KNOW

YOUNGSTOWN STATE UNIVERSITY

Information Technology Services
Year in Review

Fiscal Year July 1, 2022-June 30, 2023

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OUR MISSION

Information Technology Services (ITS) will keep pace with an evolving, interactive, student-centered and collaborative electronic learning environment, providing seamless access to data, information, and knowledge, in an effort to meet the academic, student services, and administrative needs and goals of the University community. The framework for this vision will be administered within a global, networked environment, providing bandwidth, and quality services for the campus of the future.

OUR VISION

Information Technology Services provides a broad range of services in a distinct academic environment to support teaching and learning, scholarship and research, and the administrative and business operations of the University. Our primary mission is to provide the infrastructure and support necessary to enable the University community to use information technology effectively to facilitate the institutional mission of providing "open access to high-quality education through a broad range of affordable certificate, associate, baccalaureate, and graduate programs".

OUR VALUES

Maintain a culture of Excellence and Innovation, Integrity/Human Dignity, Collegiality, and Collaborative Engagement.
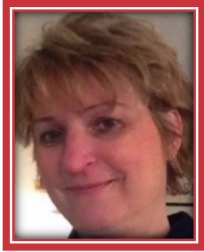
Jim Yukech
Associate Vice President &
Chief Information Officer

OUR MISSION, VISION, & VALUES

ITS SENIOR LEADERSHIP TEAM

Marianne Cohol
Director
IT Application
PMO Services

Angela Rovnak
Associate Director
IT Application
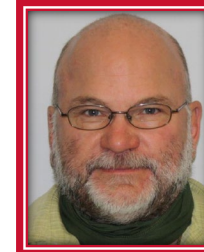Services

Dennis Gajdos
Associate Director
IT Business
Operations

Ryan Geilhard
Director
IT Customer
Services

Joe Liguori
Manager, Campus
Technology Support
IT Customer Services

Ian Theiss
Manager, Campus
Technology Support
IT Customer Services

Jeff Wormley
Senior Project
Manager
IT Customer Services
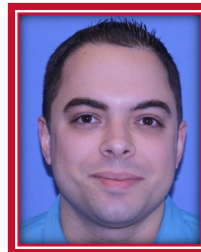
Sharyn Zembower
Associate Director
IT Customer
Services

Tasha Geilhard
Director
IT Data Analytics

Jeremy Yerse
Director
IT Infrastructure
Services

Justin Bettura
Director & Chief
Information Security Officer
IT Security Services

Rosalyn Donaldson
Director, IT Training &
ACT Program Manager
IT Training Services

Sean Melnik
Associate Director
IT Training
Services

WELCOME NEWCOMERS TO THE ITS TEAM

Jeremy Yerse
Director
IT Infrastructure Services

Ian Theiss
Manager, Campus
Technology Support
IT Customer Services
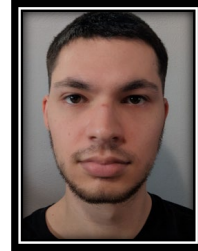
Jakub Kominar
Software Integration
Analyst 1
IT Application Services

Frank Natoli
Business Systems
Administrator
IT Data Analytics

James Porter
Technology Support
Technician 1
IT Customer Services

Megan Blank
Technology Support
Technician 1
IT Customer Services

Ryan Leach
Technology Support
Technician 1
IT Customer Services

John Hazen
Technology Support
Technician 1
IT Customer Services

55 Total Employees

8 New Hires

3% Of YSU Employees work in IT

FY23 IT Expenditures by Category

7%

Total IT Expenditures Related to the Overall YSU Operating Expenses

45% Salaries, Wages, and Benefits

13% Software Services Licenses

10% Chargebacks/Invoices (etc.)

32% Miscellaneous IT Expenses

PERSONNEL & BUDGET STATISTICS

YOUNGSTOWN STATE UNIVERSITY

Data Insights Powering YSU's Future

The new IT Data Analytics department at Youngstown State University is an essential driver for unlocking the power of data across academics and administration.

"Our mission is to enable data-driven decision making through technology, infrastructure, and expertise. We aim to empower stakeholders with analytics capabilities that deepen engagement, advance institutional growth, and elevate student success.", said Director Tasha Geilhard.

IT Data Analytics | From Data to Direction

Strategic Initiatives

Major projects include implementing an Enterprise Data Warehouse to integrate information across YSU's systems for holistic reporting and dashboards. The team is also guiding users from outdated reporting tools to self-service business intelligence platforms.

Campus Partnership

Working closely with stakeholders across institutional effectiveness, enrollment management, student affairs, finance, HR, and more, the team focuses on technical oversight of key systems and driving adoption of analytics for data-informed strategy and operations.

## Expert Team

The IT Data Analytics department houses specialized talent in data warehousing, analytics, systems administration, and business application support. The team has the strategic vision and technical skills to architect solutions tailored to YSU's needs.

The IT Data Analytics department is leveraging data to unlock new levels of institutional intelligence and student achievement at YSU.

MEET THE IT DATA ANALYTICS TEAM

Tasha Geilhard
Director
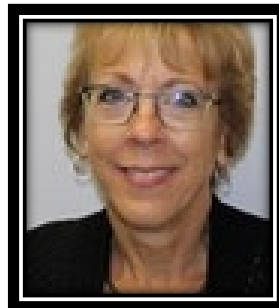
Cheri Bibler
Data Warehouse Engineer
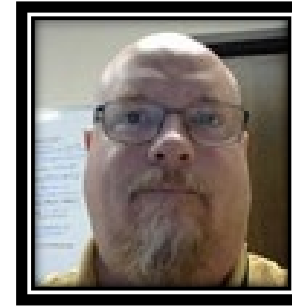
Joel Kroliski
Senior Business Systems Administrator

Scott Knudson
Senior Business Systems Administrator
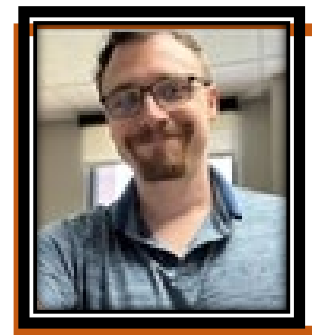
Frank Natoli
Business Systems Administrator

SERVICE DELIVERY & SUPPORT METRICS STATISTICS
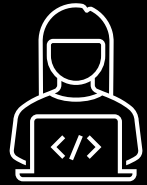
23,951
Total Annual Support Requests

90%
Overall Customer Satisfaction Rating

Contact Method for Service Desk Support Requests

3,451 Client Portal

2,914 Phone

1,893 Walk-ins and Internal

1,741 Email

UPGRADES IN WIRELESS NETWORK INFRASTRUCTURE

BY THE NUMBERS

1,228
Wireless Access Points are now on Campus.

14
New Wireless Access Points were deployed of Outdoor coverage.

Approximately 90%
Decrease in Network Support Requests as a result of this upgrade.

All 66
Buildings on Campus are covered.

ITS embarked on an ambitious project to comprehensively replace the entire wireless infrastructure with the latest Cisco access points (APs) for increased network bandwidth and density.

The team installed and upgraded two new wireless controllers while decommissioning six unsupported wireless controllers. With these new network upgrades, there was a dramatic decrease in Network Support Requests.

Our team also worked to improve the outdoor network coverage around Campus by deploying fourteen new wireless access points.

The access point locations were strategically chosen in areas to provide the YSU community with reliable network coverage. These locations included highly populated areas such as parking lots around campus, The Rock, and around Campus Core.

Additionally, new access points were installed near Stambaugh Stadium, providing YSU fans the option of using etickets starting in Fall 2023.

These new upgrades continue to offer YSU students, faculty, and staff an excellent experience with both indoor and outdoor Wi-Fi coverage.

Did you know?
Approximately 6,000 devices connect to YSU Wireless Network each day.

IT Application Services has been working on various projects to help provide the best experience for the YSU Campus Community.

Ellucian Experience

Ellucian Experience is replacing our existing portal and will provide students, faculty, and staff with a personalized, easy-to-use portal for navigating key YSU software. It has a new, card-based display which is customizable for each user enabling you to organize and display information of pertinent interest to you. The current Ellucian Luminis portal is being sunsetted next year.

Integrated Learning Platform

This platform is now live for the campus community. The users are loaded via the Integrated Learning Platform. The team will be working toward loading Courses and Instructors using the Integrated Learning Platform.

Digital Transformation (Dx) Project

IT Application Services has been working to complete the Dx Project, with the goal to replace Altiris with Intune. This will have an impact towards MFA, Network Storage, Print Management, Updated Group Policies, and BYOD Policies.

BY THE NUMBERS

73 Projects currently being advised

58 Projects in progress

20 Projects completed in FY23

5 New projects added for FY24

IT APPLICATION SERVICES - UPGRADES AND NEW SERVICES (CONT.)

Digital Transformation

The adoption and integration of digital technology to improve processes and productivity, deliver better customer and employee experiences, and lead to better decision making.

7 Milestones Completed in FY23

1. Planning and Preparations
2. Base Level Policy Creation for Intune
3. Created Training and Communications
4. Implemented Network Storage
5. Print Management Integration
6. Group Policy Creation
7. Microsoft System Center Configuration Manager Implemented

The status of our multimedia in classrooms on campus is...

92 Classrooms Updated in FY23

The Current Footprint...

- **282** Total Multimedia Classrooms
  - **139** – Airtame
  - **92** – Webex Single Camera
  - **24** – Webex Dual Camera
  - **14** – Special (special design based on needs; with unique hardware or uses)
  - **7** – Non-Standard (rooms that need upgraded to a current standard)
  - **6** – Apple TV

Future Goal: Reduce Footprint

- Lower the total number of Multimedia Classrooms
- Raise the utilization of Webex Rooms
- Eliminate Non-Standard Rooms

IT APPLICATION SERVICES

IT Application Services is responsible for the delivery and maintenance of technology solutions using the University's ERP software suite and centralized database management system.

- **Banner Advisor Assignment** – IT Teams continue to work with the Graduate Studies with an assigned advisor in Banner. This provides full use of CRM Advise for graduate students and their advisors. This new process went live August 29, 2023.

- **Banner SSB9 Finance & HR** - *Project is on hold, postponed until FY 2024.*

- **Campus Groups** - This effort went live with student officer on June 30, 2023. Post-implementation testing was conducted throughout July.

- **Ellucian NEOED Talent Management System** - All NEOED modules have completed a successful Go-Live! Legacy data out of PeopleAdmin will be downloaded via a manual process over the next year using "Read Only" contract extension.

Training

- **Create Student Interaction with Slido**
- **NEOED**
  - Hiring Manager Dashboard
  - Search Committee
- **Webex Classroom Series**
  - Getting Started
  - Engaging Students
  - Using the Education Connector
- **Lunch & Learn Seminars**
  - Accessibility tools in Adobe Acrobat
  - Accessibility tools in Microsoft Office
  - Creating Accessible Tables using Microsoft
  - Increasing Productivity with Outlook
  - Searching the TDX Knowledge Base
  - Sharing Documents in OneDrive
  - Using Microsoft 365 Online
  - YSU App Cloud

- **Microsoft Power BI: Penguin Intelligence Pregame**
- **Microsoft Stream: Create & Host Videos**
- **Microsoft Teams Value Add (for software imbedded into Teams)**
  - MS Bookings
  - MS Forms
  - MS Shifts
  - Meeting in MS Teams
- **Banner SSB9**
  - Personal Information
  - Advising Student Profile
- **Blackboard for Students**
  - The Basics
  - Interactions & Collaborations
- **25Live: Event Scheduling**
- **Watermark: Faculty Success**
- **The Power of One: Using OneDrive for Data Storage and Collaboration**
- **Teams for Department File Management & Communications**

IT TRAINING SERVICES

BY THE NUMBERS

94
New Knowledge Base Articles in support of IT Security Services.

1,950
Faculty & Staff took advantage of internal Training Department courses.

97%
Satisfaction rate for workshops and TDX tickets.

TECH ACADEMY
STUDENT OPPORTUNITIES WITHIN ITS

The competition is fierce amongst IT candidates and Youngstown State University is focused on home-grown talent. The addition of a tech academy will further enhance career-readiness by creating a path to success within the doors of Youngstown State University.

Tech Academy graduates will be the strong candidates for any vacancies within ITS, as well as any companies searching for experienced IT professionals.

In this program, seven students are selected from a pool of twenty-seven applicants. Here the students begin working in their respective departments and participating in activities to develop skills and professionalism.

Throughout four years, students will enhance their career-readiness while engaging in high impact practical experience.

Year 1
Customer Service and Support at the Service Desk

Year 2
Customer Service in Field Services

Years 3 and 4
Choice of IT Specialty

In the students' third and fourth year, they are provided with a senior staff mentor from their chosen specialty.

Our Tech Academy Students

Year 1

Mitchell Bogan

Nishan Chaulagain

Andrew McGarvie

Luke Vanca

Jonah Ross

Biraj Shrestha

Year 2

Rochelle Barone-Maldonado

Dominic DiMailo

Conor Gessner

Marquise Goodlett

Shreeya Nakarmi

Edwin Patterson II

EDUCAUSE

Educause is an organization aimed to help advance higher education through information technology. IT leaders from across the US lead the strategies to combat major issues and help improve the current environment of the industry.

Benefits From the Use of Educause

Offers a team of professionals that provide support while solving common issues and innovating opportunities that occur in higher education.

Helps to advance IT leaders' knowledge and career as it provides opportunities of growth through mentorship and collaboration.

"Educause enables me to learn from and collaborate with university leaders across the country. I particularly enjoy community discussions about digital accessibility, service management, educational technology, and Microsoft."
Rosalyn Donaldson, *Director, IT Training and ACT Program Manager*

Future Anticipated Projects

🖥 Blackboard Ultra

By Fall 2024, all faculty will be transitioning to Ultra course type in Blackboard. Training is being provided to faculty who still need to make the transition or need a refresher. Additionally, all courses will be loaded to Blackboard as Ultra for Fall 2024. This new platform has expanded functionality with gradebook and ability to transfer grades from Blackboard to Banner.

⟷ Luminis Portal Replacement

Ellucian Experience is replacing YSU's existing portal and will provide students, faculty, and staff with a personalized, easy-to-use portal for navigating key YSU software. While it will still drive much content based on your role at the university, it has a new, card-based display which is customizable for each user enabling you to organize and display information of pertinent interest to you. The current Ellucian Luminis portal is being sunsetted next year.

🤝 Penguin Tuition Promise

This project has been in production for the past five years and is how YSU can keep student tuition costs frozen during their time at YSU. The governing rules freeze tuition until the sixth year at YSU. In the sixth year, if the student has not graduated, then YSU can increase tuition, to be effective for another five years.

OUR VISION

Youngstown State University will become a national model for university-community engagement that enhances teaching and learning, student and faculty research, and community well-being. The University will expand its regionally focused mission to include national and international emphases while working with other colleges and universities, business and industry, and the K-12 community to stimulate the economic, technological and cultural rebirth of Ohio.

This Vision will be supported by:
•Leading scholars and practitioners using multidisciplinary approaches to address societal challenges;
•Engagement of undergraduate and graduate students in research;
•Strategic development of undergraduate and graduate programs;
•Curricular and co-curricular integration of professional and liberal education, problem-solving, critical thinking, and communication skills;
•An emphasis on applied learning and community engagement; and

•Respect for the deep and rich diversity of the communities we serve.

Location | Contact | Information

1 Tressel Way Youngstown, Ohio 44555 USA   ---   330.941.3000

Privacy Policy | YSU

Youngstown State University, through its website, collects non-personal information to improve functionality and content, and to monitor the site's performance. Examples include collecting information on browser type, operating system, Internet Service Provider (ISP), and geographic location (i.e., country, state, and city where user is connecting from). Data is used to provide answers to specific questions about the usage and performance of the web site or individual web pages. We may use your IP address to help diagnose problems with our server and to administer our Web site by identifying (1) which parts of our site are most heavily used, and (2) which portion of our audience comes from within the YSU network. We do not link IP addresses to anything personally identifiable. This means that user sessions will be tracked, but the users will remain anonymous.
An example includes the use of cookies on the YSU website. Cookies are used in order to maintain login information between a web application and an end user's computer (i.e., **Penguin Portal (https://saml.ysu.edu:9443/authenticationendpoint/retry.do)**). This identifies the end user's computer to the web application upon logging in. We use tracking cookies (i.e., Google Analytics code) in order to obtain statistical information on university website traffic. This helps with improving website design and marketing efforts. No personally identifiable information is collected on end users. Users are able to disable cookies in their browser of choice if they so choose.
The YSU website makes use of SSL (i.e., secure socket layer) technology for transmitting sensitive information in fillable forms to either an e-mail address or a database. Forms secured by SSL contain a web address (i.e., URL) that is preceded by https which encrypts data being transmitted.

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Mission

Youngstown State University—an urban research university—emphasizes a creative, integrated approach to education, scholarship and service. The University places students at its center; leads in the discovery, dissemination and application of knowledge; advances civic, scientific and technological development; and fosters collaboration to enrich the region and the world.
The University:
•Creates diverse educational experiences that develop ethical, intellectually curious students who are invested in their communities;
•Provides access to a broad range of undergraduate programs;
•Offers graduate programs in selected areas of excellence, including those that meet the needs of the region;
•Supports economic development through applied learning and research;
•Integrates teaching and learning, scholarship, and civic engagement;
•Fosters understanding of diversity, sustainability, and global perspectives; and
•Advances the intellectual and cultural life of the city, region and world.