program in RUC 838 to Zoom.
  - Performed classroom health checks in RUC classrooms and replaced projector lamps in 6 projectors.
- Web and Mobile Transition
  - Completed the transitioning of content and functionality for the Radford University public facing websites, the MyRU portal and various web applications.
- User Support and Training
  - Hired two Information Technology Specialists II for RUC and advertised for an Instructional Designer/Technical Trainer position
  - Conducted IT orientation and technology training sessions for faculty and staff
  - Conducted IT orientation for new and returning RUC students

- 34 users attended one of four Windows 10 training sessions.
- 21 users attended one of two Banner 9 Admin pages and finance training sessions.
- To prevent unauthorized patient health information from migrating to Radford University, the ISO gave several presentations to RUC faculty/staff on the need to classify this information. IT Security examined the data migrated from RUC to ensure patient health data was not included.
- Reviewed JCHS software contracts.
- Drafted a Memorandum of Understanding with Carilion Technology Services Group for ongoing support.

Reed Curie Renovation Infrastructure Planning
- DoIT continues to work closely with Capital Outlay and Construction to provide feedback and direction to contractors as work continues on the Reed Curie renovation.
- Initial wiring for the network is complete and AV wiring is currently in progress. Orders for AV equipment and other technology components are currently being processed.

Kyle Hall Venture Lab
- Network and AV infrastructure for the Kyle Hall Venture Lab has been installed, which includes 45 network connections and 8 CATV connections.
- Assisted Facilities Management with installation of one door access location and provided programming for the door.
- Additional work continues for installation of analytics workstations and other technology in this space.

Installed new Zoom Video Conferencing Equipment
- Zoom room conferencing functionality was added to Whitt 003 and Whitt 008 to provide the faculty senate and other groups with the ability to include remote participants in meetings.
- The AV system in Heth 043 was upgraded to enhance the technology capabilities of this space. This upgrade includes cameras and microphones to support large meetings that need to make use of the Zoom conferencing technology.

Identity Management Services
- Implemented phase I of the Fischer Identity Management system. Implementation included account provisioning and deprovisioning, self-service functionality for account claim/activation, password resets, and forgot password applications. The solution replaced identity management functionality provided by the Aegis Trident Identity Management system and Bonita self-service applications.
- Completed the quarterly eVA user security access review with no errors.

Project Management Support
- New features continue to be added to Zoho to enhance the flexibility and better serve the needs of project managers.
- Zoho training sessions and support continued as new users were added to the tool.
- Project management support was provided to all Directors and Managers leading strategic or large operational projects.
- Work continues on the project to update, enhance and improve access to the DoIT Service Catalog. The new Service Catalog that will be housed in ServiceNow is slated to be available from ITOneStop and the DoIT website in the fall.
- Duo 2 Factor Knowledge Articles and the website were updated to reflect changes made for the VPN, printing of codes and enhancements in the Duo Management Portal.
- An Administrative Support Assessment was submitted to the IEQI office.

Business Continuity Documents

- The Business Impact Analysis, Disaster Recovery Strategy and Enterprise Risk Assessment must be refreshed every three years according to the University's Security Standard 5003s. These documents detail the following:
  - Business Impact Analysis (BIA): identifies the essential business functions of the University and supporting IT systems.
  - Disaster Recovery Strategy (DRS): high-level workflow of appropriate responses to major disasters, detailing roles and responsibilities of team members.
  - Enterprise Risk Assessment (RA): details the risks on IT systems, scoring them based upon severity and ensuring that the risks are adequately mitigated or addressed.
- Performed this refresh in-house this cycle rather than engaging consultants as in years past. DoIT updated the documents by communicating with stakeholders and using existing documents where appropriate. In some cases, DoIT used industry-accepted templates to replace the base documents.

Classroom and Audio Video Upgrades

- The AV systems in the Roanoke Higher Ed Center classrooms 602,608 and 613 were upgraded to the current campus standards replacing older equipment.
- Cook 107 - upgraded complete AV system to current standard
- Young 321- upgraded complete AV system to current standard
- Davis 201- upgraded complete AV system to current standard

Enterprise Systems Updates

- Ellucian Ethos integration testing is in progress.
- PeopleAdmin onboarding for employees is implemented.
- Processes and new applications to support the Fischer implementation are complete.
- Banner upgrades are in testing to bring all modules up to newest releases.
- Purchase Card implementation work in Chrome River has begun.
- The Commonwealth of Virginia Cardinal Human Capital Management (HCM) 2021 project has begun with staff attending meetings in Richmond to understand the timeline and impact of this Commonwealth of Virginia project.

Technology Support Services Statistics

- Processed 5,544 support requests between April 10 and August 20.
- 13 technology training workshops were offered providing faculty and staff with opportunities to enhance their technical skills.
- 2,765 meetings were conducting between April 10 and August 20 using the Zoom web conferencing platform. These meetings included participants from a number of International locations including Canada, Columbia, Italy, Denmark, UK, Poland, Australia, and Brazil.
- 126 PCs and 39 Macs were successfully deployed as part of the annual computer replacement cycle. This included 11 training sessions.
- New lab computers were installed in the following computer labs.
  - General use computer lab - Walker 221 (41)
  - Information Technology - Davis 225 (32)
  - Theater – Porterfield 177 (7)
  - Harvey Knowledge Center (4)
  - Library (25)
  - Multimedia classrooms (30)
  - Doctor of Physical Therapy Lab – 8th Floor Roanoke (31)

Printing Services

- Supported RUC transition by producing: letterhead, small and large envelopes, business cards for all employees, door signage, and a variety of wide format display graphics.

- Installed a new 26.5" hydraulic paper cutter replacing an end of life unit while enhancing functionality and safety.
- Purchased and installed a new Perfect Binder to expand professional binding capabilities.
- Worked with Facilities to plan layout of 219 East Main Street as a new home for Printing Services.
- Supported Quest Orientation with various pieces including saddle-stitched Quest guides.
- Supported the Vinod Chachra IMPACT Lab - ASSET Grant with multiple personalized mailings.
- Produced more than 123,000 postcards, including 75,000 Homecoming cards.

New Cable TV Contract
- Installed a new cable TV streaming system utilizing Apogee "Stream2" technology. There are 80 television channels available to students for streaming to all University residential locations. All steaming channels can be interrupted using the emergency alert system.

Web Calendar
- A new university event calendar from LiveWhale has been implemented to replace the deprecated AEM calendar for the public facing web presence. The LiveWhale calendar will provide a more reliable and functional platform with enhanced, modern capabilities to serve the marketing needs of campus websites.

Lyris Email
- Bulk email lists have been revamped to provide improved and more efficient groupings that are more intuitive and will provide more flexibility in the audience selection for mass email delivery for both RU and RUC.

University-Operated Apartment Network Infrastructure
- The campus fiber backbone was enhanced to provide connectivity to the university-operated apartments and ensure a robust network connection for students in these buildings. This also resulted in a change in fiber connectivity for Printing Services and Human Resources.
- Installed 180 access points
- Installed 25 switches in 22 properties
- Installed 5 fire alarm fiber pairs
- Assisted Facilities Management with 7 door access installations for laundry rooms

Phone Replacements
- Replaced 35 end of life VoIP phones.

Intercollegiate Athletics

RADFORD
UNIVERSITY

Board of Visitors

September 26, 2019

Agenda

- Student-athlete experience

- Culture

- Academic excellence

- Competitive excellence

- Resource development

- Special events

Intercollegiate Athletics

RADFORD UNIVERSITY

Student-Athlete Experience

Javonte Green – Class of 2015 (Criminal Justice)

- First Highlander in program history to sign a NBA contract (two-year deal).

- Played overseas with stops in Spain and Italy

- 2nd all-time leading scorer in Radford history

- 2nd all-time leading rebounder in Radford history

- All-time leader in steals for Radford

RADFORD UNIVERSITY

Culture

Karl Kuhn – Head Baseball Coach

- Introduced as Radford's sixth head coach on Thursday, August 22, 2019

- Pitching Coach for 16 years at Virginia

- 2015 NCAA National Champions

- Reached the NCAA Regionals in 14 of the last 16 years

- Four trips of the College World Series, Six NCAA Regional Championships, Two ACC Tournament titles

- 2014 National Pitching Coach of the Year

RADFORD UNIVERSITY

Academic Excellence (Spring 2019)

- 73.5% of student-athletes finished with a 3.0 GPA or higher

- 53% of student-athletes recorded over a 3.4 GPA (Dean's List)

- 40 student-athletes earned a perfect 4.0 GPA

- 15 of 16 athletic programs with a GPA over 3.0

- 7 of 16 athletic programs with a GPA over 3.4

- 70% of student-athletes made the Big South Presidential Honor Roll

Intercollegiate Athletics

RADFORD UNIVERSITY

Competitive Excellence

BIG SOUTH SASSER CUP STANDINGS

1. Campbell   9.36
2. High Point   9.05
3. **Radford**   **8.19**
4. Charleston Southern   7.30
5. Winthrop   6.50
6. Gardner Webb   6.01
7. USC Upstate   5.87
8. Hampton   5.53
9. Presbyterian   5.43
10. UNC Asheville   5.05
11. Longwood   4.98

WOMEN'S ALL-SPORTS STANDINGS

1. High Point   9.84
2. Campbell   8.45
3. **Radford**   **8.05**
4. Charleston Southern   7.11
5. Winthrop   6.83
6. USC Upstate   6.14
7. Longwood   5.71
8. UNC Asheville   5.16
9. Gardner-Webb   5.10
10. Hampton   5.06
11. Presbyterian   5.00

MEN'S ALL-SPORTS STANDINGS

1. Campbell   10.36
2. **Radford**   **8.42**
3. High Point   8.14
4. Charleston Southern   7.54
5. Gardner-Webb   7.32
6. Hampton   6.25
7. Winthrop   6.09
8. Presbyterian   5.93
9. USC Upstate   5.56
10. UNC Asheville   4.93
11. Longwood   4.13

Intercollegiate Athletics

RADFORD UNIVERSITY

Competitive Excellence

- Women's Soccer picked 1st in Big South preseason poll.

- Men's Soccer picked 2nd in Big South preseason poll and Amadou Macky Diop was named Preseason Attacking Player of the Year.

- Volleyball picked 2nd in Big South preseason poll and Mallory McKnight and Stephanie Neast named preseason all-conference team.

- Both men's and women's cross country programs were selected inside the top six of the Big South preseason poles.

Intercollegiate Athletics

RADFORD UNIVERSITY

Resource Development

2019-20 Fund Drive Goals:

- Total New Pledges & Gifts to Highlander Club $552,267.00
- Membership in Highlander Club 260

Radford Sports Properties Revenue Update (8/30/19):

- Overall Revenue: $297,100 ($206,600 cash / $90,500 trade)
- Overall Percentage to Budget: 76% ($395,000)
- Cash Revenue Target: 69% ($300,000)
- Trade Revenue Target: 95% ($95,000)

Projected 2019-20 Revenue - $425,000 ($320,000 cash / $105,000 trade)

Licensing Revenue:

- FY19 - $82,481.13

Intercollegiate Athletics

RADFORD UNIVERSITY

Resource Development

VCOM SPORTS MEDICINE CENTER

- Dedicated on August 28, 2019

- 4,300 square foot sports medicine facility

- One central location for athletic trainers, team physicians, physical therapists and nutritionist

- VCOM Sports Medicine Physician Suite where the VCOM team physicians and Sports Medicine Fellows can provide care to all Radford student-athletes

RADFORD UNIVERSITY

Special Events

2019
RADFORD ATHLETICS
HALL OF FAME
INDUCTION CEREMONY
FRIDAY, OCTOBER 25

Intercollegiate Athletics

RADFORD UNIVERSITY

Discussion

Intercollegiate Athletics

RADFORD UNIVERSITY

End of Board of Visitors Materials