

# **RADFORD** UNIVERSITY

Board of Visitors

**GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING**  
**3:45 P.M.**  
**FEBRUARY 15, 2018**  
**MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM**  
**THIRD FLOOR, MARTIN HALL, RADFORD, VA**

## **MINUTES**

### **COMMITTEE MEMBERS PRESENT**

Dr. Rachel D. Fowlkes, Chair  
Ms. Georgia Anne Snyder-Falkinham, Vice-Chair  
Mr. Gregory A. Burton  
Ms. Lisa Throckmorton

### **COMMITTEE MEMBERS ABSENT**

Mr. James R. Kibler, Jr.  
Mr. Steve A. Robinson

### **OTHER BOARD MEMBERS PRESENT**

Mr. Mark S. Lawrence, Rector  
Mr. Robert A. Archer

### **OTHERS PRESENT**

President Brian O. Hemphill  
Ms. Stephanie Ballein, Senior Associate Athletic Director  
Mr. Joe Carpenter, Vice President for University Relations and Chief Communications Officer  
Ms. Karen Castele, Secretary to the Board of Visitors/Special Assistant to the President  
Mr. Fraser Colmer, Senior Student Athlete  
Mr. Cory Durand, Associate Athletic Director for External Operations  
Ms. Stephanie Jennelle, Associate Vice President for Finance and University Controller  
Mr. Danny Kemp, Vice President for Information Technology and Chief Information Officer  
Mr. Robert Lineburg, Director of Athletics  
Ms. Margaret McManus, University Auditor  
Mr. Ed Oakes, Associate Vice President for Information Technology  
Mr. Chad Reed, Associate Vice President for Budget and Financial Planning  
Ms. Ashley Schumaker, Chief of Staff, Office of the President  
Dr. Dietra Trent, Former Secretary of Education, Commonwealth of Virginia  
Mr. Allen Wilson, Senior Assistant Attorney General, Commonwealth of Virginia  
Radford University Faculty and Staff

## **CALL TO ORDER**

Dr. Rachel D. Fowlkes, Chair, called the meeting to order at 3:46 p.m., in the Mary Ann Jennings Hovis Memorial Board Room, Third Floor, Martin Hall, Radford University, Radford, Virginia.

## **APPROVAL OF AGENDA**

Dr. Fowlkes requested a motion to approve the February 15, 2018 agenda, as published. Ms. Lisa Throckmorton so moved, Mr. Gregory A. Burton seconded and the agenda was unanimously approved as published.

## **APPROVAL OF MINUTES**

Dr. Fowlkes requested a motion to approve the December 7, 2017 minutes, as published. Ms. Snyder-Falkinham so moved, Ms. Throckmorton seconded the motion and the minutes were unanimously approved as published.

## **INFORMATION TECHNOLOGY REPORT**

Mr. Danny M. Kemp, Vice President for Information Technology and Chief Information Officer, announced notification of changes to the following policies: Information Technology Infrastructure, Architecture, and Ongoing Operations Policy; Information Technology Project Management Policy; Information Technology Security Policy; and Information Technology Accessibility Policy. Mr. Kemp noted that the full Board approved the policies in 2008, and the President was delegated to approve changes with notifications of any changes to the Board. A copy of Mr. Kemp's report is attached hereto as ***Attachment A*** and is made a part hereof.

## **INTERCOLLEGIATE ATHLETICS REPORT**

Mr. Robert Lineburg, Director of Athletics, presented President Brian O. Hemphill with a framed jersey on behalf of the Athletics Department in recognition of his strong support and leadership. For his regular report, Mr. Lineburg introduced Ms. Stephanie Ballein, Senior Associate Athletic Director, and Mr. Fraser Colmer, former student-athlete, who presented the new platform for student-athlete development, called GAMEPLAN. Mr. Colmer has completed GAMEPLAN and spoke first-hand about the benefits. The first modules are designed for freshman and sophomore students and are focused on time management skills. The second modules are designed for junior and senior students and support professional development skills and life after college. Ms. Stephanie Ballein stated the Mentor Marketplace would be piloted with the volleyball team recruiting five or six alumni to work directly with the student-athletes.

Mr. Lineburg commended the academic excellence of Radford's student athletes noting that we have a 993.5 percent All-Sport academic performance rate for 2016-2017. The resource development goals are on track with resource development surpassing the 2016-2017 total by \$77,000, while continuing to generate new sales with the remainder of basketball season and into spring sports. Mr. Lineburg also provided an overview of Highlander Pride Weekend, which will feature three special events: the Red and White Gala on April 26, 2018; the Highlander Open on April 27, 2018; and the Highlander Half Marathon on April 28, 2018. A copy of Mr. Lineburg's report is attached hereto as ***Attachment B*** and is made a part hereof.

## **GOVERNANCE**

Dr. Fowlkes highly encouraged Committee members to consider attending the upcoming National Conference on Trusteeship hosted by the Association of Governing Boards of Universities and Colleges (AGB).

Dr. Fowlkes asked for a motion to move forward with a call for nominations for Board officers, specifically Rector and Vice Rector, beginning on February 16, 2018. The motion was made by Mr. Gregory A. Burton and seconded by Ms. Lisa Throckmorton. The motion was approved and the call for nominations will remain open through March 2, 2018. Dr. Fowlkes will receive all nominations on behalf of the Committee.

**ADJOURNMENT**

With no further business to come before the Committee, Dr. Fowlkes requested a motion to adjourn the meeting. Ms. Snyder-Falkinham made the motion to adjourn, Mr. Burton seconded and the motion carried unanimously. The motion passed. The meeting adjourned at 4:18 pm.

Respectfully submitted,

Karen Castele

Secretary to the Board of Visitors

# Information Technology Report

## Governance, Administration and Athletics Committee

**RADFORD**  
UNIVERSITY

# Agenda

---

- Highlights of Major Accomplishments
- Notification of Changes to IT Policies
  - Information Technology Infrastructure, Architecture and Ongoing Operations Policy
  - Information Technology Project Management Policy
  - Information Technology Security Policy
  - Information Technology Accessibility Policy

---

# Questions?

## **Technology Support for the IMPACT Program**

- The Division of Information Technology (DoIT) continues to assist the IMPACT competency based education program with a variety of technology needs.
- Technology including networking, wireless, phones, printers, copiers and AV hardware, was installed and configured at RU West to support the move of this program to the new location.
- A new server was configured for Tableau to provide data analytics support.
- A new contract with Desire 2 Learn (D2L) and Kaltura was negotiated and signed providing for a more robust learning management system. Planning and configuration of this new LMS is currently underway along with support of DoIT staff.
- Completed process for loading new IMPACT students into Library system for access to Library resources.
- Discussions and design work continue about how to integrate this program with the student information system to support the expected student enrollment growth including students from the ASSET program.

## **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 students were previously required to visit the campus computer labs to access. This system allows students to access this software from their existing PC, Mac or tablet device 24x7 from any Internet connection. A training session was provided for faculty during Our Turn.
- An older on premise Citrix based solution has been decommissioned as a result of this new system.

## **DUO Two-Factor Authentication Rollout**

- Implementation of two-factor authentication using DUO for web based services has moved to the next phase with DoIT staff now enrolling to validate functionality before enrollment is opened up to the campus community. Two-factor authentication reduces the impact of phishing and comprised passwords by requiring a physical device or code in addition to a password to login.
- Documentation for end users has been completed and added to the OneStop Solutions Library.
- A Duo website providing information about the project and resources for end users was completed.
- A communication and deployment plan was developed and is currently being implemented.
- The development work to integrate Duo self-enrollment and device management with the Identity Management Self-Service interface was completed.

## **Online Proctoring Pilot**

- Online proctoring is being piloted by faculty in several online courses during the spring semester. Online proctoring uses a webcam and microphone to record the actions of a student while they are taking an online exam. Faculty are alerted of any anomalies during the exam and can review the recording to validate the identity of the student and any academic integrity concerns.

## **Technology Planning for Nursing Clinical Simulation Center Move to Cook Hall**

- Planning and assistance is underway to support the move of the Nursing Clinical Simulation Center from RU West to Cook Hall. In December, network and AV hardware was removed from Cook Hall. Planning for wiring and hardware purchases is now underway to complete this project over the summer.

## **Office 365 Email Migration**

- The final phase of migrating the campus email system from an on premise Exchange system to Office 365 is now underway. The move of retiree mailboxes was completed in early January. The remaining task is to complete the move of club and departmental accounts to this new environment.

## **VoIP Phone System Upgrade**

- An upgrade to the campus VoIP phone systems was completed on January 4, transitioning the call manager, voicemail server and call queuing systems to the latest stable software version.

## **Departmental File Storage Server Upgrade**

- A hardware upgrade to the campus departmental file storage server was completed on January 9, moving this environment to the latest operating system with additional storage capacity for the campus community.

## **Patching for Processor Vulnerability (Meltdown/Spectre)**

- With news of several new processor vulnerabilities (Meltdown and Spectre) released in early January, DoIT has been working to patch all systems.
- VMWare, Red Hat and Windows server updates were installed to protect against these vulnerabilities in the data center.
- Updates were approved for campus windows computers.
- A message was communicated to the campus community encouraging users to update their university owned and personal devices.
- DoIT continues to monitor this situation closely as vendors continue to release firmware and other updates to help mitigate the risks of vulnerability.



## **Technology Support Services Statistics**

- Processed 1,818 support requests between December 1 and January 17.
- 21 technology-training workshops were offered during Our Turn to provide faculty and staff with opportunities to enhance their technology skills.
- 3 Mac and PC deployment classes were held with 19 participants receiving new machines.
- 294 web enabled video meetings were conducted between December 1 and January 17 with 1,338 participants.

## **Large Print Jobs**

- 21,000 Admissions "Apply Online" Postcards
- More than 18,000 various types of holiday cards, postcards, envelopes & inserts
- 5,600 Personalized Admissions letters and envelopes to parents of newly admitted students

## **Campus Electronic Learning Spaces**

- Upgraded close to 40 electronic classrooms campus-wide with improved imaging equipment and wireless presenters.

## **Radio Station WVRU Biennial FCC Filing**

- A Commonwealth provided attorney is in the process of updating and filing current RU Board of Visitor information as owners of public radio station WVRU.
- The next biennial FCC filing must be submitted by March 1, 2018.

## **Admissions Enhancements**

- Banner baseline functionality for auto-admission has been configured to code students automatically when certain criteria are met.
- Imaging processes have been configured and testing has begun for the automatic imaging of admissions applications received from Royall.
- Significant progress has been made in reporting and automation of Admissions processes to improve the Admissions workflow.
- Territory Manager, Athletics and RN-BSN reports were created and scheduled to run on a routine bases to support staff in admission efforts.

## **Banner 9**

- The testing environment preparation for the Banner 9 Administrative Pages is being finalized.
- End user testing will begin in February 2018.
- Go live dates for Banner 9 Administrative Pages will be determined once testing is complete, but is required by December 2018.

## **Enterprise Reporting Enhancements**

- The reporting environment underwent several upgrades to enhance performance.
- New and faster hardware was installed in the production environment to support reporting from the ODS reporting database.
- Cognos Analytics was upgraded to 11.0.7 to mitigate issues identified by the end user community.

### **Finance Cardinal/CIPPS Project**

- The Cardinal Payroll Change Network team confirmed RU's mock conversions from Banner were completed successfully in December.
- Multiple updates and system changes continue to be assessed and applied to prepare for interface testing in March 2018.
- The implementation date of Cardinal Payroll project has been modified by the state Cardinal Payroll Steering Committee. The implementation date was moved from October 2018 to March 2019.

### **Finance Chrome River (electronic travel and expense management system) Implementation**

- Enterprise Systems continues to work with Finance & Administration and Chrome River to prepare for a full campus rollout of Chrome River in the spring of 2018.
- Additional functionality is under review and changes for a complete implementation are being assessed.

### **Finance eStore implementation**

- The Nelnet eStore application is expected to be configured and ready for use at the end of January 2018.

### **Human Resources PeopleAdmin Upgrade to Select Suite**

- Select Suite Performance Management for the 2018 performance management plan was configured and released for all employee classes in December 2017.
- Interfaces are currently being finalized and tested to completely automate Select Suite to Banner integration.

### **Registrar Online Graduation Application Pilot**

- The Banner baseline online graduation application has been configured and testing completed for a pilot to begin for the 2018 spring term.

### **Registrar Parchment Implementation**

- Official electronic transcript processing went live September 25<sup>th</sup>.
- Between September 25 and December 31 there were 2429 transcripts delivered.

### **Space Scheduling Office Support**

- Support is underway to build, test and implement an interface between AdAstra and Event Management System software to be used in the new campus scheduling office.
- The office is expected to begin utilizing the new workflow in February 2018.

### **Identity Services**

- Completed EDUCAUSE Core Data Service survey.
- Completed revisions to four Information Technology policies required for Level II Operating Authority.

## **End User Security Awareness Training**

- The migration to a more robust end user security awareness training solution offered by SANS Securing the Human is underway and scheduled for completion by April 2018. The previous system, MOAT, is being retired. New employees and contractors are currently piloting the SANS training and providing feedback.

## **Disaster Recovery Exercise**

- DoIT completed a table-top disaster recovery exercise in December to mimic multiple unexpected outages across multiple areas. The office of Emergency Preparedness and University Relations participated in the event and provided input. Outcomes of the exercise include working through these unexpected outages with diverse teams, enrolling IT staff members in the Incident Command System emergency preparedness course and subsequent planning on how to handle other potential disasters to campus IT infrastructure.

## **Server Firewall Replacement Project**

- Maintaining a high level of security is critical for today's IT environments.
- Rollout of a next generation firewall with intrusion prevention capabilities is progressing as planned and will continue throughout the spring.

## **Technology Planning for Reed and Curie Renovation**

- DoIT staff continue to provide feedback to the architects on the infrastructure and audio/visual architecture for the Reed Hall renovation.
- Continue to assist with technology needs for those faculty/staff displaced out of Reed/Curie by this project; and to remove existing technology components from Reed/Cuire.

## **CAS/Shibboleth Single Sign-On Project**

- Integrations were completed or updated for VisualZen(New Student Orientation)
- Integrations are underway for Nelnet E-Store and Cognos reporting.

## **Zoho Project Management Tool**

- The Zoho Projects portal and the Zoho Reports module configurations continue to be updated as the number of users increase and new customizations are needed or requested.
- Hands-on training in group sessions and in one-on-one meetings continue as more users are requesting the tool.

## **Google Search Migration for radford.edu**

- Replaced Google Custom Search with Google Search for Education/Non-profits for the RU website. This new search engine has settings to control search results such as sort order, url exclusions, weighting of search results, etc.

## **Non-Emergency Texting (Mongoose)**

- Admissions and Financial Aid are now using Mongoose for text messaging to prospective and new students.
- Communications plans have been developed and submitted to VPs for review and approval.

- A SSB page for current students to opt-in and automatically load into Mongoose nightly was rolled-out in January.
- Registrar, Residential Life and Bursar plan to start texting currently enrolled students during the spring semester.

### **ServiceNow Upgrade**

- The IT service management system has been migrated to Jakarta version 2. This was a major upgrade providing additional features for Third Party Vendor Risk Management/Governance.

# Intercollegiate Athletics

RADFORD  
UNIVERSITY

# Agenda

---

## Board of Visitors Presentation

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

# Intercollegiate Athletics

---

## Student-Athlete Experience

Implementing a new comprehensive platform for student-athlete development

### GAMEPLAN

- Focus on Academic and Career Services/Life Skills
- Mentor Marketplace
- NCAA Mandated Sexual Violence Program



# Intercollegiate Athletics

---

## Culture

- Stu Brown, LLC
  - Status of Men's Basketball Compliance Review
- Big South Compliance Review
- All Staff Spring Meeting





# Intercollegiate Athletics

---

## Academic Excellence

- 63% - Big South Honor Roll
- 45% - Radford Dean's List
- 14 of 16 teams over 3.0 GPA Fall Term
- 15 of 16 teams over 3.0 cumulative GPA
- 31 perfect 4.0 GPAs
- 88% Graduation Success Rate
- 993.5 All-Sport Academic Performance Rate for 2016-2017



# Intercollegiate Athletics

---

## Competitive Excellence

### Big South Sasser Cup Standings

- Winter Sports
  - Men's Basketball
  - Women's Basketball
  - Women's Indoor Track and Field
- Spring Sports
  - Baseball/Softball
  - Women's Lacrosse
  - Men's and Women's Golf
  - Men's and Women's Tennis
  - Women's Outdoor Track and Field



# Intercollegiate Athletics

---

## Resource Development

### GOALS FOR 2017-2018 FUND DRIVE YEAR:

- Total New Pledges and Gifts to Highlander Club \$1,200,000
- Membership in Radford Athletics Club 1,500 Members

### FUND YEAR TO DATE:

- Cash and Pledges \$565,671
- Cash and Endowment Pledge In Place \$600,000
- Membership in Radford Athletics Club 587 Members

# Intercollegiate Athletics

---

## Resource Development

Radford Sports Properties Revenue Update:

- Overall Revenue: \$345,375 (\$250,625 cash, \$94,750 trade)
- Overall Percentage to Budget: 105% (\$330,000)
- Cash Revenue Target: 109% (\$230,000)
- Trade Revenue Target: 95% (\$100,000)

Surpassed 2016-17 revenue total (\$268,050) by \$77,000 – Continuing to generate new sales with the remainder of basketball season and into spring sports (Baseball, Softball and Women's Lacrosse)

Associate AD for Advancement

# Intercollegiate Athletics

---

## Branding

### Royalty Revenue

- Up 16% (FY 18 - \$63,312.27 compared to FY 17 - \$54,358.54)
- 2017 (Q4) had a 29% increase compared to 2016 (Q4)



# Intercollegiate Athletics

---

## Special Events

### HIGHLANDER PRIDE WEEKEND

**Thursday, April 26**

Red & White Gala (Farmhouse; 6-9 p.m.)

**Friday, April 27**

Highlander Open (River Course; 1 p.m. Shotgun Start)

**Saturday, April 28**

Highlander Half Marathon (8 a.m.)

Highlander 5K (9:30 a.m.)

Post-race Festival (Bisset Park; Time TBD)



# Intercollegiate Athletics

---

Questions?

End of Board of Visitors Materials

