

# **Governance, Administration and Athletics Committee**

**May 2019**

**RADFORD UNIVERSITY**

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Board of Visitors

**GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING**

**5 P.M. \*\***

**MAY 9, 2019**

**MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM**

**THIRD FLOOR, MARTIN HALL, RADFORD, VA**

**DRAFT**  
**AGENDA**

- **CALL TO ORDER** Dr. Rachel D. Fowlkes, *Chair*
- **APPROVAL OF AGENDA** Dr. Rachel D. Fowlkes, *Chair*
- **APPROVAL OF MINUTES** Dr. Rachel D. Fowlkes, *Chair*
  - February 7, 2019
- **REPORTS**
  - Information Technology Report Mr. Danny M. Kemp, *Vice President for Information Technology and Chief*
    - EDUCAUSE Top 10 IT Issues 2019
    - Major Strategic Initiatives Update
    - Off-Campus Apartments - Networking
    - Customer Satisfaction Survey
    - Highlights of Major Accomplishments
  - Intercollegiate Athletics Report Mr. Robert G. Lineburg, *Director of Intercollegiate Athletics*
    - Student-Athlete Development
    - Competitive Excellence
    - Resource Development
    - Special Events
- **RECOMMENDATION FOR RECTOR AND VICE RECTOR FOR 2019-2020** Dr. Rachel D. Fowlkes, *Chair*
- **OTHER BUSINESS** Dr. Rachel D. Fowlkes, *Chair*
- **ADJOURNMENT** Dr. Rachel D. Fowlkes, *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. Rachel D. Fowlkes, Chair

Ms. Georgia Anne Snyder-Falkinham, Vice-Chair

Dr. Thomas Brewster

Mr. Gregory A. Burton  
Ms. Lisa Throckmorton

# May 2019

# Meeting Materials

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Board of Visitors

# Information Technology Report

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# Agenda

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- EDUCAUSE Top 10 IT Issues 2019
- Major Strategic Initiatives Update
- Off-Campus Apartments - Networking
- Customer Satisfaction Survey



# Major Strategic Initiatives

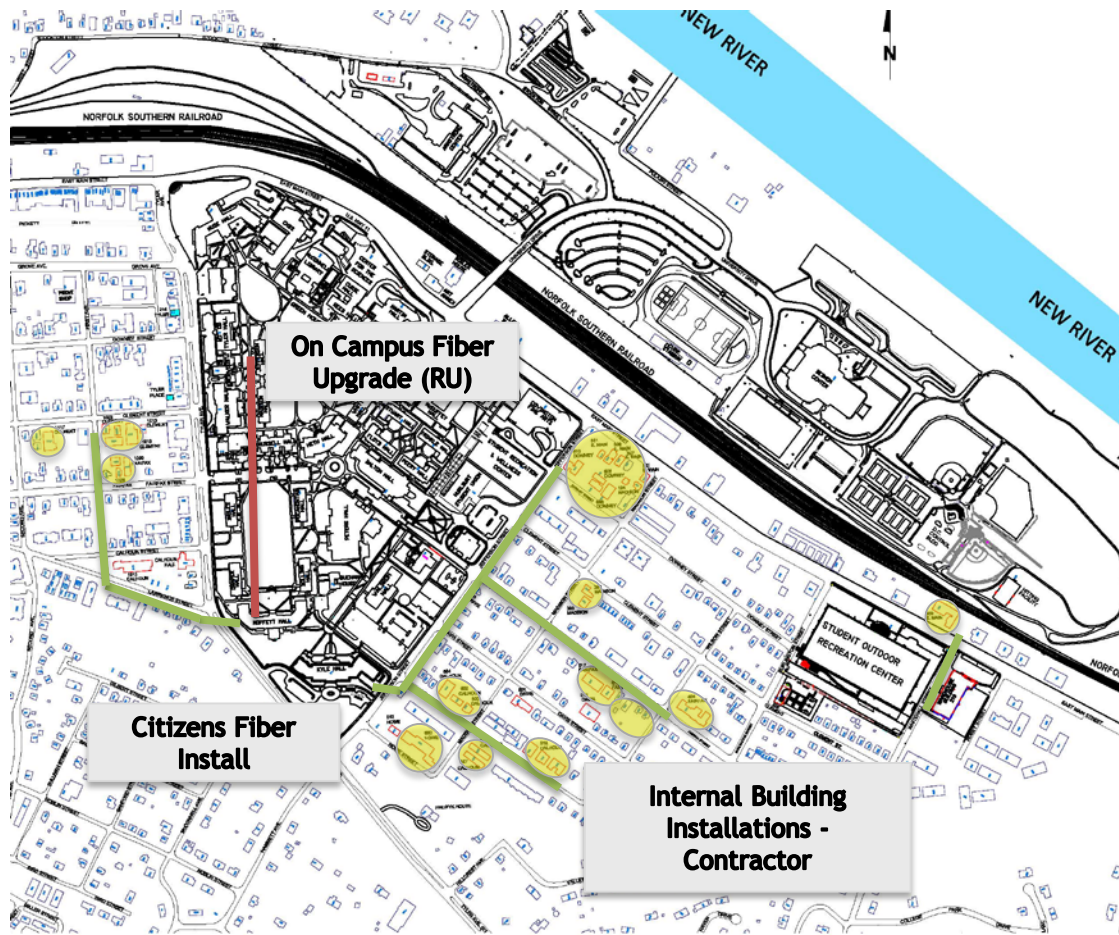
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- Radford University Carilion
- IMPACT Program Support and Enhancements
- Reed-Curie Halls Renovation Infrastructure Planning
- Cable TV Contract Update
- Annual IT Security Awareness Training
- DoIT Strategic Plan Update



# Off-Campus Apartments - Networking

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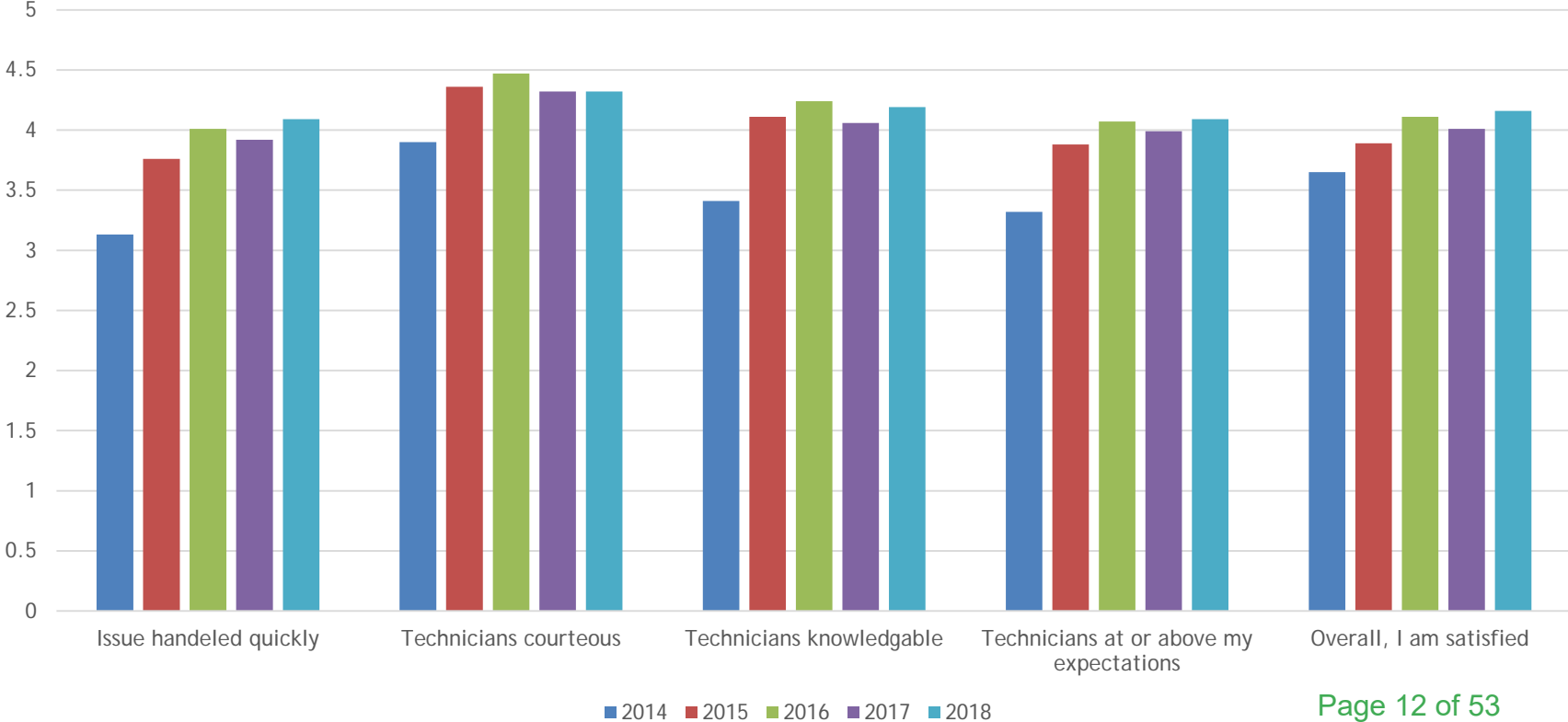


# Customer Satisfaction Survey

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- DoIT has been conducting this survey since 2014.
- The purpose is to identify areas to address and improve.
- It was sent to all faculty and staff.
- Areas of focus:
  - Telephone Support, Classroom Support, Field Technicians, and Walk-In Support
- To date, there have been 230 responses.

# Overall TAC Experience



# Discussion

# Division of Information Technology (DoIT)

## Highlights of Major Accomplishments

January 10, 2019 – April 9, 2019

### JCHS/RU Merger

- DoIT staff continue to plan and implement changes in support of the merger with Jefferson College of Health Sciences.
- All new and current JCHS students who have completed a FERPA release for RU have been loaded into the Banner Production environment.
- The account creation configuration for JCHS students is completed and in use for those receiving Financial Aid packages.
- The Academic History data mapping from PowerCampus to Banner is complete and development of the PowerCampus extracts are underway.
- Orders have been placed for network connections and infrastructure.

### IMPACT Support and Enhancements

- Phase one of the IT tasks for the IMPACT program are complete for application processing. Process workflows are being monitored and enhanced as necessary.
- A new Tableau server has been setup for the IMPACT program to provide enhanced reporting capabilities. Work is currently underway to build the Oracle database tables that will be used for creating a warehouse of Banner, Radius and D2L data for reporting.
- The ServiceNow IT Management system has been configured and setup to allow IMPACT Learners to submit support requests. Tickets submitted through ServiceNow will be tracked through the system and will ensure that the Learner, as well as the IMPACT staff, stays informed to move issues quickly toward resolution.

### Reed Curie Renovation Infrastructure Planning

- DoIT is working closely with Capital Outlay and Construction to provide information, feedback and updates to the contractor as work continues on the Reed Curie renovation.
- DoIT staff are completing designs and gathering quotes for network infrastructure, AV equipment and other technology hardware for the building.

### University Off-Campus Apartments - Network Connectivity

- DoIT worked closely with Procurement and Facilities Management to secure a contractor for installation of fiber to the university apartments. This will connect these buildings to the campus network providing gigabit network connectivity. Installation will begin in mid-May with planned completion prior to the August 2019.
- DoIT staff are currently planning for the cabling, equipment and other infrastructure necessary for the installation of WiFi throughout these apartments over the summer of 2019.

### Capital Campaign Web Site Kickoff

- University Advancement, University Relations and DoIT kicked off a collaborative effort with a design vendor to build and roll out a new web site for the upcoming Capital Campaign. The project was initiated recently with enthusiastic and committed involvement from everyone on the team.

### Identity Management Services

- Completed the quarterly eVA user security access review with no errors.
- Completed the solution construction phase for the Fischer Identity Management system implementation.

## VPN Upgraded and Transitioned to Two Factor Authentication

- The campus VPN service was upgraded in March to new hardware. This system was also transitioned to DUO 2 Factor Authentication as part of the project to enhance the security of access to sensitive systems from off campus.
- The Duo implementation project has transitioned into its final stage securing the VPN, friends and club accounts.

## Service Catalog Update

- Work continues on the project to update, enhance and improve access to the DoIT Service Catalog.
- The new Service Catalog will be housed in ServiceNow and is slated to be available from ITOneStop and the DoIT website this spring.

## Project Management Support

- New features and customizations were 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 granted access to the tool.
- Updated weekly reporting was introduced for monitoring the overall current project status in DoIT.
- New weekly reports were introduced for tracking project tasks and milestones for the JCHS/RU merger.

## Annual Security Awareness Training

- DoIT offered annual security awareness training to all faculty, staff, wage, part-time, and adjunct employees; this training was offered between June 2018 and April 2019.
- Topics covered in the training include email security, safe Internet browsing, choosing strong passwords and safely storing sensitive information.
- Out of 1,789 employees and relevant student workers, 1,675 completed their training this cycle at a 94% completion rate.

## Splunk Training Event

- The DoIT hosted visitors from area schools and businesses, as well as Radford University students, for a day of training on Splunk. Splunk correlates real-time data in a searchable repository from which it can generate graphs, reports, alerts, dashboards, and visualizations. DoIT has utilized Splunk for years to troubleshoot server and network issues and recently invested in its security features to detect compromised accounts and malicious activity. During the day of training, participants became familiar with Splunk search syntax and competed against each other in the afternoon. The participants worked to find the answers to questions hidden within the millions of events in Splunk. It was a great opportunity for DoIT staff to collaborate with area schools and businesses.

## Docker Workshop

- DoIT, along with faculty and students from the Information Technology academic department, participated in a workshop on using Docker to quickly deploy services securely in disposable containers. Containerization improves the cyclical flow from development to operational support, improves security by only running necessary applications in a container and improves availability by being able to quickly deploy more containers to meet demand.

## Classroom and Audio Video Upgrades

- Upgraded the firmware and system programming to enhance functionality and reliability in Kyle Hall 320, 340 and 204.
- Completed room upgrades in Walker 279 including new displays and Zoom web conferencing equipment.
- Updated the campus digital signage system to the latest software release including firmware upgrades to the SDA digital signage players.
- Upgraded over a dozen classrooms with new low-profile keyboards and wireless presenters.

## Enterprise Systems Updates

- Started the data mapping for the Ellucian Ethos Analytics system.
- Completed the PeopleAdmin Hiring Proposal interface to Banner.
- Completed the process changes and configuration updates for the change to a new bank.

## System Administration Updates

- A new Exchange 2016 server was deployed for the Hybrid Office 365 configuration and the old Exchange 2010 server decommissioned.
- A new server was configured for the building automation system and assistance was provided during system migration.

## Computer Replacement Cycle

- DoIT staff are currently planning for the annual computer replacement cycle. Computers have been ordered and updates to the Windows and Apple system images are underway.

## Technology Support Services Statistics

- Processed 3,723 support requests between January 10 and April 9.
- 19 technology-training workshops were offered providing faculty and staff with opportunities to enhance their technology skills. There were 193 participants.
- 2,177 web enabled video meetings were conducted between January 10 and April 9.

## Printing Services

- Largest Job: Admissions 3-piece, 2-way matched HIPS LLC oversize mailing for 10,000 names.
- 125,000 pieces across the Division of Enrollment Management (including VPPEM, Admissions, Financial Aid).
- 63,000 Cards of various types.

## New Cable TV Contract

- Four proposals were received following the RFP process.
- Negotiations are underway with two vendors.
- Will provide both RF and streaming services.

## DoIT Strategic Plan

- Annual review and update has been completed.
- Updated to more closely align with the RU 2018-2023 Strategic Plan.
- Can be found on the DoIT website.



# Intercollegiate Athletics

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# Agenda

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

# Student-Athlete Development

- Over 200 Student-Athletes Participants
- Mock Interviews
- Speaker Series
- Alumni and Vendor Relations
- LinkedIn Profile



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# Competitive Excellence

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## BIG SOUTH SASSER CUP STANDINGS

1.	Radford	9.03
2.	High Point	9.00
3.	Campbell	8.74
4.	Charleston Southern	7.97
5.	Hampton	5.72
6.	Gardner Webb	5.61
7.	USC Upstate	5.53
8.	Presbyterian College	5.38
9.	UNC Asheville	5.28
10.	Winthrop	4.97
11.	Longwood	3.88



\*AS OF MARCH 18, 2019

# Competitive Excellence

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## Final Standings:

Men's Basketball (Overall 22-11; 12-4 in Conference)

- Tied for Regular Season Champions
- Big South Tournament Runner-up
- Non-conference wins over Texas and Notre Dame

Women's Basketball (Overall 26-7; 17-1 in Conference)

- Regular Season Champions
- Big South Tournament Champions
- NCAA Appearance (vs. #4 Maryland)
- 40-2 home record over the past three years
- Non-conference wins over Virginia

Women's Tennis (Overall 14-9; 5-4 in Conference)

- Big South Tournament Runner-up

Men's Tennis (Overall 17-7; 5-3 in Conference)

- Big South Tournament Champions
- 1<sup>st</sup> year head coach - Rob Bareford

# Competitive Excellence

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## 2018-19 Competitive Excellence

Women's Soccer - Regular Season and Tournament Champions (NCAA Appearance)

Volleyball - Big South Tournament Runner-up

Men's Basketball - Regular Season Champions and Big South Tournament Runner-up

Women's Basketball - Regular Season and Tournament Champions (NCAA Appearance)

Women's Tennis - Big South Tournament Runner-up

Men's Tennis - Big South Tournament Champions (NCAA Appearance)

# Resource Development

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## Fund Drive Year:

- Total New Pledges & Gifts to Highlander Club \$463,100 (as of 5/7/19)
- Membership in Highlander Club 1,034 members

## Radford Sports Properties Revenue Update:

- Overall Revenue: \$354,900
- Overall Percentage to Budget: 91% (\$387,000)
- Cash Revenue Target: 88% (\$290,000)
- Trade Revenue Target: 104% (\$95,000)

# Resource Development

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## Licensing:

▪ Q1 (July 1 – Sept. 30)	\$33,383.63
▪ Q2 (Oct. 1 – Dec. 31)	\$22,004.83
▪ Q3 (Jan. 1 – Mar. 31)	\$26,485.39
▪ Q4 (Apr. 1 – June 30)	TBD

▪ **YTD - \$81,837.85 (FY18 - \$78,383.56)**



# Special Events

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## Recent Events:

Highlander Pride Weekend - April 25-27, 2019

RUBY's Celebration – April 29, 2019

## Upcoming Events:

Graduation Cording Ceremony - May 10, 2019

Student-Athlete Welcome Back Dinner - TBD

Meet the Coaches - TBD

R A D F O R D



H I G H L A N D E R S

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# Discussion

# February 2019 Minutes

**RADFORD UNIVERSITY**

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Board of Visitors

**GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING**

**4:30 P.M.**

**February 7, 2019**

**MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM  
THIRD FLOOR, MARTIN HALL, RADFORD, VA**

**DRAFT**  
**MINUTES**

**COMMITTEE MEMBERS PRESENT**

Dr. Rachel D. Fowlkes, Chair  
Dr. Thomas Brewster  
Mr. Gregory A. Burton  
Ms. Lisa Throckmorton

**COMMITTEE MEMBERS ABSENT**

Ms. Georgia Anne Snyder-Falkinham, Vice-Chair

**OTHER BOARD MEMBERS PRESENT**

Mr. Mark S. Lawrence, Rector  
Mr. Robert A. Archer, Vice Rector  
Ms. Krisha Chachra  
Dr. Susan Whealler Johnston  
Ms. Nancy A. Rice  
Ms. Myriah Brooks, Student Representative (Non-voting Advisory Member)

**OTHERS PRESENT**

Dr. Brian O. Hemphill, President  
Ms. Karen Castele, Secretary to the Board of Visitors and Special Assistant to the President  
Dr. Kenna M. 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 Affairs  
Mr. Allen Wilson, Senior Assistant Attorney General, Commonwealth of Virginia  
Other Radford University faculty and staff

**CALL TO ORDER**

Dr. Rachel D. Fowlkes, Chair, formally called the Governance, Administration and Athletics Committee meeting to order at 4:43 p.m. in the Mary Ann Jennings Hovis Memorial Board Room in Martin Hall.

### **APPROVAL OF AGENDA**

Dr. Fowlkes asked for a motion to approve the February 7, 2019 agenda, as published. Ms. Lisa Throckmorton so moved, Dr. Thomas Brewster seconded, and the motion carried unanimously.

### **APPROVAL OF MINUTES**

Dr. Fowlkes asked for a motion to approve the minutes of the December 6, 2018 meeting of the Governance, Administration and Athletics Committee, as published. Mr. Gregory A. Burton so moved, Ms. Lisa Throckmorton seconded, and the motion carried unanimously.

### **INFORMATION TECHNOLOGY REPORT**

Vice President for Information Technology and Chief Information Officer Danny M. Kemp provided the Committee with an overview of the Information Technology Subcommittee structure for the Jefferson College of Health Sciences and Radford University merger. The Information Technology Subcommittee has five working groups, including: Administrative Applications; Academic Applications; Network and Infrastructure; Security; and User Support. A Jefferson College of Health Sciences Dataflow and Integration Points flowchart was presented, along with examples of the merger project tasks and weekly project tasks report that are tracked in Zoho Projects. Vice President Kemp also presented a network connectivity plan and information regarding the post-merger support provided by Radford University, Radford University staff at Community Hospital in Roanoke and the Carilion Technology Services Group (TSG). A copy of the presentation is attached hereto as ***Attachment A*** and made a part hereof.

### **INTERCOLLEGIATE ATHLETICS REPORT**

Director of Athletics Robert G. Lineburg shared the Fall 2018 academic achievements of student-athletes with 73 percent finishing with a GPA of 3.0 or higher, 52 percent recording over a 3.4 GPA and 42 earning a 4.0 GPA. Mr. Lineburg also discussed the required benchmarks to receive the NCAA Division I academic unit distribution starting in 2019-2020. The three benchmarks include graduation success rate, federal graduation rates and academic performance rates. Continuing with his report, Mr. Lineburg reviewed the Athletics resource development with 912 current members in the Highlander Club and the overall revenue of \$348,290 to date. The upcoming special events are: Winter Celebration and Men's and Women's Basketball Alumni Weekend on February 23; Highlander Pride Weekend on April 25-27; RUby's Student-Athlete Awards Banquet on April 29; and the Graduation Cording Ceremony on May 10. A copy of the presentation is attached hereto as ***Attachment B*** and made a part hereof.

### **OTHER BUSINESS**

Dr. Fowlkes discussed with the Committee that one of their most important tasks is to serve as the Nominating Committee for officers of the Board of Visitors. In order to facilitate the process, Dr. Fowlkes proposed a timeline for nominating Board officers to begin service on July 1, 2019. Dr. Fowlkes suggested that, as Chair, she would call for Rector and Vice Rector nominations from the Board members on April 8, 2019, and Board members will have until April 18, 2019, or 10 days as stated in the Bylaws, to respond. The Committee will meet on May 9, 2019 and finalize nominations to bring forward to the Board of Visitors meeting on May 10, 2019. Dr. Fowlkes asked for a motion to move forward with the proposed timeline. Ms. Throckmorton so moved, Mr. Burton seconded, and the motion carried unanimously.

**ADJOURNMENT**

With no further business to come before the committee, Dr. Fowlkes asked for a motion to adjourn. Dr. Brewster made the motion, Ms. Throckmorton seconded, and the motion carried unanimously. The meeting adjourned at 5:39 p.m.

Respectfully submitted,

Ms. Sharon Ratcliffe, Executive Assistant to the Vice President  
for Information Technology and Chief Information Officer

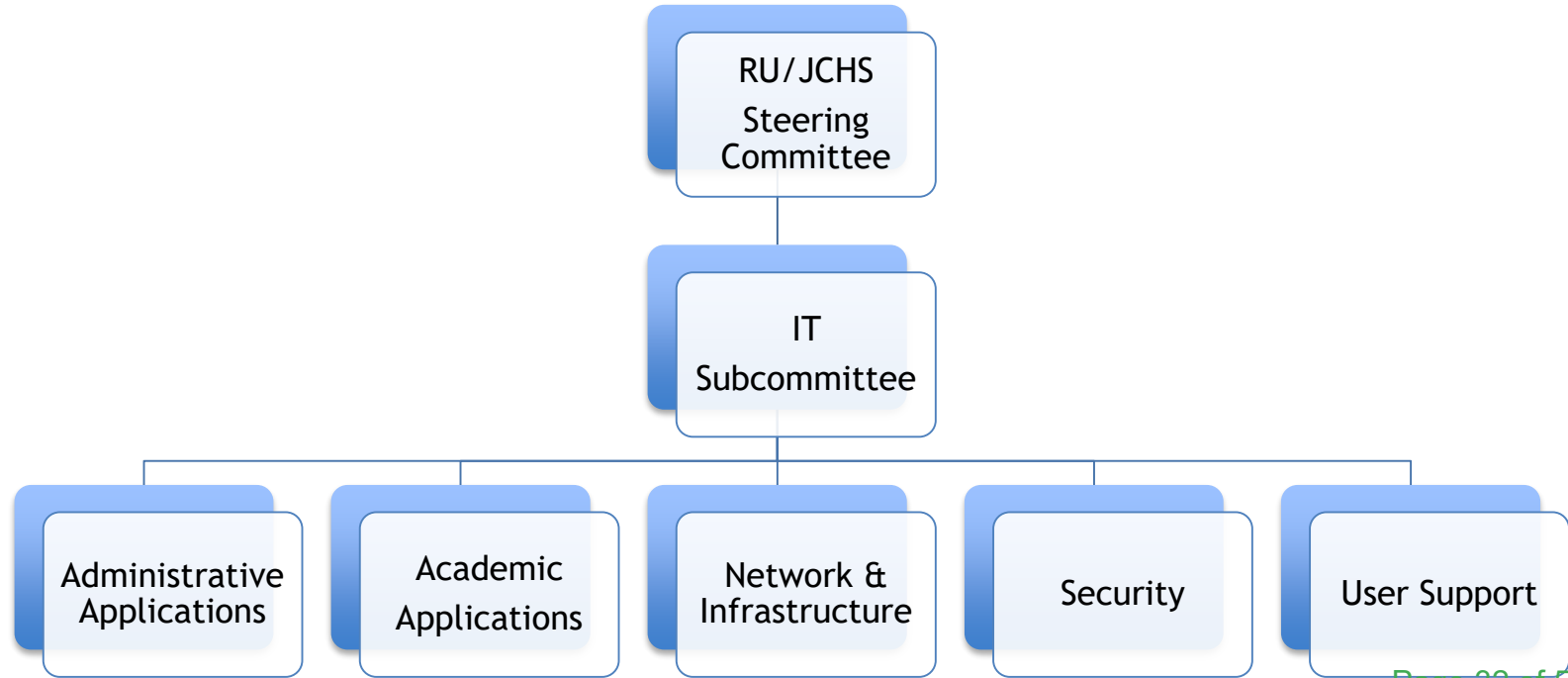
Secretary to the Committee

# Information Technology Subcommittee Update

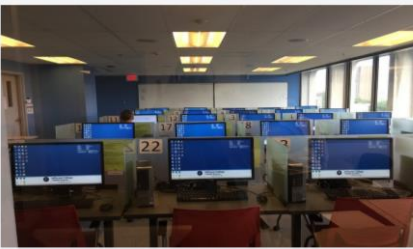
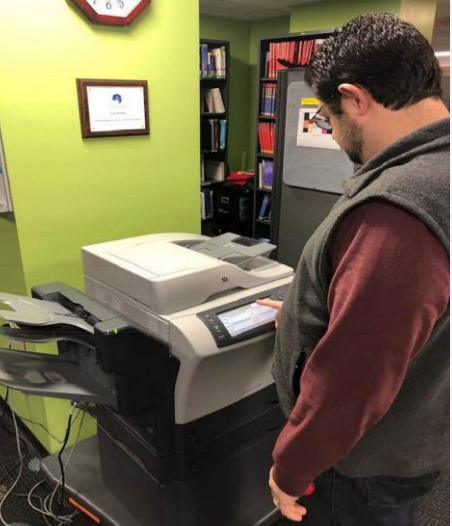
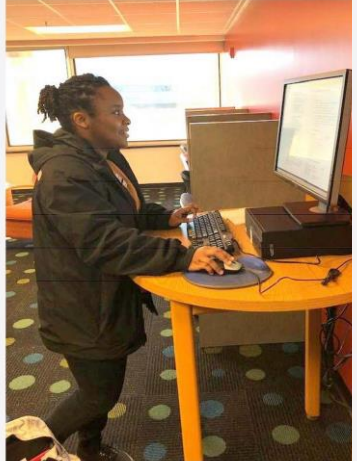
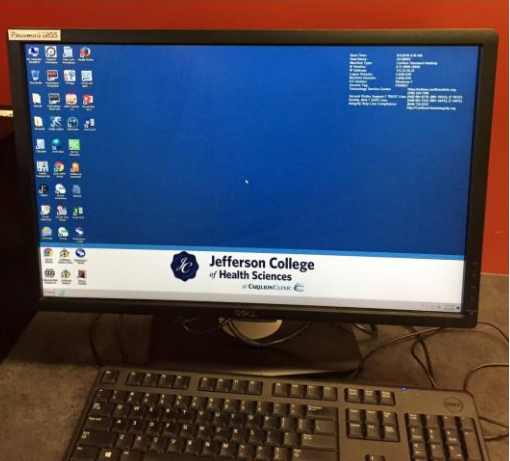
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# IT Subcommittee Structure

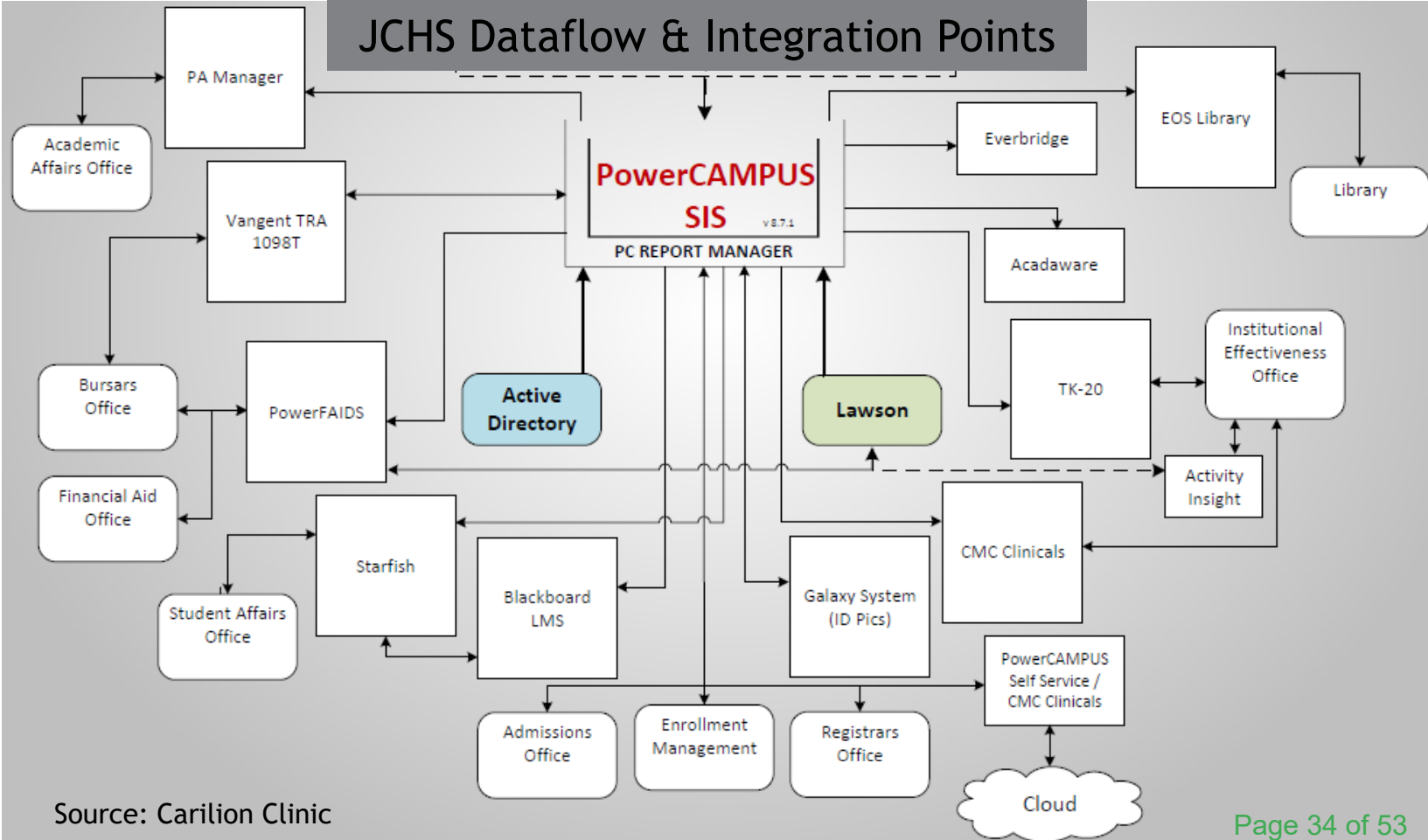
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# JCHS Dataflow & Integration Points

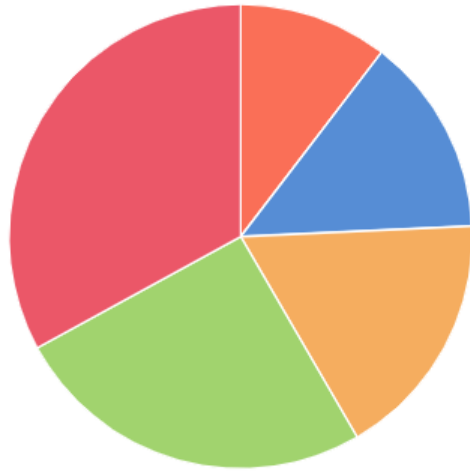


Source: Carilion Clinic

# Primary Topical Areas

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- Data Migration and System Consolidation
  - ERP System (Power Campus & Banner)
  - Learning Management System (Blackboard & D2L)
  - Student Advising (Starfish)
- Network & Infrastructure (Internet, WiFi, Phones, Email ...)
- User Support (Help Desk, Computers, Classrooms, Training ...)
- Security/Identity Management (Account Provisioning, Emergency Alerts ...)



- On Hold - 36
- In Progress - 48
- Planning - 60
- Complete - 88
- Backlog - 114

## JCHS Radford Merger Project Technology Task Status

As of January 14, 2019

### Sample Task List in Zoho Projects

TASK	OWNER	STATUS	START DATE	DUE DATE	PHASE	PRIORITY
Security Training in <span style="color: green;">Security</span> on 26 Aug, 2019						
<a href="#">Confirm JCHS FacStaff in EntSys Data Pull from Banner</a>	Andrew Travis	<span style="background-color: #f46d43; color: white; padding: 2px;">On Hold</span>	07-01-2019	07-31-2019	Phase II	None
<a href="#">Add Task</a>						
Clinical Engineering in <span style="color: green;">User Support</span> on 26 Aug, 2019 ↓ <sup>1</sup> / <sub>2</sub>						
<a href="#">Work with CE to update inventory for RU and JCHS assets</a>	mbvest	<span style="background-color: #f4a460; color: white; padding: 2px;">Planning</span>	11-20-2018	03-01-2019	Phase I	Medium
<a href="#">Obtain GE Service Agreement and Share with Finance Committee (Ed)</a>	mbvest	<span style="background-color: #f4a460; color: white; padding: 2px;">Planning</span>	11-20-2018	03-01-2019	Phase I	Medium

# JCHS Radford Merger IT Subcommittee

## Weekly Project Task Report

Work Group	Tasks	Resources	Status	Phase	Priority	Start Date	End Date
<b>Academic Applications</b>							
<b>Learning Management System</b>							
	Create Jefferson faculty accounts in D2L	Ed Oakes	Backlog	TBD	High	03-Jun-19	07-Jun-19
	Create sandbox courses for Jefferson faculty	Ed Oakes	Backlog	TBD	High	03-Jun-19	07-Jun-19
	D2L training for Jefferson faculty	Ed Oakes	Backlog	TBD	Medium	03-Jun-19	01-Jun-20
	Determine how Blackboard is populated Fall 2019/Spring 2020	Ed Oakes	Backlog	Phase I	None		
	Develop Banner -> Blackboard Data Load if Needed	Unassigned	Backlog	Phase I	None		
<b>Library Technology</b>							
	Determine if Radford IPs can be used in Roanoke	Todd Joyce	Planning	Phase I	High	29-Oct-18	28-Feb-19
	Determine access needs for library resources	Ed Oakes	Backlog	Phase I	None	04-Feb-19	01-Apr-19
	Validate Library Plan for Loading Records into Catalog	Unassigned	Backlog	Phase I	None		
<b>Admin Applications</b>							
<b>Alumni Relations</b>							
	Make an FYI to IT Subcommittee	-	Backlog	Phase I	Medium		
	Create export from Banner of JCHS alumni for Raiser's Edge	-	Backlog	Phase I	Medium		
	Load Alumni Data from JCHS spreadsheet to RU Raiser's Edge	Lisa Blackwell	Planning	Phase I	Medium	07-Jan-19	26-Jul-19
<b>Ancillary Systems</b>							
	RUPD James Perkins request for coding from Banner to feed Door Access imports	-	Planning	Phase I	None	07-Jan-19	01-Mar-19
<b>Banner and PowerCampus</b>							
	<b>Creation of sharing, migration and testing environment</b>	Unassigned	In Progress	Phase I	None	03-Jan-19	03-Jan-19
	Creation of data migration and conversion test database	Lisa Blackwell	In Progress	Phase I	None	28-Jan-19	04-Feb-19
	<b>New and continuing student data migration for General Person, Admissions and Student data</b>	Lisa Blackwell, Marlow, Thomas W. (Mac)	Backlog		None		
	Creation of extract file format/mapping for General Person, Admissions and Student data	Cook, Connie S.	In Progress	Phase I	None	07-Jan-19	18-Jan-19
	Creation of PowerCampus extract process	Cook, Connie S.	In Progress	Phase I	None	07-Jan-19	18-Jan-19
	Creation of Banner local tables for PowerCampus extract	James Kabath	In Progress	Phase I	None	07-Jan-19	18-Jan-19
	Creation of Banner process to import PowerCampus extract to local tables	James Kabath	In Progress	Phase I	None	07-Jan-19	18-Jan-19
	Creation of Noli load for import of Banner General, Admission and Student data	James Kabath	Planning	Phase I	None	07-Jan-19	04-Feb-19
	Initial Banner load of authorized new and continuing student data migration	James Kabath	Planning	Phase I	None	07-Jan-19	04-Feb-19
	Recurring PowerCampus extract of new and continuing student data	Cook, Connie S.	Planning	Phase I	None	07-Jan-19	08-Feb-19

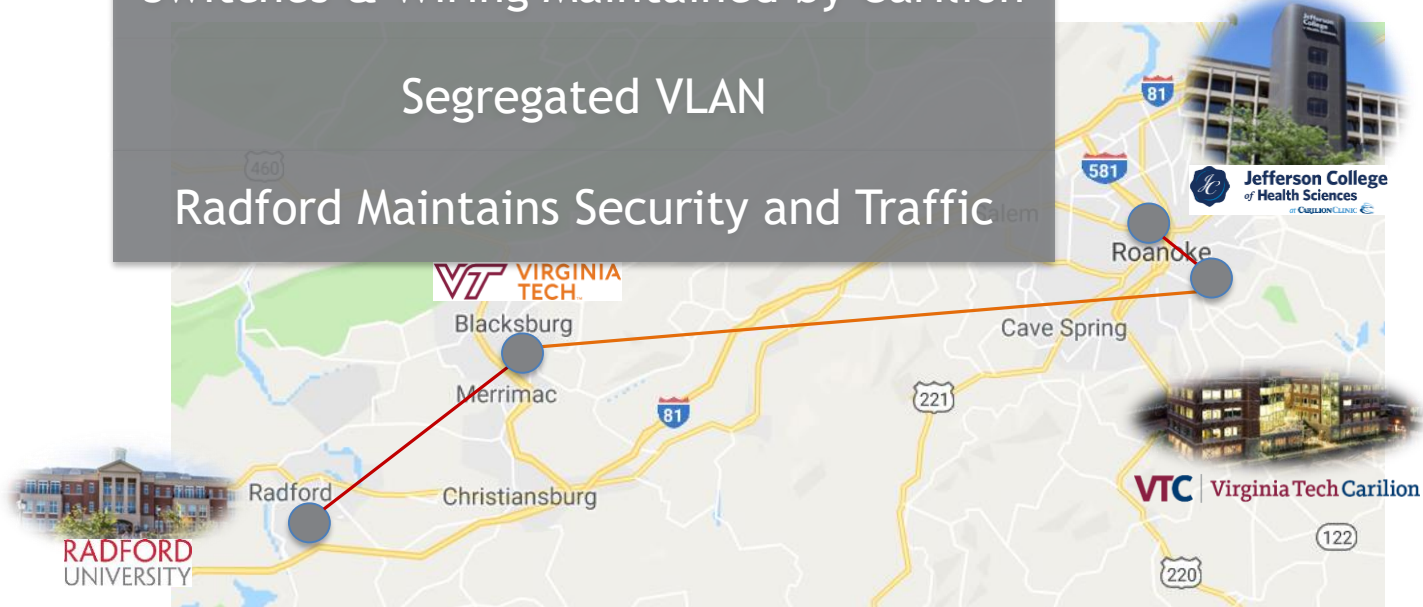
# Network Connectivity Plan

Switches & Wiring Maintained by Carilion

Segregated VLAN

Radford Maintains Security and Traffic

1 GB Internet



# Post Merger IT Support

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## Radford University

- Administrative Systems
- Academic Systems
- RU Network & Infrastructure
- IT Security
- Technology Assistance

370 Devices

45 Applications

## RU Staff at Community Hospital (Roanoke)

- On-Site User Support
- Classroom, Lab & Computer Support
- End User Training

260 Employees

1100 Students

## Carilion Technology Services Group (TSG)

- Telephones
- Hospital Network
- Legacy Applications until Decommissioned

# Discussion



# Division of Information Technology (DoIT)

## Highlights of Major Accomplishments

November 10, 2018 – January 9, 2019

### Service Catalog Update Project

- 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 this spring.

### Project Management Support

- The DoIT Strategic Plan updates continue with a plan to publish the new plan in May 2019.
- New features and customizations continue to be added to Zoho projects to meet the needs of DoIT project managers.

### Identity Services

- Completed the annual user recertification for sensitive systems.

### Walker Hall 279

- Planning work is underway to update the AV technology in Walker Hall 279.

### New Classroom Podiums

- New height adjustable podiums were installed in Young 221 and Center for the Sciences M-70.

### McConnell Library

- Installed two large LED TV monitors at main building entrance. These monitors will provide a map of the building and event information.

### IMPACT Program Technology Enhancements

- Updated network connections at RU Corporate Park to accommodate space changes.
- Filled a technology specialist position to assist with technology needs of the IMPACT program.
- Enterprise Systems continues to work toward full automation of the Admissions process and registration.

### Server Upgrades for Nursing Simulation Center Completed

- DoIT staff worked with the vendor and the Nursing Simulation Center staff to complete an upgrade to new server hardware for the simulation center in Cook Hall and Roanoke.

### VMWare Hardware and Software Upgrades

- DoIT completed hardware and software upgrades to the VMWare virtualization infrastructure, upgrading to the latest software release as well as replacing eight older servers with four new higher performance servers.

### Planning for Off-Campus Apartment Network Wiring

- DoIT is in the planning phase of a project to enhance network connectivity to the university managed off-campus apartments. DoIT is currently working to identify the exact scope of work to be prepared for upgrades during the summer of 2019.

## Reed / Curie Wiring and AV Layouts

- DoIT staff are working closely with Capital Outlay and Construction as well as the contractor to coordinate the final wiring locations in Reed/Curie as well as final planning for the AV infrastructure for the building renovation project.

## Printing Services

- Installed a Xerox Versant 180 digital color press to enhance productivity and media handling capabilities.
- Supported Admissions with: 3500 copies of Admitted Student 20-page booklets, Scholarship Certificates, 12,000+ Large Envelopes, and over 22,000 postcards and folding cards with addressed envelopes.

## Technology Support Services Customer Service Enhancement Training

- On January 11<sup>th</sup>, all full time Technology Support Services employees will participate in a half-day training event devoted to improving customer service. DoIT trainers have designed this event in collaboration with the Human Resources Training and Development Coordinator. A range of topics including personal work preferences, what it means to work together as a team, defining our service baseline, and focusing on the customer perspective during every interaction will be covered.

## OurTurn Sessions

- DoIT continues to collaborate with the Faculty Development Center and Center for Innovative Teaching and learning to offer training to faculty and staff during Our Turn. During the January Our Turn event, DoIT provided sessions including the following topics:
  - D2L – Advanced features in our learning management system for faster grading, plagiarism detection, quiz building, grammar checking, and learner statistics
  - Office 365 – OneDrive and O365 Groups
  - Microsoft Office - Excel and OneNote
  - Advanced iPad Features
  - Zoom Video Conferencing

## Technology Support Services Statistics

- Processed 1,495 support requests between November 10 and January 7.
- 12 technology-training workshops were offered to provide faculty and staff with opportunities to enhance their technology skills.
- 770 web enabled video meetings were conducted between November 10 and January 9.

## Banner 9

- Banner 9 Self Service implementation planning has begun.

## English Language Culture Program

- Planning continues to design processes for the implementation of the new English Language Culture Institute.

## Ellucian Ethos

- The Ellucian Ethos integration platform has been installed and ready for development activity.

## JCHS Data Migration

- Development and testing has begun for the data migration to Banner for new and returning JCHS students.

## Banner Payroll/HR/Budget Revitalization Project

- Work continues with the Ellucian consultant for improving business and technical processes in these Banner modules.

## IMPACT Cybersecurity Program Completion

- The Information Security Officer (ISO) completed the IMPACT program's year-long Cybersecurity certificate in November.
- Courses included cybersecurity fundamentals, penetration testing, network security and ethics. The ISO is using the knowledge gained from the courses to be more aware of the threat landscape and advance the University's security program.

## Computer Security Incident Response Team Guide

- The ISO formed the Computer Security Incident Response Team (CSIRT) to respond in the event of a major security incident. Examples of these major events include server compromise, systems outages due to malicious activities and data breaches.
- The CSIRT held a kick-off meeting to discuss roles, responsibilities and workflow of incident response.

## Role Based Training

- DoIT redesigned the role-based training for systems and application administrators and published it as a course to the learning management system (Desire2Learn). This allows the administrators to take the course at their convenience rather than scheduling a face to face class.
- The ISO delivered the first role-based class to DoIT System Owners. System Owners are responsible for IT systems and oversee access, operation, backup and restoration of their systems. This class ensures System Owners are aware of their responsibilities.

## Data and Information Management Program Mentoring

- Staff from DoIT mentored some Masters students in the Data and Information Management (DAIM) program. Two of these students utilized Splunk to analyze large data sets for the Division.
- The Splunk dashboards that were created by the students will be useful to the Division. One of the students will be hired as a student worker this semester to continue this work in Splunk.

## Duo Two-Factor Authentication

- The mandatory enrollment process for active alumni accounts was rolled out on December 4, 2018 prompting alumni to enroll in Duo before logging into MyRU.
- The majority of active users have activated Duo on their account with over 15,400 accounts currently enrolled.
- New functionality was added to the Duo Management Portal for users to print a list of 10 backup passcodes that do not expire and can be used when registered devices are not available.
- Planning for securing the VPN, club accounts and other systems continues with the Duo project now slated for completion in spring 2019.

# Intercollegiate Athletics

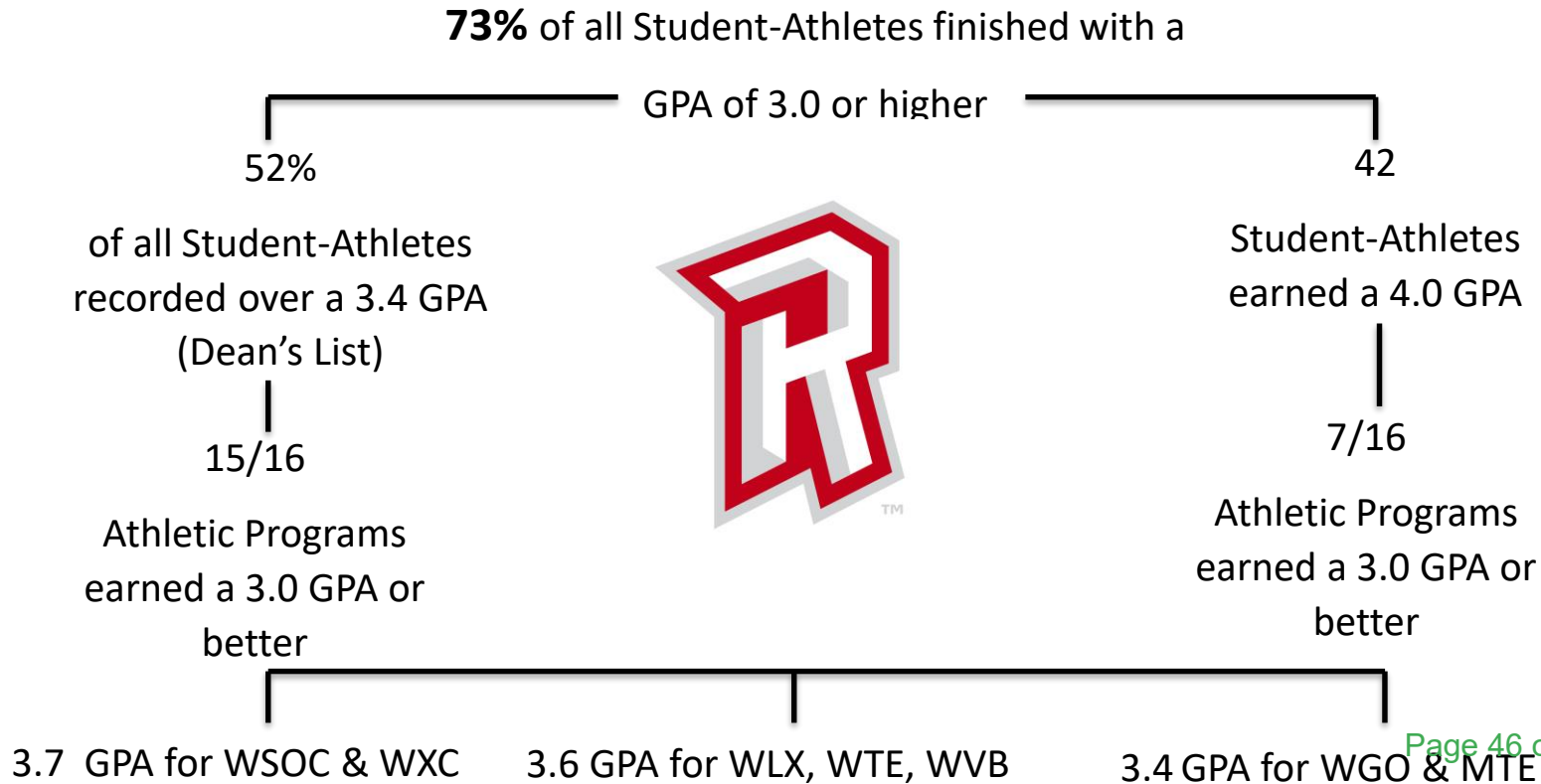
RADFORD  
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# Agenda

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- Academic Achievement
- Graduation Success Rate/Retention
- Competitive Excellence
- Resource Development
- Special Events

# Fall 2018 Academic Achievement



# NCAA Division I Academic Unit - Graduation Success Rate

Required benchmarks to receive the NCAA Division I Academic Unit starting in 2019-2020:

1. Graduation Success Rate (GSR) of the average single year score of all student-athletes at the individual level equal to or greater than 90 percent.
2. Difference between student-athlete and student body Federal Graduation Rates (FGR) equal to greater than 13 percentage points.
3. Academic Performance Rate (APR) is equal to or greater than 985 based on average of single year scores for all teams.

Requirement		Institution Data		Requirement Met
GSR	90%	94%		Yes
FGR	$\geq 13\%$	SA FGR	68%	Yes
		Student Body FGR	55%	
		Difference	13%	
APR	985	964		No

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# Competitive Excellence

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## BIG SOUTH SASSER CUP STANDINGS

1.	High Point	9.75
2.	Campbell	8.67
3.	Radford	8.60
4.	Charleston Southern	8.20
5.	USC Upstate	6.65
6.	UNC Asheville	5.85
7.	Presbyterian College	5.54
8.	Winthrop	4.95
9.	Longwood	4.81
10.	Gardner-Webb	4.79
11.	Hampton	2.25





# Competitive Excellence

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## **Current Standings:**

Men's Basketball

Women's Basketball

Women's Indoor Track and Field

## **Spring Sports Update:**

Baseball

Softball

Men's and Women's Golf

Women's Lacrosse

Men's and Women's Tennis



# Resource Development

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## Fund Drive Year:

- Total New Pledges and Gifts to Highlander Club \$348,040
- Membership in Highlander Club 912 members

## Radford Sports Properties Revenue Update:

- Overall Revenue: \$348,290
- Overall Percentage to Budget: 90% (\$387,000)
- Cash Revenue Target: 86% (\$290,000)
- Trade Revenue Target: 104% (\$95,000)  
\$6K away from matching 2017-18 revenue

## Licensing and Royalties:

- 4<sup>th</sup> Quarter of 2018 - \$26,116.19 (27% coming from new Rowdy Red Collection)
- YTD - \$82,758.01

# Special Events

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Winter Celebration

Men's & Women's Basketball Alumni Weekend

February 23

Highlander Pride Weekend

April 25, 26 and 27

RUBY's Student-Athlete Awards Banquet

April 29

Graduation Cording Ceremony

May 10

R A D F O R D



H I G H L A N D E R S

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# Discussion

# End of Board of Visitors Materials

