

ITS Executive Steering Committee (ITESC)

Agenda and Materials

Mar 8, 2012



Agenda

- HSD Program Progress
 - A. Simmons
- Security Surveillance (Camera) Policy Draft
 - D. Vonder Heide
- 2012 Technology Briefing
 - S. Malisch



HSD Program Definition and Governance Summary

Key Shared Principles

- Emphasis - service and “end-user” experience
- Move toward shared services and away from shared employees
- Future State of LUHS and LUC: Sharing of computerized applications or infrastructure only where compelling financial benefits are justified
- Data is shared between LUHS and LUC only when required – and then data is secured, and
- Applications and technologies are generally classified as: Enterprise or HSD specific.

LUHS/LUC/HSD Program Structure

Draft


Chair: S. Malisch, A. Krumrey
 Charter
 The ISCRT will identify and recommend services, cost reductions, structure and preparation steps that are required prior to a July 2012 transition, and will identify the projects and issues to be addressed by July 2012 and beyond. "Working teams" will be assembled as appropriate.

Shared Services and Facilities Committee

Information Services Content Review Team (ISCRT)

Working Teams

Chair: S. Bergfeld, D. Halinski
 Charter
 The Shared Services and Facilities Committee leads a set of processes for the unbundling shared services and facilities or the establishment of long term shared services; this is within the scope of the sale of LUHS to Trinity Health.

*External Request 

LUHS/LUC/HSD Program: Ann Simmons

1-Scope & Governance	2-Communication	3-Identity & Provisioning	4-HSD Desktop Requirements	5-Applications	6-Security & Controls	7-Migration to Microsoft
*ES: ISCRT	ES Bergfeld Malisch	ES: Bergfeld, Kelly Krumrey	ES: Malisch Price	ES: TBD (By Application)	ES: Bergfeld Malisch	ES: Malisch
8-Infrastructure & BCDR	9-Support Services	10-Nursing Evaluations	11-Web Branding Strategy	12-Integration of IT Policies	13-Support – Virtual Hospital	
ES: Bergfeld	ES: Bergfeld Malisch	ES: Price	ES: Bergfeld	ES: Malisch	ES: Krumrey Price	*ES: Executive Sponsor(s)

Program Scope

Near Term (2012)	Medium Term (2013)	Long Term (2013+)
<ul style="list-style-type: none"> • Program Scope and Governance for the LUHS/LUC/HSD Technology Program (1.0) • Communications Subprogram: <ul style="list-style-type: none"> ○ Email (2.1) • Identity and Provisioning Subprogram: <ul style="list-style-type: none"> ○ ID Provisioning (3.1) ○ System Access (3.2) ○ Firewall, IP Address range (3.3.1, 3.3.2) • Applications Subprogram: <ul style="list-style-type: none"> ○ ECM for HSD (5.1) ○ Advance Web including multi location support (5.7.1) • Security and Internal Control Subprogram: <ul style="list-style-type: none"> ○ Physical Access/Integration of Badging (6.1) ○ PII (6.2) • Infrastructure and DRP/Business Continuity Subprogram : <ul style="list-style-type: none"> ○ Support for current construction projects (8.1.1, 8.1.2) • Nursing Evaluations Update and Redesign (10.0) • Technology, Application and Service support for the Virtual Hospital (13.0) 	<ul style="list-style-type: none"> • Communications Subprogram: Phone Services (2.2) • Identity and Provisioning Subprogram: <ul style="list-style-type: none"> ○ Access to Statistical Software (3.2.5) ○ Access for HSD to external Internet (3.3.4) • HSD Desktop Requirements Subprogram (4.0) • Applications Subprogram: <ul style="list-style-type: none"> ○ Salary Planning (5.9) ○ Budgeting for HSD (5.10) ○ Student Information System (5.12) ○ Cross Organization Access to Applications (5.13) • Security and Internal Control Program: <ul style="list-style-type: none"> ○ PCI (6.3) ○ Encryption (6.4) ○ HIPAA (6.5) ○ Third Party Security and Other Audit (6.6) • Integration of HSD into the LUC Microsoft Migration Subprogram (7.0) • Infrastructure and DRP/Business Continuity Subprogram: <ul style="list-style-type: none"> ○ Research Building (New): (8.1.3) ○ Current “in place” infrastructure” (8.2) • Support Services Subprogram: <ul style="list-style-type: none"> ○ Help Desk (9.1) ○ Desktop Support (9.2) ○ Technology Purchases (9.3) • Future Web Branding Strategy for SSOM and Nursing (11.0) • Synchronization of IT Policies for LUC and HSD (12.0) 	<ul style="list-style-type: none"> • Identity and Provisioning Subprogram: Long term IP strategy and implementation (3.3.3) • Applications Subprogram: <ul style="list-style-type: none"> ○ Kronos (5.2) ○ Marketplace (5.3) ○ Lawson: Purchasing (5.4) ○ Lawson: General Ledger (5.5) ○ Lawson: Human Resources and Payroll (5.6) ○ Advance (5.7.2, 5.7.3) ○ Compliance Training (5.8) ○ Health Science Portal (5.11) • Infrastructure and Associated Services Subprogram: Integration of HSD and LUC Disaster Recovery Plan/Business Continuity Plan (8.3)

Agenda

- HSD Program Progress
 - A. Simmons
- Security Surveillance (Camera) Policy Draft
 - D. Vonder Heide
- 2012 Technology Briefing
 - S. Malisch



Agenda

- HSD Program Progress
 - A. Simmons
- Security Surveillance (Camera) Policy Draft
 - D. Vonder Heide
- **2012 Technology Briefing**
 - S. Malisch



FY12 Technology Briefing

March 2012

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES LOYOLA UNIVERSITY CHICAGO



Resources

- **Educause**

- ✓ ELI Horizon Report
- ✓ ECAR Study of Undergraduate Students and IT
- ✓ Core Data Service
- ✓ Listservs

- **Gartner**

- ✓ IT Key Metrics Data
- ✓ Specialized Analysts and Reports

- **Other**

- ✓ AJCU Benchmarking
- ✓ The Campus Computing Project
- ✓ CDW-G 21st Century Campus Report
- ✓ Campus Technology
- ✓ Chronicle of Higher Education
- ✓ AIIM State of the ECM Industry



INDUSTRY ISSUES AND PRIORITIES



EDUCAUSE Review 2011 Top 10 IT Issues...

Top-Ten IT Issues, 2011

- | | Relevant Comment/Initiatives at Loyola: |
|---------------------------------|---|
| 1 Funding IT | 1. Leverage Tech Fee; Reallocation; Targeted Outsourcing |
| 2 Administrative/ERP/Informa | 2. Expanding use of SIS modules; Increased integration |
| 3 Teaching and Learning with T | 3. Distance Learning Initiatives; iPad and LMS pilots; FOT |
| 4 Security | 4. Action phases of security program; PII/PCI stable |
| 5 Mobile Technologies | 5. Initial offering in place |
| 6 Agility/Adaptability/Respons | 6. Change and adaptability; Risk-taking – Do we do enough? |
| 7 Governance, Portfolio/Projec | 7. Prioritization; Scorecards; TAC's; more to do |
| 8 Infrastructure/Cyberinfrastru | 8. Novell migration; Active Directory; HSD collaborations; Refresh programs |
| 9 Disaster Recovery / Business | 9. BIA's completed; BOT Audit initiative; needs more focus |
| 10 Strategic Planning | 10. Roadmap; Subcommittees; more opportunity here |

Cloud Computing...

- Cloud vs. Hosted: What's the difference?
- Only 4.4% of survey participants report their campus has moved or is converting to Cloud for ERP services; 27.8% for CRM services.
- "Many campus IT officers are not ready to migrate mission-critical data, resources and services to the Cloud Services offer by their IT providers."

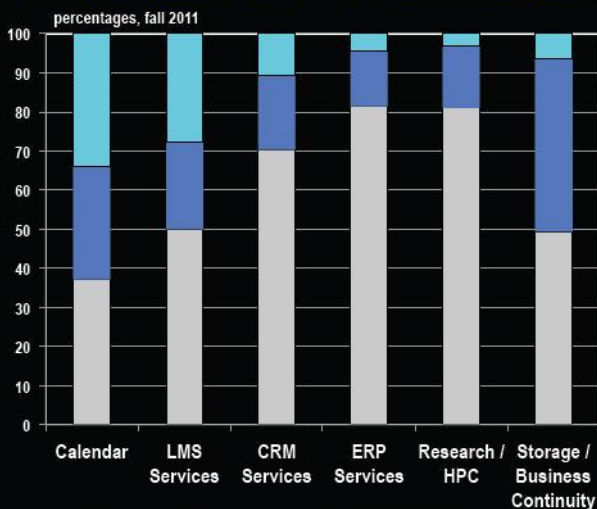
Where are the Clouds?



A fifth of campuses (21 pct) have a strategic plan for Cloud Computing, up from 15 pct in 2010 and 9 pct in 2009.



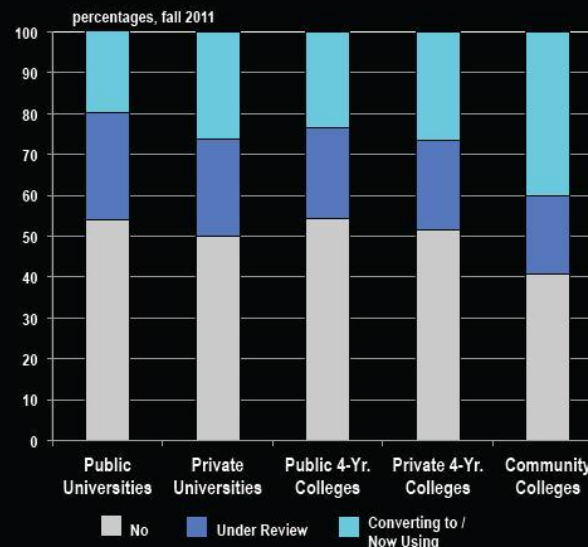
The Cloud Little Migration to Cloud Computing



Little movement to the Cloud for the Really "Big" Tasks

- Risk
- Limited Options from Providers
- Trust
- Control

LMS Moves to the Clouds



LMS as the "toe in the Cloud" experience for higher education?

Dealing with Consumerization ...

Recommendations:

CIOs in higher education should work with other institutional senior staff to:

- **Build a formal BYOD strategy for the institutions.** In doing so, you will:
 - Gain a competitive advantage by offering **"device allowance."**
 - Control your device ecosystem at the standards level, not the device level. Use identifiers, formats and protocols (IFaPs) as a checklist for good standards, open as well as de facto.
 - Publish in your BYOD strategy the goal of "maximum safe use" of supported devices.
- Use consumerization metaphors like the App Store to ensure seamless adoption/user interface with students and faculty (to drive down support costs and meet expectations).
- Offer tools/services for moving content between the supported devices.
- Communicate clearly the standards and examples of devices that support the standard early in the faculty and student recruitment process.
- **Communicate clearly that you don't support devices that fail to adhere to standards.**
- Establish a "watch list" together with users to be prepared to include new devices and standards where it makes sense from a volume/popularity point of view
- **Set expectations with students, particularly online students, about the need for basic device and service capabilities — for example, bandwidth, screen size and apps (such as a PDF reader).**

FY 12 Scorecard Summary

LOVELA UNIVERSITY CHICAGO ITS FY12 Academic & Faculty Support Scorecard					
Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index		Current State	Healthy Definition
		Health	Score FY Change		
Classroom Technology and Support	Classroom Technology and Support	Green	4.5	All new classrooms are populated with standard technology. Online classroom provide for asynchronous/vynchronous activities. Learning documentation is widely available. Improvements in lecture capture content. Incremental opportunity for classroom design related to technology initiatives underway.	Technology in the classrooms both on ground and online generally available to augment the learning experience. It is consistently operational, and technical support is readily available. Standardized equipment in place.
Classroom Control System (Crestron)	Academic Affairs	Green	5	LMS is fully tested, supported, and documentation and training are widely available. Active pilots of alternative LMS systems are in progress.	System is widely used by faculty. It is fully functional in terms of its components, and technical support, training, and integration are readily available. Advances in the technology are being evaluated.
Learning Mgmt (Blackboard LMS)	Academic Affairs	Yellow	4	New initiatives and support need to be fully documented and evaluated for campus and refresh.	Specialty departmental Labs are managed and supported by academic units (e. Computer Science, SOC, Law School) and readily available to students enrolled in a specific program. ITS provides direction on institutional best standards.
Web Content Mgmt (Terminal 4)	Dept & School Support	Green	4	New web content management being deployed. Training is available and social media is being integrated into the framework. Work on	Chairs are fully aware of and utilize ITS services.

LOVELA UNIVERSITY CHICAGO ITS FY12 Infrastructure Scorecard					
Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index		Current State	Healthy Definition
		Health	Score FY Change		
Network (Cisco Core)	Network (Cisco Core)	Green	4.6	Prove like internet failover capability implemented. LUREC is an extension of the Chicago campus. JFRC internet upgraded. Broadband scheduled to undergo upgrade winter of 2011. Wireless included in all innovation and new building projects, with the first round of refreshes occurred over the summer 2011 break.	Adequate bandwidth with failover capabilities. Self-healing capabilities. Majority of campus locations offer wireless access. Refresh funding in place. Easy substitution process.
Network Access Control (Broadleaf)	Identity Management	Yellow	3.25	DMZ servers have been upgraded, improving performance. The Active Directory integration has proven to be a key component in the ability to gracefully transition to a Microsoft infrastructure.	Reliability matrix built. Provisioning tools and processes are established, enabled and measured. Fully automated. Exception handling capability. Accommodates new HSD.
Network Services (Novell, Director, Active Directory, DMS)	Human Resources	Green	4.5	All student email servers have been upgraded to improve performance and maintain a high level of availability.	Reliable, quick and delivery, easy to use, adequate retention and storage and format.
eMail (GroupWise)	Voice/Telecom	Yellow	4	Working with our telephone provider to finalize a proposal to upgrade our telephone switch at WTC. This will include our core switch at ESC with WTC running as a remote site.	Latest standards-based offerings from provider. Expansion and update options.
Spain Filtration (MailFoundry)	Enterprise Environments	Green	4	Prove monitoring and metrics continues to play a key role in	Centrally managed, secure, robust backup/recovery capabilities.

LOVELA UNIVERSITY CHICAGO ITS FY12 Administrative Technology Scorecard					
Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index		Current State	Healthy Definition
		Health	Score FY Change		
Personal Gateway (TrackStar PayPass/TPC)	Credit Card Processing Finance	Green	5	All requests for credit card usage are being channelled through finance and ITS for evaluation.	Adding credit card acceptance is controlled by a well defined, and up to process, PCI compliant.
Donor Relations (Advance)	Advancement	Green	5	Current client-server Advance and SummitCall recently upgraded Oct 2011. Front planning in progress for upgrading to Advance Web. This will allow support for Trinity and LIC with appropriate security. New BI tool being used to develop reporting.	Comprehensive system with required functionality. New capabilities and integrations discovered, secure proactively shared support models between ATS and ITS.
Student Recruiting (Recruitment Plus)	Recruitment Management	Green	4	Admissions Lab was dropped from consideration due to complications with the existing 427 software. Technologies added to an alternative solution to EMAS Plus. New RFP issued.	Operations and data are managed in totally integrated systems with the existing 427 software. Technologies added to a shared support model between EM and ITS.
Student Apps (Vanguard, CDF, Canvas)	Academic Affairs	Yellow	3.5	DW repository built for FTL, FA and ResLife.	Single source of truth for data (data warehouse), agreement and consistent data definitions and reporting elements, institutional authorized and operational reporting.
Student System Reporting (PS RDS)	Data Warehouse, Reporting Enterprise	Yellow	4	Over 70 faculty staff in 20 depts are using DocuSign. Efficiency results have been published in two case studies. Loyola has been named to lead the DocuSign Customer Alliance board. Over 25 depts have interest in ECM and email deployment. Version 10 conversion efforts delayed due to issues with server clustering.	Current version with targeted customization. Primary modules are fully utilized with critical documents being stored electronically. Vendor responsive and forward thinking. Full participation in User Groups by Loyola user community. Training and documentation are current.
Enterprise Content Management (DocuSign)	Enterprise Content Mgmt	Green	4	Operating budget applications review is underway. Capital budget process remains largely on manual forms and spreadsheets.	Fully integrated single-system web based with user friendly front end.
	Budget Planning Systems Finance	Yellow	4	The FIS application continues to track faculty appointments, tenure status, other faculty data and produce annual contracts. Self and SSCOM faculty unit installed. Separate applications are being considered to track CVs and areas of expertise.	Established sources of truth for faculty information with annual redundancy, and fully integrated with related systems.
	Faculty Information Systems	Yellow	4		

LOVELA UNIVERSITY CHICAGO ITS FY12 Continuous Service Improvement Scorecard					
Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index		Current State	Healthy Definition
		Health	Score FY Change		
Specialized Equipment (Macintosh/BlackBerry)	Technology Service and Support (Help Desk)	Yellow	3.75	Full use of the tracking system continues. Advances in the areas of metrics and use of historical data to improve service and knowledge management needs additional improvements.	Functional web-based tracking and reporting system with self-service capabilities. Calls are resolved within industry norms.
	Client Support Enterprise	Green	5	Support has been extended for online courses at JFRC, including longer hours and in additional locations (i.e. Info Commons).	Extended hour support as appropriate for defined client groups and systems. Customer satisfaction is high.
	Accessibility and Support of Specialized Consumer Technology Academic Affairs	Yellow	4	Refresh for mobile labs has been planned for fall implementation has begun. Accessibility, support, and documentation for new mobile technologies are beginning to be provided.	Facility and technical services are widely available, staffed with hardware, software, and support resources to meet the university demands. Funding plans for IC technology refresh, update, and replacement has been developed.
	Skills sets, professional development	Yellow	4	Annual plans for professional development are documented and executed. Building new competencies in ECM, DW/BI, web services, virtualization, mobile, and Microsoft track office infrastructure. Participation in ACU networking gaps, leadership development and presentation opportunities.	Skills are current with newest technologies and are possessed by all the appropriate staff. Training plans developed and well defined.
	ITFS	Green	4	Process is stable, templates and web site updated, minor enhancements are constant to sustain program success.	Well defined flexible processes that are easy to understand and follow to insure timely, successful delivery.
	Research & Development	Yellow	3.25	Technology research activities are initiated by university architecture and the technology roadmap. 10+ areas being investigated for improvement. TAC's are established to plan and recommend technology change.	ITS activity investigates and resources products, processes, and services, and then applies that knowledge to improving service offerings.
	ITFS Change Management	Yellow	3.5	Change process remains effective. Weekly & monthly notices available. System enhancements pending. Expansion of availability to	A formal and managed process is in place to implement and communicate changes to the technology environment.

LOVELA UNIVERSITY CHICAGO ITS FY12 Student Technology Scorecard					
Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index		Current State	Healthy Definition
		Health	Score FY Change		
Student Support Services - Computer Labs - Digital Media Services - RESNET	Student Support Services - Computer Labs - Digital Media Services - RESNET	Green	4.5	Lit availability and support resources are widely available and documented. Advances in network registration support and physical security of personal technologies continues.	Access to labs and resources is widely available and reliable.
	Student Development	Yellow	4	Documentation, training, and support for all technologies in the labs are available for checkout. Deployment of user systems and applications (e.g. Windows 7) has begun. Advances in mobile technologies (including tablets) are being integrated. Student awareness and demand needs to be monitored.	Digital media labs are funded under the refresh program and centrally managed and supported. Technology equipment and systems are readily available to students paying a technology fee. Access to a wide variety of hardware and software is available. Training courses are available.
	Student Development	Green	5	A fully functional system and support process in place on Lakeside campuses. Education in use of personal devices grows.	Technology services are current and readily available to students paying a technology fee. Knowledgebase is professional accessible.
Student System (PS Campus Solutions)	Student Information System	Green	4.5	Enhancements continue for ease of use in self-service for ChangeMyMajor, Internship management, Transfer credit evaluation. Added into issues of advisors and future course. Utilizing new admissions web services for study abroad applicants.	Current version with targeted customization. Primary modules are fully utilized. Vendor responsive and forward thinking; full participation in User Groups by Loyola user community. Training and documentation are current.
Mobile Applications (Blackboard, Canvas, Custom)	Mobile Applications	Green	4	Optimized delivery of mobile applications has been deployed on both mobile and tablet devices. Expansion of applications both inside and outside the classrooms has begun.	Mobile applications are available and fully functional for end users on all major mobile platforms. Users are aware of application availability and content is current.
ecommerce System (CBORD)	Finance	Yellow	4.5	Providing technical support as requested and monitoring automated alerts between Campus card, Maxxcess and RDS (Bovary app). Expanded application and added off-campus Ramble Bucks capability. System fully automated with set web focus reports.	Fully duplicated system running current software with commercial DB, such as Oracle. Robust, stable, fully automated interfaces. Training and documentation are current.
	Finance	Green	5	System fully automated with set web focus reports.	System in place with automated updates. Tiered capability to notify appropriate groups. Reliable and complete reporting.
Wellness Center (Point and Click)	Wellness	Green	4	New self-service reports enable students to get copies of immunization records. Preparing for upgrade of PointClick app. Reviewing interface enhancements from LOCUS to Pac.	Student services offered on line, records are electronic and secure. Appropriate level of integration with other University systems.
	Student Development	Yellow	4	TaskStream was deployed for use as the Fall term for First Year Seminar, Service Learning, Core Writing Seminar and Philosophy and the Doctor of Nursing Practice.	Direct Response Foli's are in place and being utilized. Academic Departments/Schools are creating their own professional portfolios.
ePortfolio (TaskStream LAT)	Academic Affairs	Yellow	3.5	Assessment Folio's are being introduced for several areas including Core Writing Seminar, History, School of Communication, Journalism, Philosophy and the Doctor of Nursing Practice.	Assessment Folio's are in place and being utilized by Academic Departments/Schools.
Housing Administration	Housing Administration	Green	4.5	Implemented mobile residence hall check-in, check-out in progress. Developed several new BI reports regarding occupancy analysis. Completed web-based room selection for continuing students.	Web-based self-service room selection, predictor occupancy reporting.
Housing (RMS)	Student Development	Green	4.5		
	Overall	Green	4.3		

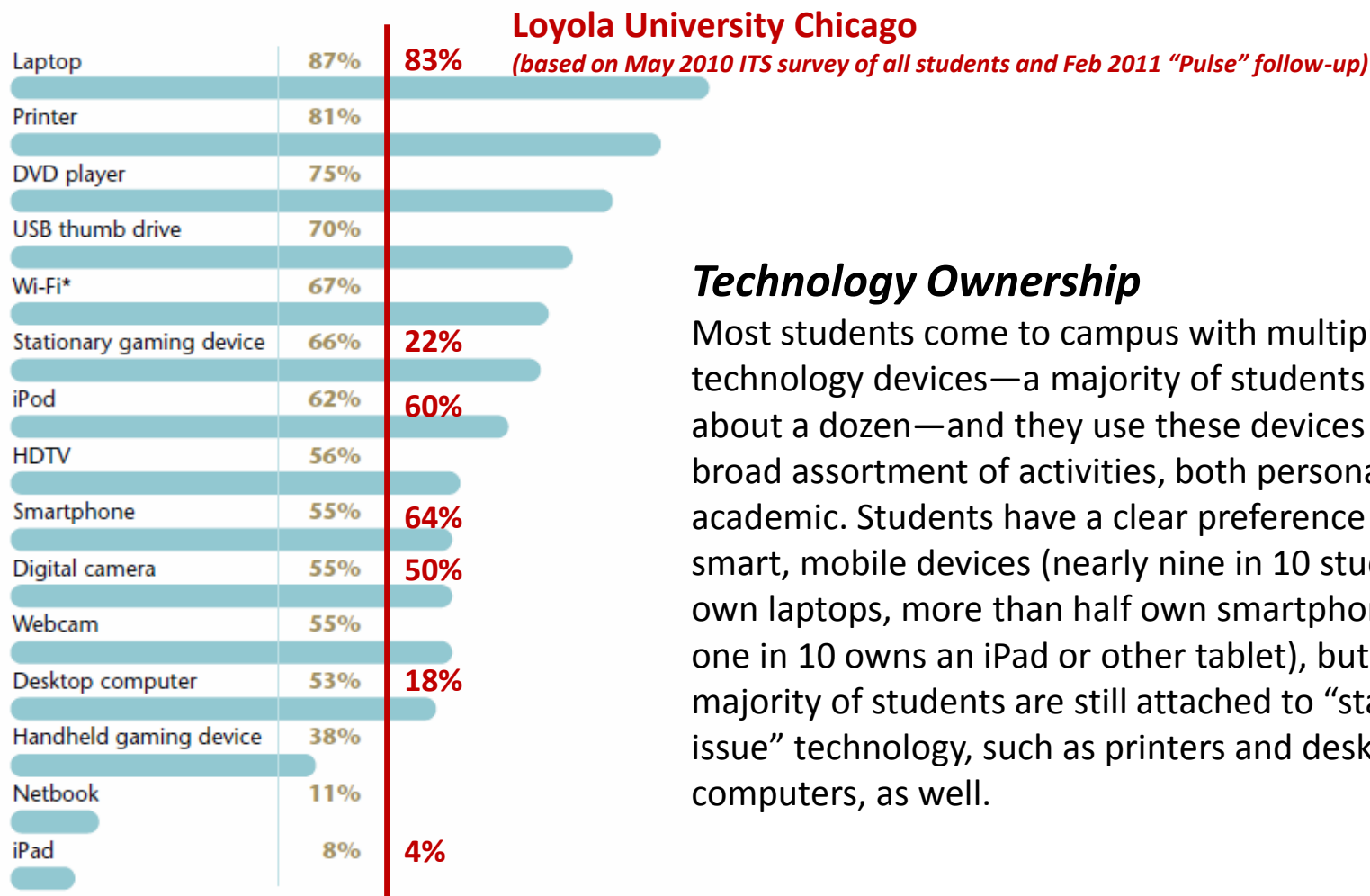
LOVELA UNIVERSITY CHICAGO ITS FY12 Governance & Funding Scorecard					
Technology Roadmap Alignment to Core Items	Technology / Operation	Health Index		Current State	Healthy Definition
		Health	Score FY Change		
	Technology Strategy Enterprise	Green	4	ECM and DW BI are enterprise program in process. Technology strategy and development is managed through TAC's. Opportunity to further develop cloud, mobile and portal strategies.	An information technology review process defines and aligns core technology selections.
	Informational Impact Enterprise	Yellow	4.25	Institutional impact is identified in presentation process. Business cases are more fully developed for strategic projects, smaller efforts tend not to be held to the same level of rigor.	Business cases are developed, prioritized, and readily used to make IT investment decisions.
	Enterprise Architecture Enterprise	Yellow	3.5	ARKI continues to meet monthly governing the Technology Assessment Committee's (TAC) recommendations of technology changes at Loyola. Implementation of the enterprise architecture diagramming software (Silver) remains delayed.	Formal architecture review board is established. Roadmap and strategy is defined, applied, and understood.
	Enterprise	Yellow	4.25	More strategic relationship has developed with Blackboard, DocuSign and TaskStream, new relationship with SVC on Microsoft products.	Strategic relationships with IT vendors have been fully established and leveraged.
	Enterprise	Yellow	4	ITS contracts have been scanned and are available electronically. Increase in ITS review requests of functional system contracts.	Processes and accountabilitys for managing IT contracts are clear and effective.
	Enterprise	Yellow	4	Process prioritization continues to drive resource placement. Opportunities to take next steps with resource planning will exist. New positions created in strategic areas of Mobile, DW/BI, ECM, and Remote Location Support.	Labor resources are focused on adding new value while managing current operations.
	Enterprise	Yellow	3		
	Overall	Green	4.0		

STUDENT TECHNOLOGY



Technology Ownership ...

Figure 1. **Undergraduate Student Technology Ownership**
n = 3,000



Technology Ownership

Most students come to campus with multiple technology devices—a majority of students own about a dozen—and they use these devices for a broad assortment of activities, both personal and academic. Students have a clear preference for smart, mobile devices (nearly nine in 10 students own laptops, more than half own smartphones, and one in 10 owns an iPad or other tablet), but a majority of students are still attached to “standard issue” technology, such as printers and desktop computers, as well.

* Likely interpreted by students as having access to Wi-Fi

Loyola's Students ...

- Students are active computer users with three-quarters of them using their own personal computers daily.
- 64% also use library/Information Commons computers although much less frequently.
- 57% make use of computer lab equipment.
- Laptop computers are the dominant form of technology in use by respondents
- Traditional cell phones continue to be the phone choice for 60% of respondents while an additional 24% use an iPhone.
- Use of Tablets is nearly non-existent and few plan to purchase one in the next six months.
- Tablets are not viewed as viable alternatives for laptop computers as students need/want access to keyboards, more extensive memory capacity, and the software solutions not available for Tablets.

Some Findings from the February 2011 Student Technology Survey administered by ITS and "The Pulse"



Note: Based on the opt-in nature of the survey, results should be considered qualitative and directional and not projectable to the entire student body. (557 participating undergraduates)

Loyola Student Views ...



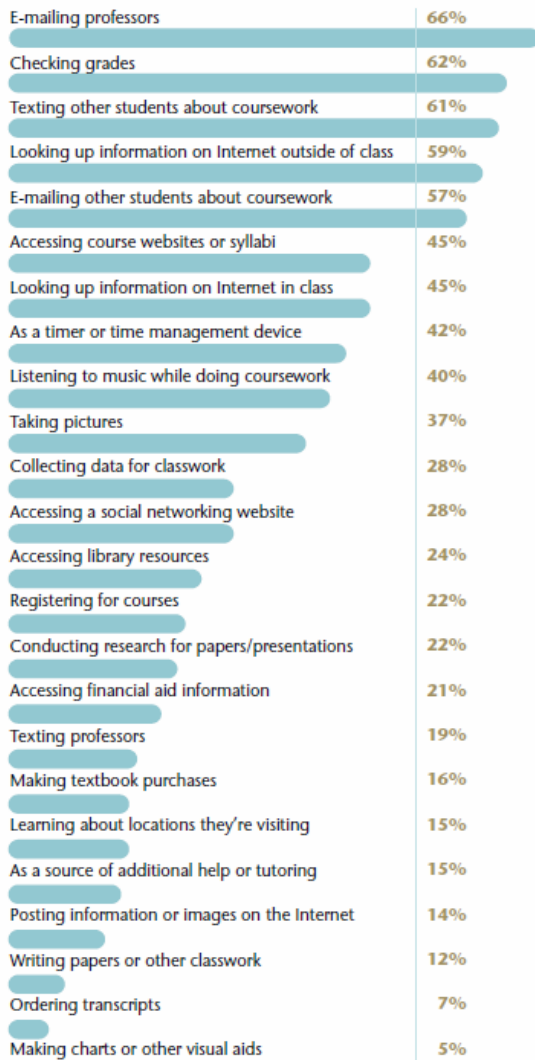
- **First and foremost, respondents do not want to trade in their keyboard for a touch screen:**
 - ✓ “People I see using iPads also carry around a keyboard with them because it is easier to type on a keyboard than by touch screen. It seems like a pain to use a table instead of a laptop and not necessary.”
 - ✓ “I enjoy the convenience of having a keyboard I can traditionally type on (I am a very quick typist). I am also not one for massive changes in technology, although I do have an iPhone. Plus I am not willing to put out the money to purchase a Tablet.”
 - ✓ “So far, I haven't seen a tablet that is both in my budget and of adequate use to my needs. I find touch screen technologies to be obtuse and difficult to use. Furthermore, if a system does not have a full keyboard, its functionality is virtually nonexistent.”
- **Students feel that the limited memory associated with Tablets is an issue**
 - ✓ “A tablet is not as practical as owning a real laptop. Tablets holds less memory and are not as capable as laptops. Tablets are more of a status symbol, really..”
 - ✓ “My roommate has an iPad and I have a Macbook, my Macbook has a much more powerful processor, a way better wireless card, and can store exponentially more information. Also I like typing on a keyboard much more than on that little screen.”

Smartphones ...

Figure 4. **In Class and on the Go,**

Smartphones Serve Academic Purposes

Percentage of smartphone users who use these devices for academic purposes
n = 1,222



Loyola University Chicago

(Feb 2011 "Pulse" Survey)

Among students who would like to see new Loyola apps developed, Groupwise e-mail and more robust Blackboard and LOCUS apps are the highest priorities. An events app, shuttle schedules and apps for Blackberries are secondary priorities.



ACADEMIC AND CLASSROOM TECHNOLOGY



E-Textbooks ...

- About 44% of the students have had an opportunity to purchase an electronic version of the textbook for some of their classes and only about 14% of those students did actually purchase the e-version of the textbook when it was an option. Reasons for not purchasing the e-versions when available varied from the e-version being too expensive, to e-texts providing online opportunities for distraction, to simply a preference of a paper version over the e-version.
- When asked more specifically about costs, students seemed to indicate that they would tend to buy the least expensive version of the text and in cases where the price was the same, the students tended to prefer purchasing the print version over the e-version.
- When asked about device preferences for e-textbooks, most students indicated a preference of laptop computers over other devices for reading e-textbooks. Students acknowledged that most students own a laptop and would therefore not consider access to devices a significant barrier to buying e-textbooks.

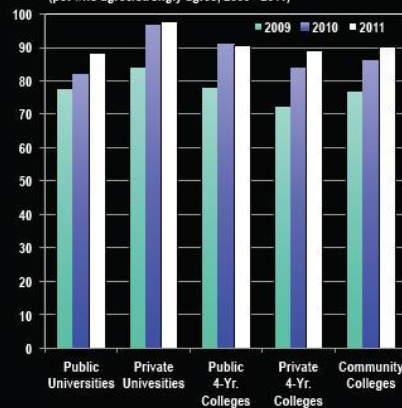
Loyola University Chicago

(based on November 2011 Library "e-book committee" survey of select undergraduate students)

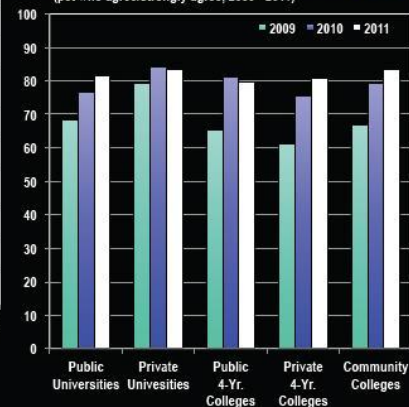


The Future Bodes Well for eBooks!

eBook Content Will be an Important Source for Instructional Resources in Five Years
(pct who agree/strongly agree, 2009 - 2011)



eBook Readers Will be an Important Platform for Instructional Content in Five Years
(pct who agree/strongly agree, 2009 - 2011)



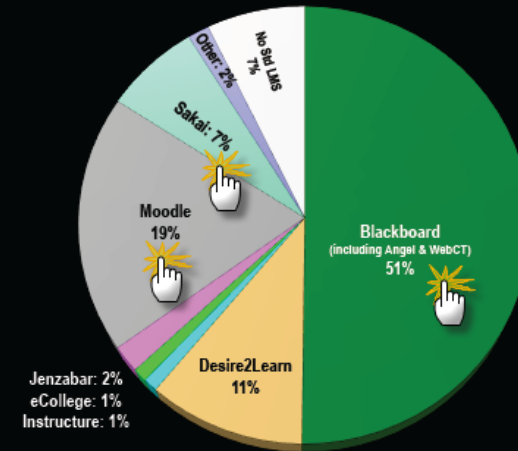
Learning Management Systems ...

- Campuses are beginning to embrace open-source Learning Management Systems (LMS) as viable delivery system. Loyola is currently piloting Moodle and Sakai.
- Like moves to open-source, learning management systems are “early adopters” with entering the “Cloud”. Loyola has been using a “Cloud” solution for its LMS for many years now. The alternative LMS systems Loyola is piloting are also hosted in the Cloud.

A Profile of the LMS Market, Fall 2011

Does your campus have a single [campus-wide] LMS?

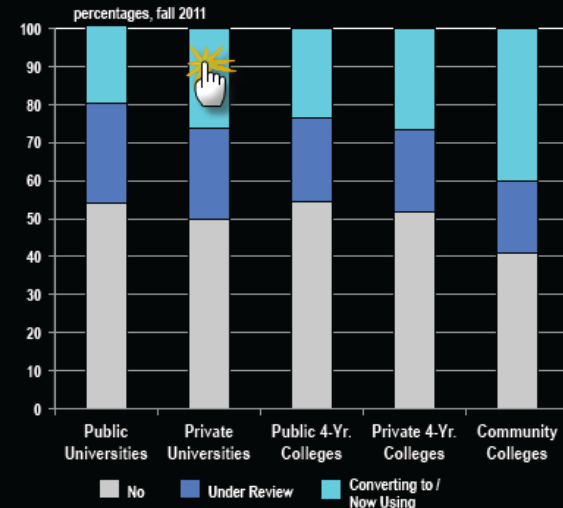
(percentages, all institutions)



- Slow but continuing gains in the pct. of classes using the LMS: 59 pct in 2010, up from 17 pct in 2000.
- Public U: 67%
- Comm Colleges: 51%
- Blackboard share down from 57 pct in 2010, 71 pct in 2006.

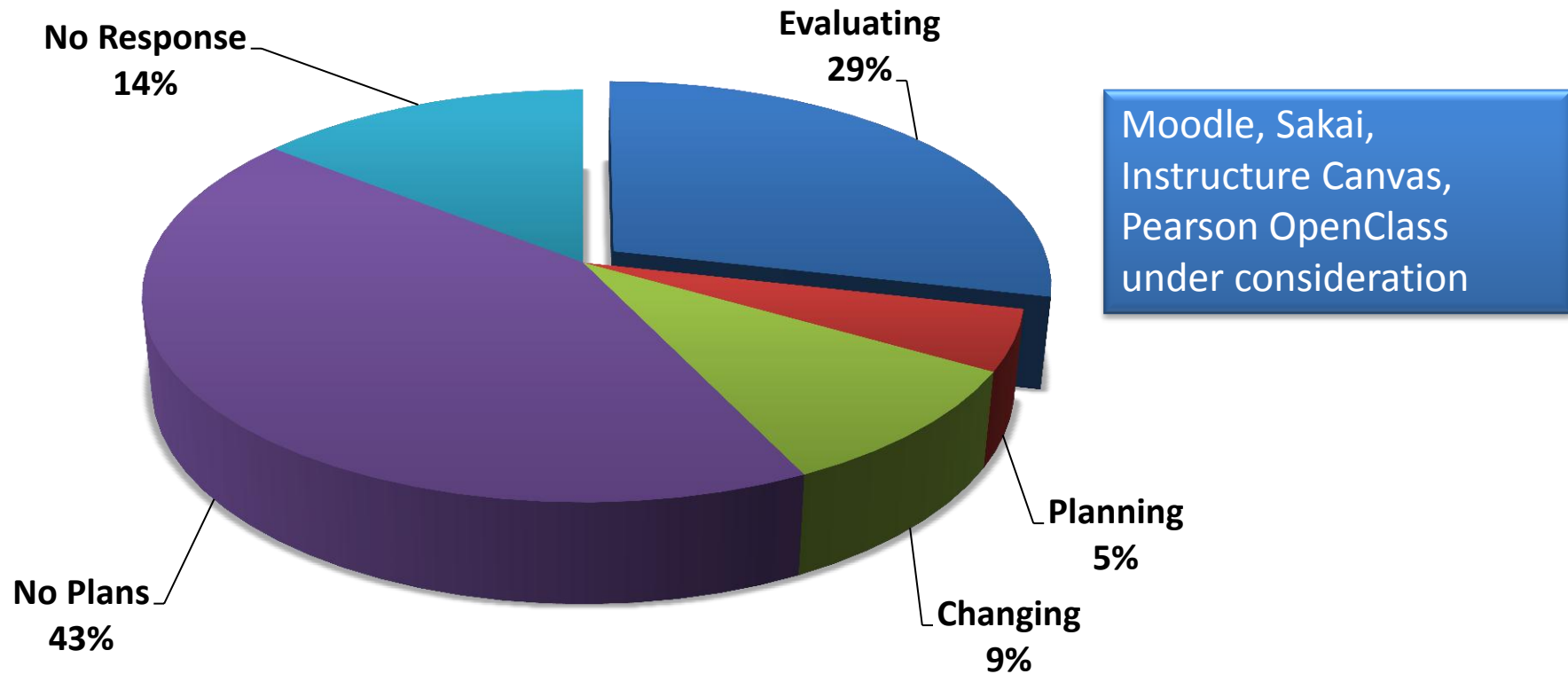
Loyola University Chicago

LMS Moves to the Clouds



LMS as the “toe in the Cloud” experience for higher education?

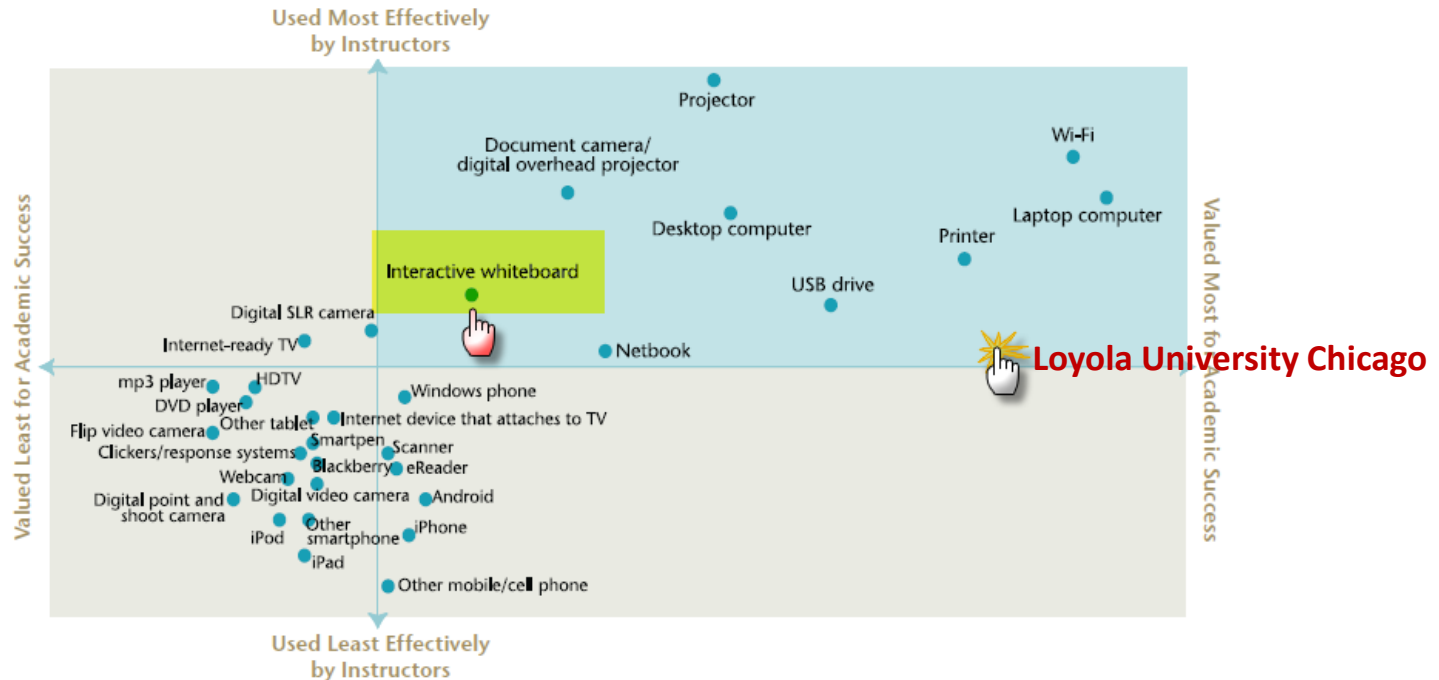
Learning Management Systems...



Technology in the Classrooms ...

- Loyola's classrooms provide full support for all technologies in the upper right quadrant with the single exception of interactive whiteboards, which is increasing in demand.
- Loyola began to pilot multiple forms of interactive white boards and lecture capture technologies in the fall of 2011.

Figure 7. Students' Value of Technologies Correlates with Effective Use by Instructors



Note: Items with Ns below 45 are not included on this chart

Lecture Capture ...

Loyola University Chicago

- Lecture Capture is Available in a Handful of Spaces
 - ✓ Information Commons Classrooms
 - ✓ Some Classrooms in Mundelein, Corboy
 - ✓ All HSD Classrooms
 - ✓ A Small Number of Loyola Instructors Have Tried Lecture Capture
 - ✓ Demand from Loyola Faculty is Low
- Adobe Connect Recordings Gaining Some Interest

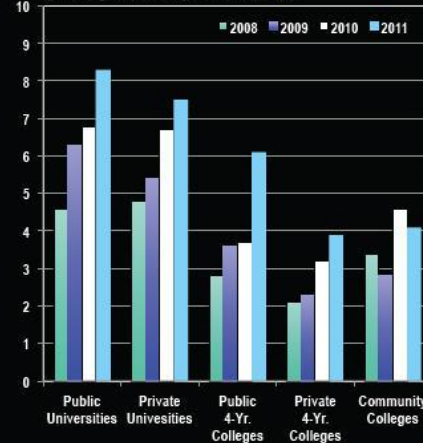
Other Institutions

- Student Demand is High in Universities that Begin Capture Initiatives
- Successful Implementations at Universities:
 - ✓ Limit Actions Required of Instructor
 - ✓ Provide Instructor with “opt-in” rather than “automatic”

Lecture Capture and Podcasting

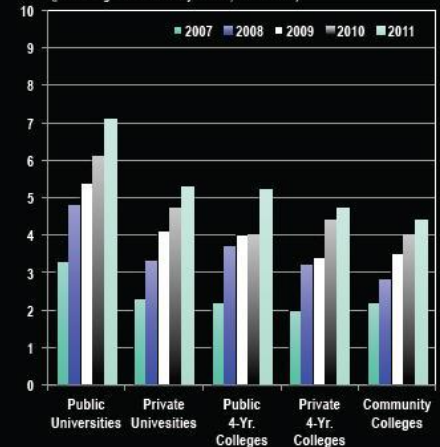
Rising Use of Lecture Capture

(percentage of classes by sector, 2008-2011)



Steady Gains in Podcasting

(percentage of classes by sector, 2007-2011)

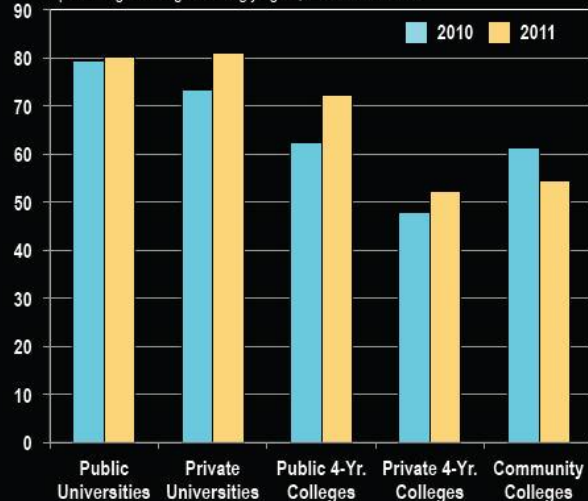


The Campus Computing Project



“Lecture Capture is an Important Part of Our Campus Plan for Developing & Delivering Instructional Content”

percentage who agree/strongly agree, fall 2010 vs. 2011



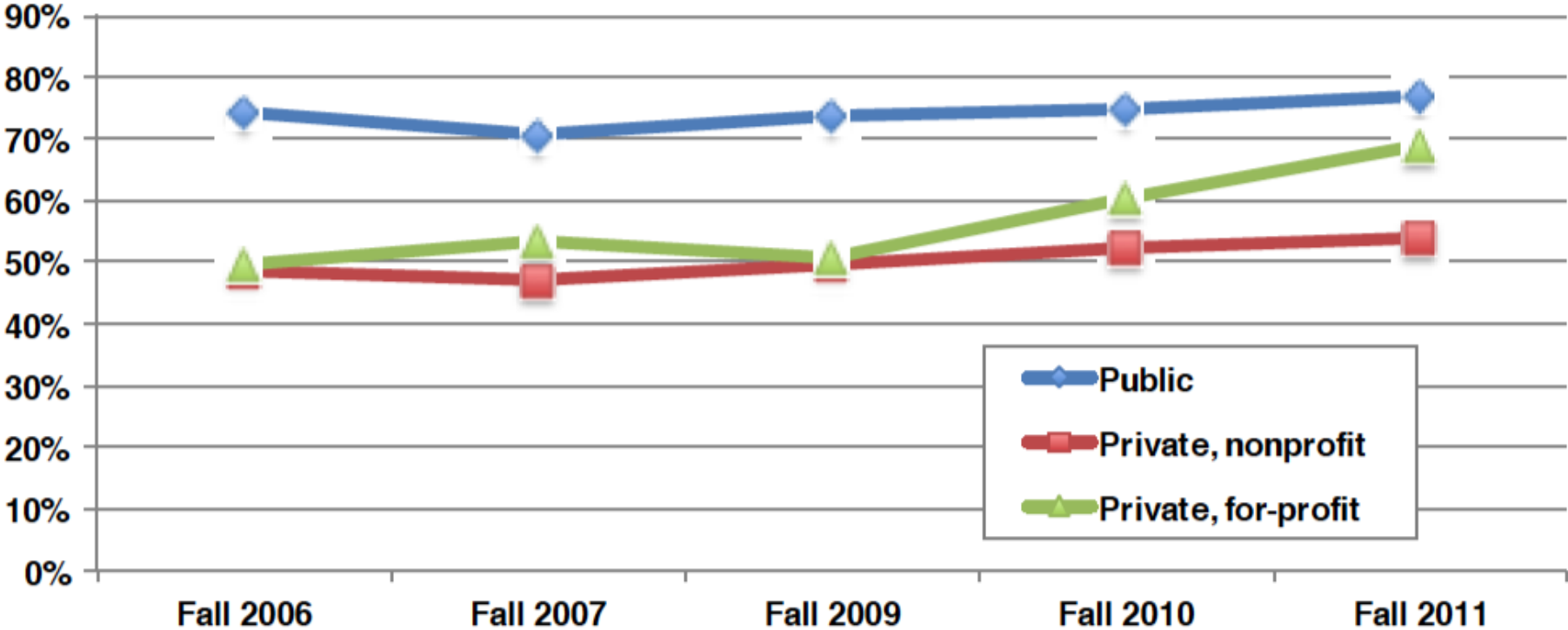
- Slight gains in the importance of Lecture Capture?
- Deployment remains low – about 5 pct
 - 8.3 pct Pub Univ
 - 3.9 pct pvt 4-Yr. Colleges

The Campus Computing Project



Online Programs ...

ONLINE EDUCATION IS CRITICAL TO THE LONG-TERM STRATEGY OF MY INSTITUTION BY INSTITUTIONAL CONTROL - FALL 2006 TO FALL 2011



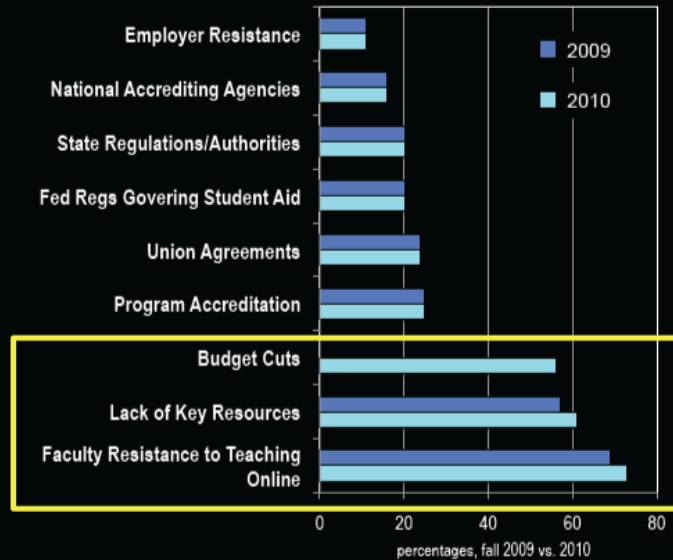
Going the Distance Online Education in the United States, November 2011

Online Programs ...

Loyola University Chicago

- Summer “online” courses filled to capacity (20 students) and training program for faculty was established to support measured approach to getting faculty prepared for teaching online
- Consensus among all LUC “J-Term” focus groups was that the experience was definitely academically challenging and similar to that of a traditional semester-long course. Most felt the students performed as well or better than students in the longer iterations of the course.

Institutional Efforts to Expand Online Education Impeded by:



Major challenges are internal, not external

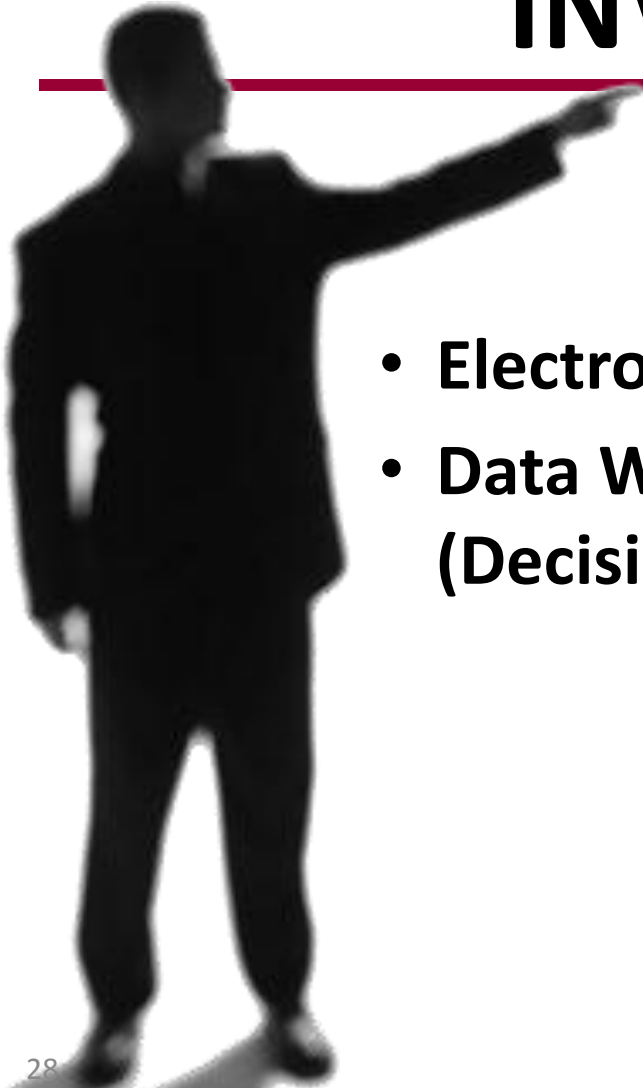
- Faculty resistance
- Budget resources
- Lack of key resources (instructors and support personnel)

Source: MANAGING ONLINE EDUCATION 2010 (WCET/Campus Computing Project)

*Managing Online Education, 2010
WCET Campus Computing Project*

“Face-to-face (F2F) context is still very powerful and meaningful for students. Online learning environments are evolving, for the better, to accommodate students as social beings. For example, there is an emergence of more effective presentation of material, and of better ways to facilitate discussion and collaborative work.”

STRATEGIC PROGRAMS AND INVESTMENTS



- **Electronic Content Management (ECM)**
- **Data Warehouse/Business Intelligence (Decision Support)**

LUC Technology Strategy - A Roadmap for Change

October 31, 2011

Emerging

Goal: Research/Watch

- File Storage
- Student Recruiting
- Enterprise Portal
- LUHS Sale-LUC Systems Impact
- eBooks
- Phone Systems – WTC
- Data Backup Strategy (TSM)
- File Sharing & Remote File Access
- Enterprise eMail Strategy
- eTranscripts Solutions
- Network Access Control
- Proctoring of Online Exams

- Anti-Virus Tools/Virus Protection

- Desktop Virtualization
- Security Camera Infrastructure/Strategy

Tactical

Goal: Optimize

- Personal Website/Portal (Orion Replacement)
- Room & Event Scheduling (R25 Suite, Kinetics, Groupwise)
- Conference Services (Kinetics)
- Web/Content Mgmt Solution (Terminal 4)
- Desktop Productivity (MS Office-2010)

- MS SQL Database (2008)
- Enterprise Database (Oracle 11g)
- Microsoft O/S (Windows 7)

Strategic

Goal: Invest/Transform

- Enterprise Data Warehouse / Business Intelligence
- Enterprise Content Mgmt (DocFinity 10)
- Mobile Applications (Blackboard, Custom)
- RMS Mobile Check-In/Check-Out
- Donor Relations Web Migration (Advance Web)

- Network Services (Novell, eDirectory, MS, Active Directory, IDM3)
- Web Server Platform (Web Logic Suite)

Containment

Goal: No New Development

- Student System Reporting (PS RDS)
- Enterprise Content Mgmt (DocFinity 9)

- Virtual Private Network (F5 Firepass)

Retirement

Goal: To Be Eliminated

- eMail (GroupWise 7)
- Web/Content Mgmt (Serena Collage)
- Desktop Productivity (MS Office 2003/2007)

- MS SQL Database (2005)
- Enterprise Database (Oracle 10g)
- Microsoft O/S (Windows XP)

Core

Goal: Current State Foundation

- Student System (PS Campus Solutions)
- Student Portal (PS Enterprise Portal)
- Enterprise Content Mgmt (DocFinity)
- eCommerce System (CBORD)
- Student System Reporting (PS RDS)
- Business Intelligence (WebFocus)
- Learning Mgmt (Blackboard LMS)
- G/L & HR (Lawson)
- Donor Relations (Advance)
- Predictive Dialing (SmartCall)
- Student Recruiting (Recruitment Plus)
- Housing (RMS)
- Student Loan Mgmt. (ECSI)
- Payment Gateway (TouchNet Paypath/TPG)
- Faculty Salary Planning (Custom)

- Staff Salary Planning (Custom)
- Wellness Center (Point and Click)
- LUC Libraries (Voyager)
- Building Access (Maxxess)
- Parking (Maxxess)
- Classroom Control System (Crestron)
- Room & Event Scheduling (R25 Suite, Kinetics, Groupwise)
- Web/Content Mgmt (Terminal 4)
- Online Admission Applications (UGRAD/GRAD, OIP, Custom)
- Admitted Student (Custom)
- Mobile Applications (Blackboard, Custom)
- Student ePortfolio (Taskstream LAT)

- Desktop Productivity (Microsoft Office)
- eMail (GroupWise)

- Network Services (Novell, eDirectory, MS, Active Directory, IDM3)
- Network Access Control (Bradford)
- Virtual Private Network (F5 Firepass)
- Enterprise Database (Oracle, MS SQL)
- Spam Filtering (MailFoundry)

- Network (Cisco Core)
- Desktop/Laptop, Standard Intel (Dell, Lenovo)
- Server, Standard (IBM)
- Storage/SAN (IBM SAN)
- Specialized Equipment (Macintosh/Blackberry)

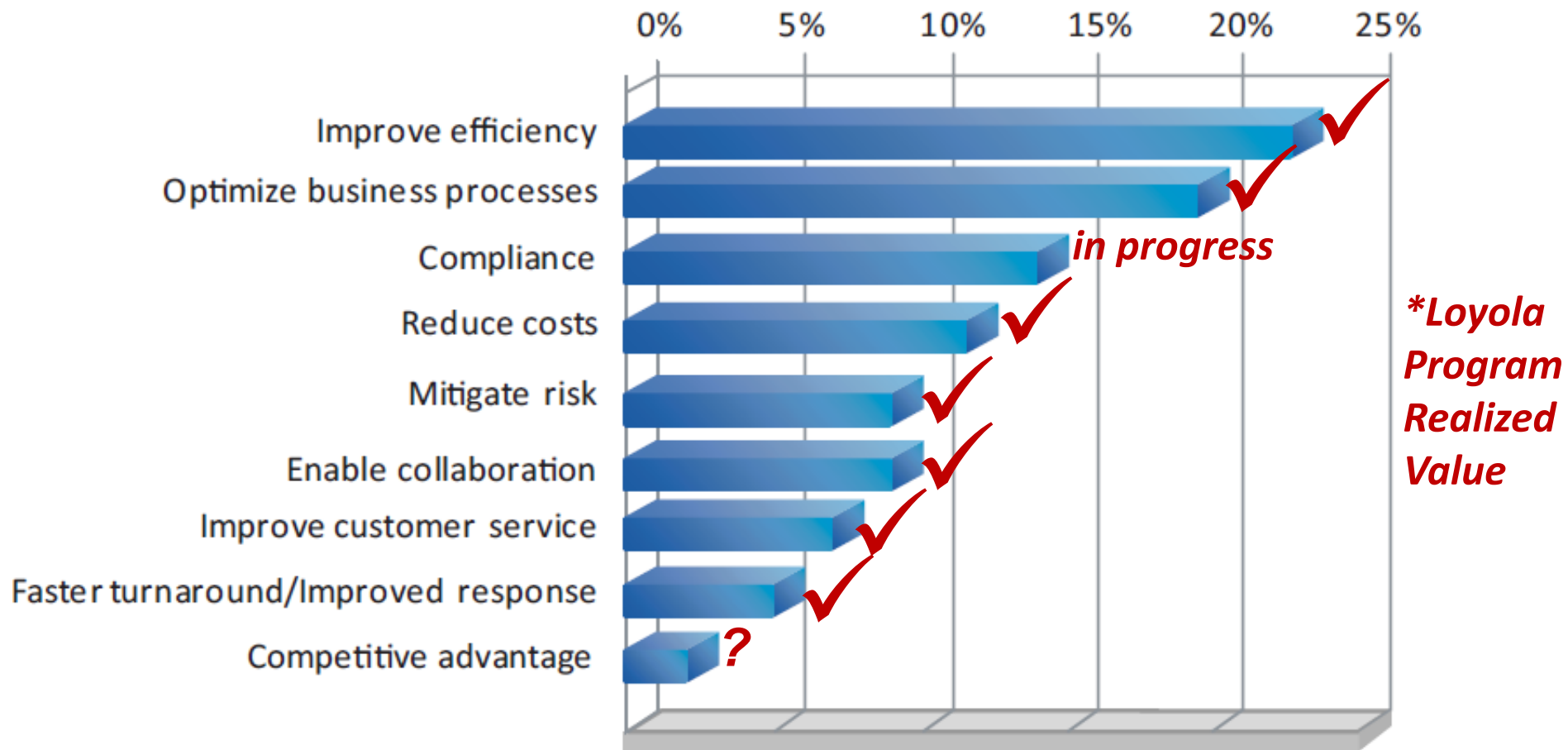
Solution

Software

Hardware

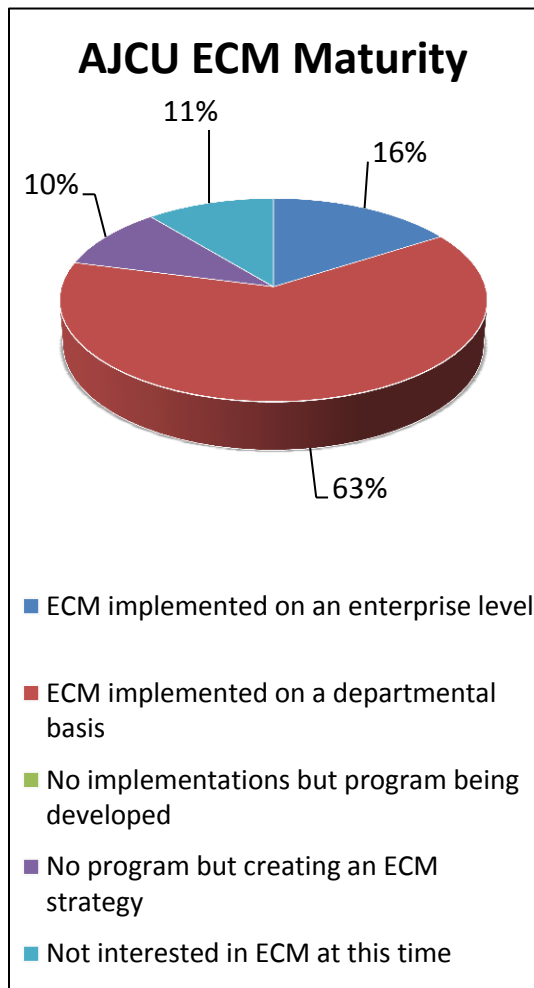
Enterprise Content Management...

2011 Reasons for Adopting ECM Technologies

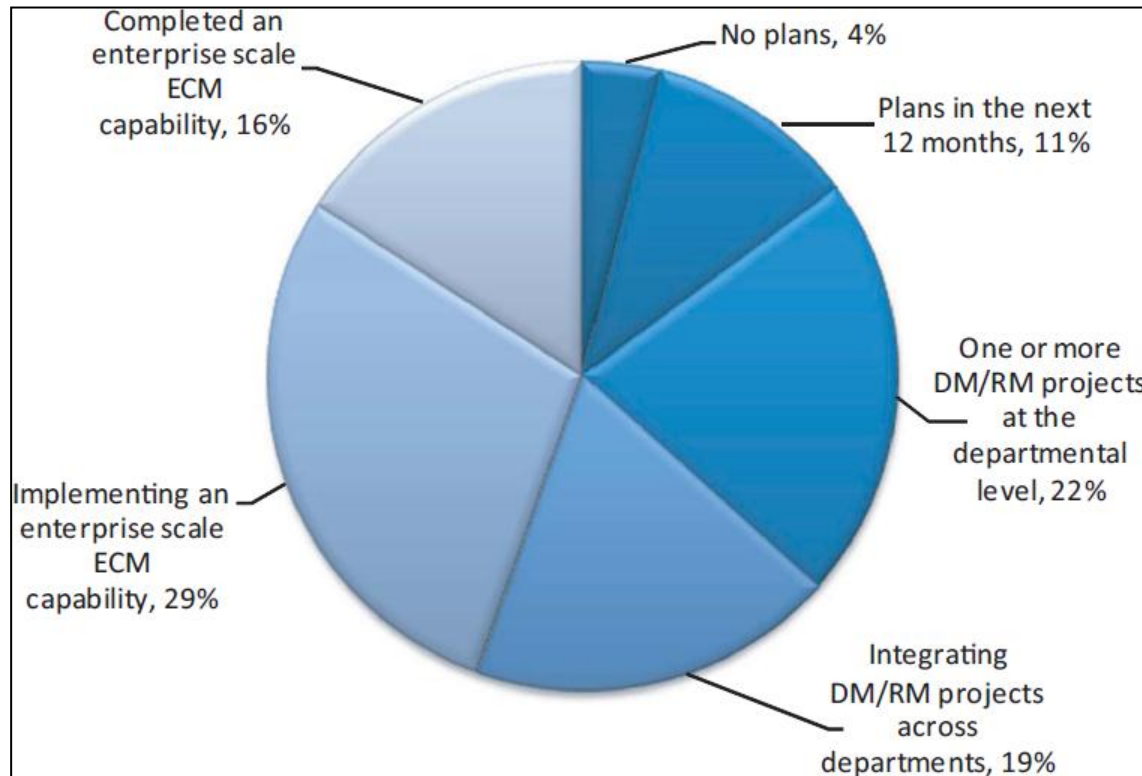


**Loyola Program Realized Value*

ECM Enterprise Adoption...



AJCU-CITM Benchmarking Survey FY12



AIIM-Association for Information and Image Management State of the ECM Industry 2011

Widespread Use

Only one teaching and learning technology, document management tools, is broadly deployed in as many as half (51%) of institutions.

Educause Core Data Survey 2011

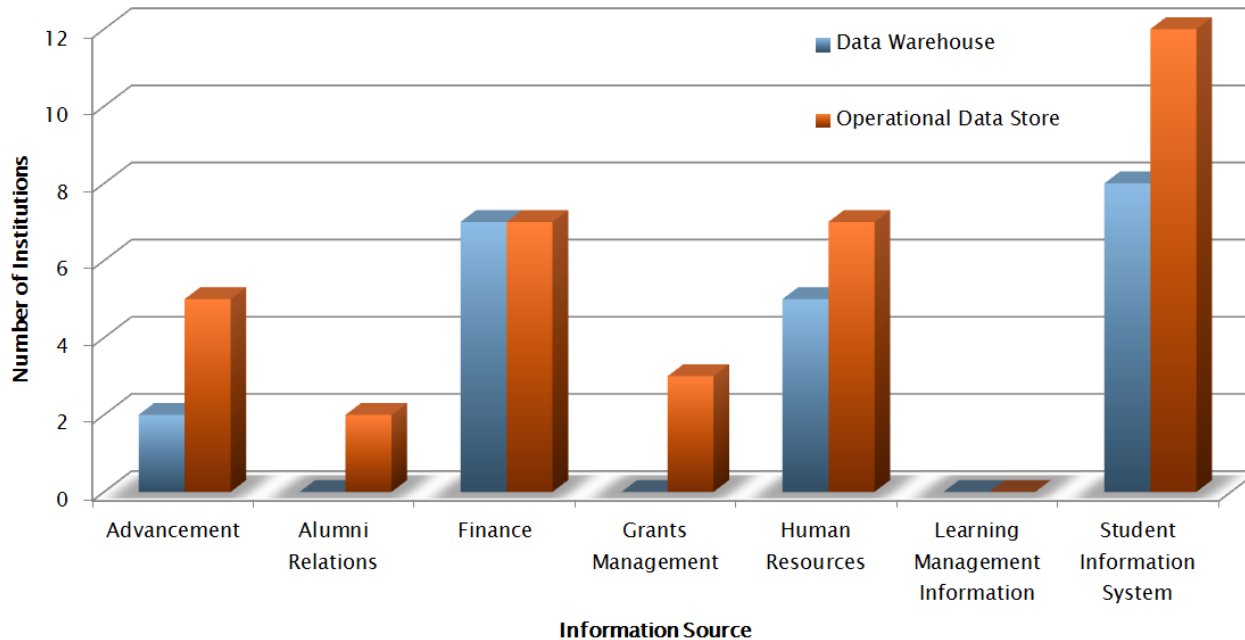
ECM Results...

- **Live for 3 years**
 - **1st client in Feb 2009**
 - **36 major deployments**
 - **23 unique departments**
 - **Across 3 campuses**
- **Repository:**
 - **3M documents**
 - **800 document types**
- **700 faculty and staff have access**
- **Single click access to documents within Campus Solutions/Peoplesoft**
- **Metrics:**
 - **75% average process improvement on key metrics**
 - **5800+ hours of annual effort savings (3.0 FTE equivalent)**
 - **\$45,000+ of annual cost reductions (maintenance only)**
- **Portfolio: 15 active projects, 25+ in the queue**



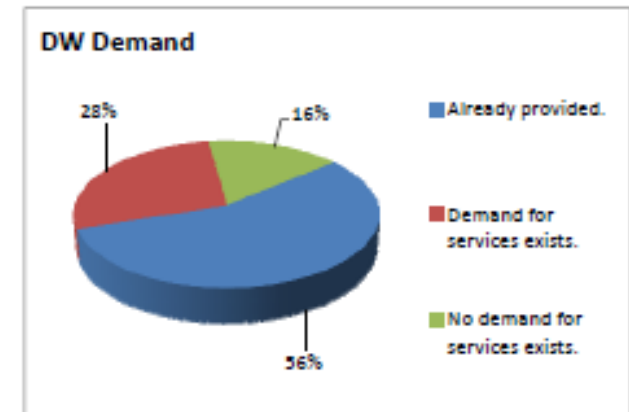
Business Intelligence...

Business Intelligence Data Sources



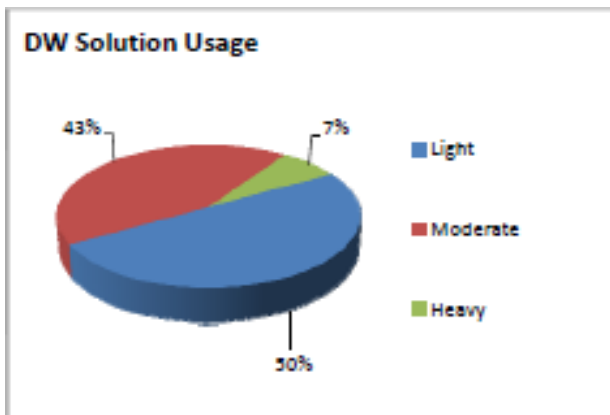
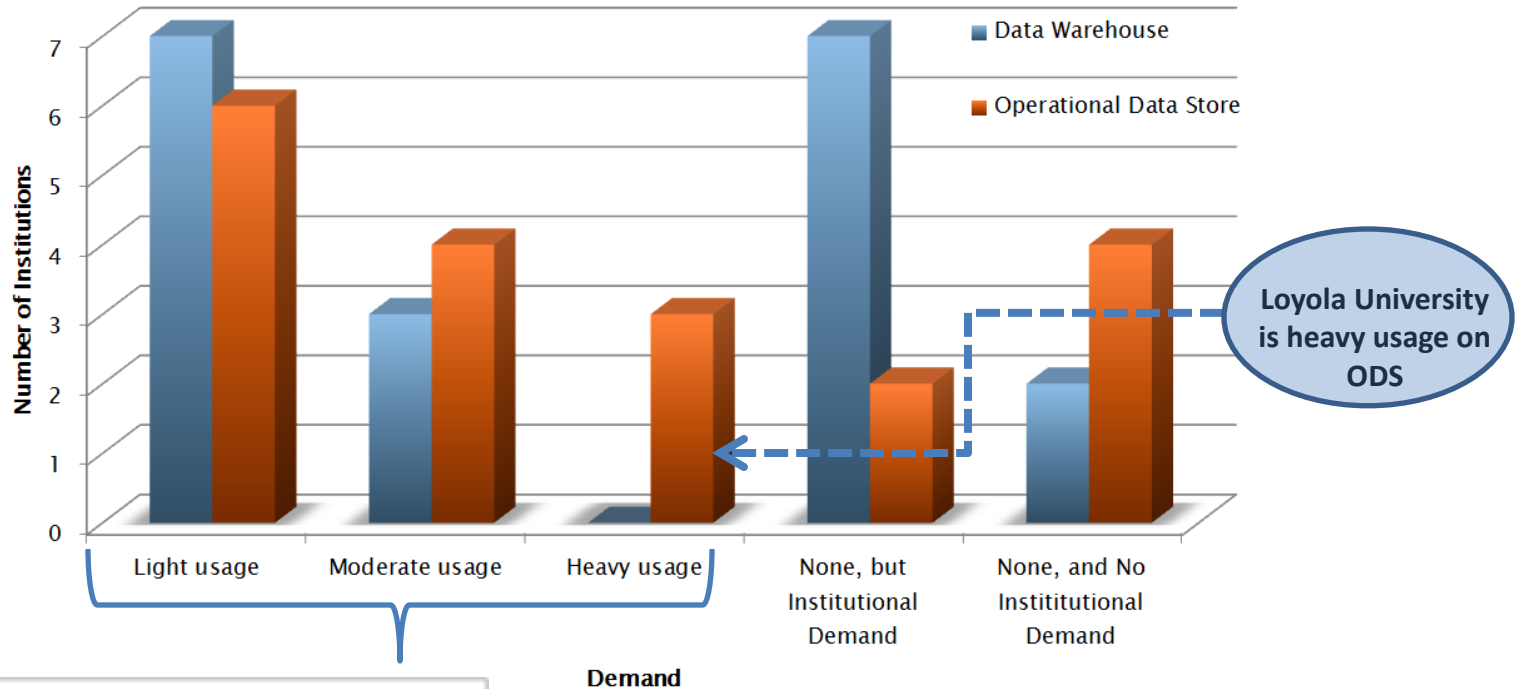
Loyola University
Data Warehouse under
construction

✓ **84% of AJCU Institutions have a data warehouse or a demand for one**



Business Intelligence...

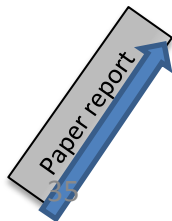
Business Intelligence Data Stores



- ✓ Most institutions with data warehouse initiatives are in early stages of adoption. Usage will likely increase over time as programs mature.

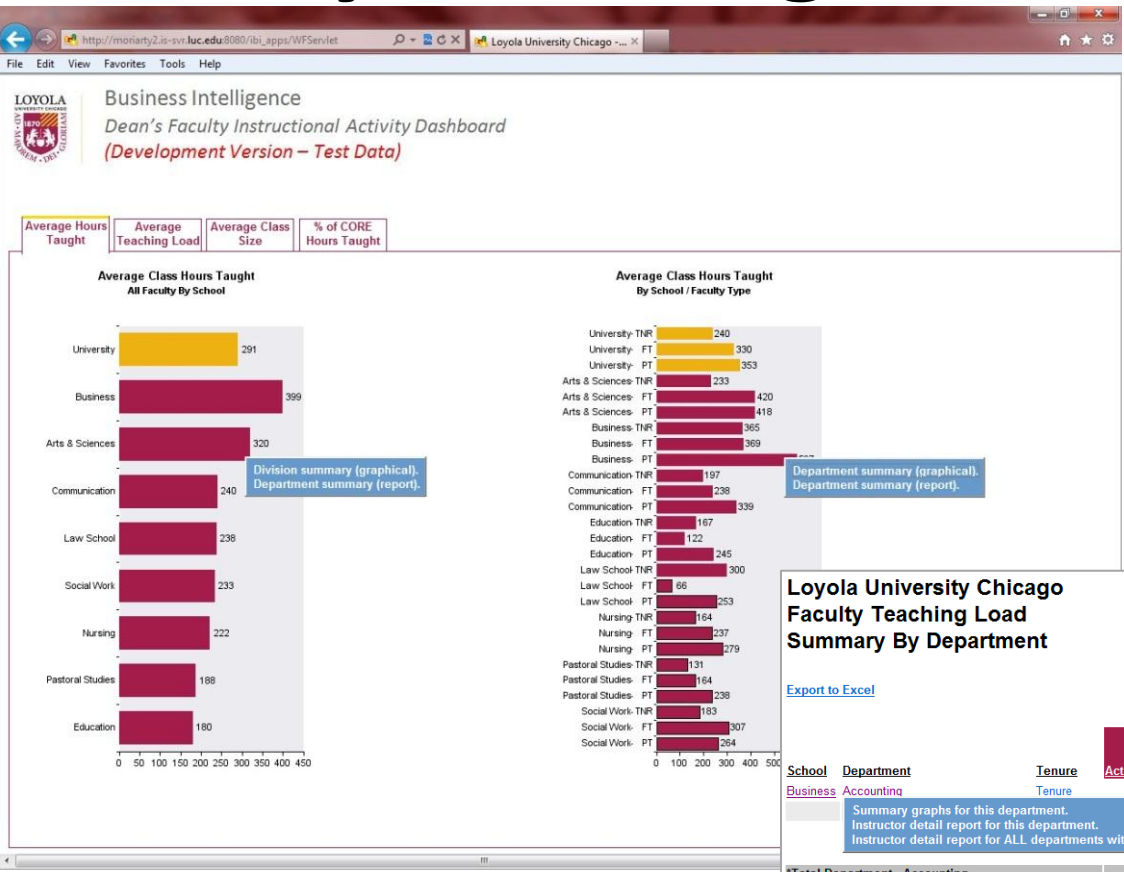
Faculty Teaching Load Old View ...

Fall 2009	Load			# of Fac		CORE	% of	% of	Undergraduate				% of	Graduate/Law			% of	Total			% of	No
UNIVERSITY	UGRD	GRAD	Load	Sum	Locu	Sections	Load	Sections	Indiv	Lab/Disc	Lect/Sem	Sections	Indiv	Lab/Disc	Lect/Sem	Sections	Indiv	Lab/Disc	Lect/Sem	Sections	Sections	Sections
Full-time contract	2.88	0.36	2.51	134	104	52	15.5	9.6	9	111	188	18.0	13	3	34	7.5	22	114	222	15.6	36	
Unassigned						41	18.4	7.5	7	21	139	9.6	8	1	62	12.7	15	22	201	10.3	2	
Part-Time	1.04	0.28	1.29	567	553	251	34.2	46.1	33	38	538	34.6	33	1	156	31.7	66	39	694	34.0	2	
Tenure stream	1.55	0.58	1.85	469	407	200	23.1	36.8	38	85	544	37.8	72	2	236	48.1	110	87	780	40.2	6	
A&S																						
Full-time contract	3.89	0.05	3.21	76	62	44	18.0	10.1	5	106	135	19.4	0	0	3	2.9	5	106	138	18.1	1	
Unassigned						21	20.8	4.8	3	17	78	7.7	1	0	6	5.7	4	17	84	7.5	1	
Part-Time	1.40	0.03	1.40	339	332	229	48.3	52.4	26	31	434	37.5	1	0	9	8.6	27	31	443	35.2	1	
Tenure stream	1.75	0.35	1.91	276	252	143	27.1	32.7	37	45	395	35.5	35	0	87	82.9	72	45	482	39.2	2	
BUS																						
Full-time contract	2.75	0.00	1.83	6	4	5	45.5	6.2	0	0	11	7.6	0	0	0	0.0	0	0	11	7.5	1	
Unassigned						14	63.6	17.3	0	0	22	15.2	0	0	0	0.0	0	0	22	15.1	1	
Part-Time	1.53	0.00	1.32	22	19	17	58.6	21.0	7	0	29	20.0	0	0	0	0.0	7	0	29	19.9	1	
Tenure stream	2.02	0.02	1.47	57	41	45	53.6	55.6	0	0	83	57.2	0	0	1	100.0	0	0	84	57.5	1	
CMUN																						
Full-time contract	2.78	0.00	2.78	9	9	3	12.0	21.4	2	0	25	23.8	0	0	0	0.0	2	0	25	23.8	1	
Unassigned						2	22.2	14.3	1	0	9	8.6	0	0	0	0.0	1	0	9	8.6	1	
Part-Time	1.43	0.00	1.36	22	21	3	10.0	21.4	0	0	30	28.6	0	0	0	0.0	0	0	30	28.6	1	
Tenure stream	2.56	0.00	2.56	16	16	6	14.6	42.9	1	0	41	39.0	0	0	0	0.0	1	0	41	39.0	1	
EDUC																						
Full-time contract	0.90	1.50	1.60	15	10	0	0.0	0.0	0	0	9	18.8	5	2	13	15.3	5	2	22	16.4	1	
Unassigned						3	11.1	33.3	0	3	8	22.9	5	1	15	16.3	5	4	23	18.5	1	
Part-Time	0.45	0.40	0.86	42	42	1	2.8	11.1	0	4	15	39.6	18	1	16	17.3	18	5	31	24.7	1	
Tenure stream	0.31	1.72	1.97	30	29	5	8.5	55.6	0	0	9	18.8	24	0	50	51.0	24	0	59	40.4	1	
IPS																						
Full-time contract	0.00	2.00	2.00	3	3	0	0.0	0.0	0	0	0	0.0	1	0	6	14.6	1	0	6	14.6	1	
Unassigned						0	0.0	0.0	0	0	0	0.0	0	0	2	4.9	0	0	2	4.9	1	
Part-Time	0.00	1.17	1.17	18	18	0	0.0	0.0	0	0	0	0.0	0	0	21	51.2	0	0	21	51.2	1	
Tenure stream	0.00	2.40	2.00	6	5	0	0.0	0.0	0	0	0	0.0	0	0	12	29.3	0	0	12	29.3	1	
LAW																						
Full-time contract	0.00	0.50	0.33	9	6	0	0.0	0.0	0	0	0	0.0	4	0	3	2.1	4	0	3	2.1	1	
Unassigned						0	0.0	0.0	0	0	0	0.0	1	0	4	2.9	1	0	4	2.9	1	
Part-Time	0.00	1.03	1.01	91	89	0	0.0	0.0	0	0	0	0.0	6	0	92	65.7	6	0	92	65.7	1	
Tenure stream	0.00	1.52	1.28	32	27	0	0.0	0.0	0	0	0	0.0	6	1	40	29.3	6	1	40	29.3	1	
NURS																						
Full-time contract	1.83	0.83	1.45	11	6	0	0.0	0.0	2	5	6	15.3	1	1	4	16.1	3	6	10	15.5	1	
Unassigned						0	0.0	0.0	2	1	3	5.6	0	0	0	0.0	2	1	3	3.9	1	
Part-Time	0.50	1.40	1.90	10	10	0	0.0	0.0	0	0	5	6.9	4	0	14	45.2	4	0	19	18.4	1	
Tenure stream	2.89	0.67	2.00	32	18	0	0.0	0.0	0	40	12	72.2	4	1	11	38.7	4	41	23	62.1	1	
SPS																						
Full-time contract				1	0	0	0.0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	1	
Unassigned						0	0.0	0.0	0	0	9	25.0	0	0	0	0.0	0	0	9	25.0	1	
Part-Time	1.59	0.00	1.59	17	17	0	0.0	0.0	0	3	24	75.0	0	0	0	0.0	0	3	24	75.0	1	



Faculty Teaching Load Dashboard ...

Sample Under Construction



Loyola University Chicago Faculty Teaching Load Summary By Department

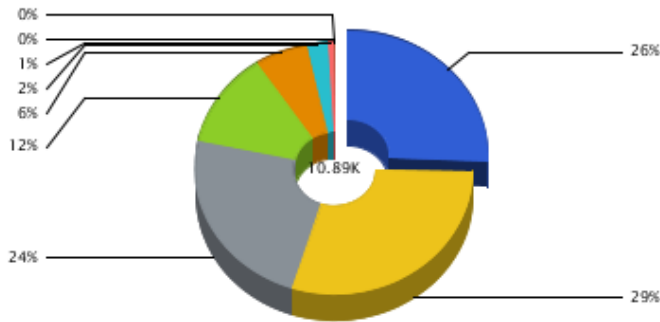
School	Department	Tenure	Active Faculty	Faculty Load	Faculty (FTE)	Class Hours Taught (Undergraduate)	Class Hours Taught (Graduate)	Total Class Hours Taught	Core Hours Taught	% of Core Hours Taught	Classes Taught (Undergrad)
Business	Accounting	Tenure	10	26	10	2,397	524	2,921	0	.0%	
				5	1	384	24	408	0	.0%	
				9	2	954	219	1,173	0	.0%	
Total Department - Accounting			18	40	13	3,735	767	4,502	0	.0%	
	Economics	Tenure	8	23	8	2,814	276	3,090	1,659	57.6%	
		FT-Contract	1	2	1	294	0	294	0	.0%	
		Part-Time	3	3	1	135	45	180	75	2.6%	
Total Department - Economics			12	28	10	3,243	321	3,564	1,734	60.2%	
	Finance	Tenure	6	14	6	960	399	1,359	0	.0%	
		Part-Time	3	6	2	570	297	867	0	.0%	
Total Department - Finance			9	20	8	1,530	696	2,226	0	.0%	
	Human Resources	Tenure	4	9	4	366	435	801	0	.0%	
		FT-Contract	1	3	1	120	267	387	0	.0%	
		Part-Time	3	3	1	84	126	210	0	.0%	
Total Department - Human Resources			8	15	6	570	828	1,398	0	.0%	

✓ Dashboard provides interactive analysis with drill down to detail.

Student Debt/GPA View ...

Sample Under Construction

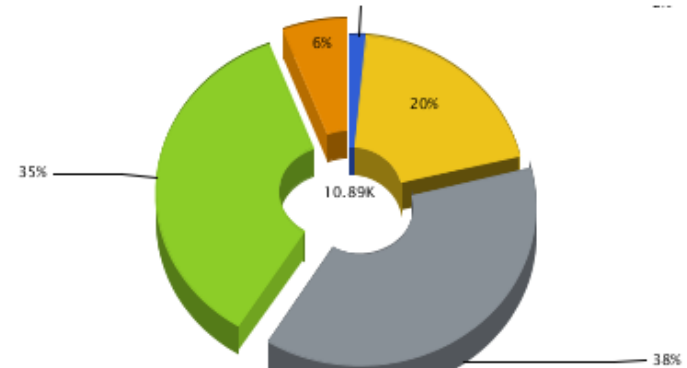
Student Debt Breakout



Student Debt Breakout

- 0
- A:1-25K
- B:25-50K
- C:50-75K
- D:75-100K
- E:100-125K
- F:125-150K
- G:150-175K
- H:175-200K

Student GPA Breakout



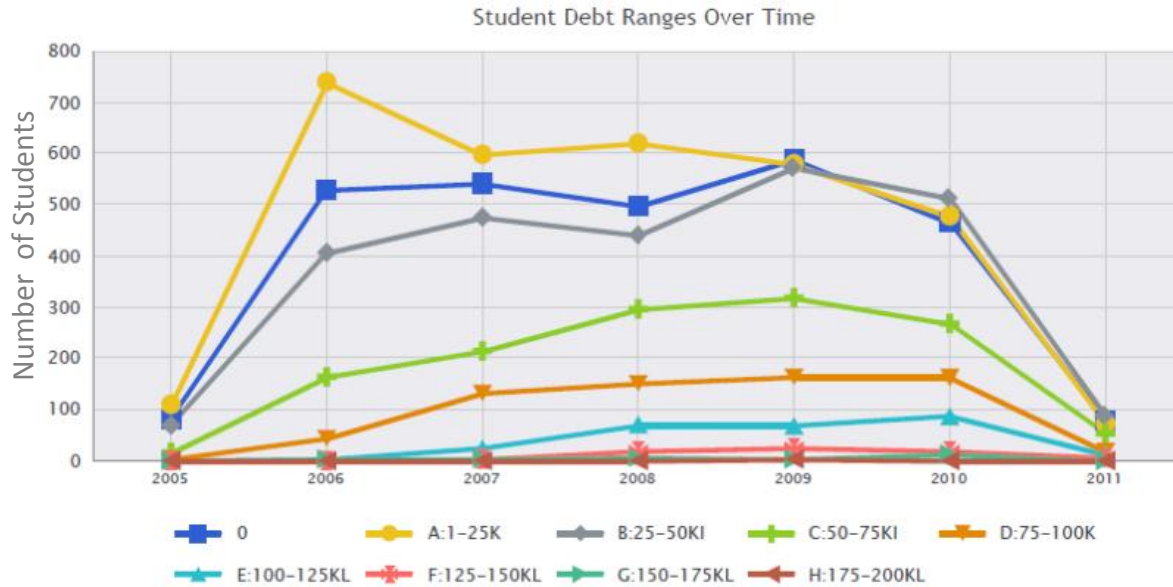
Student GPA Breakout

- .
- 2.5-3.0
- 3.0-3.5
- 3.5+
- < 2.5

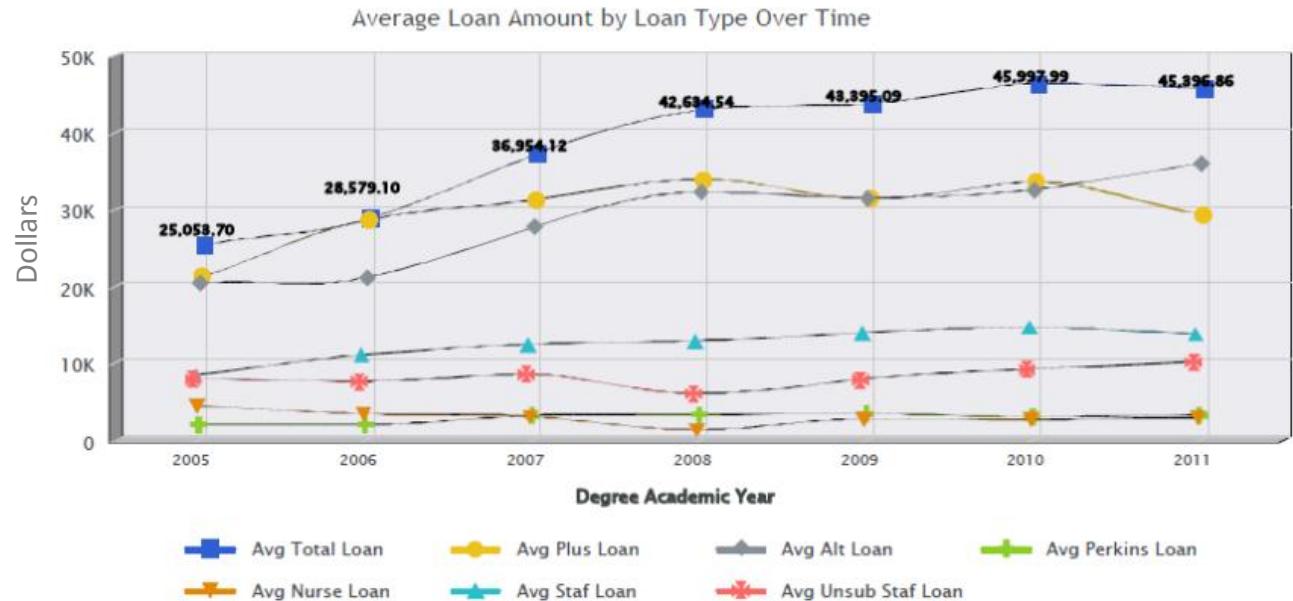
Emplid	GPA Rg	Debt Rg	Payment \$	Loan \$	Stdnt Cost	LUC Aid	Tot Cost \$	# D	#CH MJ	#Hrs
	3.0-3.5	G:150-175K	110,207	151,445	261,652	7,500	269,152	1	2	152
	2.5-3.0	H:175-200K	7,057	182,655	189,711	70,016	259,727	1	9	153
	3.0-3.5	E:100-125K	3,560	103,608	107,168	139,918	247,085	1	3	168
	3.5+	0	5,987	0	5,987	229,304	235,291	2	6	174
	< 2.5	B:25-50K	5,146	34,730	39,876	193,470	233,345	1	4	128
	< 2.5	E:100-125K	5,523	111,208	116,731	116,422	233,153	1	4	148
	3.5+	F:125-150K	15,246	138,737	153,983	77,746	231,729	2	5	129
	< 2.5	E:100-125K	15,461	112,992	128,453	198,144	229,577	1	3	138

Drill Down

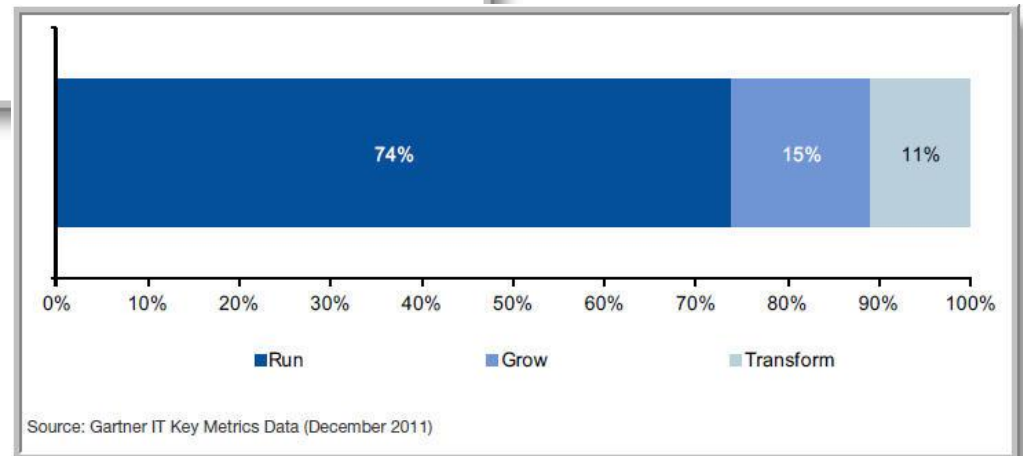
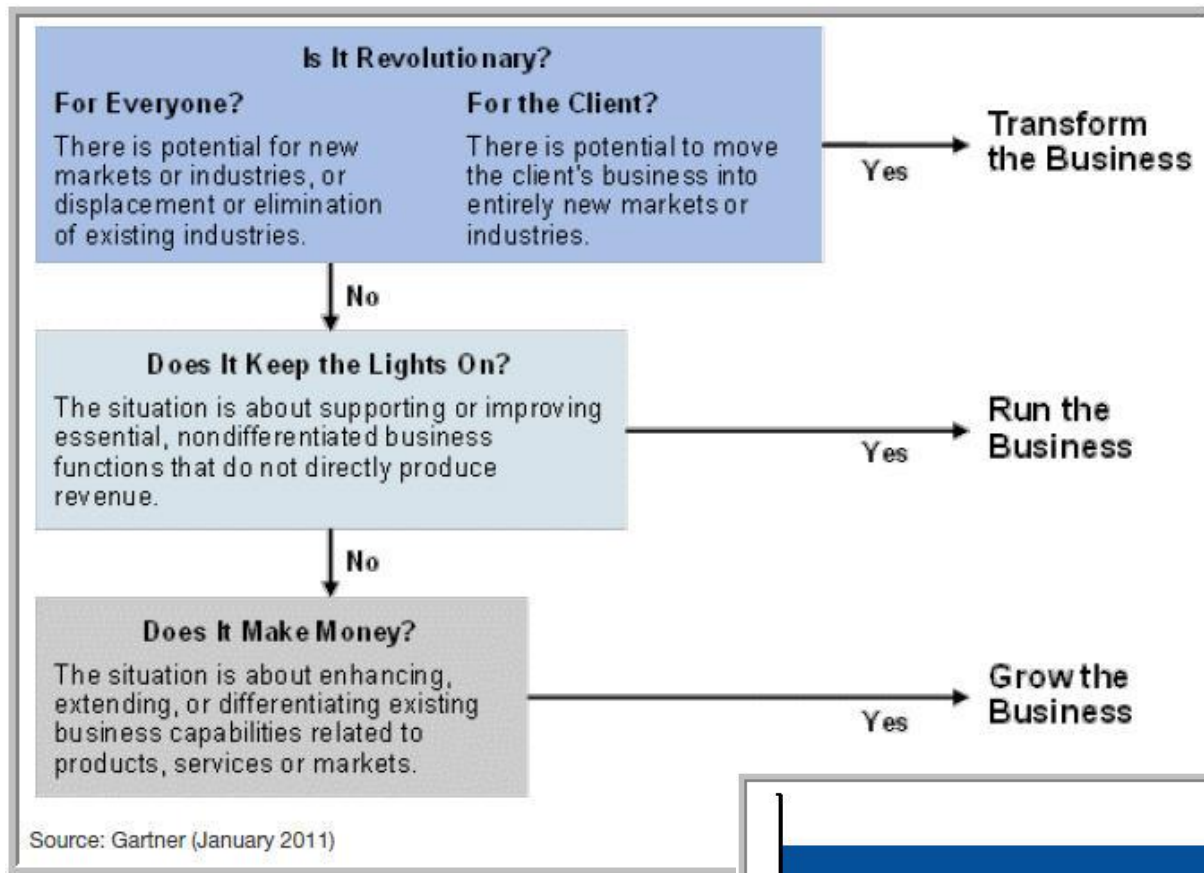
Student Debt Ranges/Loan Types ...



Sample Under Construction



“Institutional” Value Category Decision Tree ...



ITS FY11 Annual Summary

FY11 FACTS

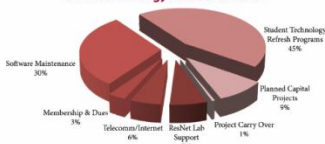
Data Centers
Loyola's two data centers house over 550 devices including servers, appliances, and equipment including:

- Over 120 Terabytes of online storage
- Nearly 160 physical enterprise class servers and over 230 virtual servers
- Over 1,200 wireless access points covering 90% of Loyola's buildings
- Over 23,300 devices registered on the wireless network
- 1.2 Gbps connectivity for internet bandwidth

Other Facts

- 4,100 workstations with over 25% available for student use (1,400)
- 260 technology-equipped classrooms and 50 conference spaces
- 200 technology training sessions for faculty and staff
- 40 presentations delivered by ITS staff members at many leading technology and higher education venues
- Eight articles or case studies that feature technology at Loyola
- Two awards: "Partnership Award" from Loyola's United Student Government Association and "CIO of the Year" awarded by the Executive's Club of Chicago and the Association of Information Technology Professionals

FY11 Technology Fee Allocations



TECHNOLOGY SCORECARDS

An annual technology assessment based on the Rings of Excellence categories is conducted each November. Subjective health ratings are assigned against a pre-defined healthy state to identify strengths and weaknesses as technology requirements evolve on our campus.

ITS Scorecard Summary	Health Index					Total Change	Total
	FY07	FY08	FY09	FY10	FY11		
Academic & Faculty Support Scorecard	0.8	0.8	0.7	0.9	0.8	2%	24%
Administrative Technology Scorecard	0.5	0.4	0.5	0.9	0.4	7%	19%
Student Technology Scorecard	0.4	0.5	0.6	0.4	0.4	4%	23%
Infrastructure Scorecard	0.6	0.4	0.4	0.5	0.5	-8%	14%
Continuous Service Improvement Scorecard	0.2	0.4	0.6	0.5	0.6	3%	49%
Customer & Funding Scorecard	0.7	0.8	0.6	0.9	0.9	1%	32%
Average Annual Score	0.6	0.5	0.6	0.9	0.9	2%	25%
Year to Year Improvement	-8%	9%	9%	2%	2%		

FY12 & BEYOND

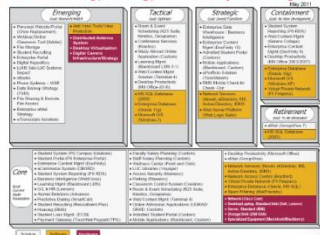
MAJOR INITIATIVES - FY12 Q1-Q2



Initiatives under development include:

- Develop new operational structure with SSOM and LUMC shared services
- Deliver first phases of data warehouse
- Assess plan for e-books
- Develop strategy for social media and next phases of Loyola mobile
- Replace Student Recruitment System
- Pilot open source alternatives for Learning Management System (LMS)
- Migrate all PC desktops file/print services from Novell to a Microsoft platform
- Update PC's to Windows 7 and Microsoft Office 2010

LUC Technology Strategy - A Roadmap for Change



For more information visit: luc.edu/its/_home.html

Information Technology Services



FY11 Summary

Run ... ongoing operations

Sample Service Volumes

Daily

- 800,000 E-Mails Received
- 5,500 logins to Blackboard
- 300 mobile devices sync to e-mail
- 200 media equipment checkouts

Monthly

- 70,000 computer lab logins
- 3,000 online group study room reservations
- 100 software downloads from TechConnect

Weekly

- 600 support calls generated
- 300 students checkout a laptop from the Information Commons
- 200 classroom support calls

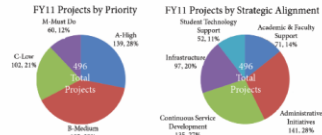
Annually

- 2 million logins to Blackboard (up 15%)
- 30,000 support calls processed
- 1,600 events supported
- 30 Faculty & 2,500 students use iClicker each semester

Portfolio Summary

The Information Technology Executive Committee (ITESC) has provided ITS governance and project oversight since November 2006. The ITS project portfolio has averaged over 475 projects annually since 2007. Project turnover rates average 40%, with remaining projects rolling over to the next planning period.

Strategic Category	FY11 Q1-Q2		FY11 Q3-Q4		FY11 Total Completed	FY11 Percent of Total
	Completed Projects	Total Projects	Completed Projects	Total Projects		
Academic & Faculty Support	15	14	29	136	44	24%
Administrative Initiatives	26	30	56	24%		
Continuous Service Development	39	38	77	33%		
Infrastructure	26	18	44	19%		
Student Technology Support	16	6	24	10%		
Total	122	108	230	100%		



Infrastructure Highlights

- Storage of unencrypted personally identifiable information (PII) and subsequent risk to exposure has been reduced by 85% compared to FY10. Data stewards report only 1.4% storage of PII as compared to 9.7% last year.
- Several special projects at some of LUC's remote campus locations were completed to update and expand technology capacity:
 - Opened John Felice Center (IFRC) Information Commons
 - Added wireless connectivity and Internet access at the Loyola University Retreat and Ecology Campus (LUREC)
 - Added internet connectivity and improvements to the phone system at LUC's Cuneo Campus in Vernon Hills

Grow ... information systems and services to optimize performance

Self-Service

Several new self-service features have been added to simplify and enhance the student experience:

- Change My Major is a new link within the student portal, LOCUS. Undergraduate students are now able to add/drop/change their major or minor through self-service. This new capability has received over 5,100 plan changes from over 2,200 unique students in the first six months.
- Outside vendors such as Subway, Five Guy's, and Red Mango have been enabled to securely accept Ramblor bucks as payment for transactions, benefiting students as well as faculty and staff.
- In conjunction with the Residence Life staff, we have provided continuing students the ability to re-apply for housing, select rooms and roommates through a self-service web interface.
- Commuter students can now apply online for on-campus parking and have the charges automatically applied to their student account. The online application is pre-populated with needed student info and automatically checks eligibility.

Enterprise Content Management (ECM)

The program is now in year three of a five year effort to move paper-based forms and processes to electronic format to capture, manage, store and deliver information, documents and forms. Program results are sustained and include: process improvements and efficiencies, increased records security, improved collaboration and information access and an overall operations savings.

- Key deployments for FY11 included: Accounts Payable, Treasury Endowments, Hub/Shared Services, Child Lab, School of Communication, School of Education & the Graduate School.
- New roll-outs are planned in Human Resources, School of Business, Graduate School of Nursing and added functionality planned for Accounts Payable and Registration and Records.
- Version 10 conversion efforts are underway and planned for FY12.



18 Departments live
575 active users
2.5M documents stored
875 document types
75% process improvement
5,600 hours saved annually (2.6 FTE)
\$47,000 saved annually

Other Highlights

- Opened a new Digital Media Lab at the Water Tower campus during the fall term. The 21-seat workspace offers one-on-one training for media creation and specialized equipment for use and checkout. This lab is visited by over 250 students per day.
- The Blackboard Learning Management System was upgraded to the most current version for the summer courses. The new version is more "student centered" and offers faculty the ability to use built-in social media tools such as blogs and wikis within the learning system.
- A site survey of cellular services indicated improved signal strength at the Lake Shore campus. This was in comparison to a similar survey completed in 2008. This is attributed to network optimization, upgraded cell sites around campus, and improved quality of new mobile devices.
- Paper forms used to apply for tuition benefits have been retired as the process of identifying faculty/staff and/or dependents eligibility for the benefit has been automated.

Transform ... new technologies and processes that fundamentally promote change

Loyola Mobile

Beginning with the fall term, a new suite of three mobile applications was developed and deployed:

- "Mobile Central" provides open access to information such as campus maps, news, events, and directories. There have been over 4,300 downloads of the application since the Fall of 2010.
- "Mobile Learn" provides mobile access to courses through the learning management system, Blackboard.
- "Mobile Locus" allows students to login and access their grades, schedules, and holds from their mobile device. Over 4,900 (30%) of Loyola's students have used Mobile Locus in the last academic year.
- Loyola's mobile application and development process was featured in the Educuse Quarterly publication for Higher Education in March 2011. <http://www.educuse.edu/EDUCAUSE+Quarterly/EDUCAUSEQuarterlyMagazineVolume/LoyolaUniversityChicagoTheresa225854>



DW/BI

The enterprise data warehouse (DW) project which commenced in 2010 continues to make progress. Achievements include: completion of the RFP process, selection of a DW vendor to assist in designing and building our baseline enterprise DW. Requirements gathering sessions with many organizations across the university were completed. DW hardware was purchased and installed along with several new and enhanced business intelligence (BI) tools. The first pre-production use of the DW will be centered on Faculty Workload information and is scheduled to be delivered in October 2011 with production following a prove-in-testing period. The baseline data warehouse is targeted for final verification in April of 2012.

Electronic Portfolios FIND YOUR DIRECTION

The research and selection of an ePortfolio and assessment solution, TaskStream, was completed. This solution provides a learning record that includes actual evidence of achievement for students, and an assessment tool for the university. The new system is planned for an initial pilot during the summer semester. UNIV101 and several other courses including assessment by five academic units planned for Fall 2011.

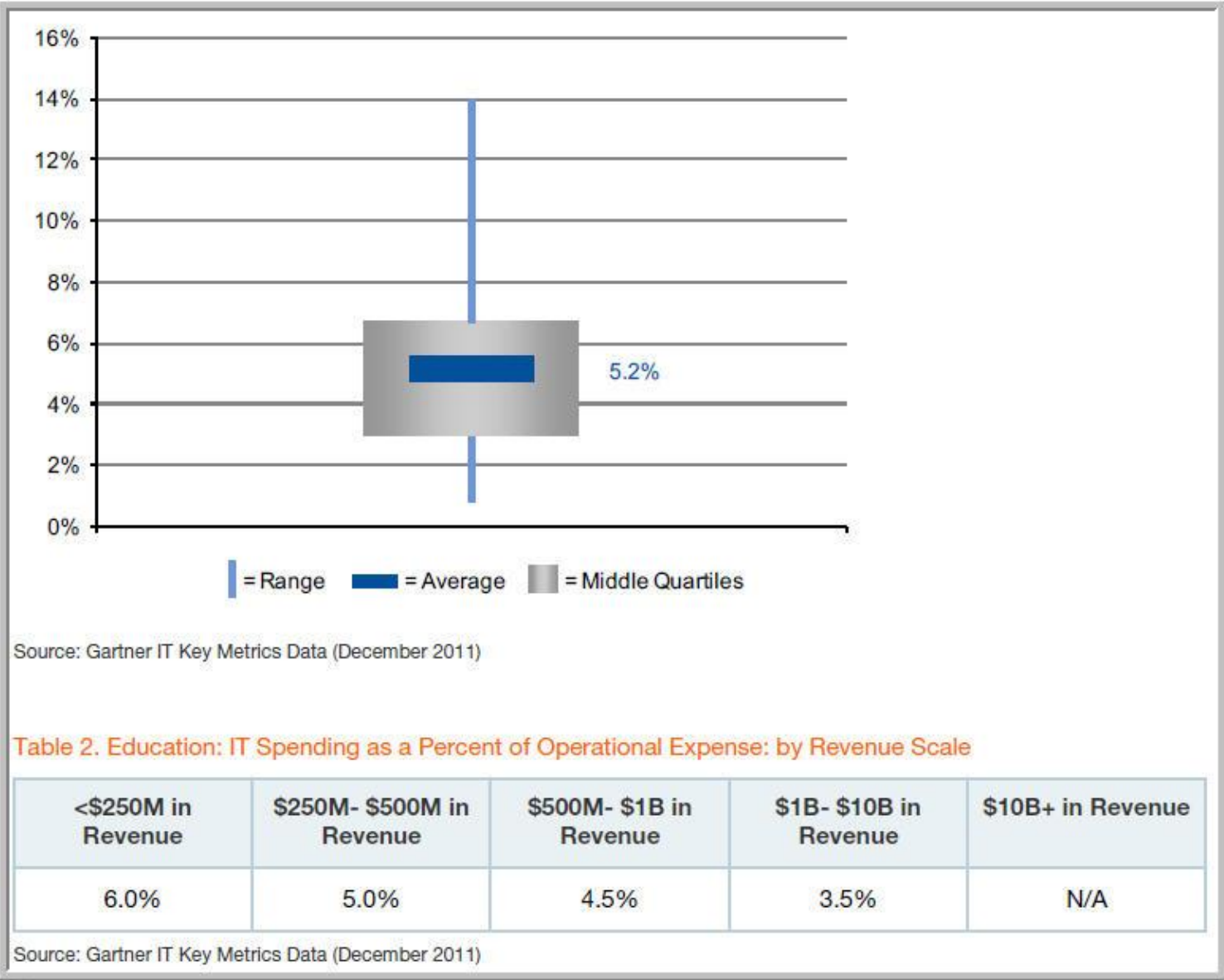
Online Courses

As part of a pilot for online course offering, developed and implemented a new technology information, training program, website, www.luc.edu/online, and support process for online teaching and learning. A cohort of fifteen faculty were selected to develop these online courses. Faculty attended structured workshops to receive training and support in online pedagogy and technology tools required to develop and deliver online courses. This initiative was one of the first programs to result from the July 2010 report from the Task Force on New Educational Initiatives. Twelve of the fifteen courses were filled to enrollment capacity (19) for the term.

BUDGET AND FUNDING



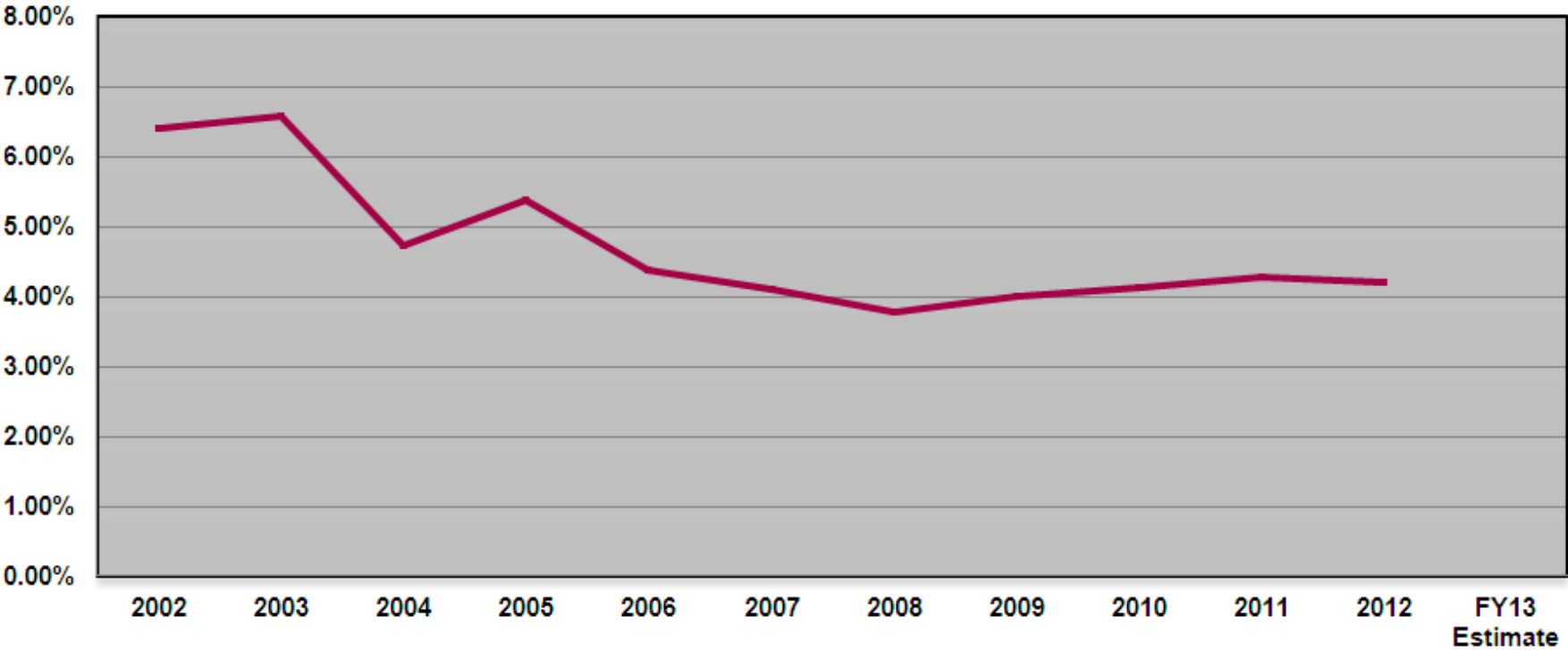
Higher Ed IT Spend as a Percent of Operating Expense ...



LUC ITS Operating Budget Benchmark ...

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	FY13 Estimate
LUC Expense Budget	\$154.8	\$144.5	\$142.2	\$163.8	\$208.0	\$249.7	\$297.5	\$313.8	\$327.4	\$337.0	\$351.0	TBD
ITS BUDGET	\$9.9	\$9.5	\$6.7	\$8.8	\$9.1	\$10.2	\$11.2	\$12.5	\$13.5	\$14.4	\$14.7	\$15.1
ITS as % of LUC	6.40%	6.57%	4.72%	5.36%	4.36%	4.10%	3.76%	3.98%	4.12%	4.27%	4.19%	

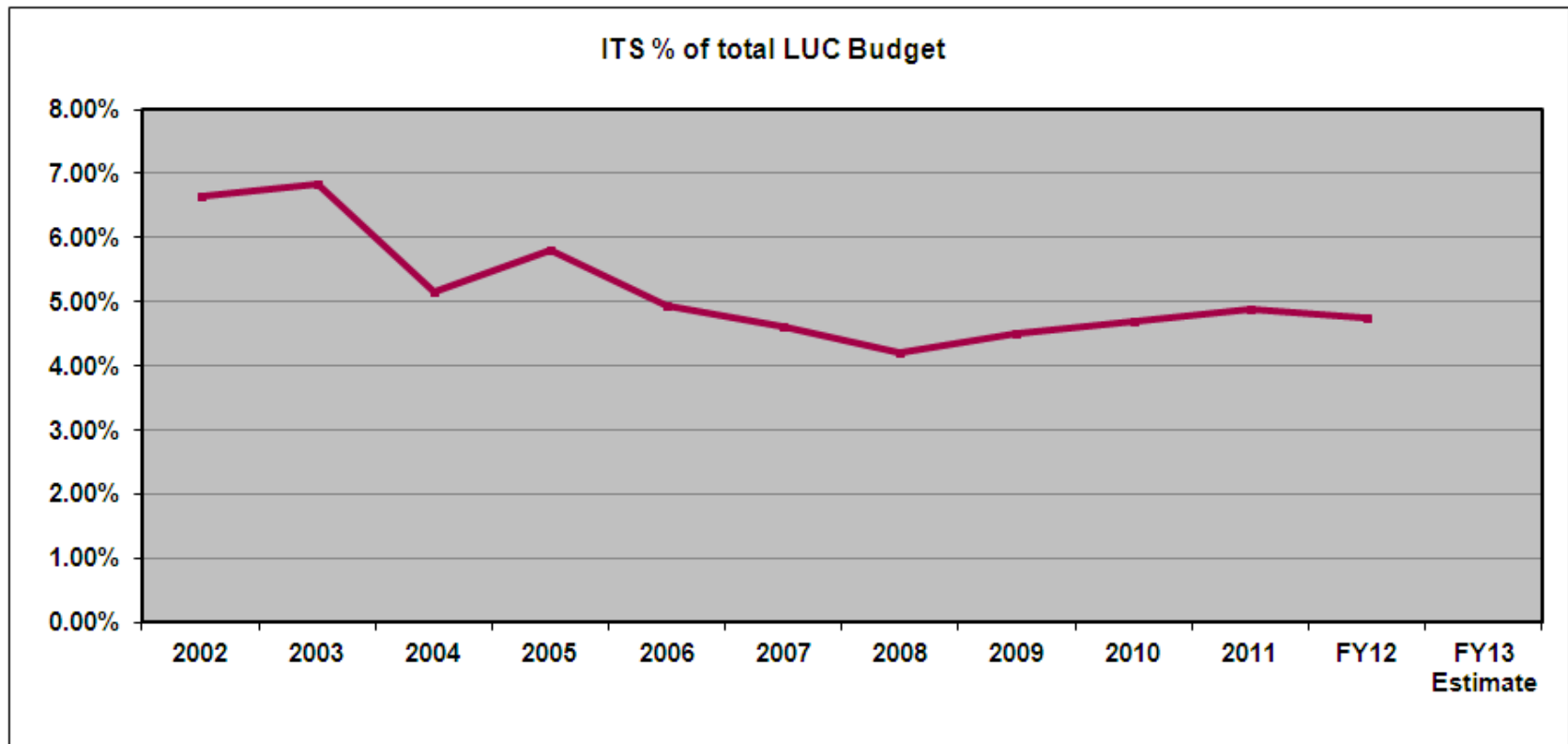
ITS % of Total LUC Budget



2002-2009 ITS Budget Includes ITS Operating Budget
 2009-2012 ITS Budget Includes ITS and Technology Fee Operating Budget

LUC ITS Operating and Refresh Budget Benchmark ...

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	FY12	FY13 Estimate
LUC Expense Budget	\$154.8	\$144.5	\$142.2	\$163.8	\$208.0	\$249.7	\$297.5	\$313.8	\$327.4	\$337.0	\$351.0	TBD
ITS BUDGET	\$10.3	\$9.9	\$7.3	\$9.5	\$10.3	\$11.5	\$12.5	\$14.1	\$15.3	\$16.5	\$16.7	\$16.7
ITS as % of LUC	6.65%	6.83%	5.16%	5.80%	4.94%	4.62%	4.21%	4.49%	4.69%	4.89%	4.76%	

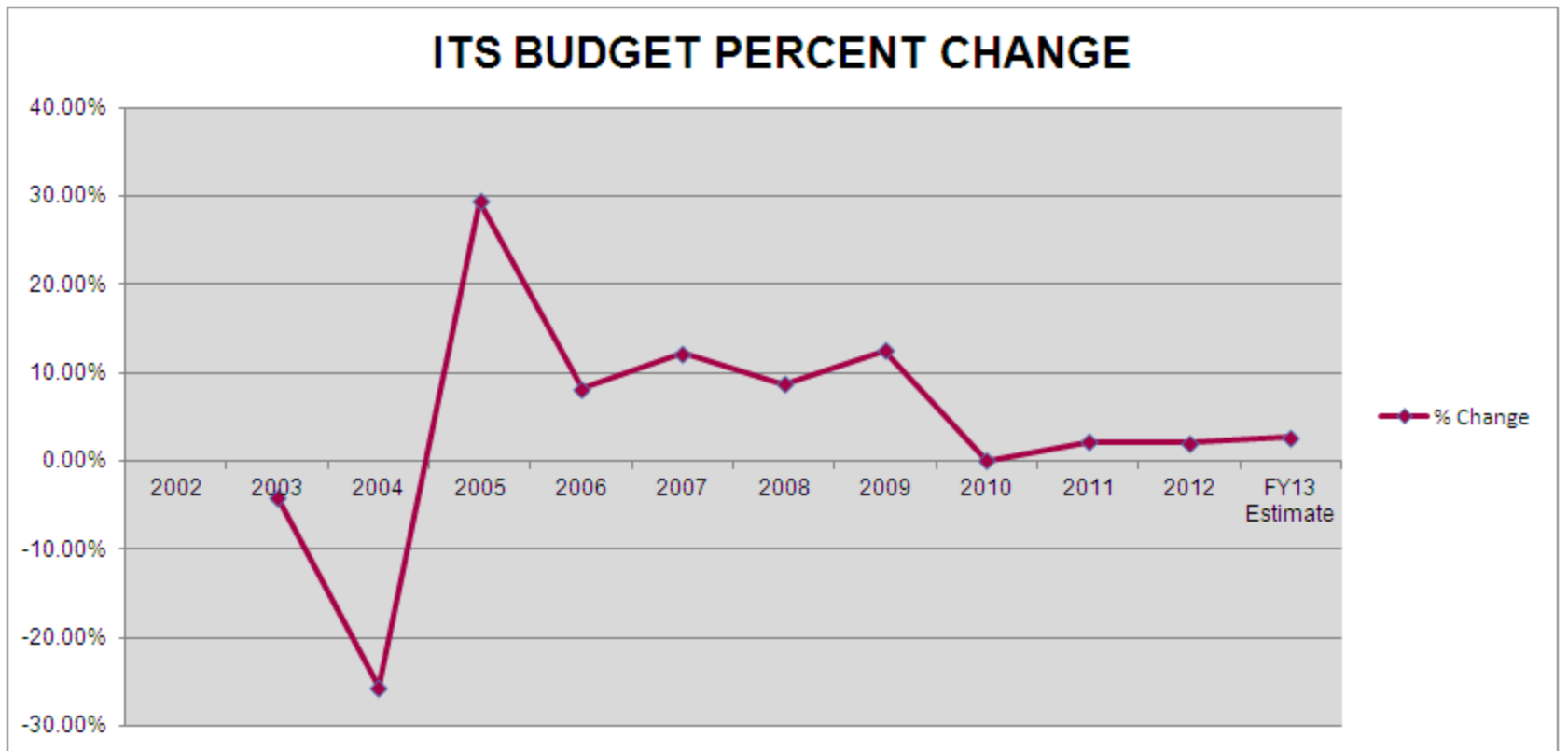


2002-2009 ITS Budget includes ITS Operating Budget and University funded Technology refresh programs

2009-2012 ITS Budget includes ITS Operating Budget, Technology Fee Operating Budget and University and Technology Fee Funded Refresh Programs

Another View: LUC ITS Budget Change Tracking ...

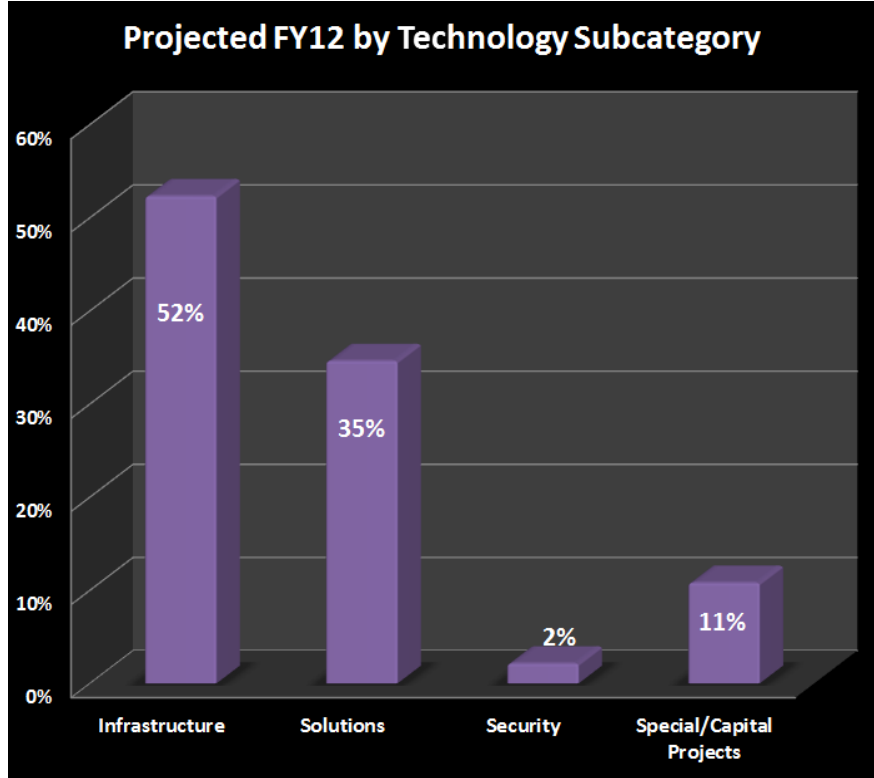
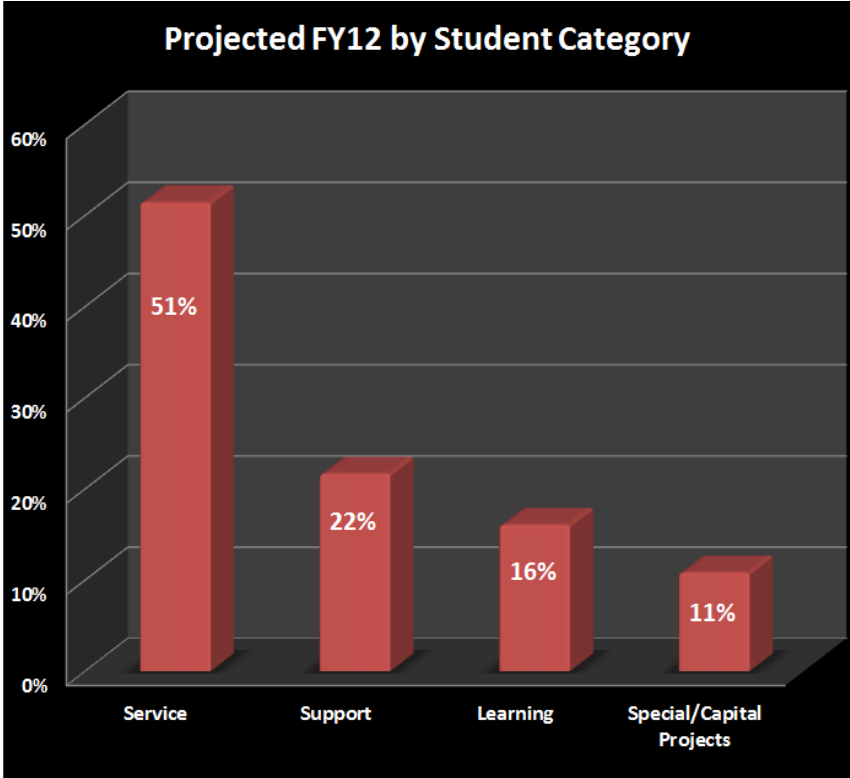
	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	FY13 Estimate
ITS BUDGET	\$10.3	\$9.9	\$7.3	\$9.5	\$10.3	\$11.5	\$12.5	\$14.1	\$14.1	\$14.4	\$14.7	\$15.1
% Change		-4.17%	-25.63%	29.43%	8.21%	12.16%	8.67%	12.53%	0.00%	2.13%	2.08%	2.72%



FY12 Projected Tech. Fee Category Breakdown ...

Student Category	Amount	% of Total
Service	\$1,425,000	51%
Support	\$600,000	22%
Learning	\$445,000	16%
Special/Capital Projects	\$300,000	11%
	\$2,770,000	100%

Technology Subcategory	Amount	% of Total
Infrastructure	\$1,450,000	52%
Solutions	\$960,000	35%
Security	\$60,000	2%
Special/Capital Projects	\$300,000	11%
	\$2,770,000	100%



IT IN SUPPORT OF STUDENTS *(n ranges from 149 to 161)*

\$238 Annualized student technology fee *(n = 84)*
 65% Institutions with a designated student technology fee

FY12 Technology Briefing

March 2012

Technology@Loyola
INFORMATION TECHNOLOGY AND SERVICES LOYOLA UNIVERSITY CHICAGO



FY12-FY13 ITESC Schedule

- Sept. 22, 2011 - Thursday, 1:30-3:30 PM
 - Major Projects Status Reviews
 - FY13 Budget Submissions
 - Upcoming Priorities
- Nov. 10, 2011 - Thursday, 1:30-3:30 PM
 - Subcommittee Reports (ATC & ARB)
 - Technology Scorecards
 - Tech Fee Review
- Jan. 26, 2012 - Thursday, 1:30-3:30 PM
 - R+ Replacement
 - Student Dev. Tech Fee Request
 - Security Camera Update
 - Bus. Impact Analysis Status
 - Project Portfolio Prioritization Results
 - LUHS/LUC/HSD Program Status
- Mar. 8, 2012 - Thursday, 1:30-3:30 PM
 - HSD Program Progress
 - Security Surveillance (Camera) Policy
 - 2012 Technology Briefing

- Apr. 26, 2012 - Thursday, 1:30-3:30 PM
 - Subcommittee Reports
 - Major Projects Status Reviews
- Jun. 7, 2012 - Thursday, 1:30-3:30 PM
 - Project Portfolio Prioritization
- Jul. 26, 2012 - Thursday, 1:30-3:30 PM
 - Project Portfolio Prioritization Results
- Sept. 13, 2012 - Thursday, 1:30-3:30 PM
 - Subcommittee Reports
 - Major Projects Status Reviews
- Oct. 25, 2012 - Thursday, 1:30-3:30 PM
 - Subcommittee Reports
 - Major Projects Status Reviews
- Dec. 11, 2012 - Tuesday, 1:30-3:30 PM
 - Technology Scorecards
 - Project Portfolio Prioritization