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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.
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

Know Y: ITS Year in Review | Page 4
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
FY23 IT Expenditures by Category

- **55** Total Employees
- **7%** Total IT Expenditures Related to the Overall YSU Operating Expenses
- **8** New Hires
- **3%** Of YSU Employees work in IT

- **45%** Salaries, Wages, and Benefits
- **13%** Software Services Licenses
- **10%** Chargebacks/Invoices (etc.)
- **32%** Miscellaneous IT Expenses
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.

**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.

---

**IT Data Analytics | From Data to Direction**

*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

Frank Natoli  
Business Systems Administrator

Scott Knudson  
Senior Business Systems Administrator

Joel Kroliski  
Senior Business Systems Administrator
23,951 Total Annual Support Requests

90% Overall Customer Satisfaction Rating

Contact Method for Service Desk Support Requests

- Client Portal: 3,451
- Phone: 2,914
- Walk-ins and Internal: 1,893
- Email: 1,741
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.

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.

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

<table>
<thead>
<tr>
<th>Ellucian Experience</th>
<th>Integrated Learning Platform</th>
<th>Digital Transformation (Dx) Project</th>
</tr>
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<tbody>
<tr>
<td>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 sunniessed next year.</td>
<td>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.</td>
<td>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.</td>
</tr>
</tbody>
</table>

**BY THE NUMBERS**

- **73** Projects currently being advised
- **58** Projects in progress
- **20** Projects completed in FY23
- **5** New projects added for FY24
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 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.
Key Milestones / New in FY23

- **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**

- **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.

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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.

<table>
<thead>
<tr>
<th>Year 1</th>
<th>Year 2</th>
<th>Years 3 and 4</th>
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<tbody>
<tr>
<td>Customer Service and Support at the Service Desk</td>
<td>Customer Service in Field Services</td>
<td>Choice of IT Specialty</td>
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In the students’ third and fourth year, they are provided with a senior staff mentor from their chosen specialty.

### Our Tech Academy Students

<table>
<thead>
<tr>
<th>Year 1</th>
<th>Year 2</th>
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<tbody>
<tr>
<td>Mitchell Bogan</td>
<td>Rochelle Barone-Maldonado</td>
</tr>
<tr>
<td>Nishan Chaulagain</td>
<td>Dominic DiMailo</td>
</tr>
<tr>
<td>Andrew McGarvie</td>
<td>Conor Gessner</td>
</tr>
<tr>
<td>Luke Vanca</td>
<td>Marquise Goodlett</td>
</tr>
<tr>
<td>Jonah Ross</td>
<td>Shreeya Nakarmi</td>
</tr>
<tr>
<td>Biraj Shrestha</td>
<td>Edwin Patterson II</td>
</tr>
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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.

"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

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.
Future Anticipated Projects

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 sunned next year.

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.

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.

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.