

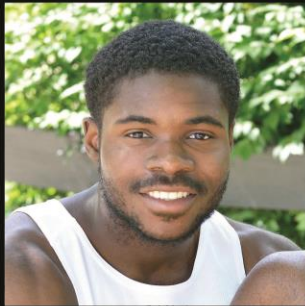


Richard Bland College
of WILLIAM & MARY

UPDATE TO THE BOARD OF VISTORS

November 17, 2016





Richard Bland College
of WILLIAM & MARY

Dr. Kenneth LaTessa

**Chief Information, Strategy &
Innovation Officer**



Richard Bland College
of WILLIAM & MARY



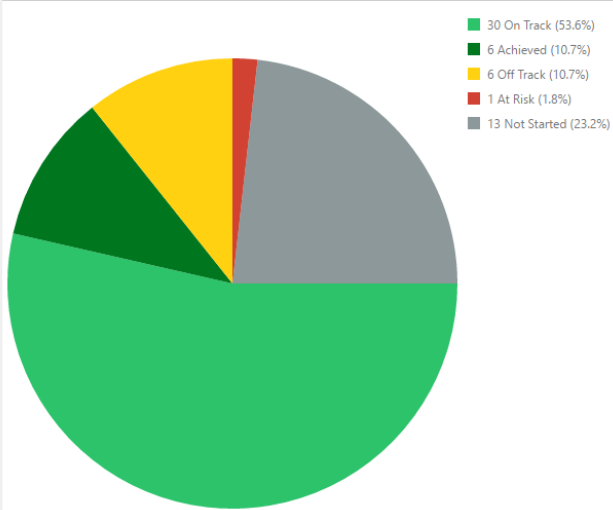
Development Beyond the 90-day Plan

Fiscal Year Operational Plan in Play

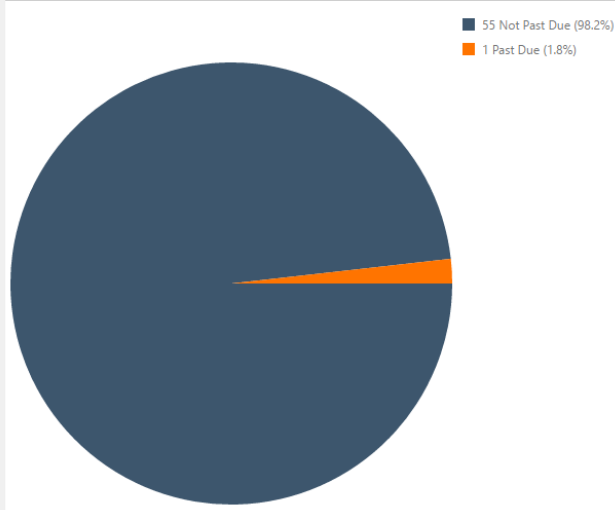


ITS 01 Item/Update Overview

Item Status



Update Status

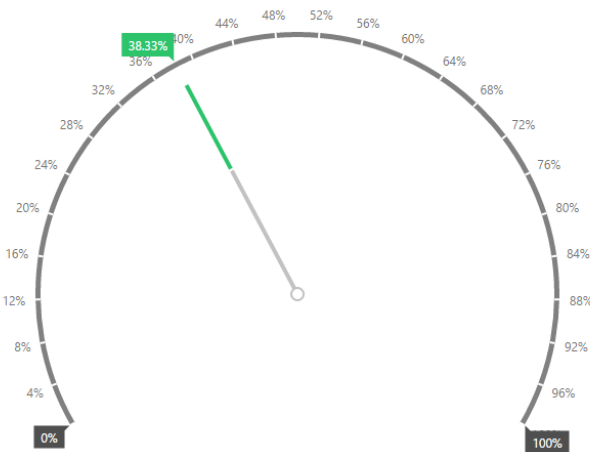




ITS 02 Customer Service



Project Progress Overview



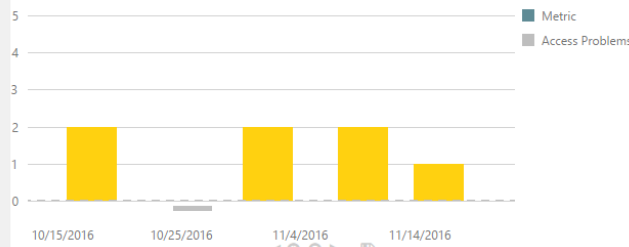
RBC Wireless in Residence Halls

✔ Achieved

Service Desk Implementation

100%
✔ Achieved

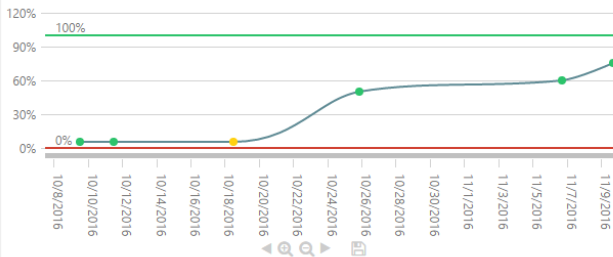
Lock-out Complaints



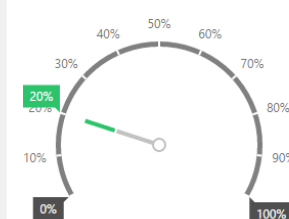
Wireless Capacity Upgrade

0%
⚡ Off Track

Online Application Upgrade



Implement the HUB History

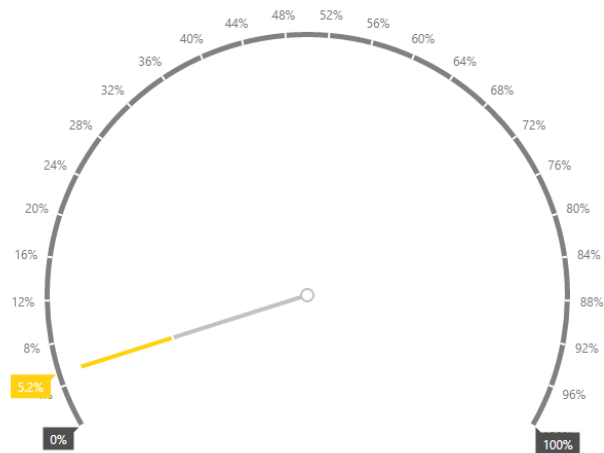




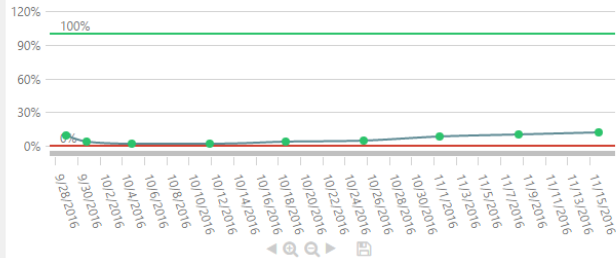
ITS 03 Efficiency - Administrative Improvements



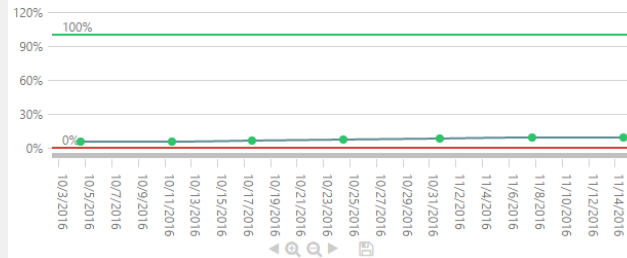
Project Progress Overview



Housing & Conduct Management



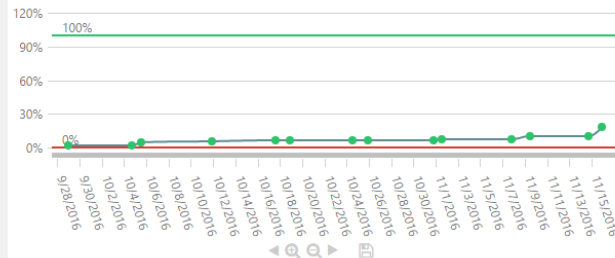
Student Record Management



Human Resources Workflow

5%
At Risk

Improve System Communication

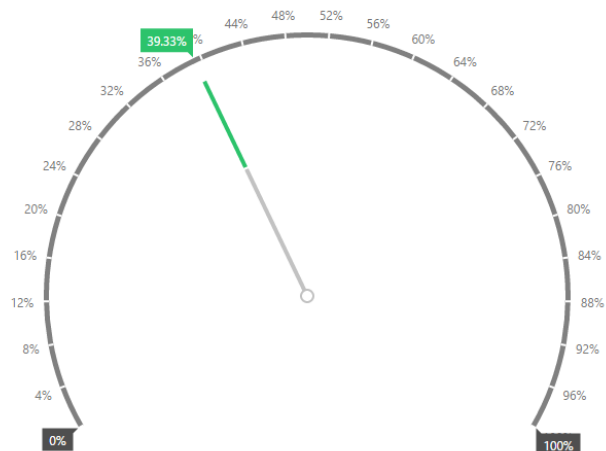




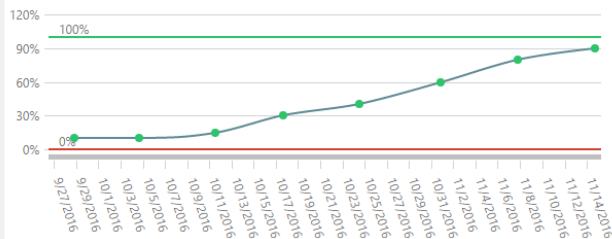
ITS 03 Efficiency - Improved Data Access



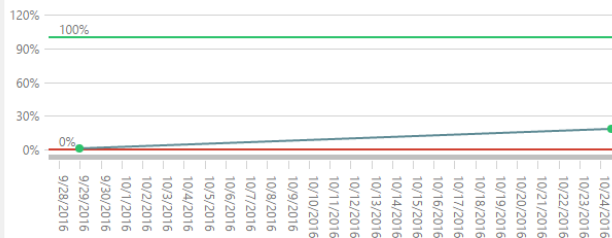
Project Progress Summary



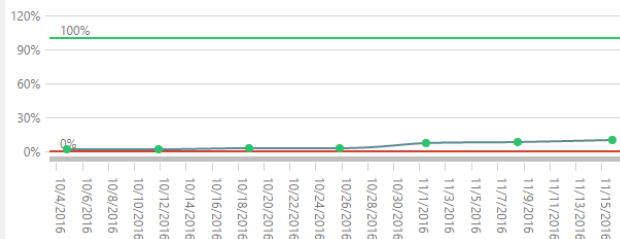
Integrated Course Evaluation



On-demand Reporting

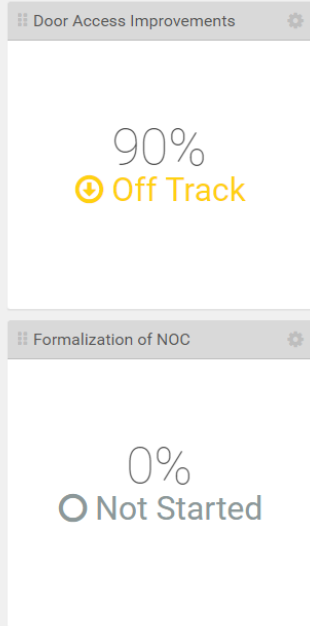
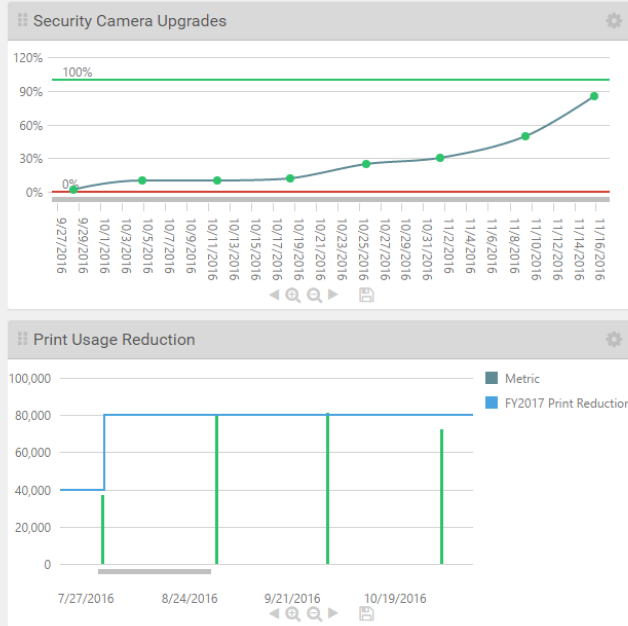
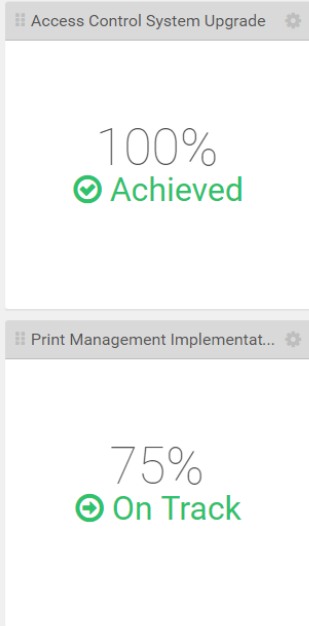
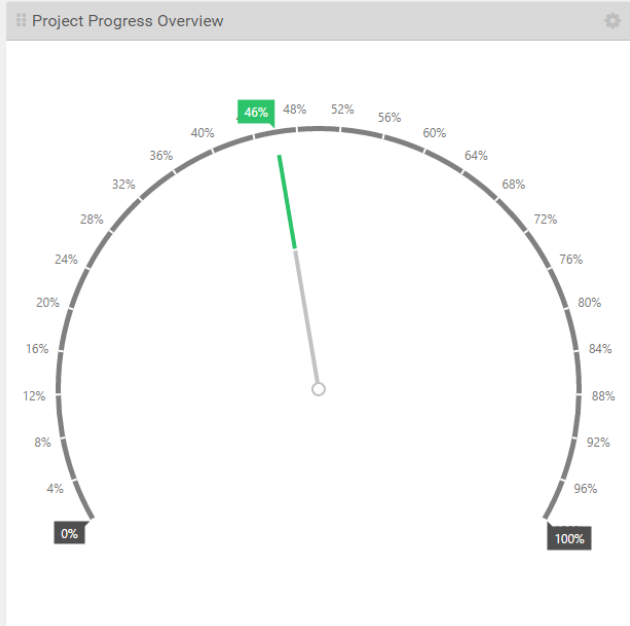


Copley Retention Implementation





ITS 04 Mitigate Risk



- www.achievet.com
- Strategic Planning & Execution
- Encourages Accountability & Transparency
- Simple to use

RBC-19 Strategic Plan supported by nine (9) annual operational plans from the major functional areas

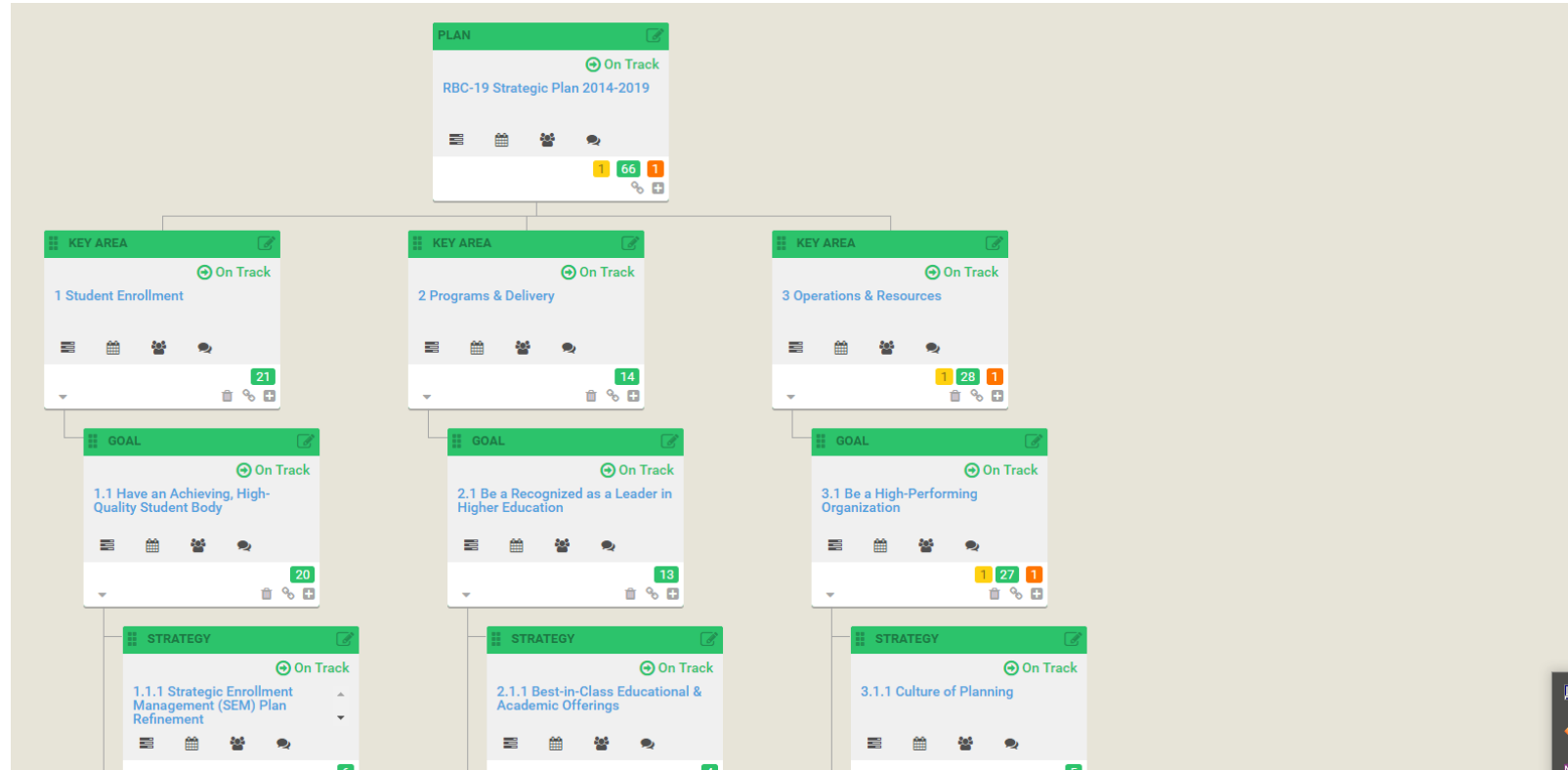


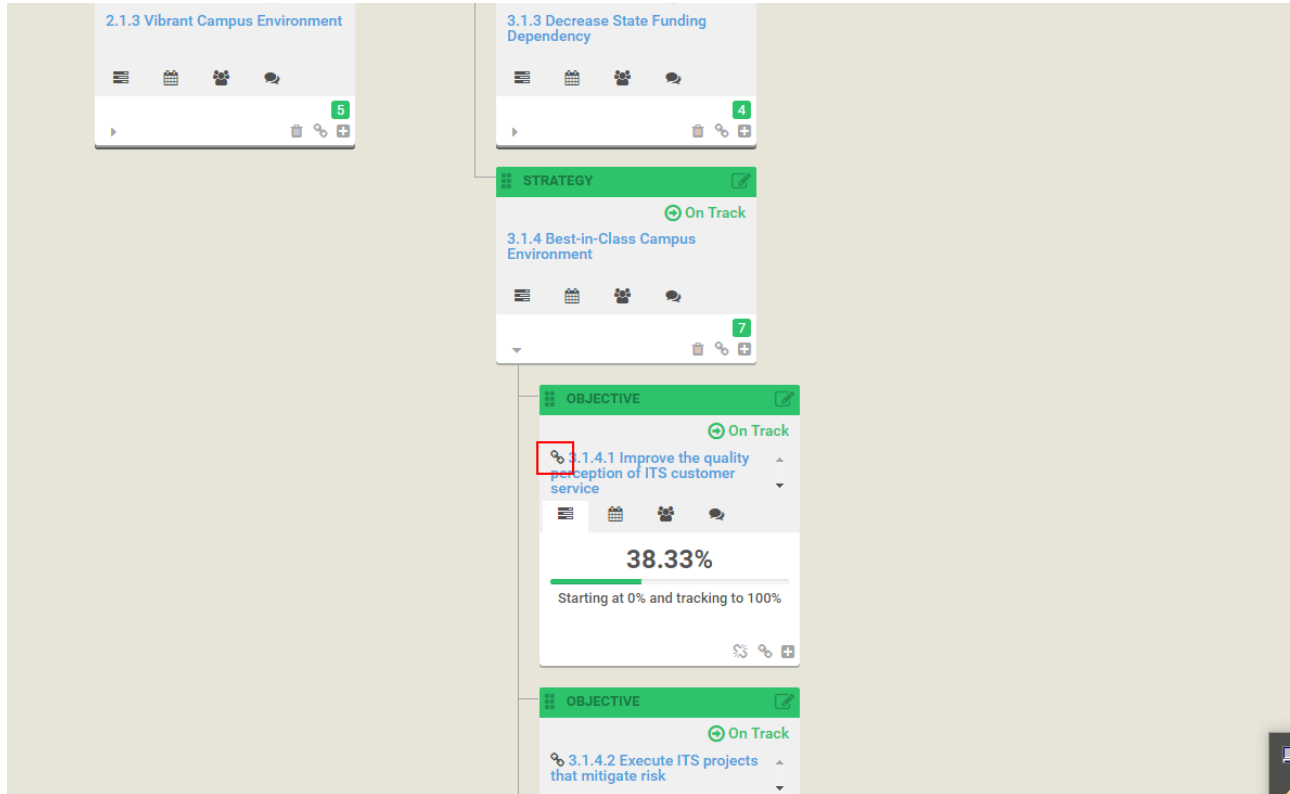
All My Plans



☐ Show Archived Plans

Name ^	State	Start	Due	Overview	
FY 2017 Academics	Active	07/01/2016	06/30/2017	<div><div>40</div><div>0</div><div>0</div><div>0</div><div>5</div><div>22</div><div>13</div></div>	<div><div>Tree View</div><div>List View</div><div>Gantt View</div><div>Metric View</div></div>
FY 2017 Athletics	Active	07/01/2016	06/30/2017	<div><div>25</div><div>11</div><div>0</div><div>1</div><div>1</div><div>19</div><div>4</div></div>	<div><div>Tree View</div><div>List View</div><div>Gantt View</div><div>Metric View</div></div>
FY 2017 Campus Safety	Active	07/01/2016	06/30/2017	<div><div>18</div><div>0</div><div>0</div><div>0</div><div>0</div><div>17</div><div>1</div></div>	<div><div>Tree View</div><div>List View</div><div>Gantt View</div><div>Metric View</div></div>
FY 2017 Communications	Active	07/01/2016	06/30/2017	<div><div>22</div><div>0</div><div>0</div><div>0</div><div>5</div><div>15</div><div>2</div></div>	<div><div>Tree View</div><div>List View</div><div>Gantt View</div><div>Metric View</div></div>
FY 2017 Enrollment Services	Active	07/01/2016	06/30/2017	<div><div>30</div><div>5</div><div>0</div><div>0</div><div>0</div><div>27</div><div>3</div></div>	<div><div>Tree View</div><div>List View</div><div>Gantt View</div><div>Metric View</div></div>
FY 2017 Facilities	Active	07/01/2016	06/30/2017	<div><div>23</div><div>0</div><div>0</div><div>0</div><div>0</div><div>22</div><div>1</div></div>	<div><div>Tree View</div><div>List View</div><div>Gantt View</div><div>Metric View</div></div>
FY 2017 Finance & Administration	Active	07/01/2016	06/30/2017	<div><div>37</div><div>6</div><div>1</div><div>5</div><div>7</div><div>24</div></div>	<div><div>Tree View</div><div>List View</div><div>Gantt View</div><div>Metric View</div></div>
FY 2017 Information & Technology Svcs	Active	07/01/2016	06/30/2017	<div><div>56</div><div>1</div><div>1</div><div>1</div><div>5</div><div>35</div><div>14</div></div>	<div><div>Tree View</div><div>List View</div><div>Gantt View</div><div>Metric View</div></div>
FY 2017 Student Life	Active	07/01/2016	06/30/2017	<div><div>41</div><div>0</div><div>0</div><div>0</div><div>0</div><div>31</div><div>10</div></div>	<div><div>Tree View</div><div>List View</div><div>Gantt View</div><div>Metric View</div></div>
RBC-19 Strategic Plan 2014-2019	Inactive	07/01/2013	06/30/2019	<div><div>151</div><div>0</div><div>0</div><div>0</div><div>0</div><div>27</div><div>124</div></div>	<div><div>Tree View</div><div>List View</div><div>Gantt View</div><div>Metric View</div></div>







8 items

[Bulk Edit](#) [Request Updates](#)

#	Indented Name	Status	Due	Current Value	Last Updated	Assigned To	Updates	Last Update's Comment
1.1	Improve the quality perception of ITS customer service	On Track	6/30/2017	38.33%	10/31/2016	Ken LaTessa	1	Projects in this category are progressing as expected, with about a 30% progression across the set. Of the 7, 2 are achieved, 2 are waiting and 3 are being actively executed. There is no significant risk within this group
1.1.1	RBC Secure Wireless Access in Residence Halls	Achieved	8/1/2016			Nate Jellerson		
1.1.2	Implement servicedesk.rbc.edu	Achieved	11/16/2016	100%	10/20/2016	Nate Jellerson		ITS is now fully in the service desk system and the campus has been informed of the process. Other functional areas will follow as they
1.1.3	Upgrade wireless network capacity	Off Track	3/15/2017	0%	11/15/2016	Nate Jellerson		Extreme networks is still looking at reallocating resources to support this.
1.1.4	Online admission application upgrade	On Track	11/18/2016	75%	11/9/2016	Ken LaTessa	1	The new application has been built out and refined with between Ryan and Joanne. Testing continues. There have been some minor prob Ryan will be meeting with Salesforce today and FormStack as needed to resolve. Joanne has indicated that she would like to launch the which gives us additional wiggle room on our implementation date.
1.1.5	ALEKS Chromebook Classroom Sets	On Track	5/31/2017	20%	10/6/2016	Clifton Young		Google Admin is setup and the test Chromebook was a managed device. Will need to investigate the settings further to determine if we v changes to the managed configuration.
1.1.6	Implement the HUB	On Track	2/17/2017	20%	11/15/2016	Nate Jellerson		Migration to new server tentatively scheduled over the holiday break.
1.1.7	Software self-managment	On Track	12/19/2016	15%	11/15/2016	Nate Jellerson		Comparable review of other colleges and universities has been completed.

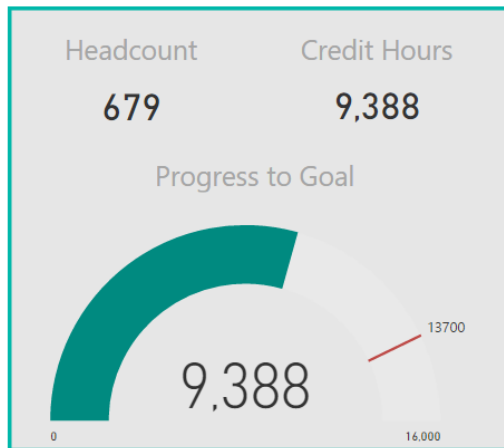


Semester

- ☐ Fall 2015
- ☐ Spring 2016
- ☐ Fall 2016
- ☒ Spring 2017

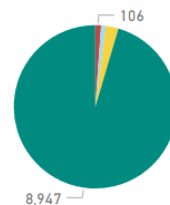
Student Type

- ☒ Select All
- ☐ (Blank)
- ☒ Continuing
- ☐ Dual Enrollment
- ☒ High School Programs
- ☒ New
- ☒ Re-Admit
- ☒ Transfer



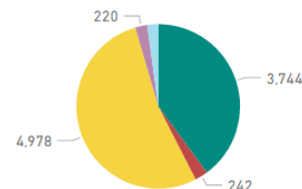
by Residency Status

- International
- Military
- Non-VA Resident
- Undeclared
- VA Resident



by Student Type

- Continuing
- High School Programs
- New
- Re-Admit
- Transfer



Credit Hours Breakdown

- Enrolled





Semester

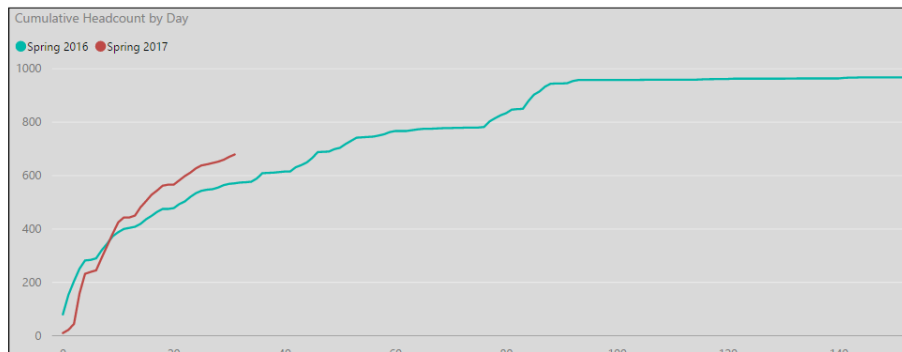
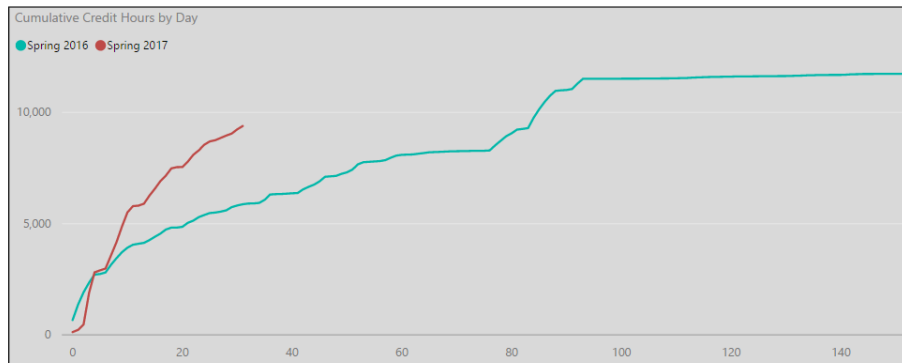
- ☐ Select All
- ☐ Fall 2015
- ☒ Spring 2016
- ☐ Fall 2016
- ☒ Spring 2017

Student Type

- ☐ Select All
- ☐ (Blank)
- ☒ Continuing
- ☐ Dual Enrollment
- ☒ High School Programs
- ☒ New
- ☒ Re-Admit
- ☒ Transfer

Learner Mentor

- ☐ Select All
- ☐ (Blank)
- ☐ Aird
- ☐ Belcher
- ☐ Chavers
- ☐ Coffey
- ☐ Dupre
- ☐ Edgerton
- ☐ Henderson
- ☐ Heydenreich
- ☐ Hudson
- ☐ Jones
- ☐ Luck
- ☐ Martinez
- ☐ Mullins
- ☐ Payton
- ☐ Rogers
- ☐ Sharpless



- Put data in the hands of those who know it
- ITS become data stewards who provide healthy, defined data sets
- Institutional Research acts as a consultative partner in analysis and interpretation



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THANK YOU



RBC.EDU

CREATE YOUR JOURNEY