

**INFORMATION TECHNOLOGY REPORT****Courtney M. Carpenter, CIO****Progress on Three of the Initiatives in the Current IT Strategic Plan****Strategic Initiative 3: Enhance and Strengthen Enterprise Systems**

Over the next few months, Enterprise Information Systems is placing major focus on two complex projects - the implementation of Banner 8 and the migration of student, finance, facilities, and human resources data from the legacy mainframe.

Banner 8 brings new features including additional security functions for masking sensitive data; support of international character sets; expanded lengths for name, address and monetary fields; enhanced functionality for concurrent curricula and grading processes; self-service graduation application processes, financial aid algorithmic packaging; and grants management improvements for billing, encumbering, time certification, and labor distribution.

Legacy mainframe data and reports required for historical reporting will be moved and stored in the operational data store (ODS) and ePrint software applications. The data and reports will be made available to the community using the same tools provided for access to Banner data.

Summarized by business unit, other efforts in progress for enterprise systems at W&M are as follows:

*Alumni Affairs/Development*

- upgrade to Campus Call 3.3 (go-live Jan '09)
- evaluate need for Advance client/server upgrades
- evaluate upgrade to Advance web interface – in planning and cost determination phase
- evaluate Advizor reporting solutions for annual giving
- evaluate Ace project management software
- evaluate Microsoft Sharepoint for intranet services

*Auxiliaries*

- implement ecommerce solution (project initiation scheduled for 4th quarter '08)
- evaluate and implement new parking tag/ticketing system (go-live Aug '09)
- evaluate upgrades to hardware and software supporting the Blackboard Optim ID card system

*Facilities*

- evaluate need for FAMIS upgrade to 8iR2
- migrate work request data to ODS (complete June '09)

*Finance*

- evaluate/migrate financial data and reports from mainframe to ODS /ePrint (complete June '09)
- implement eVA chargeback process

*Financial Aid*

- implement algorithmic processing for packaging in Banner '08 (go-live Feb '09)

*Human Resources*

- develop and implement human resources requirements for Restructuring
- continue evaluation and implementation of the Faculty Tracking module within Banner
- evaluate/migrate mainframe HR and payroll data and reports to ODS/ePrint (complete June '09)

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*Institutional Effectiveness/Assessment*

- enhance faculty breakdown report to capture categories for external reporting (go-live March '09)
- evaluate options to track Faculty research and service outcomes
- implement assessment functionality for School of Business to meet accreditation requirements (go-live Oct '09)
- develop application to capture data from offices needed for external surveys (go-live March '09)

*Student*

- completed mainframe migration of student data to ODS
- expand pilot project to assess in-class, on-line course evaluations for spring '09 term
- continue developing requirements to enhance collection and storage of undergraduate research activities in Banner (project initiation Nov '07)
- explore eportfolio options to track student experiences
- implement Law School Admission Council's ACES2 software to replace NOLIJ as interface to Banner (go-live May '09)
- implement Studio Abroad, study abroad management software (go-live May '09)
- evaluate commencement event processing in Banner 8

*Technical/General/Other*

- continue enhancements to domain accounts management system
- streamline process to collect, store, and maintain parent information (go-live fall '09)
- continue work on mainframe shutdown – printer shutdown complete; licensing and contract work in progress (completion June '09)
- develop new source/change management life cycle for Banner and Accounts Management code
- implement Luminis IV upgrade (go-live Nov '08)
- collect data and develop application to track software applications and classify data (May '09)
- implement Banner 8/ODS8 (go-live Feb '09)
- implement new rules for tracking and reporting ethnicity (go-live March '09)
- determine implementation plan for Blackboard Project NG (Academic Suite)

**Strategic Initiative 4: Integrate Technology in Teaching and Learning**

The Academic Information Services group is charged with supporting faculty in finding effective ways to use technology in teaching, research and service.

*Development of New Lab and Classroom Models*

Finding ways to adapt existing classrooms to technology enhanced teaching and learning remains a major objective for the AIS group.

- Integrate the Spatial Laboratory to address the need for a classroom to teach courses involving Geographical Information Systems (GIS), AutoCad, and other graphical applications.
- Design a Collaborative Demonstration Classroom to facilitate small group projects, collaborative work, class discussion, group presentations, and myNotebook projects. (phase three)
- Conduct a review of classroom technology needs as part of the Tablet PC focused research initiative. (The standard classroom podium configuration is now eight years old and due for assessment.)

*Continued Expansion of the Technology Integration Program (TIP)*

TIP continues to provide a comprehensive array of support methods that can meet the needs of disciplines and the strengths of individual faculty members.

- Faculty Orientation Program (complete)

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- Swem/IT Series on Emerging Technology (ongoing; fall schedule)
- Field Guide to Digital Data Collection (on hold)

#### *Collaboration with Faculty on Individual Teaching and Research Projects*

One of TIP's primary goals has been to allocate more resources and time to projects that directly aid the teaching and research mission. Current projects that will be completed during the spring semester include:

- Classical Studies Image Database Conversion (move to phase two)
- Talking Dictionary Project (ongoing)
- Help Us Listen (move to phase two)
- Finding the Balance: Using Laptops in the Classroom (ongoing)
- Intellectual Property in an Age of Second Life (in progress)
- Williamsburg Oral Histories Project (transition plan - May 2009)
- International Theater Research (transition plan May 2009)
  - The Williamsburg Theater Project
  - Moscow Theater Project
  - Paris Cinema Project

#### *Focused Research in Key Areas of Potential Educational Innovation*

TIP research projects identify and expand the impact of established technologies.

- **Getting More from Blackboard (major initiative for 2008-2009)**
- Building an Undergraduate Research Community (pilot complete: phase one launched 9/25)
- Collaborative Writing Using WMBlogs and WMWikis (in progress)
- **GIS and Visualization (major initiative)**
- Personal Response Systems – “clickers” (move to operations)
- Launch William and Mary participation in the Virginia Virtual Computing Initiative
- Assessing Faculty Use of Tablet PC's (move to phase two; incorporate classroom redesign)

#### *Creating a Sustainable Support Infrastructure*

Support requirements for faculty and academic departments have changed dramatically in the years since the Departmental Liaison program was launched. The Academic Information Services group has begun a year-long initiative to respond to those challenges through the following projects:

- Retrenchment of academic technology specialists and engineering positions (ongoing)
- Build ITAC as an effective faculty advisory group (ongoing)
- Adapt project management methodology for academic departments (ongoing)
- Revise and widely circulate Academic Department Service Level Agreement (May 2009)
- Faculty Digital Center Review and Long-Range Plan (May 2009)
- Develop **methodology for preparing custom hardware/software images** for special purpose labs (**major engineering initiative**)

#### *Expand specialized "academic cyber-infrastructure"*

The AIS group is expanding our support to niche resources, often developed through community-source or open-source methods, to meet the specific needs of small groups of teachers and scholars. Currently the following servers, software or processes have been launched or are under active development.

- Digital repository for undergraduate research (co-sponsor with Swem; move to phase two)
- Complete High Performance Computing Cluster Program Review (April '09)
- Expand MDID digital imaging server (moving into operations; pilot with Art History complete)
- **Expand Opinio** enterprise survey tool (**major emphasis area**)
- Statistics server (move into operations)
- Streaming media deployment plan (rescheduled spring '09 at request of the music department)

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*Emerging Technologies for Review (Fall)*

- Desktop video tools (with Swem; spring 09)
- Draft humanities cyberinfrastructure study (planning fall '08; report spring '09)
- Evaluate distance learning and classroom capture tools (planning fall, study/report spring '09)
- Student portfolio tools (with EIS group)

**Strategic Initiative 5: Support a Comprehensive Web Communication Strategy**

The work in support of a comprehensive web strategy for the College continues; we are directing a strong web communications effort that is receiving national attention.

*W&M Web*

The primary goals are 1) enhancing the top-level web presence at [www.wm.edu](http://www.wm.edu), 2) offering campus-wide governance and support, and 3) launching more new sites.

1) Enhancements and features for [www.wm.edu](http://www.wm.edu) included:

- Six new bloggers (including Geoff Feiss)
- Two video special interest features
- Printer friendly option
- New Easter Egg
- Home page photos for Family Weekend and Homecoming
- Live web stream of the W&M Financial Forum (includes a post-event, on-demand video)

## 2) Web governance and support activities included:

- periodic meetings of the web editorial board and the web advisory committee
- a W&M Web Team blog for campus web editors
- web-based documentation for Cascade (the new web content management system)

## 3) These new websites launched:

- School of Law (with admissions blog)
- Virginia Institute of Marine Science
- Economics
- Emergency Communication
- English
- Geology
- Internal Audit
- Strategic Planning
- VP for Administration
- VP for Finance

*Recognition for W&M*

Web communications at W&M is receiving national recognition.

- The IT Web received an award of excellence from SIGUCCS
- Tribe Voices received best of category award from SIGUCCS
- A University & College Designers Association excellence award was presented to Tribe Voices
- The W&M web redesign presentation at HighEdWeb 2008 (national conference) was awarded Best in Track (for the marketing track)