

# Accomplishments for IT and Individual Units Since 2009

## Information Technology

### 2009

- Mobile Application Development (non-generic customized solutions for students. Not off the shelf).
- Reorganization (refocused the IT department).
- Creation of the ITS Unit, now located in the Library, which has unified support services and provided a clear and consistent point-of-contact for academic support services.
- Creation of UTS.
- Consolidation of student-focused services like the Helpdesk and Computer Store in a single, easy-to-access location.
- Reorganization and putting in place a more streamlined approach to technical support, development, networking, and telephone services. A more efficient, mobile, agile and flexible IT organization was created—continuing process a living IT organization that allows for flexibility to adjust to campus needs according to the Strategic Planning processes and IT Guiding Principles.

### 2010

- Restructuring ITS (formerly UCS) to better serve the campus implementing a plug-and-play workforce. □ The restructuring of ITS provides us the ability to better pull the necessary resources for various projects. This approach also helps the employees adjust to a better more agile work environment.

### 2011

- Provided technical guidance in the implementation of the ERP. Throughout the implementation of the ERP IT played a critical role in application implementation, conversion and integration among the various applications that comprise the ERP.
- 2011-2012 The design and development of iLearn in partnership with Academic Affairs.

### 2012

- Developing the governance framework for IT project evaluation, prioritization, and management, which is now being implemented across all university units.
- Implementation of Office 365 including the migration of over 70,000 email accounts. □ Migrating from an on premise Exchange solution to a cloud-based solution allows Ball State to leverage the all of the benefits of the latest version of Exchange. Additionally managing the services and associated infrastructure is no longer Ball State's responsibility which helps drive down the overall cost for campus.

- Combining of Telephone services and UCS.
- Improved services and cooperation among all Information Technology units in support of the University mission and education objectives through organizational development and the centralization of technology resources and personnel.
- Creating, maintaining, and enhancing the Secure and Guest wireless networks, which help students, faculty, staff, and campus guests to obtain the most from mobile devices and apps for learning, research, teaching, and recreational use.
- Summer/Fall 2012 migration to Microsoft 365---major accomplishment in time and IT staff effort.
- November 2012 providing a campus wide solution for faculty and staff to acquire Adobe products through the Enterprise License Agreement which includes an unlimited access of two highly recognized Adobe Suites to student labs and workstations which enhances our ability to stay current with tools that are used in the development and teaching of emerging technology content.

## **2009**

### **Emerging Technologies & Media Development**

- Mobile Application development (Chirper, Map App with shuttle tracking, Rec App and iPads, supporting bConnected, Adobe DPS etc.).
- ID Software Classes (evolving from a single in person class to nearly 500 students in Spring 2013 online).

### **Information Technology Services (Jr. King and Todd Meister)**

- Formation of the Unified Technology Support unit.

### **Teleplex – Media Services**

- Increased support of student productions. WIPB, through the Teleplex and IT, has created a student grant initiative. This grant initiative pairs the student with broadcast professionals and provides the students with an immersive experience and the resources to create and produce quality content. To date the students that have participated in this program have won 6 Emmy's and have been recognized with 5 Emmy nominations. The Teleplex provides staff and equipment resources, such as the virtual studio and remote truck, for the following student productions.
  - Newslink
  - Sportslink
  - Connections
  - BSU Today
  - Cardinal Sports Live
  - The Reel Deal

- The Teleplex has installed new technology in the Schwartz Center.

### **Unified Technology Support**

- Mid Spring 2009—the reorganization of IT creating Unified Technology Support

and Emerging Technologies. The design of the new UTS unit that has it focus on the following:

**Vision Statement:** Create a technology rich gathering space where the focus is to bring together institutional support functions and the university community for a dynamic, energetic, collaborative and enabling environment that encourages the use of emerging technologies and the development of learner centered content and tools

**Mission Statement:** Enhance the knowledge, collaboration, productivity and self reliance of the university community in the development and utilization of new and emerging technologies for teaching and learning.

### University Libraries

- Creation of the **Helen B. and Martin D. Schwartz Digital Complex in Bracken Library** (August 17, 2009) as an innovative, interactive learning and teaching environment dedicated to fostering an undergraduate research culture by connecting students and faculty to a vast array of digital assets and special collections and providing students a digital newsstand with access to international media, broadcasts, podcasts, and multimedia.
- Transformation of the University Libraries from a print to a predominately digital environment with expenditures for online acquisitions exceeding 50% in 2009. This collection shift has resulted in a significant increase in the availability of digital collections of e-journals, full-text-online articles, and other assets to support learning, research, and teaching.

## 2010

### Academic Technology Solutions

- Expanding both the functionality and the use of the course management system, Blackboard by including systems like Bb Collaborate (video conferencing to enhance engagement in online and/or hybrid classes), Bb Outcomes (to automate student learning outcome assessment), Bb Mobile (to provide access to course content through smart phones and other mobile devices), Bb Connect (allowing faculty to reach their students who no longer read their emails via texting) and lastly Bb Analytics (a data warehouse solution for both the ERP system and Bb Learn.)

### Teleplex – Media Services

- The Teleplex has installed new technology in the Glick Center for Glass, and also recently installed the Orad Virtual Studio. This new and innovative technology is being used in the production of local programming on WIPB, student productions as well as other university content. It was most recently used in the broadcast of the 2012 Indy Zoo Prize.

### University Libraries

- In Bracken Library in mid-2010, core personnel and resources were focused to establish a cost-effective production unit for creating unique digital assets by converting signature research collections to digital format for global Web access to promote visibility, discovery, open access, and high ranking in search engines for Ball State produced digital resources.

## 2011

### Academic Technology Solutions

- E-text pilot program: Providing free access to online textbooks to specific populations of students while conducting research to gauge both the functionality of online textbook readers and student preferences.

### Emerging Technologies & Media Development

- Board of Trustees and Indiana State House paperless/tablet initiatives.

### Information Security

- Formation of the Information Security unit, naming a director, and establishing their short and medium-term objectives responsibilities, and work plan.

### Information Technology Services (Jr. King and Todd Meister)

- Facilitating the rollout of the shared hosting environment at IUPUI. Working with IU we are starting to shift some of the work that BSU was once responsible for while saving money.
- Systematically removing duplication in servers, services and business processes within IT. (2011) □ Working with the ITS staff we have been removing duplication in several areas. We have identified and removed servers that are no long in use, removed services that have been replaced by the ERP and removed business processes that have been identified as unnecessary.
- Opening up BSU authentication processes to facilitate 3<sup>rd</sup> party solutions. □ By implementing Shibboleth and CAS we have been able to more easily integrate external systems include Lynda, the ERP and Office 365.

### Teleplex – Media Services

- Hosting the MSNB nationally syndicated Rachel Maddow show live from the Teleplex studios. In addition to the Rachel Maddow show the Teleplex has

played a vital role in all of the David Letterman visits as well as producing video for the “jumbotron” at the last BSU football game.

### Unified Technology Support

- Fall 2011---Building and opening of the UTS Tech Center, expanding hours and offerings to the campus community through a new Concierge Welcome Center and focusing on customer service as a number one priority, reorganization and new processes for UTS, partnering with Blackboard Student services to provide 24/7 Blackboard support, combining personalized support with TechTime, implementing the new incident management system Parature, opening the new Technology Store that facilitates more products and technology available to the campus community.

### University Libraries

- Transformation of the University Libraries from a repository to an undergraduate user-focused destination by creating a service-rich research environment incorporating the latest technologies, a large number of PCs and Macs, commonly used software, printing, scanning, mobile access. In 2011, introduced smartphone access and additional mobile access to collections and later deployed an online discovery tool for integrated searching of the Libraries’ local and subscription digital resources.

## 2012

### Hybrid Design Technologies

- **Ball State granted rights to develop \$10 million Blue Mars virtual world technology**

Hawaii-based Avatar Reality, has gifted the virtual world of technology of Blue Mars valued at \$10 million to Ball State’s HDT initiative and IDIA Lab. The technology gift grants BSU access to its source code for major development of its research in 3-D simulation and design projects.

- **Mellon Foundation Virtual Worlds Consortium**

Ball State University, HDT was invited by the Mellon Foundation to work with a international academic consortium consisting of King’s College, London; Trinity College, Dublin; UCLA and University of Virginia. In this two-year major initiative will IDIA will develop a comprehensive platform for Digital Humanities use of game engines as next generation teaching and learning spaces.

- **The Digital Hadrian's Villa Project**

IDIA has been contracted by the Virtual Worlds Heritage Lab at the University of Virginia to develop several major projects simulating ancient Roman 3D

environments. The largest contracts are for the production of a major 3D virtual reconstruction of Hadrian's Villa near Rome, Italy.

- **Celestial Simulator**

HDT / IDIA has developed a Virtual Celestial Simulation process for calculating highly accurate positions of the sun, moon and planets for use in Digital Humanities and Sciences research projects. The simulator uses NASA/JPL data from the Horizons Database and pulls it into the live game engine of Unity 3D. IDIA has employed this on my projects for astro-archeology scholars for Roman and Paleolithic projects including Hadrian's Villa, the Temple of Artemis, Solarium Augusti and Stonehenge.

### **Information Security**

- Implementation of a campus-wide server vulnerability assessment solution; has already identified over 4,700 high-priority vulnerabilities which have been resolved and identified additional areas which will be secured through centralized server configuration management now being put in place.
- The complete re-launch of a system to locate and isolate confidential information; this has now been moved from ad-hoc scanning of individual systems to automatic scanning, alerting, and reporting which has greatly reduced the number of systems where confidential information is stored and allowed us to provide better security where confidential information is maintained.

### **Information Technology Services (Jr. King and Todd Meister)**

- Combining of UCS and Telephone Services, renamed as Information Technology Services, and convergence of data, voice, and video support forming the Unified Communications unit.

### **Teleplex – Media Services**

- The Teleplex has installed over 130 digital informational signage displays across campus as well as at the Indy Center.

### **Unified Technology Support**

- September 2012---Remodeling and opening the new 142 seat testing lab in Robert Bell.
- November 2012---Bringing the Online Technical Support Center to the campus with a technical knowledge base via Parature—providing online services, customer ticket access and self tracking, technical chat line, and a multitude of other on line services.

# **Business Affairs**

## **Five Most Significant Accomplishments and Specific Examples (“stories that back up the success”)**

1. How the University has handled a very challenging four to five year financial period
  - a. Found and reallocated significant resources to Strategic Plan initiatives
  - b. No widespread personnel layoffs or use of furloughs
  - c. Continued pay increases in 4 of 5 years (state virtually mandated 0% one year)
  - d. Found benefit savings that minimized the impact on employees (e.g., new networks and higher negotiated discounts)
  - e. Strategic cuts (largely in business affairs areas) that did not significantly impact the educational experience and recognized that people were key to the mission
    - i. Types of reductions – cost per square foot for maintenance/facilities costs; benefits (new networks, larger discounts); ½ the number of professional administrative staff compared to peers; energy usage much lower than peers; consolidating printing services to reduce staffing)
  - f. Increased external bond rating during a period when rating agencies had a negative outlook for the sector and most entities were receiving downgrades
  
2. Business Affairs increased sense of transparency and collegial decision making
  - a. Process for Budget reductions
  - b. Annual Budget process
  - c. Presentations to University Senate
  - d. Open Healthcare Forums
  - e. Faculty input on classroom design
  - f. Academic/other involvement in construction projects
  - g. Enterprise Risk Management Program – cross functional input and review
  - h. Working with University Governance on issues like:
    - i. Benefits Survey
    - ii. Retiree Healthcare
    - iii. Housing and Dining funding methodology
    - iv. Faculty salary issue
    - v. Campus Master Plan
  
3. Continued emphasis on transforming the physical campus
  - a. New and renovated buildings
  - b. Outdoor improvements
  - c. Signage and way finding (digital and standard)
  - d. Opened new recreation facilities and expanded recreation and wellness initiatives
  - e. Multiple new restaurants/dining options

4. Active collaboration between Business Affairs and Academic Affairs
  - a. CERES and Facilities submitting grants for Geothermal initiatives
  - b. Space Management committee – Academic Affairs involvement in development of new facilities, classroom input, etc.
  - c. Student/Faculty involvement in sustainability projects
  - d. International, Graduate Student, and Distance education initiatives
  - e. Tuition task force – first restructuring in years; benefits students and incentivizes desired behavior based on new norms (e.g., use of on-line courses)
  - f. International Travel Oversight Committee
  - g. Managed Print Implementation Committee
  
5. Improved business processes and customer service focus (workplace quality of life)
  - a. Streamlined process for writing/approving contracts – electronic work flow signature for some types of contracts, website with policies and procedures, etc. – went from large backlog (some would say black hole to no backlog and timely execution)
  - b. ERP implementation – finance and business systems went first
  - c. Roll Out the Red initiative
  - d. Dining customer satisfaction surveys
  - e. Web interface for Work Request System
  - f. Bus tracking apps
  - g. Redesigned HR website – faculty testimonials for recruiting
  - h. Expanded orientations for staff and service personnel
  - i. Addition of Roth 403B option and numerous other voluntary benefits
  - j. Enhanced Employee Self Service – better hours and functionality
  - k. Installed kiosks for service personnel (without regular computer access) to access HR, payroll, and other critical university information
  - l. Initiated working well program in 2007 – Indiana’s Healthiest Employer (2009); American Heart Association Gold Level Fit-Friendly Worksite (2012); Tobacco Free Premium Discounts (2012); intra-office competitions, sponsored programs (walks, etc.); Incentive programs (gift cards and vouchers)
  - m. Retirement “Wellness” seminars



### Master Housing Plan

One illustration of the institution's commitment to quality of life issues for students is the development and progress of our master plan for housing facilities. Since 2007, two new residence halls were built and two other residential facilities underwent complete renovations. Another facility has closed and renovations will begin in spring 2013. These facilities were design to enhance the living and learning programs offered to students. Perhaps one of the most compelling pieces of data regarding students' satisfaction with on campus housing is the continual increase in the number of upper divisional students returning to live on campus

### Creating a Positive Social Climate

The Late Nite program held every Saturday night in the Student Center provides students with a positive social experience. The program began in 2002 with the first year attendance totaling 5,287. Currently the average attendance per program is more than 1,000 and the annual attendance exceeds 36,600 students.

### Police Accreditation

University Police received its first accreditation form the Commission on Accreditation for Law Enforcement Agencies in 2007. Ball State University's police department became the first such unit at a college or university in Indiana to receive accreditation. In order to receive accreditation, Ball State police had to demonstrate compliance with more than 400 CALEA benchmarks throughout a 36 month process.

### Increased Retention

While retention is the responsibility of every person at the university, Student Affairs provides oversight for retention initiatives. In 2005, the freshman to sophomore retention rate was 74.5 and has recently exceeded 79%.

## **Recent Major Accomplishments in Ball State Athletics**

- The completion of Scheumann Stadium
- The completion of the Briner Sports Complex
- Three Bowl Games in the last six years
- A 12-0 regular season by the 2008 football team, including a Mid-American Conference West Division Championship
- Ball State women's basketball team posted a 26-9 record in 2008-09, won the MAC Tournament Championship and advanced to the second round of the NCAA Tournament after defeating Tennessee in the first round.
- Five Capitol One Academic All-Americans – the highest academic honor a student-athlete can receive. Ball State ranks 35<sup>th</sup> in the country all time in Academic All-Americans.
- Ball State football student-athlete, Scott Kovanda, one of three finalists for the Ray Guy Award, which goes to the nation's top collegiate punter.
- Completed development of Mobile App for [www.ballstatesports.com](http://www.ballstatesports.com)
- Eleven MAC titles since 2007
- Seven postseason team appearances since 2007

## **Advancement**

Completed and celebrated the success of the Bold Campaign---raised more than \$210,000,000.

National search and hired new Executive Director of Alumni Programs.

Completed Donor Interest Planning Study for Fundraising for Athletic Program.

Recognized \$20,000,000+ gift by renaming the Museum of Art for philanthropist David Owsley.

Raised more than \$5,000,000 for the construction of Glick Center for Glass.

Received 58 commitments of \$20,000 each for freshmen scholarships as part of the Bold Campaign Celebration.

Established the Cardinal Network for Higher Education to engage alumni and friends in an advocacy role on behalf of the university.