RADFORD UNIVERSITY
Board of Visitors

GOVERNANCE, ADMINISTRATION AND ATHLETICS COMMITTEE MEETING
5:00 P.M.
May 9, 2019
MARY ANN JENNINGS HOVIS MEMORIAL BOARD ROOM
THIRD FLOOR, MARTIN HALL, RADFORD, VA

DRAFT
MINUTES

COMMITTEE MEMBERS PRESENT
Dr. Rachel D. Fowlkes, Chair
Ms. Georgia Anne Snyder-Falkinham, Vice-Chair
Dr. Thomas Brewster

COMMITTEE MEMBERS ABSENT
Mr. Gregory A. Burton
Ms. Lisa Throckmorton

OTHER BOARD MEMBERS PRESENT
Mr. Mark S. Lawrence, Rector
Mr. Robert A. Archer, Vice Rector
Dr. Jay A. Brown
Ms. Krisha Chachra
Mr. James R. Kibler, Jr.
Ms. Karyn K. Moran
Ms. Nancy A. Rice
Ms. Myriah Brooks, Student Representative (Non-voting Advisory Member)

OTHERS PRESENT
President Brian Hemphill
Ms. Karen Casteele, 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 5:06 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 May 9, 2019 agenda, as published. Ms. Georgia Anne Snyder-Falkinham, 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 February 7, 2019 meeting of the Governance, Administration and Athletics Committee, as published. Dr. Brewster so moved, Ms. Snyder-Falkinham seconded, and the motion carried unanimously.

INFORMATION TECHNOLOGY REPORT
Vice President for Information Technology and Chief Information Officer Danny Kemp shared with the Committee a video by EDUCAUSE identifying their Top 10 IT Issues of 2019. Following the video, Vice President Kemp reviewed the Division's major strategic initiatives, including the Jefferson College of Health Sciences merger, IMPACT program support and enhancements, Reed and Curie Halls infrastructure planning, new cable TV contract, annual IT security awareness training and the Division of Information Technology Strategic Plan for 2019-2024. Vice President Kemp presented a map of locations on- and off-campus indicating locations of network upgrades from mid-May through August. Vice President Kemp recognized Associate Vice President for Information Technology Ed Oakes for his hard work on this project. In closing, Vice President Kemp reviewed a customer satisfaction survey distributed to all faculty and staff focusing on telephone support, classroom support, field technicians and walk-in support. To date, there have been over 230 responses to the survey. A copy of the report is attached hereto as *Attachment A* and is made a part hereof.

INTERCOLLEGIATE ATHLETICS REPORT
Associate Athletics Director Cory Durand shared recent news and events of the Athletics Department. A student-athlete career fair was held with over 200 student-athletes participating and included mock interviews, a speaker series, alumni and vendor networking and the creation of a LinkedIn profile. Mr. Durand stated that Radford is currently in first place in the Big South Sasser Cup Standings. In other updates, he stated that men's basketball finished overall 22-11; 12-4 in Conference; and tied for regular season conference champions. Women's basketball finished overall 26-7; 17-1 in Conference; won the Big South Tournament Championship; and had a NCAA appearance. Men's tennis finished overall 17-7 and won the Big South Tournament Championship. Mr. Durand reviewed the resource development with 1,034 current members in the Highlander Club, and the overall revenue secured at $463,100 to date. In conclusion, he reported that the upcoming special events are the graduation cording ceremony on May 10, 2019, the fall student-athlete welcome back dinner and meet the coach's event with details forthcoming. A copy of the report is attached hereto as *Attachment B* and is made a part hereof.

RECOMMENDATION FOR RECTOR AND VICE RECTOR FOR 2019-2020
Dr. Fowlkes stated that nominations were received for Rector and Vice Rector for 2019-2020 with Mr. Robert A. Archer as Rector and Mr. James R. Kibler as Vice Rector. Dr. Fowlkes asked for a motion to forward these nominations to the Board of Visitors. Ms. Snyder-Falkinham so

moved, Dr. Brewster seconded, and the motion carried unanimously.

ADJOURNMENT
With no further business to come before the committee, Dr. Fowlkes requested a motion to adjourn. Dr. Brewster so moved, Ms. Snyder-Falkinham seconded, and the motion carried unanimously. The meeting adjourned at 5:52 p.m.

Respectfully submitted,

Sharon Ratcliffe
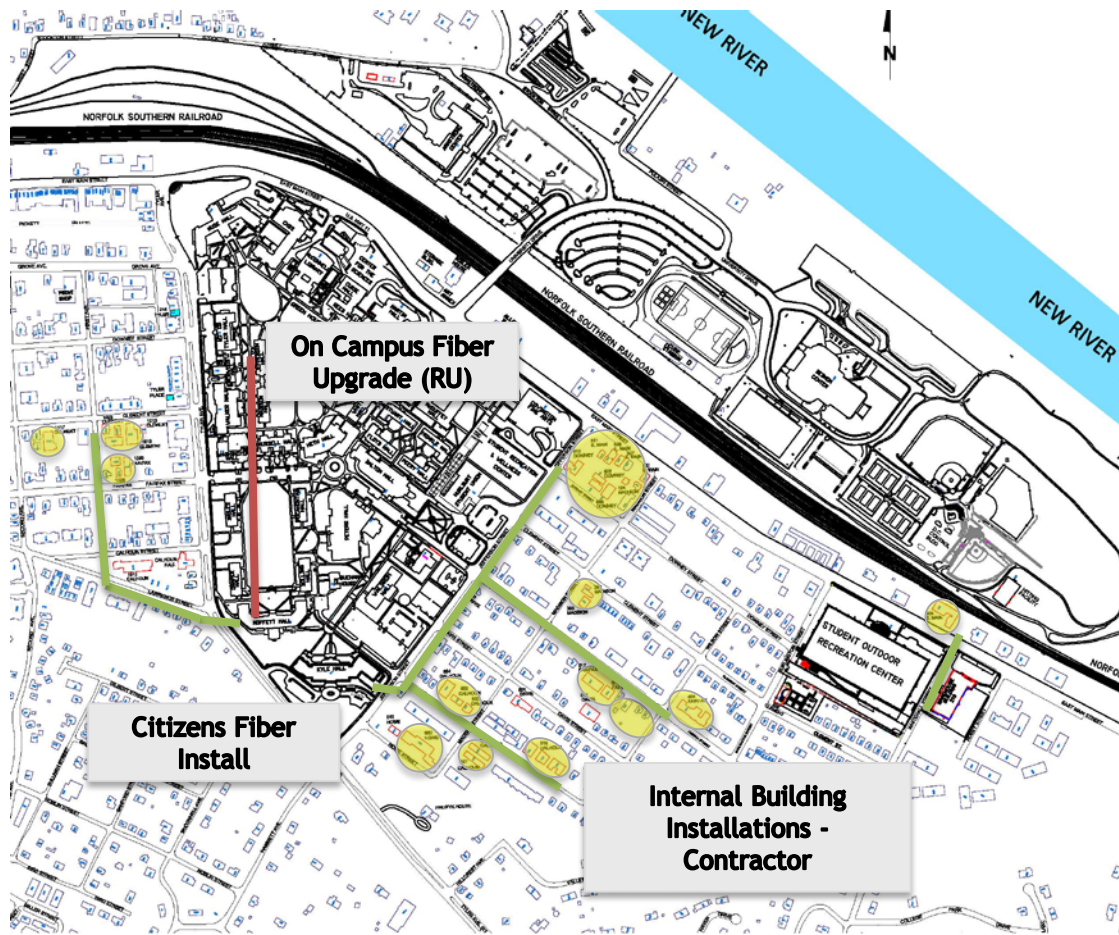Executive Assistant to the Vice President for Information Technology

Agenda

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

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Major Strategic Initiatives

- 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

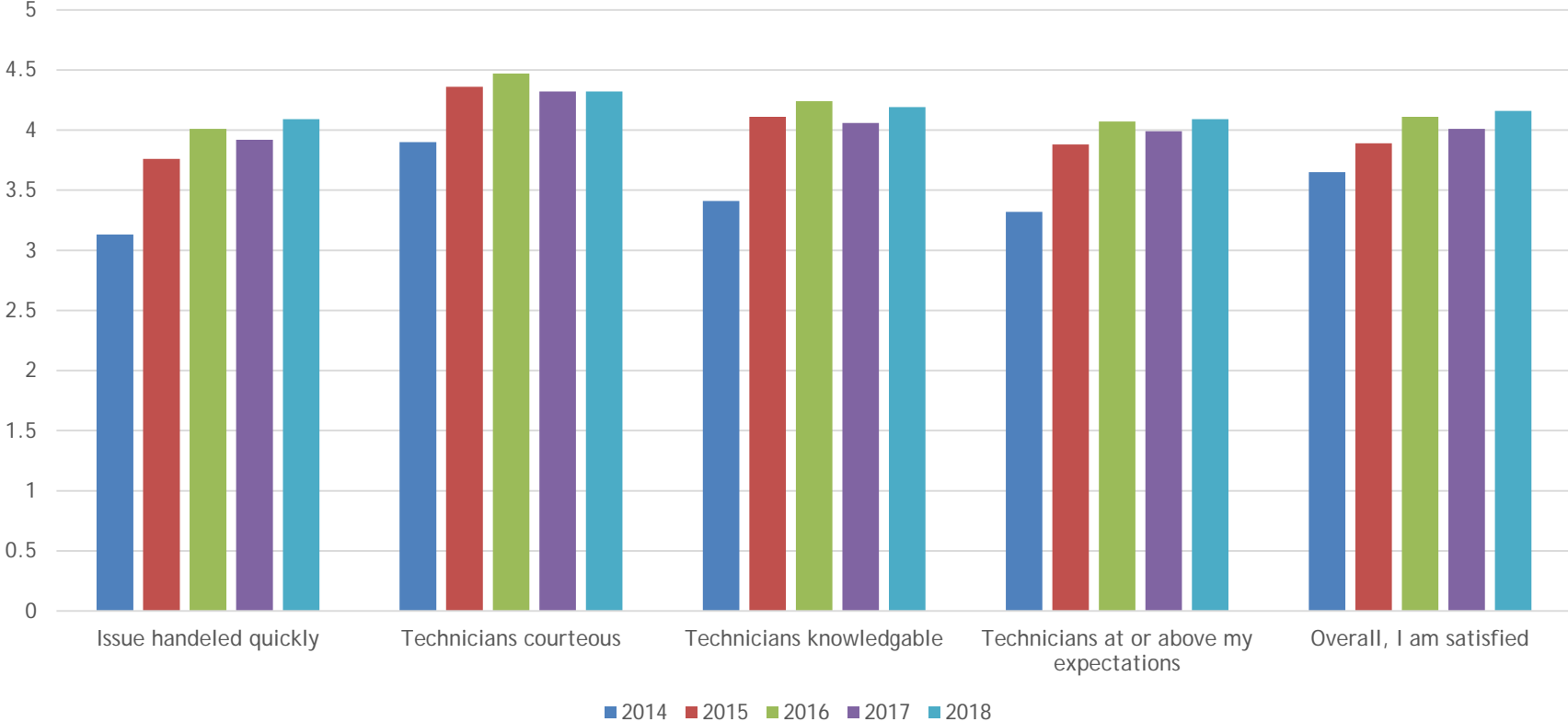# Off-Campus Apartments - Networking

On Campus Fiber Upgrade (RU)

Citizens Fiber Install

Internal Building Installations - Contractor

NEW RIVER

NORFOLK SOUTHERN RAILROAD

STUDENT OUTDOOR RECREATION CENTER

Information Technology

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Customer Satisfaction Survey

- 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

Information Technology

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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 VPEM, Admissions, Financial Aid).
- 63,000 Cards of various types.

New Cable TV Contract
- Four proposal 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

RADFORD
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Board of Visitors

May 9, 2019

Agenda

- 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

Competitive Excellence

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

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
- 1st year head coach – Rob Bareford

Competitive Excellence

<u>2018-19 Competitive Excellence</u>

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

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

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

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

RADFORD HIGHLANDERS

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Discussion

End of Board of Visitors Materials