Status Report on Fiscal Year 2015 Goals
Enhance technology, systems and processes to promote academic excellence and pioneering research

Temple’s reputation as one of the nation’s finest urban research universities is growing, based on broadening awareness of the excellence and creativity of our faculty, students and staff. To further this excellence, Computer Services:

- **Supported Fly in 4 students by:**
  - Implementing a mechanism for students to accept the agreement facilitating an 89% participation rate
  - Enhancing the TUportal Next Steps channel to alert Fly in 4 students to see an advisor and register during priority registration
  - Deploying an automated workflow that students initiate when they cannot register for a required course. This workflow informs an advisor who can then follow-up with a student.

- **Supported administration of Fly in 4 by:**
  - Capturing Fly in 4 statistics for reporting purposes
  - Implementing a series of registration/compliance reports for Schools and Colleges to monitor program participants
  - Creating system functionality that allows advisors and students to track degree requirements based on term and earned hours
  - Developing a communication/feedback process for advisors to send reminders with a call to action

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**Quick Stats**

- Over 9,510 walk-in/phone/email faculty consultation requests logged for the Instructional Support Center, nearly a 50% increase in demand over last year.

- 10 rooms converted to smart classrooms in College of Liberal Arts, School of Media and Communication and College of Public Health

- 38 PC computers in the Education Computing Center replaced
Enhance technology, systems and processes to promote academic excellence and pioneering research

- Developed online processes to support the Temple Option initiative that allows applicants to submit self-reflective open-ended questions instead of SAT or ACT scores. Enhanced the TUPortal Next Steps channel to prompt students through the essay submission process. Developed faculty reader tools for scoring answers, storing results in Banner and made Cognos report summaries available. Over 4,800 applicants completed the essay questions.

- Rolled out the Udirect Student Planner to advisors enabling them to review academic roadmaps for each program. The planner also allows students to create personal course roadmaps to graduation. Program to be piloted during the Fall Semester.

- Implemented a TUmobile app and TUportal channel to allow the Temple community to pledge support to diversity as part of the Temple Student Government’s TUUnity initiative. Received over 10,000 pledges the first day of the launch. Over 70% of the student body participated in the online pledge during the course of the academic year.

- Implemented WebCheckout, an automated equipment checkout system for the School of Media and Communication / Theater, Film and Media Arts. This system enables students and faculty to reserve equipment ahead of time for specific courses and pick it up at the school’s equipment checkout center. Use of this system will expand in fiscal 2016.

Quick Stats
- Over 150 computers updated/deployed and six lobby plasma screens upgraded to digital signage at Ambler
- 100 hands-on and webinar training events provided to ~350 attendees
- Over 360 weekly Tech Bits and 15 ISC News items emailed to keep community informed about technology
- 25 new workstations upgraded in the College of Health Professions and School of Pharmacy computer labs
Enhance technology, systems and processes to promote academic excellence and pioneering research

❖ Provided technology support for SERC:
   • Opened five new classrooms:
     o Outfitted three 200-seat lecture halls and two 65-seat collaborative classrooms with technology
     o Added software to podium touch displays for automated help services
     o Installed new Kramer devices to afford wireless projection capabilities
     o Assumed ongoing technical support responsibilities
   • Developed the SERC Data Center, the first 40 GB Science DMZ on campus, allowing researchers freedom to do their work on this isolated network
   • Implemented a 30 x 12 foot video wall
   • Installed wayfinding directory technology

❖ Worked with the Office of Digital Education in establishing and equipping office space with technology; ensured that online courses/programs are fully accessible; created a Blackboard community for online program instructors and students for communication and document sharing; and provided Final Cut Pro training for creating and captioning video and audio.

❖ Opened a 48-seat Student Athlete Advising Center lab in Pearson Hall providing the same resources found in the TECH Center.

Quick Stats

2,800 Faculty Technology Tools information packets delivered

Over 200 faculty attended the Teaching and Technology Symposium

46 software compliance accessibility exception requests processed

20+ documents developed on creating accessible documents, websites, syllabi and multimedia

150 faculty and participants trained through accessibility road shows and specialized sessions
Completed a strategic technology plan for the College of Public Health which included an evaluation of current IT services, comparison of CPH resources with other Schools and Colleges and recommendations for future direction. Appointed an interim executive director to CPH to assist with technology initiatives.

Introduced a new Tech Fee proposal to engage Schools and Colleges in converting existing classrooms into active engaging teaching and learning spaces where students can break into groups to test new technologies and work on team projects. As a result of this, Computer Services will implement 11 new collaborative classrooms across campuses in FY 2015-2016. Funding was based on a matching model between Computer Services and Schools and Colleges.

Ordered furniture, computers and AV technologies for 26 new Wachman classrooms.

Upgraded Instructional Support Center facilities with new mobile tables and chairs, plasma displays, digital signage and a breakout room. Also upgraded TECH Center Room 111 to a full web conferencing facility with cameras and ceiling microphones.

Retrofitted a TECH Center breakout room into a space where students can practice giving and recording presentations in front of their peers. Room is equipped with a high-level webcam, a smart whiteboard and flexible furniture.
Enhance technology, systems and processes to promote academic excellence and pioneering research

- Supported the School of Pharmacy and School of Law School with their use of Adobe Connect for web conferencing. This support allowed them to use their system of choice for online courses, lecture recordings and asynchronous teaching in support of the university’s digital education/online learning initiative.

- Collaborated with the Teaching and Learning Center, Teaching and Learning Technology Roundtable committee, Temple Libraries and the Gen Ed program to host the second annual Teaching and Technology Symposium; delivered 16 sessions on different topics and introduced and presented the first Innovative Teaching with Technology Award to a distinguished Temple faculty member.

- Sponsored the Undergraduate Teaching with Technology Faculty Fellows Program which included hiring and training ten student fellows, one faculty sponsor and engaging 50 faculty in advanced instructional technology training.

- Provided internships to two Temple students in support of the STEM server program for the Computer and Information Sciences department. Continued to support STEM activities by assisting eight teams of students in developing real-world applications for their senior capstone class. Computer Services Interns helped fellow students in a unique peer-to-peer program and assisted them in navigating a real-world programming environment.
Extend and enhance technology services by introducing process efficiencies focusing on improved customer service

Temple provides opportunities to foster student and faculty entrepreneurship and innovation. To offer students a “real-world tech ready” environment and to help faculty and staff successfully deliver their academic and administrative missions, we:

- Implemented Destiny One to allow online registration for continuing education courses. From November 2014 to the end of March 2015, $2.5 million in revenue was generated and 5,270 enrollments, 506 sections and 305 courses were processed. Additionally, new online functionality was added to administer conferences. Through March 2015, seven conferences were scheduled generating over $18,000 in revenue.

- Assisted Continuing Education in designing and implementing an innovative real-time process for creating AccessNet and other system accounts for continuing education students. This eliminated a 24 to 48 hour delay in account creation and enabled same day, walk-up registrations to be accepted. Accounts for over 800 continuing education students have been created since November 2014.

- Expanded direct imaging and auto-loading of faxed documents into the Admissions workflow process for International Admissions and Student Financial Services Departments, speeding up the admissions and decision making process.

- Implemented Enrollment RX to facilitate graduate recruiting and admissions processing for the Fox School of Business. Fox reported better customer service, increased applications and an ability to triage qualified leads producing a better yield.

Quick Stats

- Over 121,800 Help Desk support requests logged for FY 2015, a 13% increase in demand over last year.
- Over 14,000 technical support office visits provided by the Desktop Support team.
- 977,017 visits to the TECH Center - 161,556 of these visits were unique

Competency Center Projects completed:
- 354 Student
- 91 Human Resource
- 42 Finance
- 8 Advancement
Extend and enhance technology services by introducing process efficiencies focusing on improved customer service

- Implemented a new online process to accept tuition deposits for Graduate School applicants, replacing a manual mail-in process. Over 2,100 deposits were received for Spring 2015, Summer 1, Summer 2 and Fall terms.

- Implemented an automated admissions imaging workflow for the College of Education graduate school. This process enabled faculty to review candidates more quickly and accurately and allowed for faster feedback to the prospective graduate student. Graduate school deposits in the college increased by an estimated 100 over last year.

- Created a scanning and workflow verification process to assist the University Register in processing veterans and military service student benefits.

- Implemented Banner Proxy Access to give parents, guardians and third parties access to student information with the goal of reducing the number of phone calls to student support offices.

- Created a new enterprise role for faculty to ensure uninterrupted access to critical systems when they don’t teach in both the fall and spring semesters; this was a particular problem for adjuncts.
Extend and enhance technology services by introducing process efficiencies focusing on improved customer service

- Continued expansion of the TUportal Next Steps Channel which walks students through over 50 important time sensitive tasks needed to advance through their academic career. Steps range from prompting to apply for admission and accepting the Fly In 4 Agreement, through supplying required information for Financial Aid disbursement. Students are also prompted to apply for graduation.

- Created a TUportal Next Steps channel for employees to track tasks that need to be completed for employment, payroll and benefit purposes. Common tasks include providing W-4 information, enrolling in direct deposit, providing dependent information for benefits and updating emergency contacts.

- Expanded the TUhelp channel on TUportal to accommodate and track faculty and staff requests to the Controller’s portfolio, Registrar’s Office & Budget Office. Also implemented the use of surveys to gauge the level of customer satisfaction on interactions with the Controller’s Office. Expanded TUhelp to include all Temple students and alumni enabling them to request transcripts from the Registrar’s Office. Logged over 20,000 support cases across these offices since July 1, 2014.

- Implemented eTranscripts making the process of requesting a transcript easier and more efficient for both current and former students. This also eliminated much of the manual processing in the Registrar’s Office.
Expand the TUportal address and telephone number review process to include employees. Compliance rate was 93% for employees. This important address information is used by Campus Safety Services and Human Resources.

Created a process for loading accounts payable invoices directly into document imaging from TUmarketplace. Business managers now have a full picture of the procure-to-pay lifecycle in Self-Service Banner.

Implemented a self-insurance plan for all university-owned smart phones eliminating the need for a vendor plan. This new plan produces an annual savings of approximately $63,000 to the university.

Assessed the purchasing practices and use of printing supplies across Computer Services labs to realize costs saving by standardizing on printer models and implementing bulk purchases from single vendors. The assessment was done in conjunction with the Purchasing department.

Partnered with Strategic Marketing & Communications in support of the Presidential web initiative to standardize, personalize and centralize Temple’s web presence. Completed a web technology infrastructure assessment to serve as a blueprint for developing and maintaining websites in a user-friendly, efficient and cost-effective manner.
Extend and enhance technology services by introducing process efficiencies focusing on improved customer service

- Reduced costs for students, faculty and staff by purchasing licenses for Microsoft Office 365 which includes OneDrive for file storage. Office 365 can be used on multiple computers as well as mobile devices, iPads, tablets and smartphones. The Office suite can be accessed virtually anywhere opening up various new ways to share and collaborate.

- Rolled out WebEx web conferencing to all students and upgraded service to enable collaboration and entrepreneurship.

- Revamped the Get Connected process to improve the student residence hall technology onboarding experience. The new system called TUconnect provides a more streamlined process and increases our security footprint in the residence halls.

- Expanded mobile Print-on-the-Go services for students to handle increased usage. There are now 700-800 mobile print jobs daily, compared to 200-400 daily last academic year.

- Enhanced on-demand call support for smart classrooms by installing Remote Management Server (RMS) software at Main, Ambler and Center City Campuses. This software automates calls for technology assistance to provide quicker turn-around time when faculty need help. In support of accessibility, RMS was also configured to work via an accessible touch button.
Extend and enhance technology services by introducing process efficiencies focusing on improved customer service

- Completed a design and purchased the equipment to consolidate campus building networks into the core network. The new framework allows faster access to the data centers and provides savings due to a decrease in future replacement costs. Implementation will start in July 2015 and complete in August 2016.

- Upgraded the Digital Signage system which is used to broadcast university information on video screens campus-wide. The system has grown from an initial 105 displays to 185 displays. Due to increased demand, the cost of a display will be reduced starting in FY16 and this reduction will be passed on to the Schools and Colleges and administrative departments.

- Automated the Help Desk incident management system to send out reminder emails and escalate tickets within Computer Services when necessary. This improvement freed up 10 – 12 hours per week of employee time and reduced the average incident ticket age (submission to resolution) from four days to two days.
Extend and enhance technology services by introducing process efficiencies focusing on improved customer service

❖ Continued our leadership role in promoting accessible technology:

  ○ Collaborated with the Provost Office in launching a campaign to teach faculty how to create and use accessible instructional materials; worked with Disability Resources Services and the Library to create an accessible materials webpage offering access to 20+ documents on creating accessible documents, websites, syllabi and multimedia and designed online video tutorials on using MyDRS.

  ○ Established an Online Learning group to broadly address online digital content and an IT Access group to conduct school/college trainings and address current issues. These groups meet monthly.

  ○ Partnered with the School of Media & Communication in hosting the National Center for Accessible Media: Accessible Multimedia & Captioning for approximately 60 faculty participants

  ○ Presented at two leading conferences, EDUCAUSE national conference and the International Technology and Persons with Disabilities Conference, and interviewed by Stanford and Syracuse Universities and invited on several panels at other universities

  ○ Featured in March 2015 Campus Technology magazine article Opening Doors to Accessibility
Provide technology resources and services to support Temple’s reputation as Philadelphia’s Public University

Temple is Philadelphia’s public university and a powerful intellectual partner for the city and the commonwealth of Pennsylvania. Temple’s community of scholars is committed to using its expertise, creativity and energy to tackle the toughest challenges facing urban communities. To share our resources we:

- Participated in Step-It-Up America, a national program dedicated to training and placing inner-city minority women in IT jobs. Hired a full-time software developer and also sponsoring an intern, both graduates of this program.

- Donated computers through the Computer Recycling Center:
  - Provided 60 computers to Duckery Elementary School along with large screen monitors. Minilabs of three to four machines were set up in technologically underserved rooms and large monitors were mounted in classrooms
  - Provided 25 computers to Strawberry Mansion High School to set up a student computer lab
  - Numerous other smaller donations were made throughout the year

- Met with representatives from the Free Library of Philadelphia to explore the possibility of donating computers from the Computer Recycling Center.

Quick Stats

Over 9,000 pieces of surplus equipment collected by the Computer Recycling Center

Over 1,200 orders processed for used computer equipment for departments, staff and students

Approximately 300 refurbished computers and monitors donated to local non-profit groups.
Provide technology resources and services to support Temple’s reputation as Philadelphia’s Public University

- Partnered with SMC’s Journalism Department on the development of the Philadelphia Neighborhood website, where Temple students report on under-covered and underserved neighborhoods of Philadelphia.

- Served as Temple’s representative on the Board of Directors of KINBER (Keystone Initiative for Network Based Education and Research) whose goal it is to connect all education, health care and research institutions throughout the state as well as to provide high speed internet bandwidth to all areas of Pennsylvania, including the underserved portions of the State where internet access is limited.

- Hosted the four-day University Surplus Property Association Conference. The conference was based at the Double Tree Hotel and it included visits to several locations on campus.

- Shared best practices with local and regional universities and colleges regarding security and operational assessment of third party hosting vendors during the procurement process.
Provide for a trusted, reliable communications and IT infrastructure

One of Computer Services most important roles is to provide a state-of-the-art communications and IT infrastructure that supports the many applications and technology we use to meet our academic, research, business and health care missions. To support this goal, Computer Services:

- Expanded wireless capabilities throughout all campuses to meet ever growing demand. There are now approximately 4,000 wireless access points covering all campuses and the hospital. There is now 100% coverage in residence halls, smart classrooms and several key outdoor locations.

- Upgraded the following administrative systems to enhance and stay current with the latest functionality and version:
  - Banner Imaging system
  - Banner Student, Finance, Human Resources and Advancement Modules
  - Effort Reporting
  - OWLcard system
  - Banner Operational Data Store (ODS) and Enterprise Data Warehouse
  - Enterprise LDAP directory services
  - RightFax - Used in Student Financial Services, Admissions and International Relations

Quick Stats:

Network Connections:
- Additions: 3,307
- Relocations: 1,412
- Disconnects: 1,135

Telecommunications Services - Phones:
- Adds: 1,287
- Relocations: 585
- Disconnects: 2,645

Over 240 university messages were formatted and distributed to a wide range of targeted populations.
Provide for a trusted, reliable communications and IT infrastructure

- Completed network closet switch upgrades bringing over 2,000 network switches to the latest technology.

- Upgraded the Temple University Health System’s wide-area network, a fully managed dark fiber network connecting Temple University Hospital, Temple Administrative Services Building (TASB), Northeastern and Jeanes Hospitals, Episcopal Campus, the Fox Chase Cancer Center and the Main Campus Joint Data Center. This technology brings increased capacity, added redundancy and decreased cost to the University and Health System.

- Increased off-site system backups for the Ambler campus for all critical applications ensuring our ability to recover systems in the event of a disaster.

- Implemented year one of a three year project to convert the university to the new VoIP phone system. Of the 15,000 university stations 2,300 (15.5%) have been converted so far. The TUHS implementation is planned for years four and five.

- Completed evaluation and migration of 221 Temple legacy websites by moving 127 sites to a new fully-supported environment and eliminating 94 sites.
Continue to strengthen and educate the Temple community on IT Security

One of the biggest issues facing higher education today is cyber security. Confidential data compromised by hackers, network outages, viruses and other IT security incidents can greatly impact the university. As our community relies more on our network, applications, and mobile technology, the opportunity for unwanted intrusions increases dramatically. Computer Services has an obligation to do everything possible to protect our valuable data and infrastructure. To enhance security this year we:

- Completed many security education reviews within the university on Personally Identifiable Information (PII), Payment Card Industry Data Security Standards (PCI) and Protected Health Information (PHI). Also increased our social media security awareness campaign. Efforts resulted in a significant increase of reported spam and phishing attacks to the abuse hotline.

- Created a process to review, reaffirm and revoke student worker access to confidential data.

- Offloaded “open-wireless” at Fox Chase Cancer Center on to a separate internet service to comply with Higher Education Opportunity Act (HEOA).

- Implemented a joint process between Carnegie Mellon’s Computer Emergency Readiness Team and Temple to analyze and enhance copyright infringement tracking and other abuses.

- Investigated and implemented Extended Validation Certificates to several Computer Services websites. A green certificate marker displays on the website address to indicate that the site is valid and not a phishing site.
Maintain Daily Operations

Computer Services has an important strategic mission in supporting the academic, research and administrative functions of the university. In a recent survey, we were ranked among the highest in customer service of all university departments. It is critical that we maintain our daily operations and responsibilities to keep the university’s technology running and secure. In order to fulfill this responsibility, we will continue to:

- Provide technical support to the university via in-person visits, chat, email and phone.
- Provide onsite support for helping residence hall students to get connected at the start of the semester.
- Provide onsite technology support and software installation via office visits.
- Install office telephone and internet service in university locations and troubleshoot issues.
- Manage TECH Center operations including 24-hour service during the fall and spring semesters.
- Maintain equipment in computer labs and provide support to students.
- Offer ongoing support and training to faculty through Instructional Support Center services.
- Work on Competency Center requests to improve administrative systems functionality for students, faculty, staff and alumni.
- Collect surplus electronic equipment, destroy Temple proprietary data when needed and process the equipment through the Computer Recycling Center for either repurposing or proper disposal.
- Provide support for formatting and targeted distribution of university email.

Quick Stats

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<tr>
<th></th>
<th>10,329,200 logins to access Blackboard</th>
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<tbody>
<tr>
<td></td>
<td>29,765 courses on Blackboard</td>
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<tr>
<td></td>
<td>9,146,452 logins to access TUportal</td>
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