

## ISU IT in the Time of COVID

**Projects completed for the Fall 2020 semester** (by a combination of Technology Solutions staff, other IT staff and functional staff)

- 10269-Include Financial Aid Aware Notices in My – allow students to be able to view and print award letters in My and the have links to take actions as needed.
- 10275-Add Data Points to Slate to CS Feed – corrected issue where Financial Aid may be mistakenly given to students that should not receive it
- 10284-Improve Degree Audit Functionality
- 10330-Add Student Success Team Members to My – display to students the team of staff assigned to them
- 10337-Share Course Data with ARMS – to facilitate a virtual platform for Athletics compliance and recruiting
- 10342-Pilot ChatBot for Incoming Freshmen Class
- 10346-Determine Process to Encourage Update of Contact Information – keep student contacts regularly updated
- 10352-Implement SEVIS Student Exchange Visitor Program
- 10355-Implement Terra Dotta ISSS – platform that assists with international student document processing
- 10381-Implement Solution to Support ISU TRIO Program – new record keeping program for program assisting underrepresented students
- 10397-Add Material Fees to CourseFinder
- 644-Improve Dismissal Process for UCollege
- 10403-Redesign the Top Third of My Landing Page for Students
- 10404-Add Search to My Portal
- 10405-Identify New Proctoring Solution
- 10405-Implement New Proctoring Solution
- 10406-Develop Student Laptop Loaner Program -
- 10407-Develop Student Tech Consultant Program – developed a hiring and training program within just a matter of weeks for students to assist instructors with the extra challenges involved in teaching fully online or hybrid; successfully placed 30+ student consultants with teams in several colleges
- 10408-Update Content and Design on COVID19 Web Pages
- 10410-Create Classroom Technology Resource Guide for Faculty
- 10411-Install Classroom Technology Equipment for Classes
- 10412-Enable and Support Teams Use for Faculty
- 10413-Implement COVID19 Trainings in Ability LMS
- 10422-Improve the Zoom Experience – enabled Zoom Cloud Recording by default for instructors, along with other settings changes to make Zoom usage easier
- 10423-Standardize Campus Labs Experience – released consistent experience in Remote.IllinoisState.edu virtual computer lab environment
- 10426-Improve Campus Solutions for Advisors – series of needed changes that improved the experience for advisors and students
- 10428-Evaluate Virtual Desktop Virtual App Solutions
- 10436-Rename Watterson Tower Floor Names in Systems

- 10438-Expand Comevo Service to Campus - expanded use of a flexible self-service online training and orientation platform
- 1061-Implement Position Management Recruiting Tool – launched PageUp as the new position management and recruiting solution
- 1879-Identify Common Datasets for Power BI – created common datasets to be used by various users to create reports and dashboards without having to pull the data themselves
- 1900-Create Student Success Dashboard
- 1974-Create COVID IDW tables and PowerBi Dashboard
- 3712-Implement Technology Changes for INTO Partnership
- 570-Automatically Match Athletic Scholarships to Academic Expenses – preventing manual work that must be done previously to correct a mismatch between academic expenses and scholarship amounts
- 598-Implement Student Debt Center – provide students with information on the percentage for their Federal loans
- 630-Implement Solution for Hosting of Knowledge Base Articles
- 653-Upgrade Milner Services to New Integrated Library System

### **Other Technology Solutions**

- Configured Google Meet for Recruitment in CPS
- Connectivity in a De-Densified World Comprehensive Document - identified alternative, non-traditional spaces to hold classes and provide Internet connectivity to students to study and take exams
- CourseFinder Updates
- Created Online CARES Act Application for Students
- Digital Course Catalog - created an online University Catalog (replacing the hard copy)
- Graduate Online catalog – created an online graduate-focused catalog (replacing the hard copy)
- Implemented CS Secure Upload Feature
- Implement Solar Winds for improved system monitoring
- Modified Slate to CS Checklist Functionality
- Upgraded ReggieNet to Sakai 20
- Assisted with technology design for Virtual Preview and Virtual Welcome Week
- Created social distancing environment for TechZone in-person services in retail and student worker workspaces
- Established enhanced cleaning procedures for intake and outtake of computer equipment
- Created procedure for Zoom consultations in regards to TechZone Sales and Service inquiries and concerns
- Expanded loaner equipment availability for students when TechZone repairs were being made
- Mounted a TechZone webstore in a matter of weeks
- Created an online technology video in place of in-person Preview session
- TechZone hunted down every webcam and headset that could be found (at a reasonable price!)
- Worked through various special orders (student laptop loaners, college work-at-home needs, lab school equipment, etc) with expedited shipping, processing, etc.

- Facilitated capability for TechZone equipment drop-off and pickup even when Bone Student Center was closed.
- LSAVT Installed 350 web cams and 45 ceiling mounted tracking cameras
- LSAVT upgraded 350 document cameras
- Expanded Zoom license to allow for all faculty, staff and students to have access by default
- Facilitated Zoom Webinar licenses for University departments with particular meeting needs
- Increased Citrix licensing by 400% to support faculty and staff use for remote access to University computers, and student use with the virtual lab environment
- Ability to use the Citrix environment for faculty and staff to access University computers remotely resulted in significant savings in avoided laptop purchases and allowed employees to work from home
- Borrowed 8 servers for FREE from Cisco to boost the Citrix environment
- Increased capacity in technical support related tools, including ScreenConnect (tool for IT staff to remotely connect to computers to assist with technical issues) and Live Chat (ability for anyone to chat with the Technology Support Center for assistance)
- Increased our ReggieNet capacity to handle expected greater usage
- Tech Solutions staff continued project and operational work 100% online, despite location interruption
- When staff were allowed back on campus in June, offices with campus support functions transitioned back smoothly with some staff on site and some remote – ensuring students, faculty and staff were able to receive in person support as needed, in a safe manner
- Increased VPN capacity from 1 Gbps to 4Gbps
- Configured News.Illinoisstate.edu to properly scale as the system sees spikes when new developments are posted in social media and emails from leadership reach all audiences
- Piloted the use of Microsoft Teams for instruction as well as using Microsoft Teams to facilitate communication in the residence halls
- Conducted Tabletop exercise with IT staff on having to go remote within 24 hours in preparation for an uncertain future
- Knowledge Team created and/or edited 100+ knowledge articles to help with teaching, working and learning online
- The Technology Support Center staff closed 39% more tickets in 2020 than they did in 2019, all while transitioning between working at home and working on site, and keeping the TSC open for walk-in assistance whenever campus was open.

## **CTLT**

- Created an Online Teaching Mentors ReggieNet site
- Opened all professional development to graduate teaching assistants
- Offered over 100 workshops and other programming to support online teaching and learning
- Created RN templates to help instructors build out well-constructed course sites
- Brought Padlet, Nearpod, and EdPuzzle to campus for all instructors
- Utilized faculty mentors with expertise in online instruction to support course instructor needs across campus
- Created an 11-module DIY professional development series with supports, resources, and information related to evidence-based online pedagogies
- Offered robust Quality Matters training for cohorts of faculty nominated for this work

- In sum, CTLT had over 700 course instructors attend at least 1 session during the summer. Every academic department was represented in this record attendance!

### **Student Affairs**

- COVID-19 Contact Tracing Center
  - Created a COVID-19 contact tracing center including all the technology to support faculty, staff, students and public health providing effective management of COVID cases and close contacts within the ISU community.
  - This center included phones, applications, 20+ laptops, and a SMS text messaging solution for contacting students.
- COVID-19 Testing
  - Technology and physical infrastructure was developed to support COVID-19 testing at two campus locations.
  - Interfaces from ISU systems to public health, multiple testing labs, COVID testing equipment were setup to support the campus testing program.
  - COVID-19 results notification system was developed for students, as well as technology to manage COVID-19 cases on campus.
- COVID-19 Dashboard
  - In partnership with EDA, a public COVID-19 dashboard was developed to provide the community with updates on COVID-19 cases in the ISU community. This dashboard is updated daily and contains data from multiple areas across campus.
- Welcome Week and Online Events Technology
  - Multiple new online products were implemented to providing for engaging online experiences for Welcome Week and Fall student events. These included tools for online concerts, virtual scavenger hunts, online shared games, and other experiences.
- Dining Technology Updates for Physical Distancing
  - Self-payment options were setup at dining locations to allow for low contact with venue staff
  - New Express Dining and supporting technology was setup in the Bone Student Center to reduce traffic in the main dining locations.
- Work from Home
  - Work from home technology packages and manuals were developed to aid staff working remotely.
  - Citrix was setup to support remote workers that needed to connect to a desktop physically located on campus.
- Microsoft Teams for Housing
  - Teams sites were setup for each residence hall floor to allow for better collaboration and communications to residents during COVID-19

### **Milner**

- Led and coordinated campus-wide 3D printing effort that supplied 1,000 face shields to McLean County Emergency Agency and Illinois State University in response to wide-spread shortages.
- Created department baseline safety procedures for the safe handling and support of technologies based on local, state, and CDC-recommendations.

- Purchased headsets with built in microphones for all full-time staff to enable all meetings to be performed virtually via Zoom, even if physically present in the building.
- Expanded our use of webcams to enable better meeting experiences in non-traditional locations.
- Provided 3D printed “ear-savers” for face mask usage to campus departments.
- Led Citrix endpoint software packaging, configuration, and deployment efforts to enable faculty/staff to swiftly and efficiently transition to a work-from-home setting. Our work became the model used by many to package and deploy in their areas.
- Expanded our use of Bookings to enable patron self-scheduled curbside pickup of requested library materials.
- Reconfigured our main library phone numbers to be Jabber friendly so that reference librarians could remotely pickup and answer phone calls directed to the library, which actually had a uptick once the pandemic began.
- Removed chairs and equipment from physically usage across 6 floors of the library to enforce social distancing measures on patron-facing equipment.
- Provided 153 virtual lab computers to all students/faculty/staff in the Milner Virtual Lab Pool at remote.illinoisstate.edu.
- Physically came into building during earliest state lockdown to prepare and deploy emergency laptops to enable remote work options to those not typically issued mobile devices.
- Greatly expanded our usage of remote support products and solutions (like ScreenConnect) to better help our remote workforce.
- Exploring proactive chat solutions for use on the library website to better reach out to patrons that may require assistance but do not engage on their own for help.
- Worked with University Archives, Legal Council, and the Information Security Office to create standard, legally acceptable campus-wide standard for requesting and capturing ISU-related COVID stories for historical and anthropological archiving purposes via online forms and digital signatures.
- Retooled our IT training efforts to better support and improve the training of the large amount of library faculty hired during the pandemic.
- Supported and successfully completed implementation of new Library Information System without any interruption to library operations.
- Heavily engaged in effort to standardize and improve campus virtual lab experience.
- Coordinated with copyright librarian, general counsel, and Provost Office, to gain approval and create procedures to allow the campus to officially support and utilize our rights under the TEACH Act Copyright provisions to digitize and make available media we own the rights for to better enable distance learning.
- Temporarily relocated Milner scanning solutions to Bone Student Center, in coordination with Student Affairs, to fill the gap caused by a lack of open campus labs that provided scanning technologies.

### **CAS-IT**

- CAS-IT contributed 77 computers to general use virtual computer pools
- CAS-IT, with the help of Technology Solutions and College of Business IT staff, virtualized 10 specialty use computer labs and restricted to students enrolled in related courses
- In March of 2020, CAS-IT established a computer & peripheral loaner program and fulfilled 63 laptop loan requests and distributed 85 peripherals like webcams and headsets

- CAS-IT staff established our iteration of the Tech Squad Consultants program, funded by the VFPF, and successfully hired, trained, and supervised 10 student employees
  - This program increased total hours of faculty IT support by student staff by approximately 80% (nearly doubling)
- CAS-IT staff completed training in teaching tools like ReggieNet, Nearpod, and Proctortrack
- CAS-IT staff provided a complex process and template for conducting course feedback surveys online by using the “Class Enrollment – Qualtrics” report from Cognos and Qualtrics Survey Platform
  - Full details can be found at <https://about.illinoisstate.edu/mjregil/2020/11/10/qualtrics-for-course-feedback/>
- In March 2020, CAS-IT saw an 86% increase in ticket volume compared to March 2019, yet we reduced our mean time to resolution from 3.93 days to 2.4 days within that month
- In November 2020, CAS-IT saw an 88% increase in ticket volume compared to November 2019, our average mean time to resolution for November 2020 was 2.5 days within that month
- In 2020, CAS-IT’s mean time to resolution for IT tickets to 3.10 days, down from 5.5 days for 2019

### **CFA-IT**

- Tested, modified, and implemented Microsoft Bookings (with the excellent assistance of Technology Services) to manage safe practice room reservations for the School of Music, and to assist with patron reservation access to the University Galleries.
- Mass purchase and safe distribution of webcams, microphones, and other A/V equipment to faculty/staff.
- Essentially changed operational procedures and policies for shifting work environment focus from on-campus to off-campus/remote office set ups. This includes the move of faculty and staff to Zoom, Jabber, Cisco, and other mobile-friendly tools and resources.
- Mitigated several imminent mental breakdowns occurring in faculty, staff, and CFAIT.
- Maintained in-person (socially distanced) tech support for areas unable to do remote instruction.
- Operated an open lab environment to offer students a safe, clean environment to have access to technology as well as a comfortable waiting area between on-campus classes.
- Tested, documented, and implemented FileVault 2 for a campus-wide encryption mandate while maintaining a mobile, work-from-home, and remote environment for all customers.
- Inventory tracking and annual inventory reporting during a pandemic while customers scatter across the nation is not the best of times.