

CIT.IllinoisState.edu



Continuous Improvement in Technology
Conference at Illinois State University

Welcome to the 2023 Spring CITx Event



Keynote Address

Dr. Matt Caplan

Professor of Physics, Illinois State

Redbirds of a Feather, 9:45 – 10:45 am

- How Does IT Support Equity, Diversity, Inclusion & Access (EDIA)?
- Moving to Canvas – You Bring Your Questions, and We Will Bring Ours
- Recording, Prioritizing, and Completing Work When Everything's Important
- Ask Me Anything – IT Staff Learn About ISU

IT News

- This session is being recorded
- Please mute your mic, and report any audio or video issues in chat
- Questions should be put in chat as they arise – they will be addressed in the ISU IT Staff Team after the event

Student Affairs Updates



**Redbird Esports
in the BBC is
now open to the
public!**





Main Gaming



REDBIRD
ESPORTS
ILLINOIS STATE

REDBIRD
ESPORTS
ILLINOIS STATE



Varsity Rooms



Team Rooms and Console Gaming





Residential Dining Entry Gates

Fall 2023 at Watterson and Linkins
Dining Centers

Contactless Entry

Connects directly to CS Gold for
meal plan validation



South Campus Housing and Dining Complex

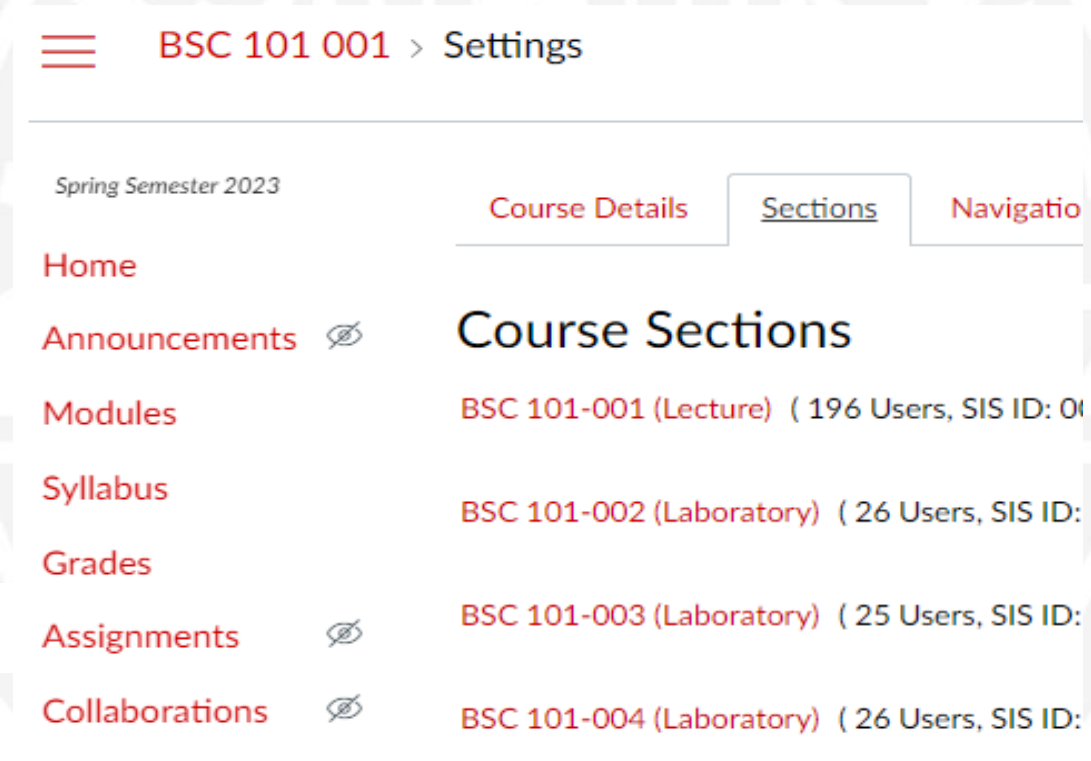
- Will be located South of the Rec Center on Main Street
- 1200 Residential Beds
- 700 Seat Dining Center
- New retail dining and additional student amenities



(APPS) Canvas changes the Status Quo

- 1 LMS Site, multiple course sections
- Instructors control LMS Site combos directly

 Cross-List this Section



The screenshot shows the Canvas LMS interface for the course BSC 101 001. The page title is "BSC 101 001 > Settings". Below the title, there is a navigation bar with tabs for "Course Details", "Sections", and "Navigation". The "Sections" tab is selected. The main content area is titled "Course Sections" and lists four sections:

| Section Name | Users | SIS ID |
|--------------------------|-----------|------------|
| BSC 101-001 (Lecture) | 196 Users | SIS ID: 01 |
| BSC 101-002 (Laboratory) | 26 Users | SIS ID: 02 |
| BSC 101-003 (Laboratory) | 25 Users | SIS ID: 03 |
| BSC 101-004 (Laboratory) | 26 Users | SIS ID: 04 |

On the left side of the interface, there is a sidebar menu with the following items: Home, Announcements, Modules, Syllabus, Grades, Assignments, and Collaborations. Each item has a corresponding icon and a small "Cross-List" icon next to it.

(APPS) Honorable Mentions

- Splunk moves to Cloud
- Student Records just got a new SmartPanda (Transcript Processing in CS)
- PeopleSoft getting MFA

Confluence

- Confluence is the primary enterprise knowledge management system (EKMS) of ISU
- Unauthenticated and authenticated access to knowledge on any subject relevant to the University
- Defaults to a collaborative and open environment, where internal knowledge is viewable and/or editable by others

Confluence - Benefits

- Centralized Content Management
 - Consolidated Search: Public + Internal Articles
- Transparency
- Collaboration
- Knowledge Sharing/Professional Development
- Strong Permission Controls & Version History

Confluence – Landing Page Example



Onboarding & Offboarding

Learn how to grant access to new employees in the Division and how to remove access for exiting employees.

[View related topics](#)



Multifactor Authentication

Refer to this documentation for help with multifactor authentication like Yubikeys, DUO, and Microsoft MFA.

[View related topics](#)



After Hours Support

When you get an after hours call, refer to this documentation for help identifying, resolving, and escalating the issue.

[View related topics](#)



Training

Access required and recommended SAIT training materials here, including HIPAA training, CJUS training, etc.

[View related topics](#)



Common Links

This page contains descriptions of and links to applications, websites, and other resources that SAIT uses regularly.

[View related topics](#)



Using Confluence

Information about using Confluence to author and edit knowledge articles can be found here.

[View related topics](#)

Confluence – Organizing Content

- [Professional Development Resources](#)
- > [Team Policies](#)
- > [Team Procedures](#)
- > [Team Projects](#)
- ▼ [Team Systems](#)
 - > [Account Ability](#)
 - > [Achieve](#)
 - > [Alertus](#)
 - [Algolia](#)
 - > [Archibus](#)
 - ▼ [BeyondTrust Chat \(Bomgar\)](#)
 - [Environment Diagram - BeyondTrust Chat \(Bomgar\)](#)
 - [Call Data Records \(CDR\)](#)

- > [CampusPress](#)
- > [Canvas](#)
- > [Cayuse](#)
- ▼ [Cherwell ITSM](#)
 - > [Configuration - Cherwell ITSM](#)
 - > [Development - Cherwell ITSM](#)
 - > [How-Tos - Cherwell ITSM](#)
 - > [Procedures - Cherwell ITSM](#)
 - > [Security Audits - Cherwell ITSM](#)
- > [Colleague](#)
- > [CollegeNet 25Live](#)

Confluence - Analytics

- Help.ilstu.edu, Feb 2022 – Feb 2023
 - ~1,130,000 Article Views!
- Internal Content, Feb 2022 – Feb 2023
 - 5,423 Articles Created
 - 19,568 Updates
 - ~30 Departments & Teams (TS, HR, SAIT, College IT, Esports)
 - ~150 – 350 Daily Authenticated Users (ISU Employees)

ISU Websites

- We are half-way there towards v4 migrations
- 70 websites already migrated to our new web template (v4) – including COB, WKCFA, CAST
- 20 more websites in-progress
- Changes to Google Analytics coming this summer.
 - Exploring an alternative Analytics platform

CIT Student MVP Award

The Student MVP Award recognizes one student employee each year in the Illinois State University community for outstanding contribution(s) to the customers, staff, and/or operations of their technical team, as well as collaboration with others.

CIT Student MVP Award Nominees

- Alex Kraft, College of Education Tech Team
- Natalie Simova, Technology Support Center
- Diamond Williams, Technology Support Center

CIT Student MVP Award

And the 2023 winner is...

Alex Kraft

College of Education Tech Team

CIT MVP Award

- Announced at the CIT Annual Conference (August 2023)
- Nominate a colleague at <https://cit.illinoisstate.edu/awards/>
- Nominations due 6/30/23

Congrats on your Retirement!

Rob Dwyer,
EMAS



December
2022

Doug Wood, ION
July 2022

Williams Outstanding Technology Service Award (WOTSA)

- Established in 2001 by David B. and Kay O. Williams
- Recognizes an individual who has made extraordinary contributions to the University in the areas of technology and service
- Criteria includes building a "technology-friendly campus" in support of learning, teaching, research, and creative activities at Illinois State University

Williams Outstanding Technology Service Award (WOTSA)

And the 2023 winner is...

Eric Schuller

CAS-IT

Canvas Spring Pilot

- Pilot Participants
 - 60 Instructors (from across all colleges)
 - 78 Courses
 - 2432 Students (as of 2/7/23)
- Training and on-boarding for pilot instructors started right after Thanksgiving

Canvas Pilot – Feedback

- Majority of the pilot instructor feedback is positive
- Specifically, SpeedGrader and the Mobile app were mentioned
- More support/training/understanding needed for the Gradebook and Rubrics tools

Canvas Pilot Support and Training - Faculty

- CIPD
 - Handling support calls from instructors
 - Offered asynchronous training course in Canvas for pilot faculty
 - Live training sessions on particular tools
 - Will be rolling out a Canvas Fundamental for Faculty course for all instructors on March 1

Canvas Pilot Support and Training - Students

- TSC
 - Handling all support calls for students, and technical issues for instructors
 - 18 new ISU-specific KBs on Canvas created, in addition to good knowledge available from Instructure
 - In the initial survey of pilot students, 80% indicated Canvas was “easy to use” or “somewhat easy to use”

Moving to Canvas for Summer/Fall

- Three approaches:
 - Build from scratch into the Canvas shell
 - Backup content from RN to OneDrive, then upload to Canvas
 - Request RN-to-Canvas course migration by K16
- K16 Migration Option
 - Batch migration by K16
 - 1st migration: For RN courses between Sp2021-Fall22
 - Other migration requests: For Summer and all other RN courses
 - Closed Feb 13 for Mar 6 release
 - ~620 requests made

Moving to Canvas for Summer/Fall

- March 1 – Fundamentals Canvas Course for Faculty opened for asynchronous training
- March 6 – Summer and Fall course shells created, and submitted migrated RN Content in Canvas
- Week after Spring Break – CIPD Synchronous Training sessions
- Tues, March 21st, 1-5pm, Bone Ballroom 1: Canvas Kick-Off Event

DMARC – March 21

- Anti-Spoofing of Emails
 - Trusted domains sending on behalf of ISU
- Forwarding, not Redirections
- Transport Rule to Reject to Senders
- Ticket to UC team for questions

O365 Updates

- Default Sharing Setting
- Focused Inbox
 - Default to NOT Focused
- New Stream on the way...maybe

Data Center of the Future

- Ansible Automation Platform
- ATP/Defender for Windows
- Standard Defaults for VM's
 - ATP, Orion, Satellite/SCCM, Commvault, Data Center FW Rules, non-public IP's
- AWS East Deployment and Migration
- New Workflow Request Form Soon

Campus Enhancements

- Campus LAN Upgrade Project
- University Farm (June 30)
- MCN/Springfield Classrooms
- Football Indoor Practice Facility
- Maestro
 - Self-service mass email for select users

RCAB/BNIA

- AR/VR Open House – March 1
- AR/VR Zero2Hero – March 24
- Cybersecurity Summit – Spring 23
- McLean County Broadband Accelerator
– Affordability, Reliability, Access
- HPC Enhancements

Enterprise Data & Analytics

- Cognos Upgrade Mid-March. Major changes to the UI as well as modernizing the OS
- Expanding the use of Power BI across campus
- Working with Academic Departments to implement notifications for touch points

Enterprise Data & Analytics

➤ Fall 2022 - 21,150 Student reports (plus 60k for Budget Center)

➤ Top Users

| Name | Title | # of Reports Ran |
|------------------|--------------------------------|------------------|
| Fisher, Katie | Asst To Dept Chairperson - ENG | 568 |
| Selkow, Noelle | Dir of Graduate Studies | 468 |
| Boutilier, Kate | Academic Advisor - COM | 453 |
| Rabe-Hemp, Cara | Associate Dean - CAST | 422 |
| Martin, Christie | Honors | 419 |
| Jannusch, Sierra | KNR | 414 |
| Almeda, Anjie | Academic Advisor - Health | 380 |
| Johnston, Joe | Assoc Prof - Acct | 366 |
| Zimmerman, Jodi | RSP | 354 |
| Gray, Ryan | Asst To Dept Chairperson - SOC | 337 |
| Branoff, Ted | Chair of TEC | 327 |
| Simmons, Soemer | EMAS | 311 |
| Carte, Traci | Chair of ITK | 310 |
| Thomas, Jill | Academic Advisor - GEO | 307 |

➤ Top 5 Reports

| Top 5 Reports | # of Reports Ran |
|--|------------------|
| Advisor Case Load | 1177 |
| Class Offerings | 1102 |
| Class Roster - List Format | 1076 |
| Plan Roster - Enrolled | 1055 |
| Plan Roster - Active | 1050 |
| Graduation Application - Preliminary Audit | 948 |

That's a Wrap!

*See you at the CIT Annual Conference
in August 2023*

Call for Proposals coming later this Spring

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