ITLS Update

Empowering the Juniata community to efficiently use information, technologies, and services to engage in intellectual exploration, build skills, make informed decisions, and create and share knowledge.

SPRING 2022

Photo from annual Holiday Luncheon

A Note from the CIO:

Happy Spring! There is much afoot within the realms of technology and library services. With that in mind, the team is presenting this inaugural newsletter with a goal to share valuable information and engage the campus community in discussion and partnerships. Beyond my updates on the Statton Learning Commons, the ERP/Colleague Optimization project, and other technology projects, you will find some exciting updates from the team on current and upcoming work. Please read on, as time permits, to learn more about live streaming services, summer online courses, Moodle, Sharepoint/OneDrive, the Memorial Course Reserves, improvements to campus communication tools, and more!

Thanks for your time, attention, and partnership!
Anne Wood
CIO, Juniata College
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ERP OPTIMIZATION

Our partnership with CampusWorks to optimize Colleague, kicked off with a workshop in March! Participants from across campus imagined a future state that is designed with the ideal Juniata student experience front of mind. The information gathered in this workshop will be synthesized into a statement that Juniata will embrace as we work on Process Reimagine and Redesign (PRR) projects scheduled through July. These projects include intensive reviews of business processes across campus with a goal to create efficiencies and improve data by better aligning people, processes, and technology through optimization of Colleague, our ERP.

At this time, we have completed the Advancement/Alumni Relations and Finance Sessions.

LEARNING COMMONS

On April 22nd we will be celebrating as the physical transition of Beeghly Library to The Statton Learning Commons officially begins with a groundbreaking ceremony. This is an exciting time for all! The strategic merger of the library and IT organizations has only strengthened the programmatic vision for this space by calling specific attention to the development of information and digital skills and the role they play in creating an equitable experience and ensuring student success. With research, support, collaboration, creation, and final deliverables all supported in this space, we are truly embracing what Aristotle likely intended by his written phrase "The whole is greater than the sum of the parts".

To ensure we are ready for construction, the library and facilities teams have been working extensively to move core library services and physical collections temporarily to the lower and main levels of von Liebig Science Center, by the end of May.

IT PROJECT LIST

It's budget planning season which entails gathering proposed technology projects for the upcoming year. A centralized list of potential IT projects for FY23 and beyond has been gathered and is available at:
https://bit.ly/FY23ITProjects

The "Investments" sheet shares projects under consideration that have the opportunity to enhance or improve the campus experience. The "Long-Term Foundational" sheet shares projects that "keep the technology lights on."

If you have a potential technology project that you would like to propose, please work with your area VP and let us know!

Campus Network and Security

SUPPORT CENTER FOR JUNIATA'S CAMPUS-WIDE NETWORK SYSTEM, KNOWN AS EAGLENET, AND IS RESPONSIBLE FOR SECURE AND RELIABLE NETWORK INFRASTRUCTURE, SERVERS, AND TELEPHONE CONNECTIVITY.

What we've been working on:

- We are currently collaborating with Enrollment and Student Life to streamline and automate portions of the deposited student account creation and onboarding process. This project will allow new students to get connected to Juniata earlier.
- The team has installed new tools to give greater visibility into the devices on our network. This tool will allow us to proactively identify issues and discover new assets.
- We are preparing communication to seniors on access to Juniata technology resources post graduation.
- Due to cyber security related issues, external access to JCSites was removed while new secure solutions are researched.

What's coming up:

Upgraded file storage solutions to allow for document collaboration and enhanced sharing options.

- This summer ITLS will begin decommissioning employee "U Drives" and formally launching OneDrive as a replacement to store, share and collaborate on documents.
- This summer ITLS will begin decommissioning traditional departmental network shares on JCShares. This content will be migrated to Microsoft SharePoint sites. This solution will improve document access, sharing, and collaboration.

More information will be communicated in late April.

Key Action Items Summer/Fall 2022 - Decommission Employee U: Drive and JCShares

Administrative Information Systems

ADMINISTRATIVE INFORMATION SERVICES IS RESPONSIBLE FOR THE COMPUTER SYSTEMS AND WEB APPLICATIONS THAT SUPPORT THE BUSINESS AND ADMINISTRATIVE TASKS OF THE COLLEGE, SUCH AS REGISTRATION, GRADING, FINANCIAL AID, PURCHASING, AND ACCOUNTING.

In efforts to streamline business processes for efficiency, the AIS team has been working to update a few of the technologies used in communicating with members of the campus community. The software used to run our digital signage is outdated and needs to be updated to continue its usage in the future. We've also done initial work to combine the campus calendar and the daily announcement submissions, allowing for one place to submit and maintain information on your campus events. Work will continue in these areas to further streamline the submission and dissemination of information.

Technology Solutions Center

THE TECHNOLOGY SOLUTIONS CENTER IS THE HOME OF THE HELP DESK. THE SOLUTIONS CENTER STAFF IS RESPONSIBLE FOR TECHNOLOGY TRAINING, EVENT SUPPORT, AND SUPPORTING ALL FACULTY WORKSTATIONS, LAB WORKSTATIONS AND INSTRUCTIONAL TECHNOLOGY USED IN THE CLASSROOMS.

It was identified earlier this year that some of our workstations haven't been correctly receiving and running system updates, exposing them to possible security vulnerabilities and preventing them from running efficiently. The team has been working to ensure that these workstations are now up-to-date and are correctly receiving updates to avoid these issues in the future.

In providing a reliable and modern infrastructure, the final steps of the workstation roll-out process started last summer are in progress. These final steps include upgrading student employee workstations with newer machines and removing older workstations from our network. We have now reached 91% of our machines at 7 years old or newer and 55% 4 years old or newer. Watch the announcements in the upcoming week for offerings of older equipment for sale.

Overall Age of Computers

49 — Overall (2014 or older)
203 — Overall (2015-2017)
312 — Overall (2018 or newer)
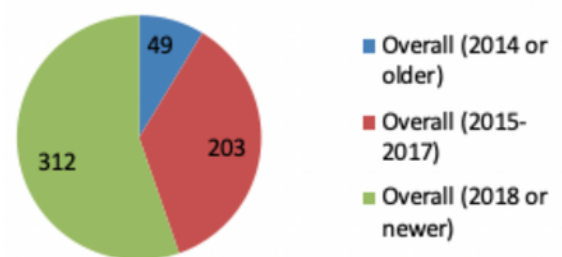
Library

THE LIBRARY IS AN INTEGRAL RESOURCE IN SUPPORT OF THE EDUCATIONAL PROGRAMS OF JUNIATA COLLEGE. THE LIBRARY PROVIDES SCHOLARLY INFORMATION AND LIBRARY SERVICES NECESSARY TO ENHANCE ACADEMIC LIFE AND ENCOURAGE LIFELONG LEARNING THROUGH THE COLLEGE COMMUNITY.

Spring Events

The library has hosted several successful events this semester, including Douglass Day, a transcribe-a-thon to celebrate Frederick Douglass's birthday. The 39 participants, including students, faculty, staff, and community members, transcribed or tagged over 55 documents from the Colored Conventions, the longest civil rights movement of the 1800s. We also hosted a Wikipedia Edit-a-Thon, where 17 editors updated 22 articles and added 30 references. The participants in these two programs helped to improve free online access to resources and information. Next month, on Monday, April 25th from 7-10pm, we will host our final monthly Anti-Procrastination Night. APN is part of the Learning Common's Academic Skills Series – it's a chance for students to dedicate a few hours to working alone, together, with snacks, de-stressing activities, and research support.

Relocation to VLB

Spring semester at the library has been quite busy as we prepare for the renovation. The library team would like to thank the spring break moving volunteers. We were able to dismantle more than a third of the shelving on the 2nd floor, empty out the vault, put in place over 500 shelves in the VLB stacks and much more. 14 volunteers (+4 student workers) shared 38 hours of their time over spring break – we couldn't have done it without you!

Memorial Course Reserves

We have worked with HR to develop the Memorial Course Reserves program. This program continues the mission and sentiment of the Memorial Book Program. In this program, Juniata honors the memory of a deceased family member of employees of the college by sponsoring a donation to the library collection. The library course reserves are the most used collection and support student needs by making course materials more accessible. You can explore the landing page for the program or explore the Course Reserves page.

Office of Digital Learning

THE OFFICE OF DIGITAL LEARNING IS RESPONSIBLE FOR TEACHING LEARNING TECHNOLOGIES, INSTRUCTIONAL DESIGN, DIGITAL PROJECTS, AND ONLINE LEARNING.

Moodle 4.0 Migration & Course Audit

We are currently working to finalize a Moodle 4.0 migration strategy, tentatively scheduled for Fall 2022. In order to efficiently utilize our Moodle storage and prepare for a major LMS update we are asking Faculty to review their current Moodle courses and mark them for backup or deletion through the newly developed Moodle Course Audit Web Application. During the week of 4/25/2022, ODL will contact Faculty with an email report of the selected course actions for final verification. Selected course actions will take place from 5/16/2022 - 6/3/2022.

Live Streaming

In collaboration with the Dean of Student and Marketing, ITLS has purchased equipment to offer high quality video streaming of events on campus. This semester, the Video Production Team will be piloting event streaming and in the fall of 2022 the team will expand this service into produced video conferenced events. If you'd like to submit a request for streaming this semester, complete this form.

Moodle Enhancement

Faculty now have the ability to replace a student Assignment upload in Moodle. This can be helpful for faculty seeking an alternative to providing feedback or resubmitting student work. For more information, please contact Justine Black or Tom McClain.

Summer Online

Our summer undergraduate online education program continues to grow, offering a wide variety of options! As we strategize for additional growth both within and outside of our community, we've launched a new website for our online programs. Please share the new website with those you think may find interest in our 23 courses this summer!

Meet our Team

Information Technology and Library Services
Anne Wood - Assistant VP and Chief Information Officer
Brenda Roll - Assistant to the VP/CIO and Technology Office Coordinator

Administrative Information Services (AIS)
Joel Pheasant - Assistant CIO and Director of the Technology Solutions Center
Lisa Finch - Programmer Analyst
Adam Steele - Systems/Web Programmer

Campus Network and Security (CNS)
Joe Tyler - Director of Campus Network and Security
Matthew Giffin - Systems Administrator
Dale Somers - IT Security Analyst

Digital Learning
Justine Black - Director of Digital Learning
Tom McClain - Assistant Director of Instructional Technology

the Library
Jacob Gordon - Head of Library Collections
Sara Kern - Student Success and Outreach Librarian
Lauren Everett - Access and Collections Coordinator

the Technology Solutions Center (TSC)
Zachiary Fultz - Solutions Center Technical Leader
Gary Feagley - Information Technology Support Specialist
T.J. Anderson - Information Technology Support Specialist
William Moschella - Information Technology Support Specialist