"Technology will never replace great teachers, but technology in the hands of great teachers is transformative."

~ George Couros, author
The Innovator's Mindset

Annual Report

Fiscal Years 2017 and 2018

GALLAUDET
U N I V E R S I T Y

TECHNOLOGY SERVICES

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Introduction

Technological innovation comes at us at lightning speed—faster and faster each year. What is commonplace today wasn't even imagined ten years ago. What is new will be obsolete and forgotten ten years from now. We, Gallaudet Technology Services (GTS), must simultaneously support the established systems and keep an eye to the future to ensure that our infrastructure and decision-making processes will meet emerging demands in order to embrace the things we cannot yet see.

The purpose of any tool is always to make work more efficient and to free up time for creativity and relationships. Information and educational technology is no different. GTS provides and manages the tools that free teachers, instructors, and students to explore and transform the learning environment.

Some of the people we support are innovators on the cutting edge of this technology explosion. Some are comfortable but open to learning new things. Some are apprehensive and prefer to keep to what they know. We must support everyone along this journey—provisioning the pioneers while clearing the path for those following. Digital literacy is not just about academic success for our students—it is the key to success in today's world, and the world of the not so distant future.

Who We Are

Gallaudet Technology Services	Academic (K-20) and Research Technology Support	eLearning Center
Operations & Administration	Enterprise Information Systems	PeopleSoft/BISON
		PowerSchool (Clerc Center)
		Radius CRM
	Information Security	Risk Assessment and Management
		Security Awareness/Training
	IT Service Desk and User Support	Client Support
		IT Service Desk
		Media and Classroom Support
	Projects and Development Services	Classroom/Facilities Renovation
		Cloud/End-point Engineering
		IT Project Management
		Web Development and UI/UX
	Technology Infrastructure and Operations	Data Center
		Networks

Diversity

As of October 2018, GTS had fifty-three filled positions. Of this number, 25% are women, 32% are people of color, and 70% are deaf/hard of hearing.

Women of color are 11% of the workforce, women who are Deaf/HOH are 9%, those who Deaf/HOH and of color are 17%, and women of color who are deaf/HOH are 1%.

According to the National Center for Women & Information Technology (www.ncwit.org), in 2017 it was reported that in the United States, 26% of the computing workforce were women and 9% were women of color.

People
of
Color
32%

17%

11%

1%

Deaf/HOH
70%

9%
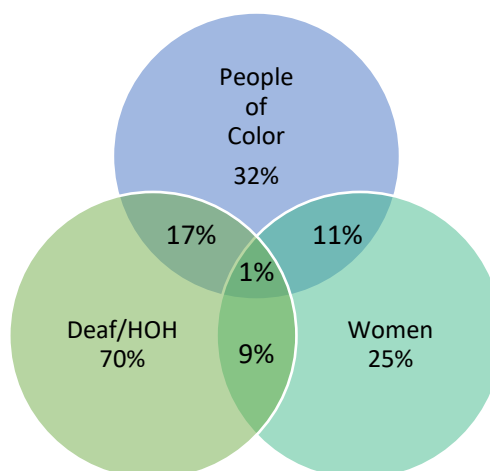
Women
25%

Women in Technology

Female employees of GTS formed an informal discussion group to share common experience and to provide support in navigating traditionally male-dominated fields within technology. The group has ambitions to expand membership beyond GTS staff and to provide awareness events, such as movies and panel discussions, for university and Clerc Center students. More about the Women in Technology group:
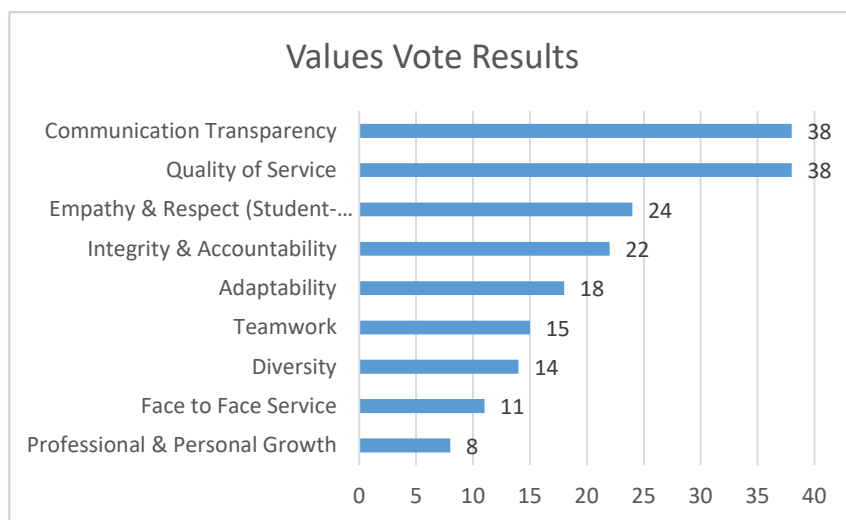
https://my.gallaudet.edu/gallaudet-technology-services/announcements/gts-women-form-bond-and-honor-one-of-their-own

Core Values

In spring 2018, GTS began developing a team values statement. Teams generated three to five core values and shared them in an all-hands staff meeting. The statements were posted around the room and staff members voted on their top three with post-it notes.

Results were tabulated and duplicate concepts combined.

GTS will continue the process of formulating a team values statement in 2019.

Values Vote Results

Communication Transparency	38
Quality of Service	38
Empathy & Respect (Student-…	24
Integrity & Accountability	22
Adaptability	18
Teamwork	15
Diversity	14
Face to Face Service	11
Professional & Personal Growth	8

0 5 10 15 20 25 30 35 40

Trends and Issues

Each year, EDUCAUSE surveys IT leaders in higher education to get a sense of the top issues that providers will need to focus on in the coming year. As long-time participants in EDUCAUSE, these issues are useful as guideposts for our IT strategy and focus at Gallaudet.

In 2017, the overall theme was student success, building on IT and data foundations, and incorporating effective leadership.

According to the researchers, in 2018, "the story is about the broader strategic impact of technology on the entire institution. The focus of information technology in higher education for 2018 is on remaking higher education." Four primary themes are: institutional adaptiveness, IT adaptiveness, improved student outcomes, and improved decision-making.

2018 Top 10 IT Issues:

1. *Information Security*: Developing a risk-based security strategy that keeps pace with security threats and challenges

2. *Student Success*: Managing the system implementations and integrations that support multiple student success initiatives
3. *Institution-wide IT Strategy*: Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in achieving institutional missions
4. *Data-enabled Institutional Culture*: Using BI and analytics to inform the broad conversation and answer big questions
5. *Student-centered Institution*: Understanding and advancing technology's role in defining the student experience on campus (from applicants to alumni)
6. *Higher Education Affordability*: Balancing and rightsizing IT priorities and budget to support IT-enabled institutional efficiencies and innovations in the context of institutional funding realities
7. *IT Staffing and Organizational Models*: Ensuring adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both IT and non-IT staff
8. (tie) *Data Management and Governance*: Implementing effective institutional data governance practices
9. (tie) *Digital Integrations*: Ensuring system interoperability, scalability, and extensibility, as well as data integrity, standards, and governance, across multiple applications and platforms
10. *Change Leadership*: Helping institutional constituents (including the IT staff) adapt to the increasing pace of technology change
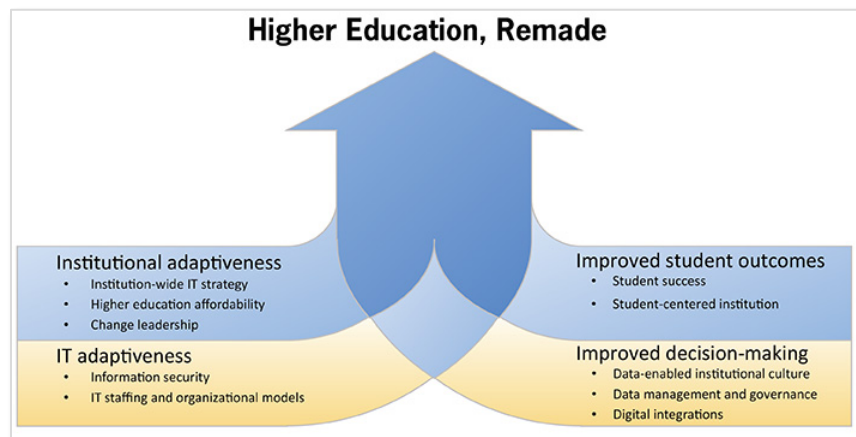
Reshaping Tier One Support

Tier One is generally thought of as the "first responders" of technology support. At Gallaudet these services included the Help Desk, computer and software technicians, classroom media, and the eLearning Center.

The last several years have brought about a reimagining of IT service delivery in general. A framework of best practices, known as the IT Infrastructure Library (ITIL), has been developed and implemented in a variety of industries around the world. These standards cover various processes and stages of the IT service lifecycle and provides guidance for creating and operating an integrated and efficient service desk.

The retirement of the tier one unit director at the end of 2017 was an opportunity to reexamine the way GTS provides services and to explore how to incorporate ITIL standards. One of the biggest steps forward was the implementation of a new service desk that was designed using ITIL principles.

GTS also restructured the units. eLearning was moved out of the tier one umbrella (see page 8). The backend support of systems associated with eLearning, such as Blackboard, are now part of the IT projects and development team.

New Director

In late spring 2018, Cary Barbin, '92 & G-'14, joined the team as the new director of tier one support. Not only does Cary have a wealth of knowledge and experience in IT management, he also brings insight into the needs of the Clerc Center community from his previous position.

Help Desk to IT Service Desk

Always looking to improve efficiency and the user experience, on August 6, 2018, GTS introduced the new and improved support request portal—replacing Footprints with ServiceNow. With the new system, the Help Desk was renamed to IT Service Desk to reflect a changing attitude in IT support. Instead of being seen as the all-knowing experts who dispense help to needy clients, with the help of ServiceNow's robust features, GTS is reframing IT support as a collaboration.

The most noticeable change is a much more attractive look and feel of the interface and more sleek and intuitive request forms.

ServiceNow separates requests for services from requests for help. This differentiation between service requests and incident requests may not seem important but it is a significant part of the ITIL framework. Services are, for the most part, routine. Someone needs a new computer or needs a new software installed, these are tasks that happen every day and the process is standard.

> *Employee of the Month*
>
> ⭐
>
> *The ServiceNow implementation team shared the honors for August 2018.*

Incidents, on the other hand, are unexpected. They may or may not be difficult to resolve but they require heightened attention. ServiceNow has alert systems in place that can detect multiple incident tickets of the same nature and escalate attention to potential widespread problems.

We are still learning about and building the system's content and processes. The goal is to create a robust Service Catalog where users can search for something they need, such as a new computer. When they fill out the service request form it is designed specifically for this request and will guide the requester to provide the necessary information. In the back end, the ticket will be routed through the purchasing and installation process.

By automating these routine requests, GTS staff are freed up to spend more time with, if needed, and respond more proactively and quickly to resolving incidents that are hindering university business.

New features will continue to be added. One of the most exciting ones is a "Tier Zero" knowledge base which allows users to search out solutions to their issues and resolve them without needing to request support—reducing time for users to get back to work.

In addition, the system allows for more streamlined ticket management and communication with requesters. It gives users the opportunity to give feedback on the usefulness of knowledge base articles. It also provides readily-available access to performance data that will guide decisions about technology and training investment.

More about the new IT Service Desk

https://my.gallaudet.edu/gallaudet-technology-services/announcements/new-it-service-desk-coming-in-august-2018

After-Hours Support

In conversations with campus constituents, concerns were raised about after hours support. When issues arise in evening or weekend classes or events, there was no way to get immediate help. In response, GTS increased the hours of service by redirecting resources towards a permanent second-shift team that responds to evening/weekend issues. In addition, the team performs work that is difficult to do during the day when rooms and equipment are in use. GTS has also opened a satellite IT Service Desk in the JSAC Harkin Digital Learning Center (see page 8).

NeedHelp?

Another concern was the need for quick support for issues in the classroom that impede instruction and learning in real-time. Several years ago GTS established the NeedHelp email hotline for both the university and Clerc Center faculty and teachers. The initial service was only available during the first two weeks of the semester and GTS staff were on standby to immediately respond to issues. The service was an overwhelming success and GTS extended this support on a permanent, year-round basis.

In spring 2018, a button was added to the Extron control systems in many university classrooms to provide an even quicker response.
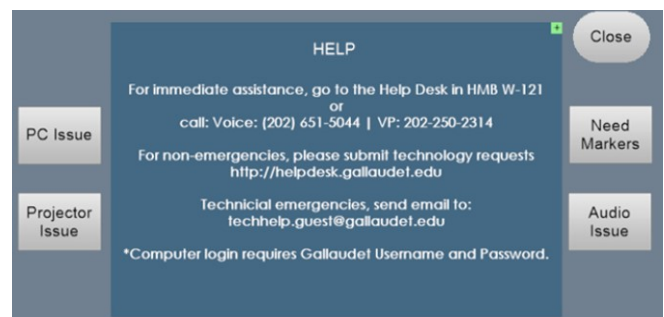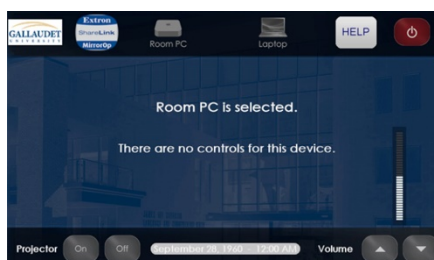
Employees of the Month

Recognized for exceptional customer support in tier one response.
Nominated by campus community and GTS peers.

April 2017 – Lisa Fisher

May 2017 – Cedric Arce
(NeedHelp? support and Extron button)

June 2017 – Seung Kim

July 2017 – Matt Klusza

October 2017 – Harold Baretto

February 2018 – Stephanie Shelton

March 2018 – Keith Amrozowicz

May 2018 – Charles Drawdy

Transforming Teaching, Learning, and Research

New Director

Following on the work of Technology Faculty Fellow Marina Dzougoutov, '00, (who ended her three-year tenure in July 2018) and the many initiatives created in developing deeper collaboration with faculty, it became increasingly clear there needed to be a dedicated and permanent commitment to innovation in academic and learning technologies. To accomplish this, GTS restructured Tier One support, moved eLearning out of that umbrella, and created a new position, director of academic (K-20) and research technology support.

The new director, Jacquelyn Lally, '00 & G-'13, assumed her new role in summer 2018. Her wealth of experience working in Gallaudet's former Academic Technology unit and in a K-12 environment at the Florida School for the Deaf and Blind give her a unique perspective on the needs of K-12 and university educational environments. It also gives her the experience of being on both sides of providing and receiving support. All of this making her adept at bridging these communities.

eLearning Center/Harkin Digital Learning Center

For years the eLearning Center has been housed in the lower level of the Merrill Learning Center, a bit off the beaten path, and has been thought of as a resource just for faculty. The Center has always welcomed students and staff but needed more visibility on campus. To that end, the eLearning Center moved to the Harkin Digital Learning Center in the Jordan Student Academic Center, room 1100. Student workers monitor and provide direct support to the computer lab and eLearning staff are available to provide in-depth support to a wider range of constituents.

Renovations to the HDLC completed in fall 2018.

More about the relocation of eLearning

New furniture includes Regard benches (left), Brody cubicles (right), and collaboration tables (center).

https://my.gallaudet.edu/intranet/announcements-archive/relocation-of-the-elearning-team

Blackboard Learn and Ultra

Gallaudet University currently uses Blackboard's Learn learning management system (LMS). The system is a robust and reliable system that faculty and students have depended on for years for the online

portions of their course operations. Blackboard began developing a newer product, Ultra, based on feedback and observation of how faculty and students use LMS and study habits in general. Ultra doesn't yet have all of the features of Learn but it has a more streamlined and intuitive navigation and functionality.

Gallaudet has been exploring the benefits of transitioning into Ultra over the last few years and is committed to involving faculty and students in this process. This isn't a move to be made capriciously being that Gallaudet is the world's first and only university for deaf and hard of students which brings unique considerations and requirements. All institutions are required to adhere to accessibility requirements, our university, however, is devoted to not only being accessible, but to providing our students a truly bilingual learning environment. To that end we rely heavily on video tools. Ultimately the functionality of those tools in the Ultra environment is the key deciding factor in our decision to go forward with Ultra.

Pilot

With the help of the Teaching and Learning with Technology (TLT) committee (see page 25). GTS developed test protocols and procedures for a pilot of the Ultra product in the spring 2017 semester. Twenty-two courses from a variety of programs were selected to participate. Each course had its own unique needs—one class for example, included students who are deaf and blind. As a result of the pilot, it was determined that Ultra lacked some crucial functionality and the transition was put on hold. It was also determined that maximizing the student-centric features of Ultra would require a reimagining of how faculty currently organize and design their courses. In order to move forward, support of instructional design is necessary as well.

Moving to the Cloud

In December of 2017, GTS migrated Learn to a cloud-hosted environment, known as Software as a Service (SaaS), to provide better performance during peak usage times, faster access to new features, and to lay the groundwork for upgrading to future versions such as Ultra when appropriate.

More about the migration to SaaS: https://my.gallaudet.edu/gallaudet-technology-services/announcements/blackboard-moves-to-the-cloud

Employee of the Month

Shannon Augustine was recognized in December 2017 for her work on the cloud migration over the winter break.

Facelift

At the end of the spring 2018 semester, GTS staff met with academic department faculty to demonstrate a proposed upgrade of the main Blackboard landing page and navigation using Ultra Navigation which addresses one of the more common pain-points – "too many clicks." Ultra Navigation is a critical first step to enable the next generation digital learning environment (NGDLE). This upgrade introduces some of the modern, sleek, and more attractive design of Ultra while still using the course level structure of Learn. The proposal was met with unilateral approval and the upgrade was introduced in fall of 2018. GTS and TLT are working on launching a pilot of Ultra's course design in 2019.

More about the Blackboard facelift:

https://my.gallaudet.edu/gallaudet-technology-services/announcements/blackboard-gets-a-new-look

Blackboard Ally

(See page 22)

TLT Grants

(See page 23)

Laptop Kiosk

Gallaudet participates in the annual EDUCAUSE ETRAC Student Survey of undergraduate students from around the United States about their use, experience, and satisfaction with technology as part of their college experience. Gallaudet student responses typically mirror those of the larger findings. According to the 2018 study, 94% of respondents report that their laptop is very or extremely important to their success. GTS has also noted a general decrease in the use of computers in public lab spaces. Instead, these spaces are being used as collaborative study spaces where students are plugging in their own laptops and working with others on projects. Maintaining a large, dedicated computer lab may no longer be the best use of technology investment. Students also indicated a preference for being able to use laptops for note-taking in the classroom. Although most of the respondents indicated they had their own laptops, because of the high importance of these devices, GTS has installed a laptop kiosk in the JSAC Harkin Digital Learning Center to see how it can be used and more widely deployed.

eduroam

Often educators, university researchers, and students travel to other campuses or travel from other institutions to Gallaudet. One of the biggest frustrations is enabling visitors to log into a secure Wi-Fi network. In 2017, Gallaudet joined eduroam, a consortium of colleges and universities across the

country and around the world that allows visitors to use their own institution's log in credentials to securely connect to the network of the school they are visiting—as long as the other institution is a member of eduroam.

A Board of Trustee member recently commented that they appreciated being able to log into Gallaudet's wifi using their university's credentials via eduroam and a faculty member who recently traveled to Asia was thrilled to be able to seamlessly access the wifi/network resources at a university in Japan. More about the launch of eduroam:

https://my.gallaudet.edu/gallaudet-technology-services/announcements/gts-launches-eduroam-wireless-service

TerraDotta

GTS supported the implementation of TerraDotta by the office of Research Support and International Affairs (RSIA). The web-based system manages all of the details necessary to ensure students have a safe and fulfilling study abroad experience. Implementation required a reliable and secure integration with student data in PeopleSoft/Bison.

EAB: Student Success Collaborative (SSC)

Student Success is an institutional priority and one which leverages technology and data to ensure that students, faculty and student support providers are armed with up to date metrics, and easy to access resources through a mobile device. Office of Student Success and Academic Quality implemented a new platform using the Education Advisory Board's SSC platform which required significant investment in data integration, validation, and system design to ensure a successful launch. The initial goals and

milestones in phase one were successfully completed in time of the start of the academic year. Next steps include expanding the use of this system for graduate students and online students.

Reimagining the Classroom

Summer 2017, GTS led a tour of university classrooms and labs. The group was made up of representatives from Facilities, Registrar's Office, and Campus Design & Planning to assess the state of classroom spaces and to develop action plans to improve not only the technology, but lighting, seating and collaborative learning furniture, physical maintenance, and more. This effort allowed for better coordination between the departments for scheduling maintenance and upgrades.

Employee of the Month

Suzy McKenzie was recognized in September 2017 for her work with this effort.

Several classrooms have been renovated to create active and adaptive learning spaces and allow exploration of evolving pedagogy—less of an emphasis on in-class instructor lecture and more on student interactive learning.

One example is Hall Memorial Building (HMB) classroom 1112 which was designed to support the Adaptive Learning initiative led by Provost Erting to transform the mathematics curriculum, a key gateway course to student success. The new spaces allow for up to 24 students with various options for zones to support tandem teaching or group huddles using mirroring technology, flexible power tracks, and built in displays that can be raised to use or put away when not in use.

Before renovation

After renovation (panoramic view)

Other classroom improvements include:

- Migrating all classroom/lab PCs to Windows 10 and Macs to Mac OS X
- Added 47 whiteboards in 30 classrooms
- Renovation of Merrill Learning Center (MLC), rooms B111 and B112
- Replaced obsolete analog systems with digital systems in Jordan Student Academic Center (JSAC), rooms 1210 and 1213 and replaced furniture in rooms 1010, 2212, 2213, and 2214.
- Enhanced features in Elstad Auditorium, room 130, and Fowler Hall, room 403

- Expanded access for students to virtual servers in HMB IT lab, room S345, and created huddle spaces in computer lab, room S343. Also replaced computers in both labs.

HMB S343 - After Renovation

Before

Before

HMB S345 – After Renovation (panoramic view)

Information Security

New ISO

One of the most concerning issues that keeps IT professionals awake at night is information and data security. Threats and vulnerabilities come from all directions. Some are intentional; some are due to carelessness or lack of awareness. Information security is everyone's job—students, employees, and IT professionals. In fall 2017, GTS welcomed Information Security Officer (ISO) Jared Evans, who has over twenty years of experience in IT programming, administration, and engineering including developing security policies, monitoring, and implementation.

Two-step Verification

In the past year GTS has enforced the use of two-step verification (2SV) on the accounts of Gallaudet employees who are budget unit heads to ensure greater security of campus systems. 2SV has been required of students for several years and has dramatically reduced incidents of spam and phishing emails. In 2019, GTS plans to require 2SV for all staff and faculty as well.

Awareness and Prevention

The ISO has been actively involved with reviewing and advising on potential security issues around campus. Some efforts have included training on detecting social engineering attempts, enforcing the use of HTTPS and secure SSL ciphers to make data in transition more secure, establishing continuous website vulnerability scanning, resolving web vulnerabilities detected, and establishing server monitoring and alerts for unusual or malware processing.

GTS also developed and enforces an Elevated User Rights (EUR) policy, established a Memo of Understanding for the administrative ownership of department labs, and advises on best practices for academics traveling overseas.

Cyber Insurance

As greater protection against breaches or disasters, Gallaudet has obtained cyber insurance.

Incident Response

In the past year the ISO responded to phishing attacks, a ransomware incident, attempts to extort targeted individuals, and social engineering attempts to redirect payroll direct deposits to different accounts. Responsibilities include gathering and providing legal evidence to FBI investigators, responding to information requests regarding legal proceedings, and assisting in the recovery of lost and/or stolen mobile devices and laptops.

General Data Protection Regulation

In May 2018, a new European Union (EU) law, General Data Protection Regulation (GDPR) went into effect. The law governs data protection and privacy for individuals within the EU and the European Economic Area. It also addresses the export of personal data outside of those areas. For Gallaudet this could mean any data, such as admissions forms, that is collected online from students in the EU. GTS has developed a method to detect EU visitors to our website. The ISO is the designated GDPR-mandated Data Protection Officer (dataprotection@gallaudet.edu). The ISO works to ensure compliance in partnership with key partners and stakeholders such as the Office of Risk Management and Insurance.

Enterprise Systems and Infrastructure Renewal

Network Switch Replacement Project

Following three years of effort, GTS's Technology Infrastructure and Operations (TIO) units completed replacing all network switches and routers supporting the campus environment. More than 350 individual pieces of equipment located throughout every building on campus were upgraded to the new platform. Tangible results include increased capacity for growth, upgrading the network core to 40Gbps throughput, improved device management, and significant reductions in maintenance and expansion costs.

Network Firewall Upgrade

This project consolidated the existing network firewalls into a single platform. In addition to easing management and configuration tasks, these new devices provide integrated intrusion detection/prevention services, expanded network filtering, and a significant increase in traffic throughput to accommodate current and future bandwidth needs of the campus.

Upgrade of Virtualized Server Platform

The Data Center completed an upgrade to the VM (virtual machine) environment, moving all virtualized services to a new hardware platform. This has resulted in improved VM performance across all services as well as capitalizing on improved management and security features of the current version of VMware.

Centralized Printing

As part of the campus budget reconciliation effort in 2018, it was identified that there was an opportunity for significant cost savings by consolidating printing services to centralized printers and eliminate the cost of purchasing desktop printers and supplies. GTS had already been exploring such a plan for some time and has implemented this at the Clerc Center and within GTS. Managed with the PaperCut system, users can send their documents to a cloud system and then go to any centralized computer, swipe their Gallaudet ID, and release their document to be printed. So far the response in GTS and at the Clerc Center is promising and a wider release to the university campus is expected in 2019.

Single-Sign-On (SSO)

No one is immune from the aggravation of having to create a new password for every system they use and having to log into each system every time they want to use it. GTS is alleviating the need for repetitive log-ins by enabling a single sign on feature. Once someone logs into one of the services that is SSO-enabled, they will be able to use other SSO-enabled services without having to re-enter their username and password. Some of the key services that are SSO-enabled are the my.gallaudet intranet portal, Blackboard, eSign (Adobe), WRLC (library), SEAS (Clerc Center), Radius, OneDrive and much more. New services are being added as they are integrated with our account authorization systems.

Campus engagement

Data Governance Committee (See page 24)

Radius Users Group (GURUG) This group kicked-off meetings on April 27, 2017 to facilitate peer networking and an exchange of lessons learned and best practices among the various adopters of Radius across campus. More about GURUG:

https://my.gallaudet.edu/gallaudet-technology-services/announcements/gts-starts-new-radius-crm-users-group

Employees of the Month

*Recognized for exceptional customer support within enterprise systems and infrastructure support.
Nominated by campus community and GTS peers.*

August 2017 – John Scotton

*November 2017 – Daryl Frelich
Time & Labor implementation*

*April 2018 – Dupe Akinuli
Radius user support*

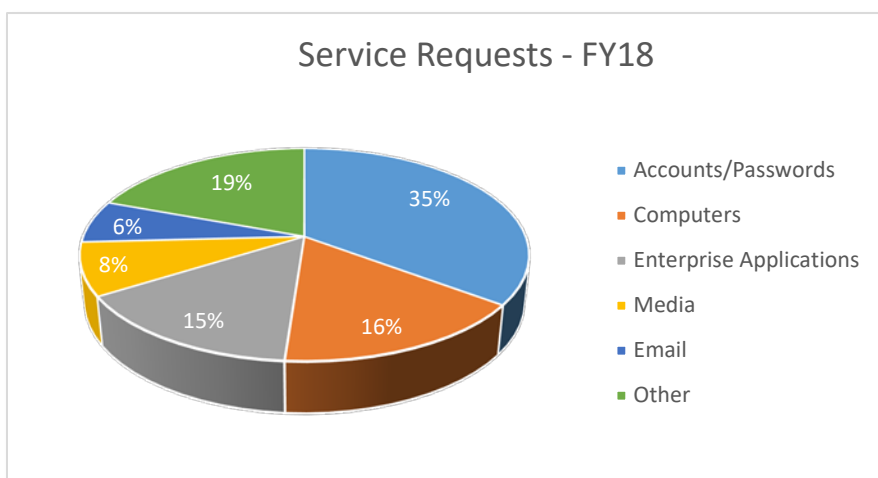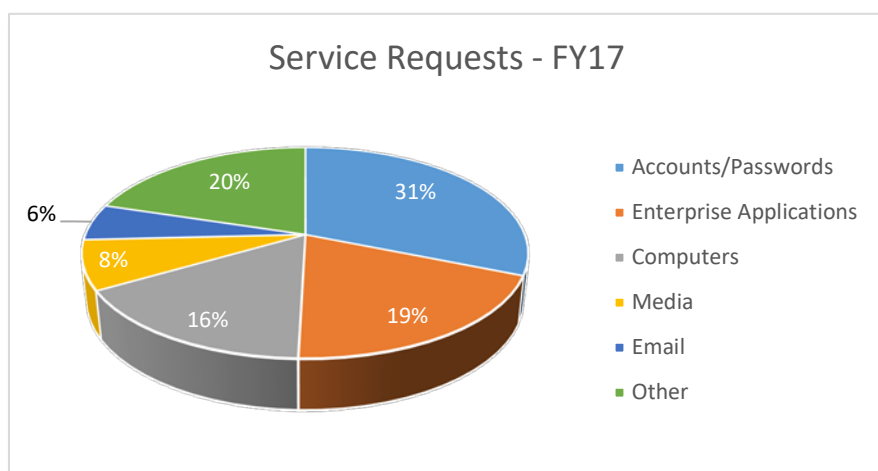*June 2018 – Elwyn Canning
Residence Life Room Lottery System support*

Help Desk/IT Service Desk Statistics

Help Desk tickets are broken down into service requests and incident reports. Service requests are routine requests as part of normal daily operations such as software installations, password resets, new computer set ups, and more. Incident reports are for problems or issues that have an impact on regular operations or a user's ability to work.

In FY 2017 (October 1, 2016-September 30, 2017), the Help Desk received 15,782 tickets—87% service requests and 13% incident reports. In FY 2018 (October 1, 2017-September 30, 2018), 12,601 tickets were received—88% service requests and 12% incident reports. *Note*: 2018 statistics only reflect 10 months because of the migration to ServiceNow. In the four months since we began using ServiceNow there have been 4716 tickets submitted.
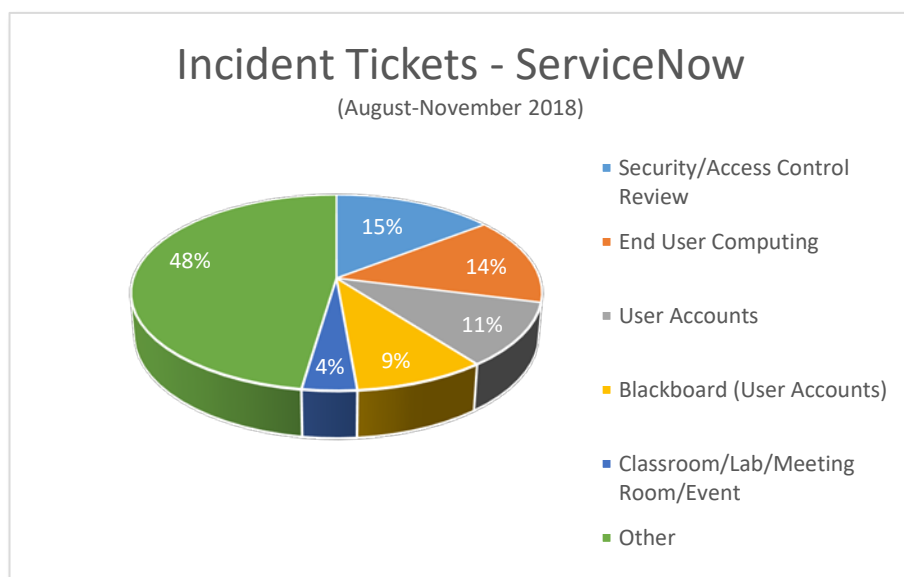
Service Requests

The top category of service request tickets submitted by campus users is consistently account and password services—the majority being requests for password resets. Also within the top five categories are computers, enterprise applications (Blackboard, Bison, and more), media, and email. In FY 2017, these top issues constituted 80% of service request tickets; the other 20% distributed over 34 other categories. In FY 2018, these top issues constituted 81% of service request tickets.

Service Requests - FY17

- Accounts/Passwords — 31%
- Enterprise Applications — 19%
- Computers — 16%
- Media — 8%
- Email — 6%
- Other — 20%

Service Requests - FY18

- Accounts/Passwords — 35%
- Computers — 16%
- Enterprise Applications — 15%
- Media — 8%
- Email — 6%
- Other — 19%

Incident Requests

The top four categories of incident request tickets for both years included: computer, classroom and labs, printers, and enterprise applications. In 2017 the top five also included networks; in 2018 it included email. In 2017, the top five issues constituted 86% of incident tickets; the other 14% distributed over 12 other categories. In 2018, these top issues constituted 80% of incident tickets.

Incident Requests - FY17

Segment	Value
Computers	29%
Classroom/Lab	23%
Enterprise Applications	13%
Printer	11%
Network	9%
Other	14%

Incident Requests - FY18
(October 2017 - July 2018)

Segment	Value
Computers	29%
Classroom/Lab	26%
Printer	12%
Enterprise Applications	11%
Email	3%
Other	20%

Incident Tickets - ServiceNow
(August-November 2018)

Segment	Value
Security/Access Control Review	15%
End User Computing	14%
User Accounts	11%
Blackboard (User Accounts)	9%
Classroom/Lab/Meeting Room/Event	4%
Other	48%

Customer Satisfaction Surveys

Surveys are sent to requesters after the ticket has been closed/resolved. The questions, based on the HDI Customer Satisfaction Index and tracked by EDUCAUSE**, asks the requestor to rank, on a scale of 1 to 5, with 5 being very satisfied, the overall service experience as well as timeliness, quality, courtesy, and skills/knowledge of the technician.
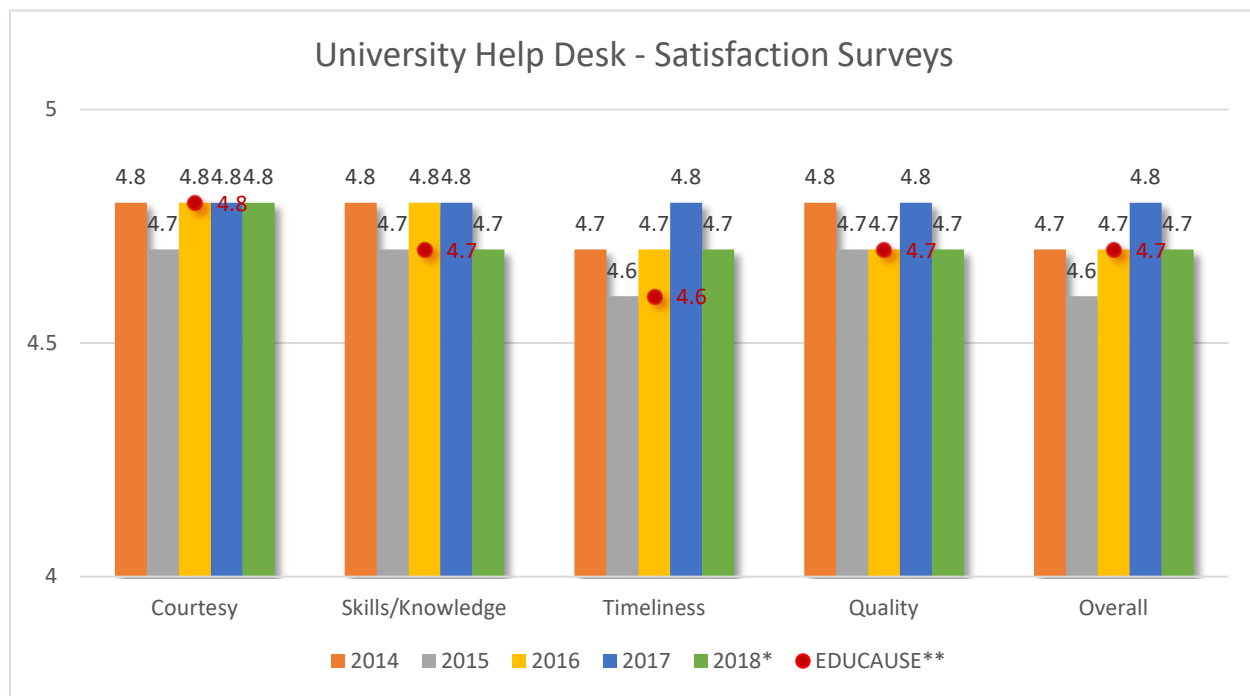
Footprints was decommissioned on August 6, 2018. Unresolved tickets were migrated to the new Service Now platform and, therefore, 2018 statistics reflect only 10 months in FY 2018.

**EDUCAUSE did not collect this information in the 2017 Core Data Survey—these numbers, for comparison, are from 2015.*

Community Projects and Engagement

Maguire Welcome Center

The center redesign includes many interactive features.
Photo courtesy: C&G Partners
https://twitter.com/cgpartners/status/992058232221859846

April 19, 2018 was the grand re-opening of the university's visitors center. With generous donations from the Maguire Foundation, Philadelphia Insurance Companies, and the foundation's chairperson, James Maguire, Jr., this new gateway to the university for thousands of visitors annually, including prospective students and their families, has been transformed into a state-of-the-art, multimedia-enhanced facility. GTS was involved with the planning, coordination, and implementation of this exciting project.

Graduate Applications Management

Graduate Admissions was very pleased with the success of the launch the new applications system in Radius—guided by GTS. As of March 24, 2017, compared to the same date in 2016, initiated applications were up by 10%, applications released to academic departments was up 13%, and admission offers increased by nearly 50%.

K-12 ASL Content Standards

The Clerc Center recently unveiled a ground breaking new bi-lingual website designed to help teachers plan for ASL instruction for deaf and hard of hearing students nationwide. It includes curriculum suggestions and a glossary of terminology. GTS staff were involved with the design and implementation of the website. The project leaders acknowledged GTS support, "the Clerc Center extends its deepest appreciation to Gallaudet Technology Services for their extensive work on and commitment to the creation of a new website for the Standards. They were instrumental in the dissemination of this important work." https://www.gallaudet.edu/k-12-asl-content-standards

Employee of the Month

⭐

Thad Ferguson was recognized in July 2018 for his work on the K-12 ASL Content Standard website.

ASL Connect

ASL Connect is the brainchild of the Department of ASL and Deaf Studies and has been a long time in coming. ASL Connect is a comprehensive, central, and online resource for learning ASL and about Deaf Studies, including free ASL lessons, online courses, and more. GTS has been involved in the planning and progress of this project since its inception. https://www.gallaudet.edu/asl-connect

Accolades

GTS got some love over support of National Outreach Conference https://my.gallaudet.edu/gallaudet-technology-services/announcements/some-love-from-the-clerc-center

Teamwork

GTS implemented Teamwork software to track project progress and to provide more efficient collaboration between project teams including campus clients outside of GTS.

Employee Online Profiles

After the launch of the my.gallaudet intranet, GTS promoted the feature that allows faculty and staff to create and maintain their own personal online profile pages by hosting a contest. In February 2017, three winners were announced.

https://my.gallaudet.edu/gallaudet-technology-services/announcements/build-your-my-gallaudet-profile-contest-winners-announced

Clerc Center Digest

In fall 2018 GTS launched the new *Clerc Center Digest* through the my.gallaudet intranet. The e-newsletter was previously managed in an older system and has been upgraded to be managed from my.gallaudet with all of the features and functions of the university's *Daily Digest*.

Department Meetings

The success of the TLT committee (see page 24), led to hosting regular meetings with faculty within academic departments. These meetings have served to give faculty an opportunity to share their concerns and questions, and for GTS to share information and get input on proposed projects and updates. Departments have expressed great appreciation for this opportunity and are pleased with the follow up responses to their issues.

Campus Presentations

- Faculty Development workshops fall and spring semesters
- Web content author meeting, February 23, 2017
- Connected Educator Month workshops, October 26-27, 2017 https://my.gallaudet.edu/gallaudet-technology-services/announcements/elearning-celebrates-connected-educator-month
- Knowledge Bar pop-up, November 14, 2017 https://my.gallaudet.edu/gallaudet-technology-services/announcements/gts-knowledge-bar-pop-up
- Technology Recess, Jan 10, 2018 https://my.gallaudet.edu/gallaudet-technology-services/announcements/technology-recess-with-elearning-to-be-held-wednesday-january-10-2018
- GTS Open Forum June 4 https://my.gallaudet.edu/gallaudet-technology-services/announcements/gts-open-forum-to-be-held-june-4-2018
- Ingeniux Training, June 2018

Campus Involvement

- Accessibility Committee (adhoc)—Suzy McKenzie
- Gallaudet Staff Council—Charles Bowie, GTS representative; Earl Parks, vice chair; Shannon Augustine, secretary
- Institutional Review Board (IRB)—Shannon Augustine
- Laurent Clerc Cultural Fund—Darlene Prickett

- MSSD Wrestling Coach—Thad Ferguson (retired in 2018 after 16 years of coaching)
- Student Organization Staff Advisor:
  - Darlene Prickett (CODAdet)
  - Shannon Augustine (Delta Epsilon Sorority)
- Rapid Response Team (adhoc: budget reconciliation)—Julie Longson, James Adams
- Academic Portfolio Review Steering Committee – Earl Parks
- Academic Portfolio Review Data Team – James King
- Administrative Services Review Steering Committee – Earl Parks
- Administrative Services Review Data Team – Earl Parks
- Retention Council—Jacquelyn Lally
- Sustainability Committee— Hatim Vali
- Maguire Welcome Center Core Team – Earl Parks

Conference Presentations

GTS staff contribute to the understanding within the K-12 and higher education environments about the needs of students who are deaf and hard of hearing, and of technologies and strategies to enhance learning opportunities and accessibility for our students.

- Marina Dzougoutov and Shannon Augustine, "Piloting the Ultra Course for Blackboard Learn and Engaging the Community," BbWorld 2017, New Orleans, LA, July 2017
- Earl Parks and Carol Erting, provost, "Access Denied," Association of Chief Academic Officers Digital Fellows Meeting, EDUCAUSE, Philadelphia, PA, October 2017
- Julie Longson (Earl Parks), "Accessing New Worlds: Design vs. Retrofit," 3D Tech in Higher Ed: Blended Reality Summit, New Haven, CT, June 2018
- Earl Parks, "Back to the Future," Alumni Reunion, Michigan School for the Deaf, Flint, MI, September 2018
- Earl Parks and Jarlath Bloom, "Access Granted," Splunk .conf18, Orlando, FL, October 2018

Conferences Attended

GTS staff participate in numerous learning sessions to keep abreast of the latest technologies and emerging best practices in IT and education.

- 3D Tech in Higher Ed: Blended Reality Summit, New Haven, CT, June 2018
- CollegeNet User Conference, Portland, OR, July 2018
- Alliance Conference 2017, Las Vegas, NV, February 2017
- Alliance Conference, Salt Lake City, UT, March 2018
- ASU+ GSV Summit 2017, Salt Lake City, UT, May 2017
- BbWorld and DevCon Conference 2017, New Orleans, LA, July 2017
- BbWorld and DevCon Conference 2018, Orlando, FL, July 2018
- Campus 2017 Technology Conference, Chicago, IL, July 2017
- CampusInsight, Orlando, FL, April 2018
- CES 2018 Conference, Las Vegas, NV, January, 2018
- Confab Higher Ed Conference, Indianapolis, IN, November 2017
- EDUCAUSE 2016, Los Angeles, CA, October 2016

- EDUCAUSE 2017, Philadelphia, PA, October 2017
- EDUCAUSE Connect, Chicago, IL, April 2017
- EDUCAUSE Security Professionals Conference, Denver, CO, May 2017
- EDUCAUSE Security Professionals Conference, Baltimore, MD, April 2018
- e-Learning Conference, Tucson, AZ, February 2018
- Hobson University, Indianapolis, IN, July 2017
- Ingeniux Conference, Seattle, WA, October 2016
- Ingeniux Conference, Seattle, WA, September 2017
- Internet2 Global Summit 2018, San Diego, CA, May 2018
- ISTE Conference, San Antonio, TX, June 2017
- LabMan 2018, College Park, MD, May 2018
- MacAdmins Conference at Penn State, State College, PA, July 2018
- Microsoft Higher Education Conference, Seattle, WA, October 2016
- Powerschool University, Nashville, TN, July 2018
- UB Tech 2017, Champions Gate, FL, June 2017
- UB Tech 2018, Las Vegas, NV, June 2018

Accessibility

Without question, accessibility is a top priority at Gallaudet and for GTS. Not only is it the right thing to do and it is legally required, it is also an opportunity to model for other universities what true accessibility looks like and how it benefits everyone—particularly students who are deaf and deaf-blind.

Web Accessibility Remediation

After the launch of the newly designed website in spring 2017, GTS began discussions with the Perkins School for the Blind's Center on Digital Accessibility to do an intensive, manual review of the accessibility of the new site. In the meantime, the university was contacted by the Department of Education's Office of Civil Rights (OCR) in response to a complaint about accessibility issues and our new website.

> *Employee of the Month*
>
> ⭐
>
> *Maria Petrova-Margason was recognized for January 2018 for her work on these efforts.*

In response to this complaint GTS purchased an accessibility review module of SiteImprove, a system GTS uses to provide web analytics on our websites. With the results of the SiteImprove reports, the OCR recommendations, and the Perkins report, GTS partnered with Ingeniux, our content management system (CMS) vendor, with two content vendors (Eyeth Studios and Brailleworks), and with campus-wide CMS authors to do an intensive remediation of the problem areas.

> Over 1,200 PDF documents were assessed and remediated or deleted.

Gallaudet was successful in resolving all of the OCR identified issues in a timely manner and avoided entering into a formal resolution agreement. GTS, along with the Office of Communications, provided guidelines and training to authors to ensure future compliance.

Blackboard Ally

GTS was excited to introduce Blackboard Ally in 2018. This powerful tool performs a virtually instantaneous audit of the accessibility level of a variety of documents as they are uploaded by faculty into their courses. Documents include Word documents, Excel, PowerPoint, PDFs, and much more.

Not only does the system identify issues, give instructors a visual rating, and provide a link to suggestions on how to improve the document's accessibility—it also automatically generates more accessible versions of the uploaded document in various formats including an enhanced PDF, HTML file, ePub file for eReaders, and even an audio file. Faculty are encouraged to fix the accessibility issues of their original file and when re-uploaded, will generate an even more enhanced set of alternative formats.

These alternative formats allow students to choose the format that best suits their needs and eliminate the long wait times associated with needing to request documents be converted into Braille—particularly at the beginning of the semesters. Ally also allows for easy display of statistics on a micro and macro level.

IT Governance

Some of the key issues identified in the EDUCAUSE Top 10 Issues of 2018 included establishing a data-enabled institutional culture and insuring effective data governance. The following partnerships are integral in guiding IT investment and in setting standards and processes.

Teaching and Learning with Technology (TLT) Committee

The Teaching and Learning with Technology (TLT) committee, established in January 2016, aimed to establish and strengthen collaboration between GTS and faculty. Initially the group was an opportunity for academic department representatives to bring concerns to GTS and for GTS to share technology updates and changes. It has evolved into a group where members have actively participated in piloting new or updated services such as Blackboard Ultra and the Respondus Lockdown Browser. They have also been invaluable in providing input on a variety of current and proposed software and hardware systems.

Grants and Awards

The members established guidelines for two new faculty engagement programs. One, faculty recognition awards, to spotlight faculty who are using technology in innovative and creative ways. The recognition awards program is slated to begin in spring 2019. The other, educational technology grants to encourage faculty to explore the use of educational technologies. The first grants were awarded in spring 2018.

Recipients are:

- Raychelle Harris, ASL/Deaf Studies, for two v.360 Conference Kits ($1200)
- Keith Sanfacon, Physical Education & Recreation, for MyDartfishPro ($1200)
- Deborah Pichler, Linguistics, for QuizBean and Visme applications ($300)
- Adebowale Ogunjirin, for subscription to TopHat ($894)

TLT Members (*including all members since committee inception*)

- Marina Dzougoutov, ACT and GTS Technology Faculty Fellow (co-chair, Spring 2016-present)
- Darlene Prickett, GTS, (co-chair, Spring 2016-Spring 2018)
- Jacquelyn Lally, GTS, (co-chair, Fall 2018)
- Earl Parks, GTS Executive Director (ex-officio)
- Karen Alkoby, BUS (Fall 2016-present)
- Gaurav Arora, STM (Spring 2016-Spring 2017)
- David Barclay, SW (Fall 2017-Spring 2018)
- Patrick Boudreault, ASL/DS & INT (Spring 2016-Spring 2017)
- Michael Brecheen, PER (Fall 2017-present)
- Deborah Chen-Pichler, LIN (Spring 2016-Spring 2018)
- Raychelle Harris, ASL/DS (Fall 2016-Spring 2017)
- Danielle Hunt, INT (Spring 2016, Fall 2018)
- Marlon Kuntze, GPA (Fall 2016-Spring 2018)
- Julie Longson, GTS eLearning Center (Fall 2017-Spring 2018)
- Kristen Maul, HSLS (Spring 2016-present)

- Matthew McKinney, PER (Spring 2016-Spring 2017)
- Elizabeth Moore, SW (Spring 2017)
- Donna Morere, PSY (Spring 2016-present)
- Lynda Myers, SW (Fall 2018)
- Joshua Schneider, STM (Fall 2018)
- Kendra Smith, COU (Spring 2016-present)
- Franklin Torres, ENG (Spring 2016-Fall 2017)
- Miako Villanueva, LIN (Fall 2018)
- Martreece Watson, ENG (Spring 2018-present)
- Niesha Washington-Shepard, ASL/DS (Fall 2018)
- Gregoire Youbara, WLC (Fall 2016-present)

Data Governance Committee (DGC)

Established in November 2017, the purpose of this committee is to develop and maintain data quality and integration standards through shared understanding and best-practices regarding data management, information systems, and processes across units and divisions. Before the DGC, GTS participated in another long-term group made up of stakeholders and technicians. From this came a recognition that the management of data quality has to start with people empowered to make policy-level decisions. Members of the former group who provide direct support of the systems still meet in working groups as needed.

Members

- Lindsay Buchko, Institutional Research (co-chair)
- Jim King, GTS Enterprise Information Systems (co-chair)
- Beth Benedict, Enrollment Management Services
- Tracy Berman-Kagan, Finance
- Thomas Horejes, Student Success and Academic Quality, *ex-officio*
- Shondra Dickson Mitchell, Financial Aid
- Travis Imel, Student Affairs
- Earl Parks, Gallaudet Technology Services, *ex-officio*
- Elice Patterson, Registrar
- Helen Thumann, Accreditation and Licensure
- Thelma Schroeder, Academic and Career Success
- Christina Shen-Austin, Human Resources Services
- David Strom, Graduate Admissions
- Deborah Sturm, Development Office

Employee of the Month

More about our fabulous staff and their recognitions: www.gallaudet.edu/gtsemployeeofthemonth

April 2017: Lisa Fisher

May 2017: Cedric Arce

June 2017: Seung Kim

July 2017: Matt Klusza

August 2017: John "Jay" Scotton

September 2017: Suzy McKenzie

October 2017: Harold "Wally" Barreto

November 2017: Daryl Frelich

December 2017: Shannon Augustine

January 2018: Maria Petrova-Margason

February 2018: Stephanie Shelton

March 2018: Keith Amrozowicz

April 2018: Dupe Akinuli

May 2018: Charles Drawdy

June 2018: Elwyn Canning

July 2018: Thad Ferguson

August 2018: ServiceNow Implementation Team

September 2018: Christian Burke

Milestones

Service Awards

2017

- 35 years: Charles Drawdy*
- 30 years: Bill Humm (*Retired 2018*), Peter Un (*Retired 2018*)
- 25 years: Daryl Frelich*, Stephanie Shelton*
- 20 years: Bernadine Bertrand, Shirley Hack-McCafferty, Jeff Whitaker
- 15 years: Julie Longson
- 10 years: Thad Ferguson*, Patrick Gorsuch, Seung Kim*, James King
- 5 years: Keith Armrozowicz*

2018

- 35 years: Elwyn Canning
- 30 years: Cheol Kim
- 20 years: Sean Hourihan
- (*retired: Harvey Grossinger, Bruce Swann*)

*Recipient of an Employee of the Month award

Congratulations

GTS staff members—(from left): Keith Amrozowicz and James Bushor—graduated with master's degrees from Gallaudet University in May 2017.

https://my.gallaudet.edu/gallaudet-technology-services/announcements/gts-congratulates-the-class-of-2017

Resources

- Projects—to see a complete list of GTS project, please contact the GTS Main Office.
- IT Service Desk— https://www.gallaudet.edu/itservicedesk
- GTS Website— https://www.gallaudet.edu/Gallaudet-technology-services
- GTS Intranet site— https://my.gallaudet.edu/gallaudet-technology-services (announcements, calendar, staff list)
- Facebook— https://www.facebook.com/GallaudetTechnologyServices
- EDUCAUSE— https://www.educause.edu/

Read more about the EDUCAUSE Top 10 Issues:

- 2017—Foundations for Student Success: https://er.educause.edu/articles/2017/1/top-10-it-issues-2017-foundations-for-student-success
- 2018—The Remaking of Higher Education: https://er.educause.edu/articles/2018/1/top-10-it-issues-2018-the-remaking-of-higher-education

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Voice: 202-651-5044
Email: needhelp@gallaudet.edu (only for immediate classroom support)
Service Desk portal: https://www.gallaudet.edu/itservicedesk

Harkin Digital Learning Center (HDLC)/eLearning Center/After-hours IT Service Desk

Jordan Student Academic Center (JSAC) 1100
VP: 202-250-2553
After-hours IT Service Desk VP: 202-250-2314