April 17, 2012

**OIT Status Report, Academic Advisory, April 2012**

**Report Highlights**

**Advance Registration.** New servers and staggered timeslots resulted in excellent performance. A total of three call tickets were logged during the entire period. Not a single one was related to technology.

**President Obama’s Visit**. OIT provided significant support for the President’s visit, ranging from infrastructure support to enhanced security techniques.

**Turnitin**. The Turnitin plagiarism tool is now live in Blackboard. Both Safeassign and Turnitin will be available until further notice.

**Blackboard eGrading**. The Blackboard to Banner grade integration project will complete this week. A small pilot group will be using the system for this term. If there are no issues, then we will make it available for everyone this summer.

**Tech Support In-Sourcing Delayed**. Due to resource uncertainty we have delayed by one year the in-sourcing of our phone-based technical support.

**FAU Mobile**. A new version of FAU Mobile was made available just prior to advance registration. This version made it easier to search the course schedule and obtain access to basic features of myFAU including registration. The MyFAU functions are not native, but styled for mobile devices. These will be enhanced as we roll out the new look and feel for Banner.

**Telecom Rates**. We have approval for the first year of a four-year plan to restructure telecom rates. In the first year, we will modify the monthly charges for the desk phones. In subsequent years we will focus on reducing our long distance rates. Rates still need to go before the chargeback committee for approval.

**Administrative Systems**

**Completed/Resolved:**

* Advance Registration – Regression/Load testing, Time Ticketing support and coverage during week prior to the start of Summer/Fall Advance Registration (Registrar).
* The Department schedule search was modified to include an “$” on a course to indicate additional fees (Registrar).
* FACTS Advising Grad Audit and Local Shop functionality are in production. Remoteshop, 2+2 Audit and Courselist are being tested (Registrar).

**Continuing from Last Month:**

* DARWin (Degree Audit)
  + Registrar is continuing to add degree programs and colleges to DARS (Registrar’s Office).
  + Phase two of the Course cart option for the Interactive Audit, adding additional functionality to course catalog link (description) (Registrar).
  + Additional cleanup to course articulation (GA courses) for certain populations (2BA, ND) (Registrar).
* College of Medicine
  + Request to use SSB for student’s to request COM transcript. Currently working on requirements (COM — Registrar).
* Student Perception of Teaching (SPOT) - currently reviewing the process and working with Test and Evaluation, Student Affairs, and IEA on new requirements.
* Excess hours — Automate excess hour’s calculation, alerting students of potential fees, and calculating and assigning excess hour fee surcharge. After functional area testing in mid-March, we are working with the Registrar’s Office to update original requirements and modifying code.
* Blackboard eGrade – Developed the interface for integrating Blackboard grades with Banner. Currently testing with Middleware Group. On schedule to pilot Spring 2012.
* Modification to Departmental schedule search in order to make the campus more visible (Registrar).
* FACTS – Transient and Financial Aid changes to transient and PS transcripts in response to legislated changes.
* Xitracs — Create Banner faculty and schedule data extracts for Xitracs system used for SACS accreditation.
* Faculty Summer Contracts.

**Enterprise Systems**

**Completed:**

* Advance Registration was conducted on the new hardware and went smoothly from Systems and Network perspectives.
* Introduced additional web servers in support of heavier load during President Obama’s visit. These servers will remain in production.

**Ongoing:**

* Faculty and staff email account migration from MyFAU to Exchange 2010 is ongoing. A new deadline for this project was set for May 2012.
* Modification to password aging and implementation of password complicity.
* Modification to NetID naming convention in conjunction with UAS.
* FAU Mobile App continues to grow. As of this reporting period, well over 9,000 users have downloaded FAU Mobile Apps.
* Phase II of graduate admissions app project to include attachments is currently under development.
* Evaluating requirements to upgrade WebFocus to a new platform. This project is in the installation phase.
* Configuration of Exchange at NWRDC continues.
* Migrating Blackboard at NWRDC to chassis is almost completed.
* Installing Banner on new Dell Linux-based platform at Boca and NWRDC is almost completed.
* Continue to configure and to provide access to the newly installed unified storage system at Boca Raton Campus.
* Evaluating options to improve Help Desk support and to contain cost by bringing this service in-house.
* Supporting new account creation system consisting of year of admission in support of Google Apps.
* Deploying DHCP addressing scheme on all campuses.
* Working on SACS report related to IT in conjunction with IRM colleagues.
* Review and evaluation of IVR system for IRM helpdesk is ongoing.
* Working with Facilities on the installation of new Distributed Antenna System (DAS) for the Innovation Village apartments to improve cell coverage.
* Completing Blackboard to Banner grade migration.
* Working on the contract renewals for FY2012–2013.

**Instructional Technologies**

**Mehran Basiratmand, Director of ES and CTO, is currently Acting Director of Instructional Technologies.**

**Completed:**

* Installed Turnitin antiplagiarism tool.

**In Progress:**

* Working with the partner campuses to identify their VC requirements.
* Working with CeL to conduct LMS evaluation.
* Computer trainers are in the process of revamping course offerings to include Google Apps as well as other academic productivity courses. The traditional courses will be offered in classroom settings until June 30. Instructional Technologies is working closely CeL to develop new courses and documentations.
* Continuing to work with the user community to complete the room inventory to build the master inventory for scheduling non-academic events.
* F15K system will be shut down during the week of April 16, 2012 to conserve power. This system is no longer needed because all applications have been migrated to the new hardware.

**Communication Infrastructure**

**In Progress/Continuing from Last Month:**

* Networking master plan design meetings are in progress.
* Negotiation and engineering for the installation of a Distributed Antenna System (DAS), designed to boost indoor cell phone signals.
* Campus-wide rollout of network registration is beginning. OIT will be working with affected areas on a staging rollout to minimize impact to users.
* Red Flags training has been completed and is being rolled out to appropriate departments. Red Flags training deals with identifying signs of suspected fraud or identity theft.
* We are working on making guest wireless easier to access for campus guests. When completed, we do not expect users to need to use a username or password to access the network. Guest network users will be limited to web sites and VPN access with all others uses blocked. We will ask for some identifying information from anyone using this network.
* We are working on a new proposed rate structure for phone service to reduce the amount of money departments have to pay for office phone service.
* We are preparing for a field trial of an updated version of the phone system. Jupiter and CM22 are currently planned for the trial which includes an upgrade to existing phones.
* We are rolling out secure networks for servers, and will be removing the old unsecure networks at the end of summer. The new Banner servers are currently running on one of the new secure networks.

**Northern Technology Services**

**Ongoing:**

* Redesigning Jupiter and Port St. Lucie web pages. NTS staff working with student affairs and student services staff to focus on new format and content.
* Designing Self Service Station for Visitors and Students. Similar to Computer Concierge in Ft. Lauderdale.
* Quoting and specifying virtual server upgrade for Jupiter campus servers, to replace aging and outdated equipment.
* Discussed VC classroom upgrade process for Jupiter SR275; identifying major issues and solutions. Specification and quote will be the next step.
* Digital Signage Project: Multi-touch aspect of project will need to wait for new version of Four Winds software, available late spring. Working with HBOI and Broward to compile a common project list. Emergency notification and new, more creative templates will be on the project list for spring. (On-Hold)

**Broward Technology Services**

**Completed:**

* Davie West Building printing – We set up a computer release station and connected to a Toshiba photocopy machine to allow students to send print jobs through our online printing Web site (printonline.fau.edu). This will eliminate the need for students to cross the street to go to one of the computer labs.
* Worked with the College of Education, TLC, and with Broward School Board to set up a VC unit in the ES building that will facilitate meetings associated with the PROPEL program.
* Fort Lauderdale Technical Services created a database of all campus network printers, which includes location, printer model, IP, hostname, and a floor plan that shows the physical location of the printers. This will allow us to add users to network printers without visiting their location.

**In Progress:**

* Faculty and staff e-mail account migration from MyFAU to Exchange 2010 continues.
* Replacement of Broward’s display digital system with the FourWinds standard. The system was installed and is working in the Fort Lauderdale, Dania Beach, and Davie campuses. We still need to guide the users in the creation of templates and content.
* Modifying a database we developed for the Student Involvement department so it can be used by other Broward Student Affairs units. The database was deployed and we are waiting for users’ feedback to make changes.
* Creating a database for Admissions to track prospective students who visit its office. The database was deployed and we are waiting for users’ feedback to make changes.
* Working to test a 42” HP multi-touch screen with FourWinds software. Our objective is to test that in the Davie Open Computer Lab.
* The Broward Student Government requested the addition of a computer lab in the Davie West building. We are currently evaluating that request with the Broward Administration. Since we just added printing capabilities in the building, we are working with them to see is this will be acceptable instead of adding computers.
* Evaluating an inexpensive retrofit solution for accommodating 24-inch wide LCD monitors within the Nova desks, which are located in HEC-608 multipurpose/instructional computer lab. The Nova desks currently have very old CRT monitors, which professors do not like.
* Working with Broward College in finding a solution for the FAU/BC Davie Library wireless connection, as they will start requiring authentication in their network.
* Expanding the Davie Student Union Computer Lab with 2 two iMACs. In this way, the lab will have both major systems (Mac and Windows). The machines arrived and they were configured to boot with Mac OS X and Windows 7. We are currently waiting on Jade to finish the additional network ports.