

KNOW



YOUNGSTOWN STATE UNIVERSITY

**Information Technology Services
Year in Review**

Fiscal Year July 1, 2023-June 30, 2024

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OUR MISSION, VISION, & VALUES



Jim Yukech

Associate Vice President &
Chief Information Officer

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.

ITS SENIOR LEADERSHIP TEAM



Justin Bettura
Director & Chief
Information Security Officer
IT Security Services



Marianne Cohol
Director
IT Application
PMO Services



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



Ryan Geilhard
Director
IT Customer
Services



Tasha Geilhard
Director
IT Data Analytics



Jeremy Yerse
Director
IT Infrastructure Services



Dennis Gajdos
Associate Director
IT Business
Operations



Sean Melnik
Associate Director
IT Training
Services



Angela Rovnak
Associate Director
IT Application
Services



Sharyn Zembower
Associate 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

Jaheem Hughes

Technology Support
Technician 1
IT Customer Services



Joshua Neiheisel

Technology Support
Technician 1
IT Customer Services



Vincent Krasinski

Technology Support
Technician 1
IT Customer Services



Michael Phillips

Business Systems
Administrator
IT Data Analytics



Krystle Natoli

Business Systems
Administrator
IT Data Analytics



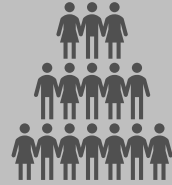
Cara McEldowney

Technology Trainer
IT Training Services

**WELCOME
NEWCOMERS TO
THE ITS TEAM**



PERSONNEL & BUDGET STATISTICS



59
Total ITS Employees



6
New Hires



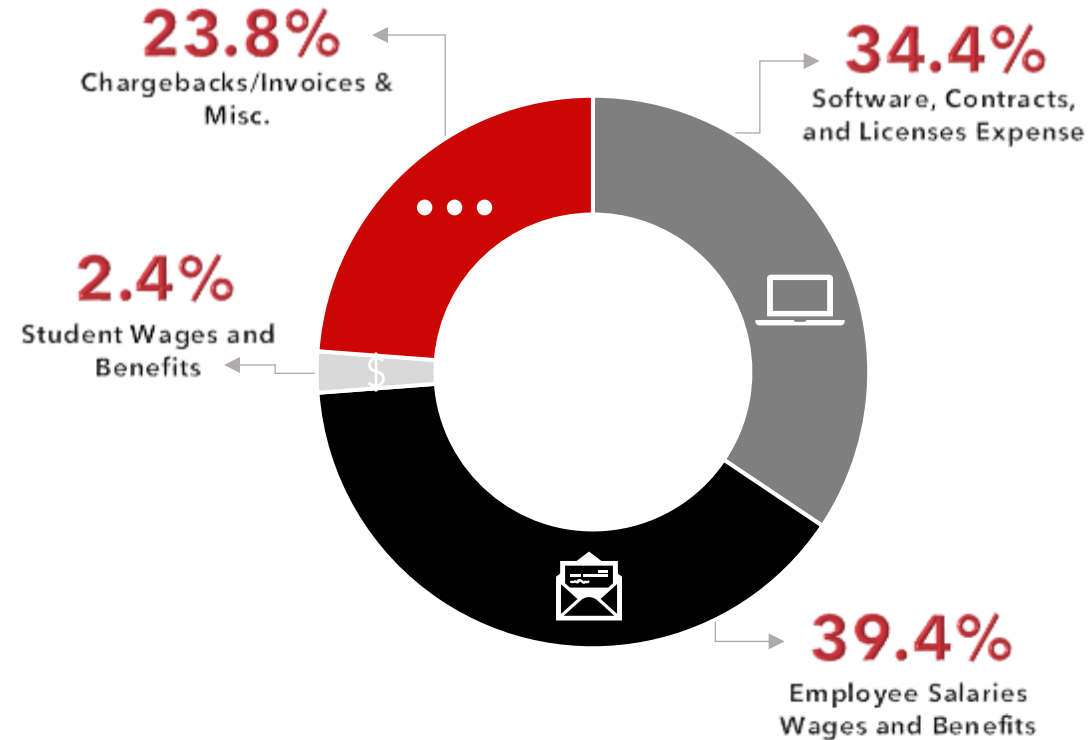
6%
of YSU Employees work in ITS

FY24 ITS Expenditures by Category



7.6%

Total ITS Expenditures Related to the Overall YSU Operating Expenses



IT DATA ANALYTICS



Our Mission

"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.

Power BI Report Development:



Streamlined over 7,500 WebFOCUS reports down to approximately 1,100



❖ Provides users with interactive, visually engaging dashboards that offer a comprehensive view of critical institutional data

LiveAlumni System:



YSU efforts to expand the LinkedIn profile datasets have been a success



❖ With 2,808 new profiles added, the total amount of profiles has been brought to an impressive 28,433

IT DATA ANALYTICS

Enterprise Data & Analytics

Our IT team is on a mission to transform the university's data landscape! The new interactive dashboards, crafted with insights from Institutional Research, Admissions, and more, offer a dynamic and comprehensive view of essential institutional data. The Data Governance and Integrity Advisory Committee has been established to steer our data policies, standards, and best practices, ensuring that YSU's data remains a strategic asset – available, usable, and secure.



Student Lifecycle & Advancement Business Systems

Platforms like Banner, Ellucian CRM Recruit, Advise, Advance, and LiveAlumni have transformed how we connect with prospective students, guide current students, and engage alumni. A major milestone was the implementation of the Watermark Faculty Success RPT Module, which digitizes processes like Tenure with Promotion and Chairperson Module, streamlining workflows and enhancing reporting capabilities.



Human Resources, Payroll & Finance Business Systems

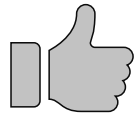
In FY24, remarkable improvements were made in HR, Payroll, and Finance Systems. These behind-the-scenes improvements support smoother operations across the university, highlighting the power of collaboration in advancing YSU's mission.

Data Analytics has:

- Simplified the approval process for part-time faculty credentials
- Automated key annual reports
- Enhanced data management for full-time faculty specialties
- Created new processes for managing faculty leave and transferring staff between funding sources have reduced administrative burdens

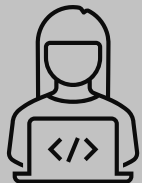
IT CUSTOMER SERVICES

SERVICE DELIVERY & SUPPORT METRICS STATISTICS



Overall Customer Satisfaction Rating

 **93%**



18,478
Total Annual Support Requests



Contact Method for Service Desk Support Requests



5,195
Client Portal



5,037
Phone



4,394
Walk-ins and Internal



3,852
Email

END USER COMPUTING AND CLASSROOM TECHNOLOGY

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.

Milestones Completed in FY24

- ✓ 20% of campus computers managed by Microsoft Intune
- ✓ All Microsoft Intune Computers are Windows 11
- ✓ 63% of the remaining campus computers have been prepared to be upgraded to Windows 11
- ✓ 85% of the Department File Shares have been moved to Microsoft SharePoint
- ✓ 100% of Stream Video files have been moved to Microsoft SharePoint

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



 **97** 
**CLASSROOMS
UPDATED IN FY24!**

 **268** 

Total Multimedia Classrooms

- ❖ **134** – Airtame
- ❖ **90** – Webex Single Camera
- ❖ **23** – Webex Dual Camera
- ❖ **13** – Special (special design based on needs; with unique hardware or uses)
- ❖ **4** – Non-Standard (rooms that need upgraded to a current standard)
- ❖ **4** – Apple TV

MAJOR ACCOMPLISHMENTS IN...

IT APPLICATION SERVICES

WebFOCUS Reports Replacement

Continued evaluation of reports that are being utilized and replacement alternatives including dashboards.

Blackboard-ILP

Integrated Learning Platform (ILP), enabled the ability for faculty to push grades from Blackboard into Banner as well as the automation of loading students, courses and instructors through ILP. All Bb courses from Fall 2024 forward will use the Ultra template.

Financial Aid Automation

Changes made to automate input to Pennsylvania Higher Education Assistance Agency (PHEAA) so that staff would not have to manually update data. IT staff expended 122h effort on this initiative resulting in tremendous time/cost savings on-going to Financial Aid functional area.

SSB-9

Major Modules have all been implemented including Faculty Class List, My assignments, Student Dashboard, Finance. A few miscellaneous items/custom applications remain to be converted.



Data Mining Capability

Enabled for students using Ohio Supercomputer to provide YSU with some statistics on cohort of students 2017-2023 through analysis of data points.

Infrastructure built and processes developed



For the use of new coding language (PHP)



To create custom apps replacing the old SSB8 apps

MAJOR ACCOMPLISHMENTS IN...

IT APPLICATION SERVICES

CONTINUED

Adding New Undergraduate Online Programs

Partnership with Risepoint (formerly Academic Partners). On August 7th, Marketing/Application to these programs began. Course instruction begins January 2025.

Banner SNN Reducing Visibility

Collaborated with Auditing and Data custodians to reduce (400 to 60) full SSN visibility on select Banner pages and made updates to alternate id accordingly. A formal request and approval process has now been established.

Youngstown Secure Documents Version 2 Project

Collaborated with (Procurement, Benefits, HR and Payroll) to create a new version of Secure Documents. The new version utilizes SharePoint to transfer documents instead of Outlook resulting in a much more secure transmission and storage process.

SharePoint API

Create back-end processing to delivering documents to a department's Teams Channel or a personal OneDrive folder. This functionality will eventually replace older technology which delivers documents to a department's SFTP server.

Ellucian Experience

Went live in Spring including cards that provided faculty, staff, and students with personalized information from Banner.

Student Employment

Continuous Employment new process completed in Spring. JobX software project is underway that will automate entry of student data into Banner HR as well as process improvements to the student office.

IT INFRASTRUCTURE SERVICES

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BUILDING NETWORK

Replaced networking equipment and UPS units in **21** buildings, greatly enhancing network speed, reliability, and power stability across the campus.



WINDOWS SERVER

Upgraded **80** servers to the latest versions, significantly boosting security, enhancing performance, and ensuring compliance with modern standards.



FIREWALL

Upgraded the data center firewall, providing enhanced security and threat prevention for critical systems.



KEY PERFORMANCE INDICATOR

99.97%

Average combined uptime across key infrastructure systems.

Server Decommission

Decommissioned over 10 outdated physical servers, freeing up space and laying the groundwork for a data center refresh.

Documentation Creation

Created detailed documentation for servers, software and hardware, streamlining maintenance and troubleshooting for infrastructure assets.

IT TRAINING SERVICES

NEW & REVISED TOPICS

- **25Live: Searches & Reports**
- **Enhance Audience Engagement with Slido**
- **Introducing the New Penguin Portal for Faculty, Staff, and Students**
- **Meet Vidcast: Quick & Easy Videos**
- **Penguin Intelligence Pregame: Orientation to the Power BI App**

Microsoft Teams

- Department File Management & Communications
- File Management & Collaboration

Watermark

- Faculty Success by Watermark Workflows for Annual Processes
- Using CV Imports & Reports

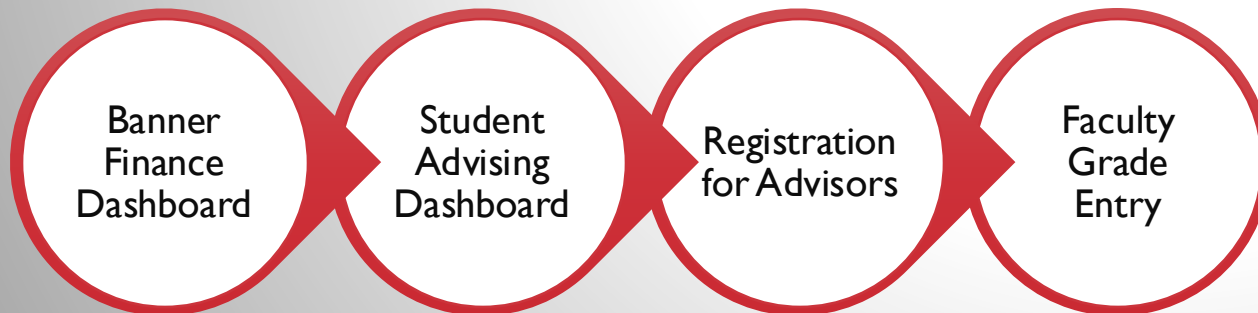
Teaching with Technology

- The Flipped Classroom
- Interactive Review Techniques

Events

- Global (Digital) Accessibility Awareness Day
- In College Office Hours
- Students with Disability Simulation and Support

Banner Self-Service



TECH ACADEMY

STUDENT OPPORTUNITIES WITHIN ITS

What is Tech Academy?

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 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

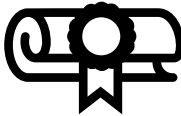
Years 3 and 4

Choice of IT Specialty

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



CONGRATULATIONS TO OUR 2024 TECH ACADEMY GRADUATE



Marquise Goodlett...



...who is now employed full-time as a CyberSecurity Analyst at Visa, Incorporated!

Current Students Enrolled in Tech Academy

Year 2

Mitchell Bogan
Nishan Chaulagain
Biraj Shrestha

Year 3

Rochelle Barone-Maldonado
Shreeya Nakarmi
Edwin Patterson II

ACCEPTABLE USE POLICY

To learn more, go to
“[YSU AI Principles Statement](#)”
on the OAA website!



Introducing...



What is Generative AI?

Category of artificial intelligence (AI) systems that are designed to generate new content, such as text, images, or other forms of data, based on patterns and information it has learned from existing data.

This policy applies to...

all users and uses of university-owned technology resources as well as to any non-YSU and/or remote technology devices while connected to the YSU network. This policy also covers the use of generative AI technologies, such as language models, image generation models, and other AI-powered tools, whether provided by the university or obtained from external sources.

Generative AI

Acceptable Use of Generative AI

- ❖ Use of generative AI is encouraged for the purpose of advancing academic capabilities and university operations within the parameters set forth in the “YSU AI Principles Statement”

Unacceptable Use of Generative AI

- ❖ Any use of generative AI not in accordance with university guidance or the framework defined by academic instruction is strictly prohibited.

Exceptions

- ❖ In regard to generative AI, faculty and staff can apply for exceptions by email to the CIO and provost. All exceptions will be reviewed by both parties and the submitter will receive a response within a reasonable amount of time.

User Responsibilities

- ❖ Users are responsible for maintaining data in compliance with the university records retention plan.
- ❖ Submission of private institutional data to an open generative AI system.

Future Anticipated Projects



Securing/Safeguarding Banner Access

- ✓ Automating the removal of access for staff transferring positions and for students who are no longer employed
- ✓ Conduct Yearly Banner Access Audits



Leveraging Existing Software to Streamline Processes

- ✓ English Learning Institute (ELI) and College Credit Plus (CCP) to utilize CRM Recruit to process applications
- ✓ Transition to Ethos for CRM Recruit and CRM Advise
- ✓ Transition away for custom CCP application



New Student Center AV Technology

Designing New Spaces

- ✓ Airtame Meeting Rooms - 6
- ✓ Ballroom
- ✓ Black Box Theater
- ✓ Conference Rooms - 10
- ✓ Collaboration Pods - 7
- ✓ Webex Meeting Rooms - 5



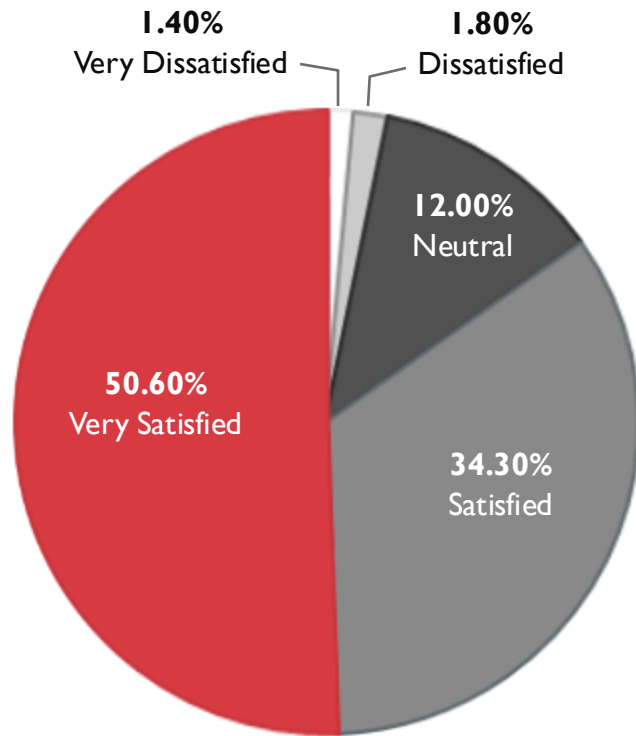
Ellucian Insights

This cutting-edge platform will revolutionize our data landscape, unifying information into a powerful, centralized hub. As we implement this solution through 2025, we're not just streamlining data integration, management, reporting and analytics – we're laying the groundwork for AI-driven insights. By 2026, expect to see enhanced decision-making, stronger collaboration, and a new era of data-driven excellence propelling YSU to the forefront of higher education innovation. **Stay tuned as we unlock the full potential of our university's data!**

INFORMATION TECHNOLOGY OVERALL TICKET AND ANNUAL SURVEY SATISFACTION SUMMARY

OVERALL SATISFACTION WITH QUALITY OF SERVICE

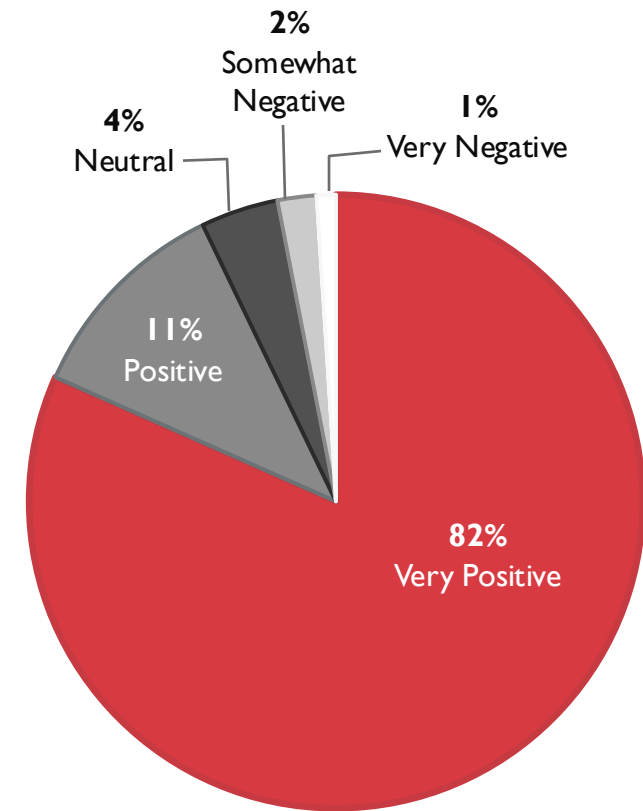
Customer Satisfaction Survey 2/2024



Overall Rating **84.9%**

OVERALL EXPERIENCE LAST YEAR

Technology Support Portal Tickets



Overall Experience Rating **93%**



OUR MISSION

An Institution of Opportunity: *YSU inspires individuals, enhances futures, and enriches lives.*

As a student-centered university, Youngstown State University's mission is to provide innovative lifelong learning opportunities that will inspire individuals, enhance futures and enrich lives. YSU inspires individuals by cultivating a curiosity for life-long learning; enhances the futures of our students by empowering them to discover, disseminate and apply their knowledge; and enriches the region by fostering collaboration and the advancement of civic, scientific, and technological development. YSU's culture of enrichment flourishes in our diverse, accessible, and quality education.

OUR VISION

Youngstown State University is where students thrive in their educational and career pursuits, where scholarship creates innovative solutions, and where community engagement is a cornerstone of collaboration that collectively contribute to the sustainable prosperity of the region and beyond.

LOCATION | CONTACT | INFORMATION

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

PRIVACY POLICY

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 \(https://saml.yzu.edu:9443/authenticationendpoint/retry.do\)](https://saml.yzu.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.