

FY13 Technology Briefing

April 2013



Resources

- **Educause**
 - ✓ ECAR Study of Undergraduate Students and IT
 - ✓ Core Data Service
 - ✓ Listservs
- **Gartner**
 - ✓ IT Key Metrics Data
 - ✓ Specialized Analysts and Reports
- **Other**
 - ✓ The Campus Computing Project



INDUSTRY ISSUES AND PRIORITIES



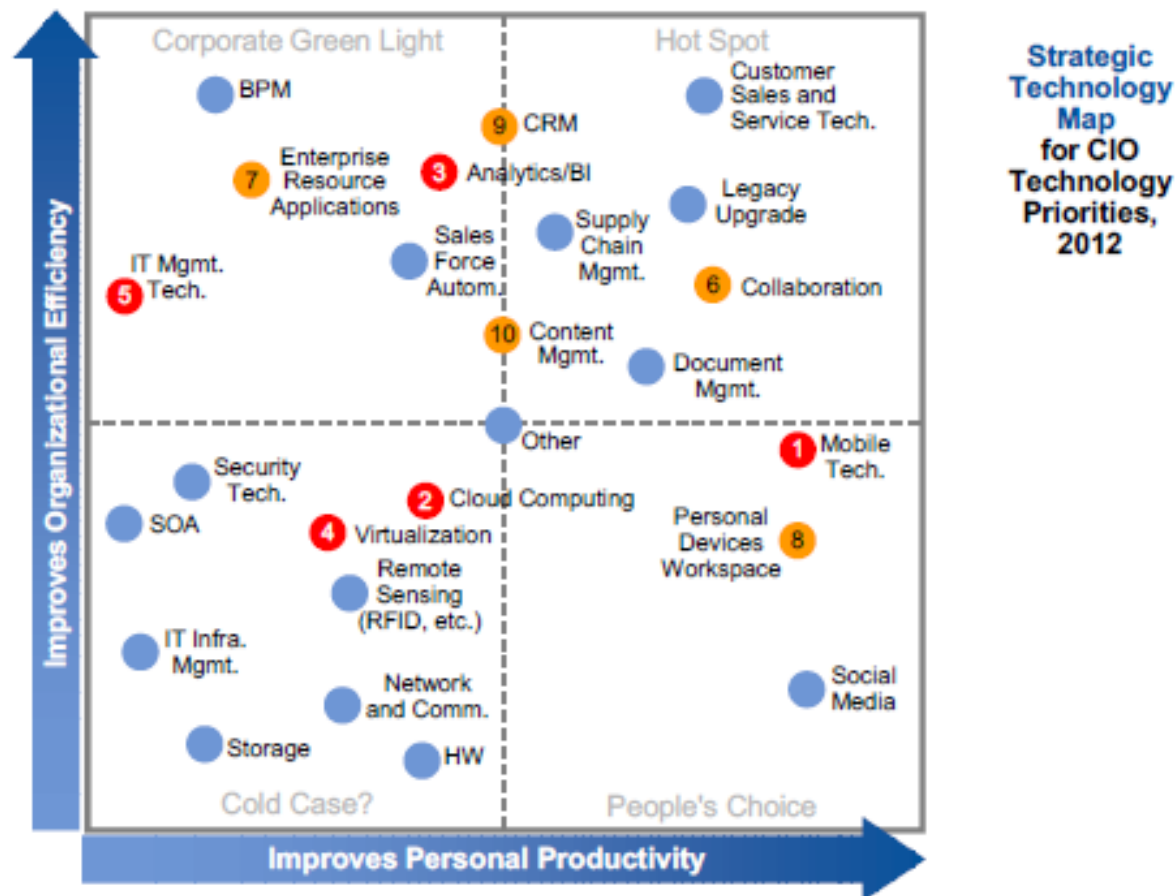
Gartner: Top Strategic Technologies You Expect to Focus On 2012 - 2015

Row	CIO Technology Priorities	HE
1.	Mobile technologies	1
2.	Cloud computing (SaaS, PaaS, IaaS)	2
3.	Analytics and business intelligence	3
4.	Virtualization desktop, server and storage	4
5.	IT mgmt. technologies (program, project mgmt., governance, change mgmt.)	5
6.	Collaboration technologies (e.g., workflow mgmt., team collaboration)	6
7.	Enterprise resource applications (finance, HR, etc.)	7
8.	Personal devices in the workspace (consumerization of IT)	8
9.	Customer relationship management (CRM) applications	9
10.	Content management applications (digital publishing, website mgmt., etc.)	10

Source: The 2012 Gartner Higher Education CIO Agenda Survey Cut

Gartner 2012 Strategic Technology Map

Figure 6. The 2012 Strategic Technology Map View of the Technologies in the Higher Education Top 10 Technology Priorities Versus All Other Mentioned Technologies by the Survey Respondents: Higher Education Top 5 Are Red, Top 6 Through 10 Are Orange, and the Rest Are Blue



2012 Educause Top 10 IT Issues

Top-Ten IT Issues, 2012

- 1 Updating IT professionals' skills and roles to accommodate emerging technologies and changing IT management and service delivery models
- 2 Supporting the trends toward IT consumerization and bring-your-own device
- 3 Developing an institution-wide cloud strategy
- 4 Improving the institution's operational efficiency through information technology
- 5 Integrating information technology into institutional decision-making
- 6 Using analytics to support critical institutional outcomes
- 7 Funding information technology strategically
- 8 Transforming the institution's business with information technology
- 9 Supporting the research mission through high-performance computing, large data, and analytics
- 10 Establishing and implementing IT governance throughout the institution

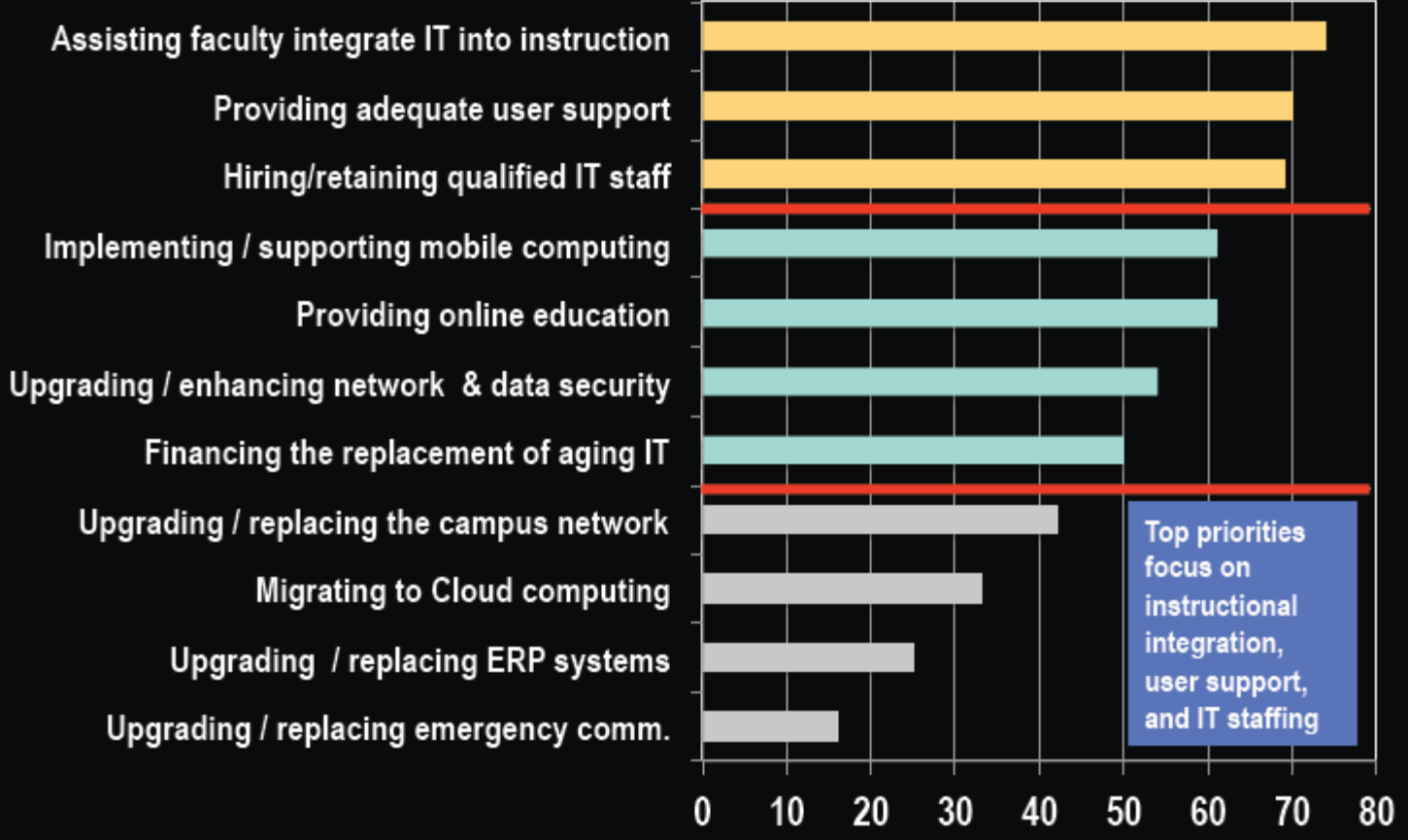
What is Loyola doing?

1. Training budget
2. "Anytime Anywhere Access"
3. Selectively, Box, Sakai
4. ECM, BI, IDM
5. ITESC, forecasting
6. DWBI, dashboards
7. Prioritization, budget
8. ECM, lecture capture, online
9. RDC, CTRE
10. ITESC, collaborations

The Campus Computing Project: Priorities

Top Institutional IT Priorities Over the Next Two-Three Years

pct reporting very important (6/7)
scale: 1=not important; 7=very important



Top priorities focus on instructional integration, user support, and IT staffing

The Campus Computing Project: 2012 Highlights

2012 Highlights

- Assisting faculty with the instructional integration of IT returns as a top CIO priority
- Big gains (again) in the deployment of mobile apps
- Budget cuts continue to decline, but public campuses more at risk than privates.
- Mixed assessments from presidents, provosts, and CIOs about the effectiveness of IT investments
- Still searching for the Clouds!
- Transitions continue in the LMS market

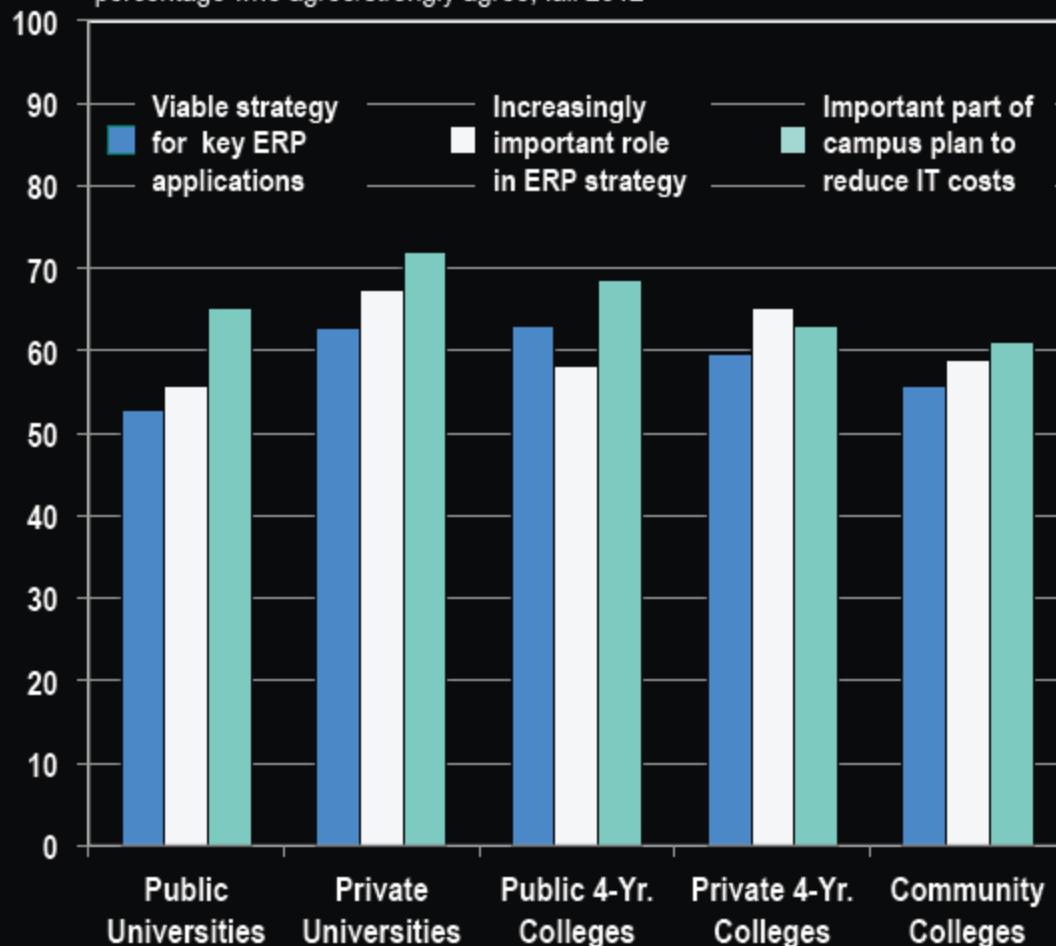


Cloud Strategy

NEW

Affirming the Strategic Importance of the Cloud

percentage who agree/strongly agree, fall 2012



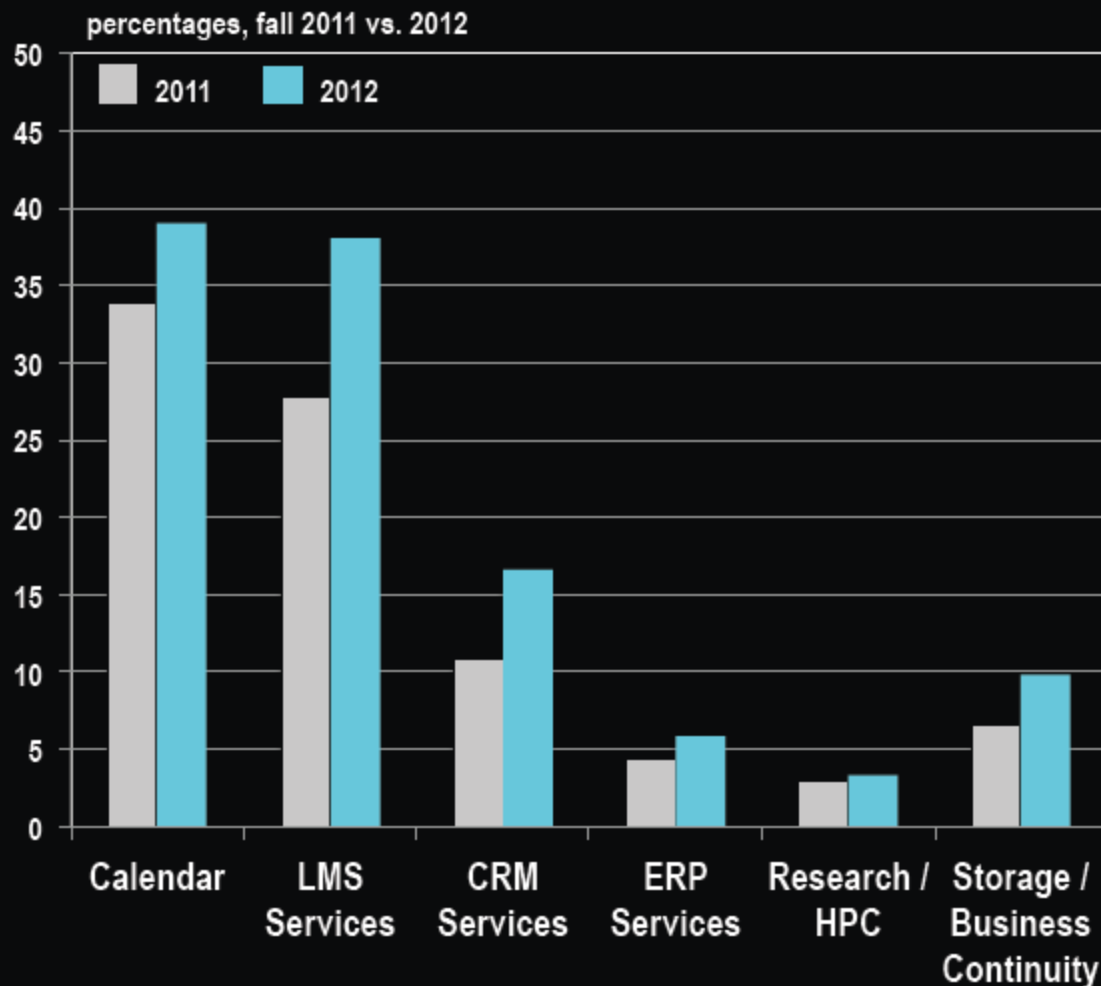
- Across all sectors, a clear message that CIOs view moving ERP to the Cloud as strategic for their institution.



Cloud Migration

The Cloud

Slow Migration to Cloud Computing



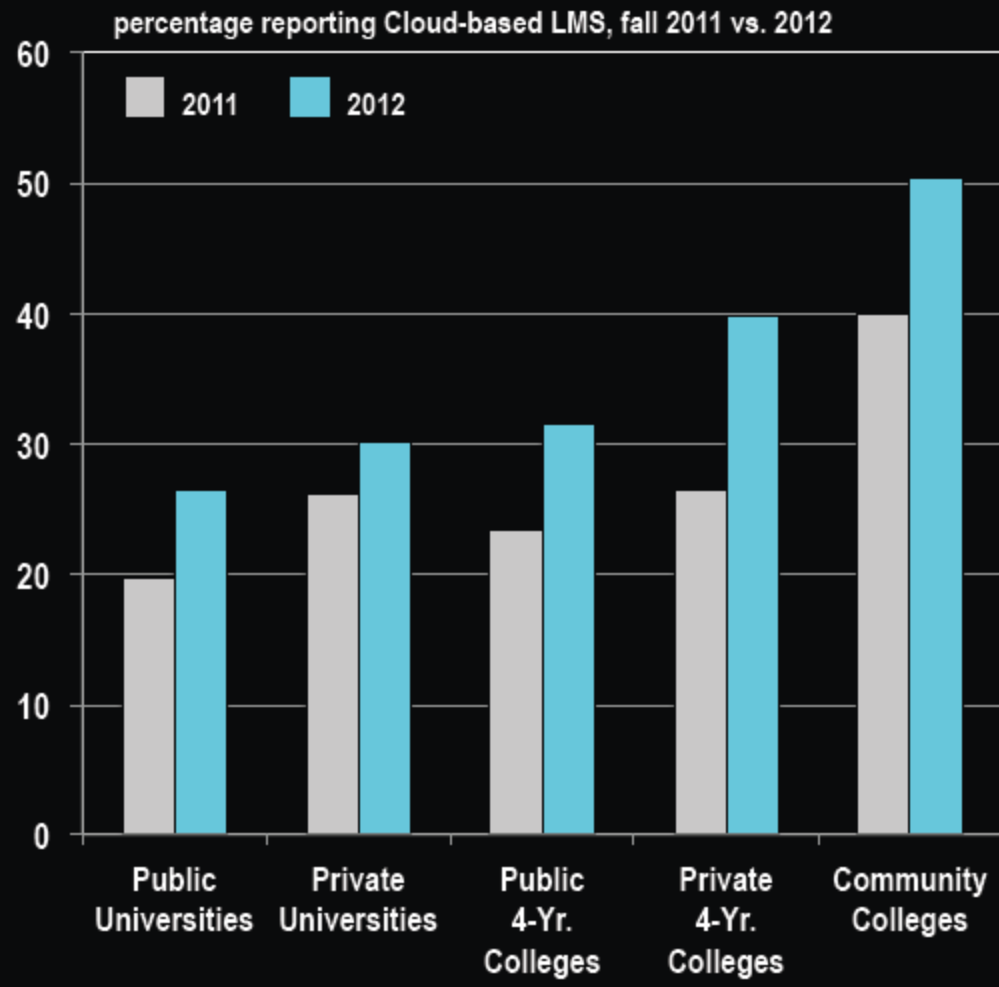
Still little movement to the Cloud for the really “Big” Tasks

- Risk
- Limited Options from Providers
- Trust
- Control



LMS in the Cloud

LMS Moves to the Clouds



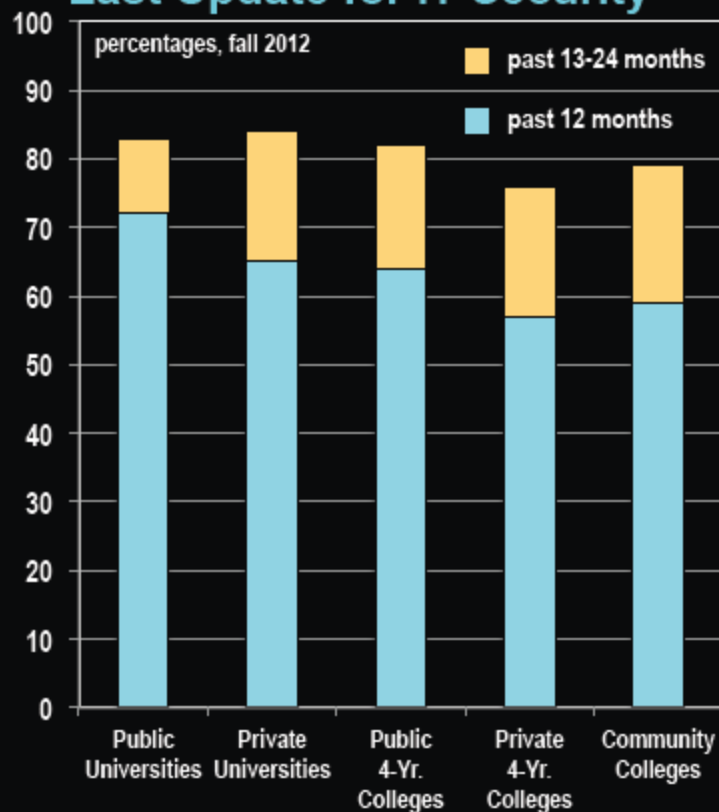
LMS as the “toe
in the Cloud”
experience for
higher education?

Security & Disaster Recovery Planning

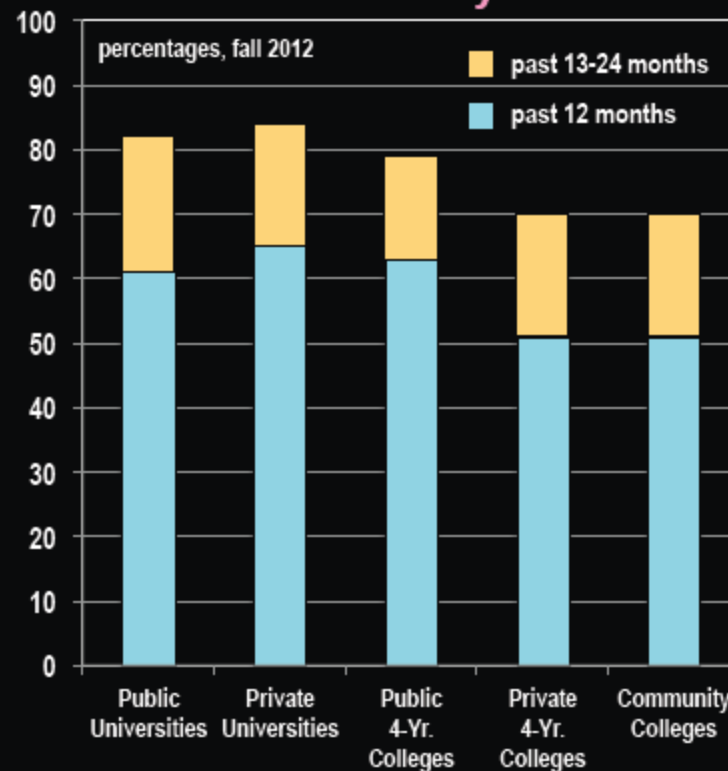
Updating Campus IT Security & Disaster Plans

- 25 pct DO NOT have a strategic plan for network security
- 39 pct DO NOT have a strategic plan for IT disaster recovery

Last Update for IT Security



Last Update for IT Disaster Recovery

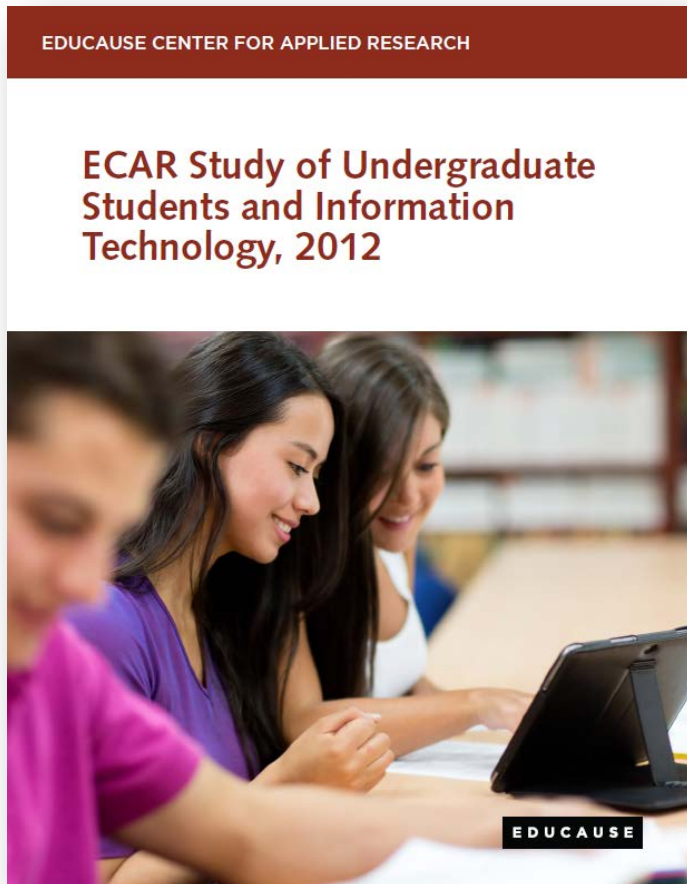


STUDENT, ACADEMIC AND CLASSROOM TECHNOLOGY



2012 ECAR Study of Undergraduate Students and Technology

- Published September 2012
- 195 Participating Institutions
- Over 100,000 students from around the world
- Collected students perceptions of technology and how various technologies contribute to their academic success
- <http://net.educause.edu/ir/library/pdf/ERS1208/ERS1208.pdf>

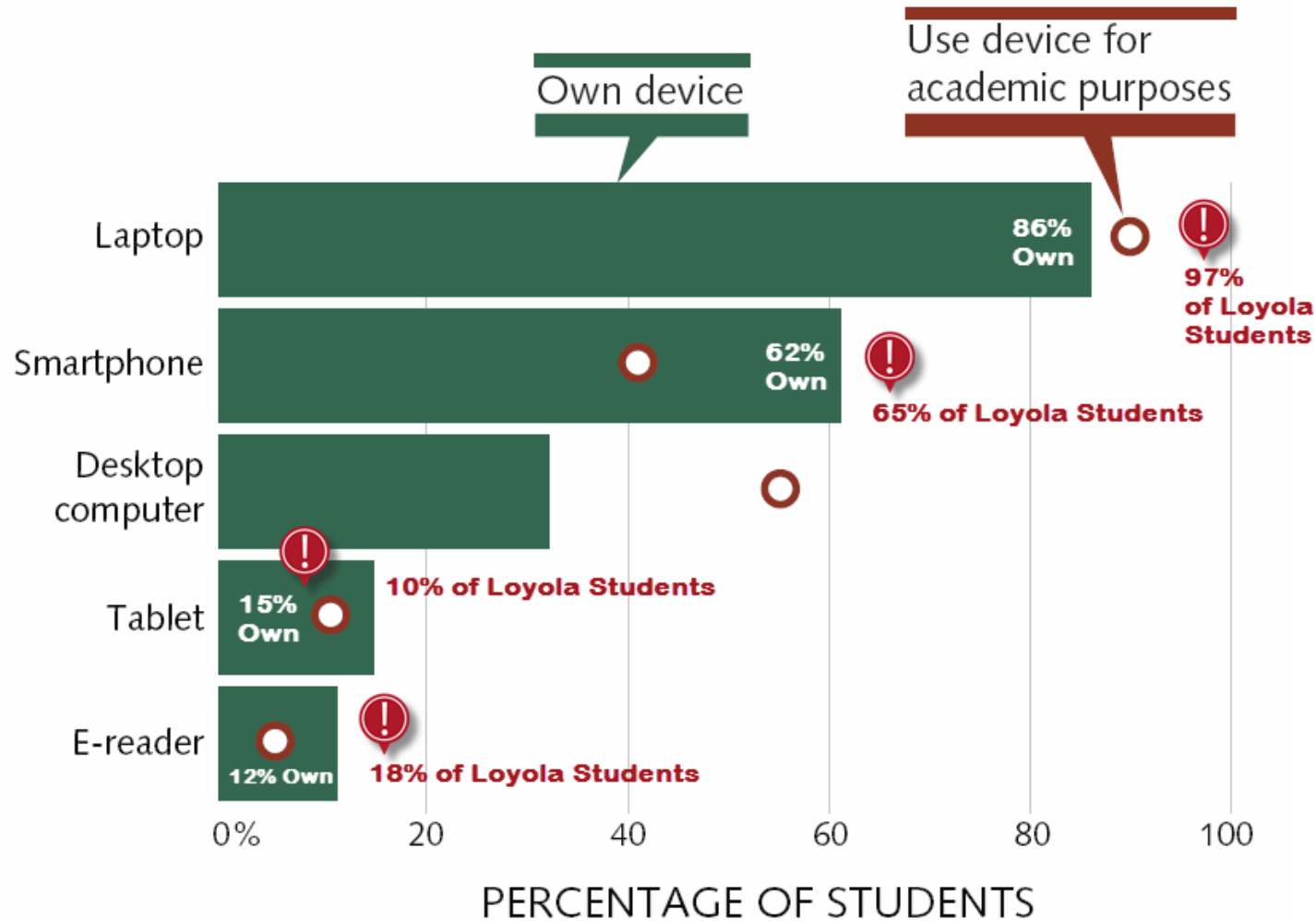


Key Findings

- ✓ **Blending Modalities and Engaging Learners is a Winning Combination**
- ✓ **The Time has Come to Move Beyond Thinking About Individual Platforms and Devices**
- ✓ **Students Believe that Technology is Critical to Academic Success and that it Plays an Important Part in Their Future Accomplishments**
- ✓ **Students Want Multiple Communication Options, and They Prefer Different Modes for Different Purposes and Audiences**

Technology Usage ...

Figure 4. Device Ownership and Usage



2013 ECAR Study of Undergraduate Students and Technology

ECAR PARTICIPATE IN THE ECAR STUDY OF STUDENTS AND IT

Resources for institutions participating in the 2013 study, including sampling plan information and an example of a multi-year IRB exemption, are listed below.



Institution	Response Count	Population	Sample Size	Current Response Rate	Estimated Margin of Error
Loyola University Chicago	226	9,500	1,998	11.3%	6.6%

Notes: empty cells, dashes, or calculated zeros represent missing information

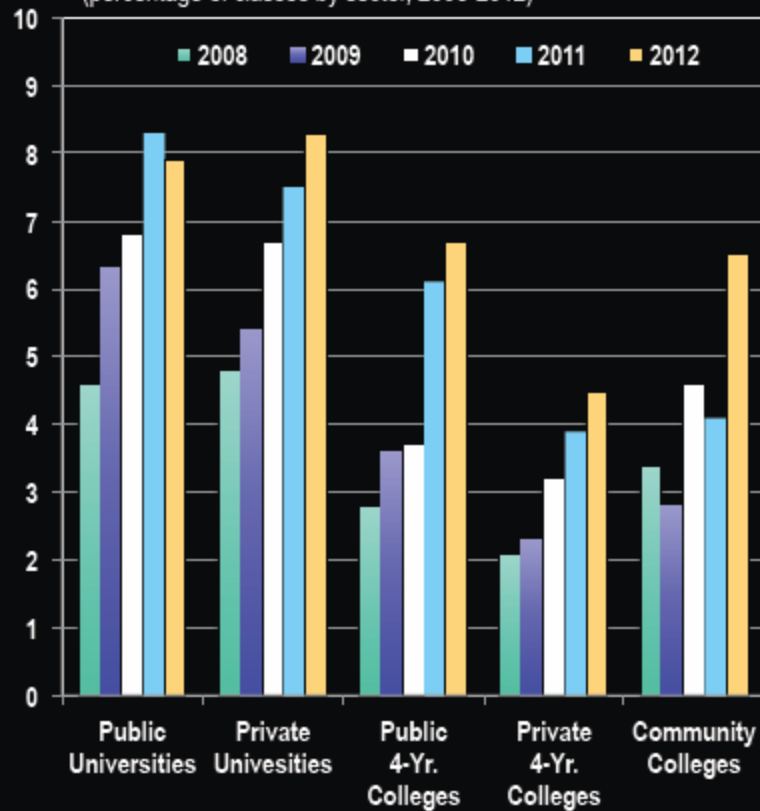
The 2013 ECAR student technology survey is now closed with more than 250 institutions and more than 110,000 survey responses. ECAR will take a stratified sample of 10,000 survey responses and use these data to write the annual ECAR report about undergraduate students and technology. The annual report will be released in September and the findings presented at the 2013 EDUCAUSE conference in Anaheim.

Lecture Capture

Lecture Capture and Podcasting

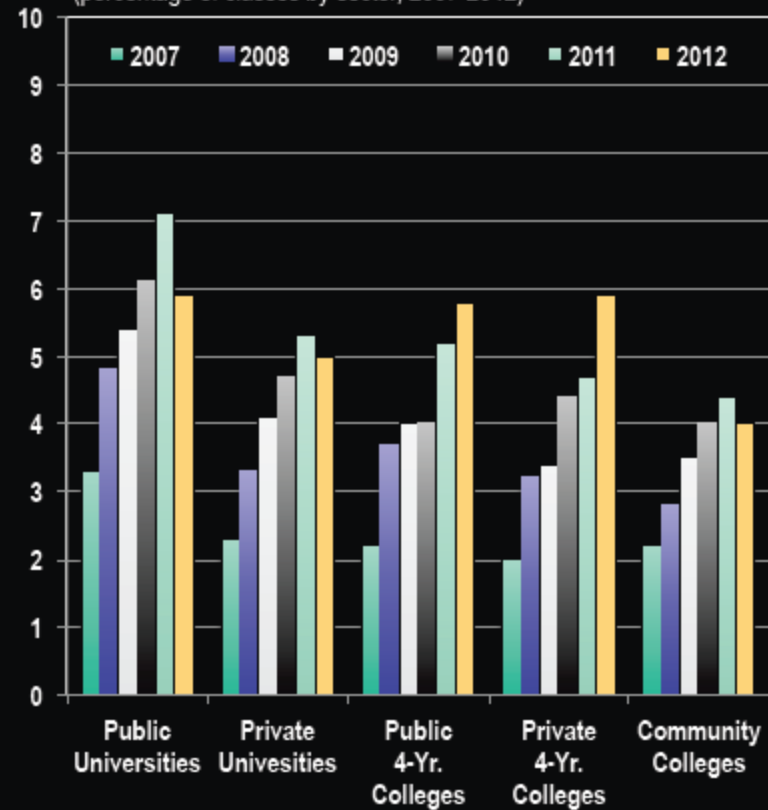
Rising Use of Lecture Capture

(percentage of classes by sector, 2008-2012)



Steady Gains in Podcasting

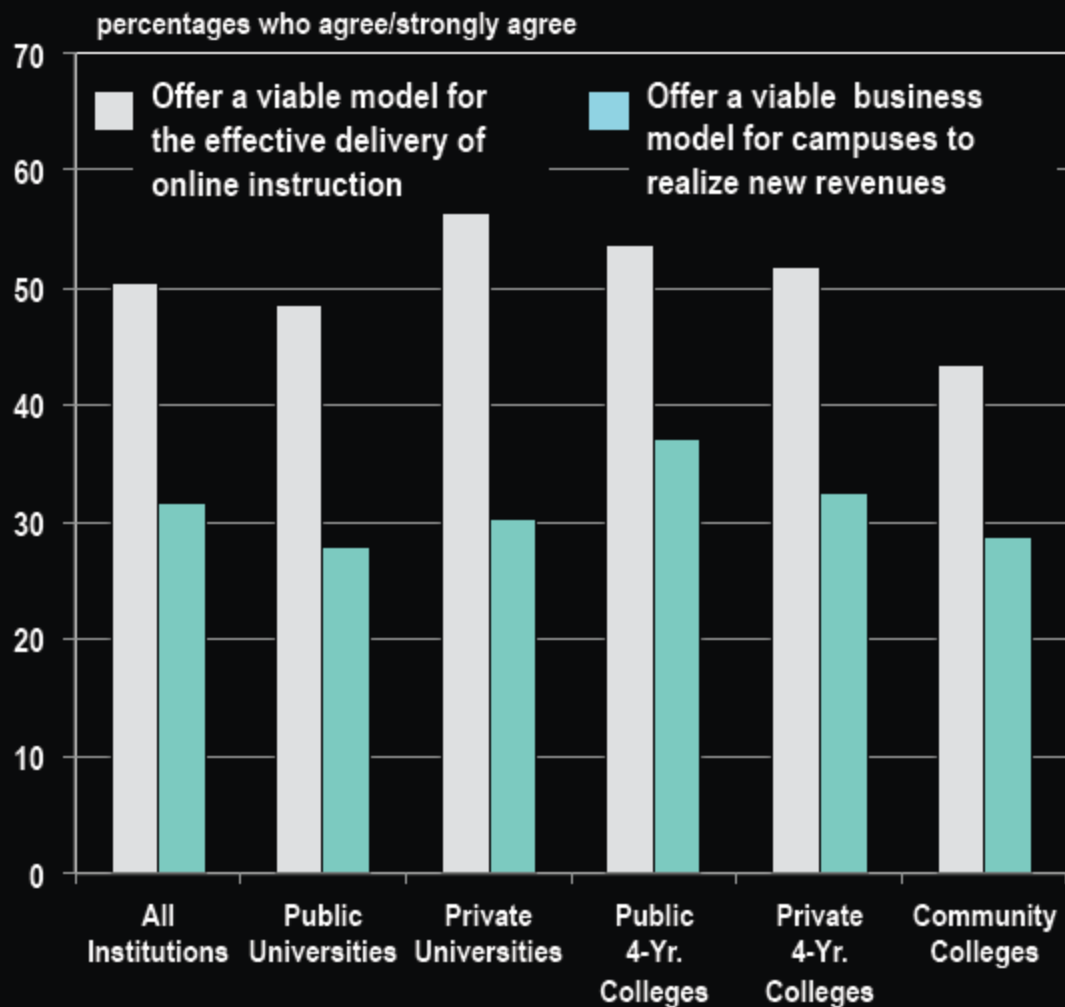
(percentage of classes by sector, 2007-2012)



MOOCs

NEW

Much Ado About MOOCs?

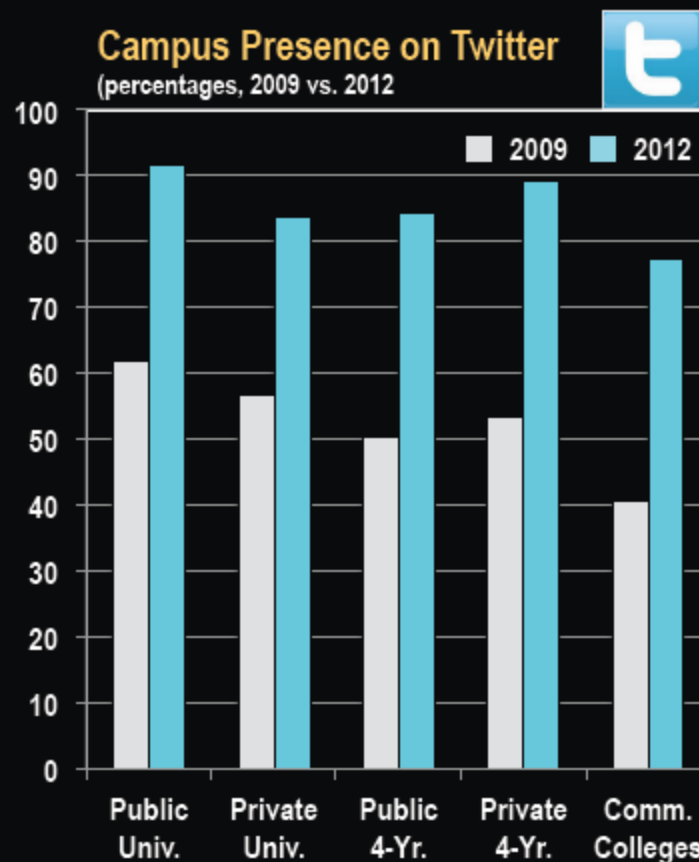
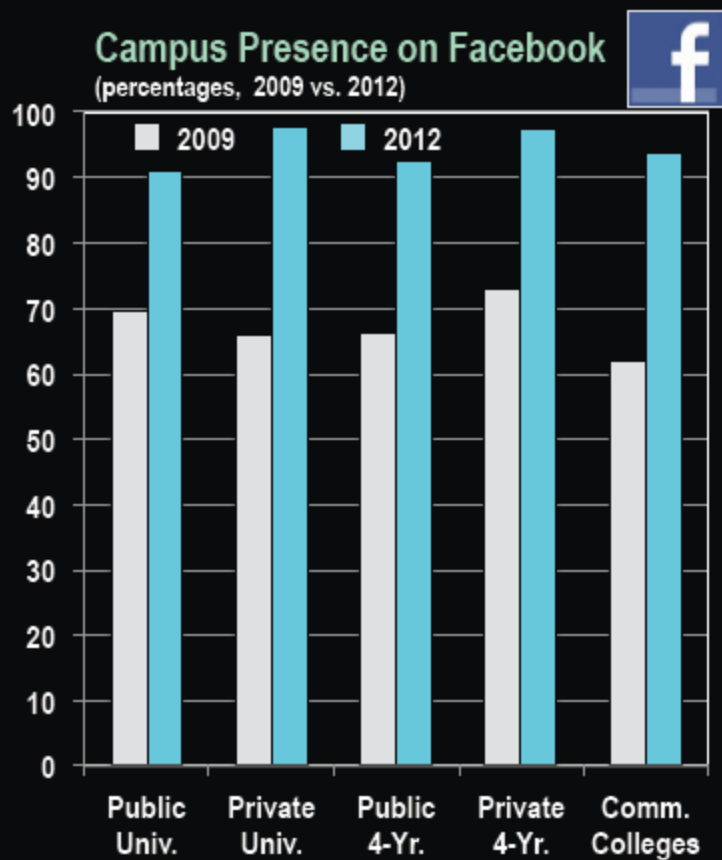


- A bare majority of CIOs see MOOCs as viable model for online instruction
- More than two-thirds of CIOs are uncertain about the revenue model



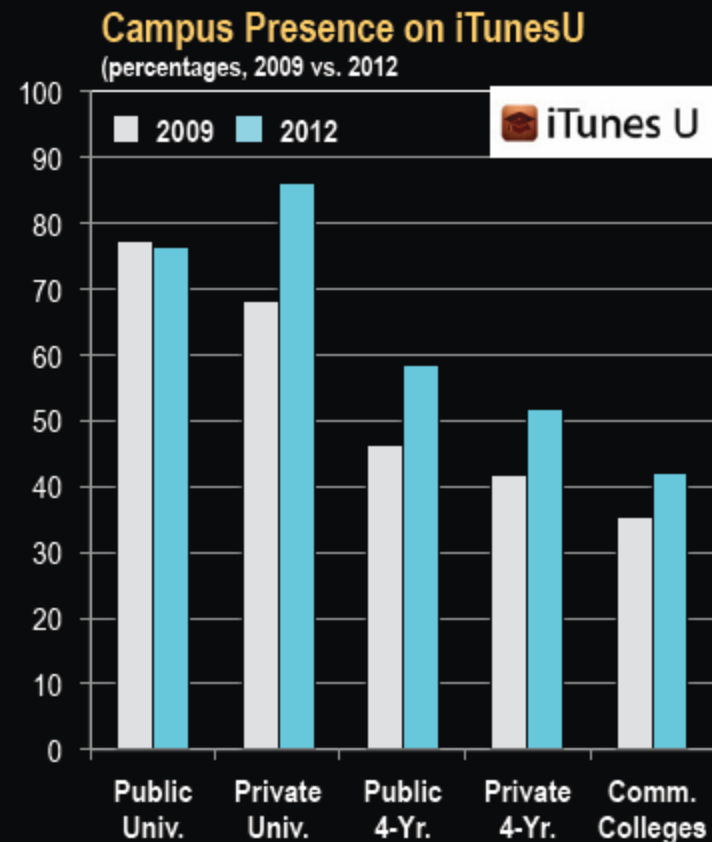
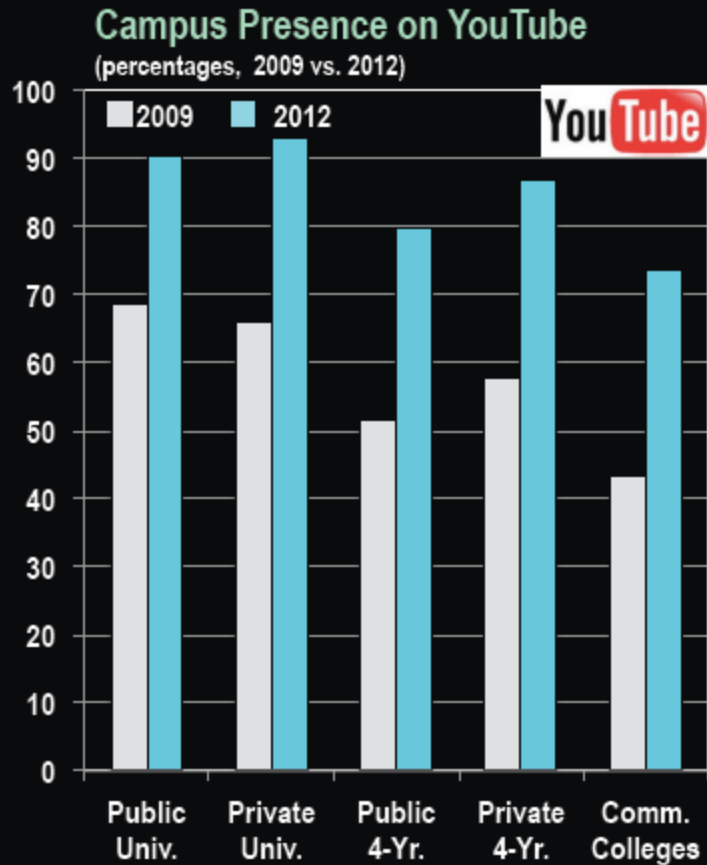
Social Media

Institutional Use of Social Media



Other Media

Institutional Use of Other Media

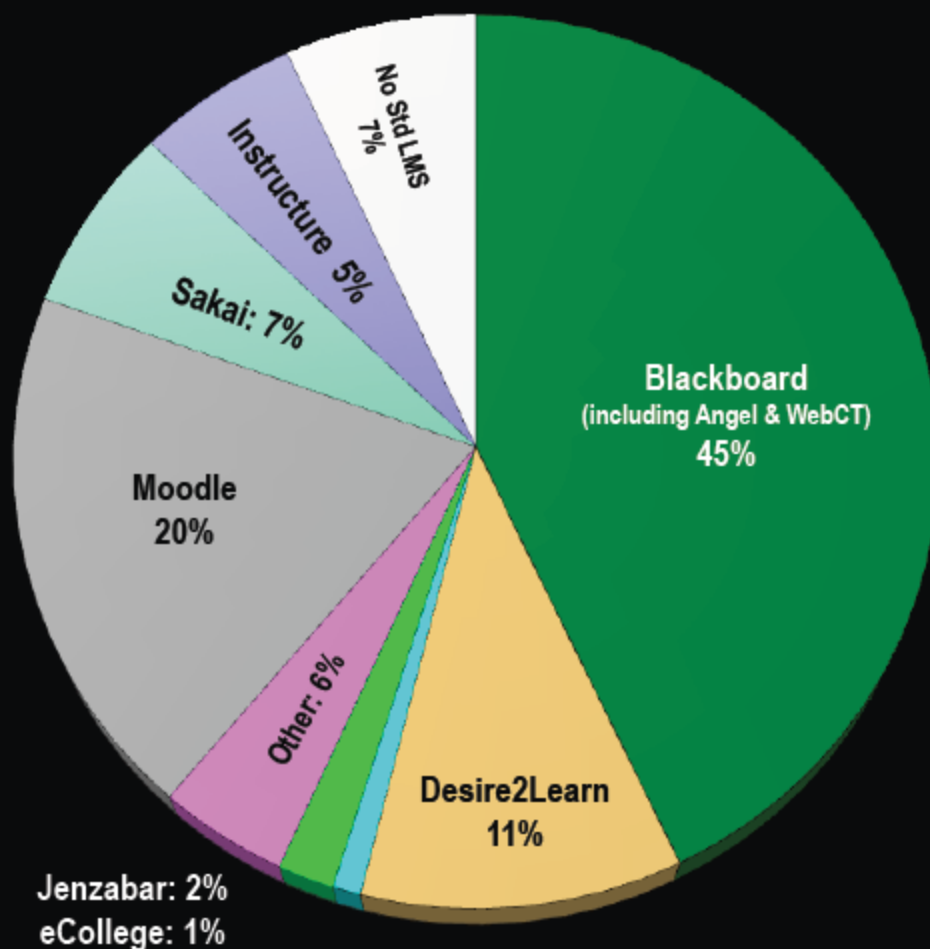


LMS Market

A Profile of the LMS Market, Fall 2012

Does your campus have a single [campus-wide] LMS?

(percentages, all institutions)



- **Topping off on LMS use?** 58 pct. of classes using the LMS in 2012, little changed from 2011 but up from 17 pct. in 2000.
- Blackboard share down from 57 pct. in 2010, 71 pct. in 2006.



LMS Demography

Institutional Demography of LMS Providers, 2012

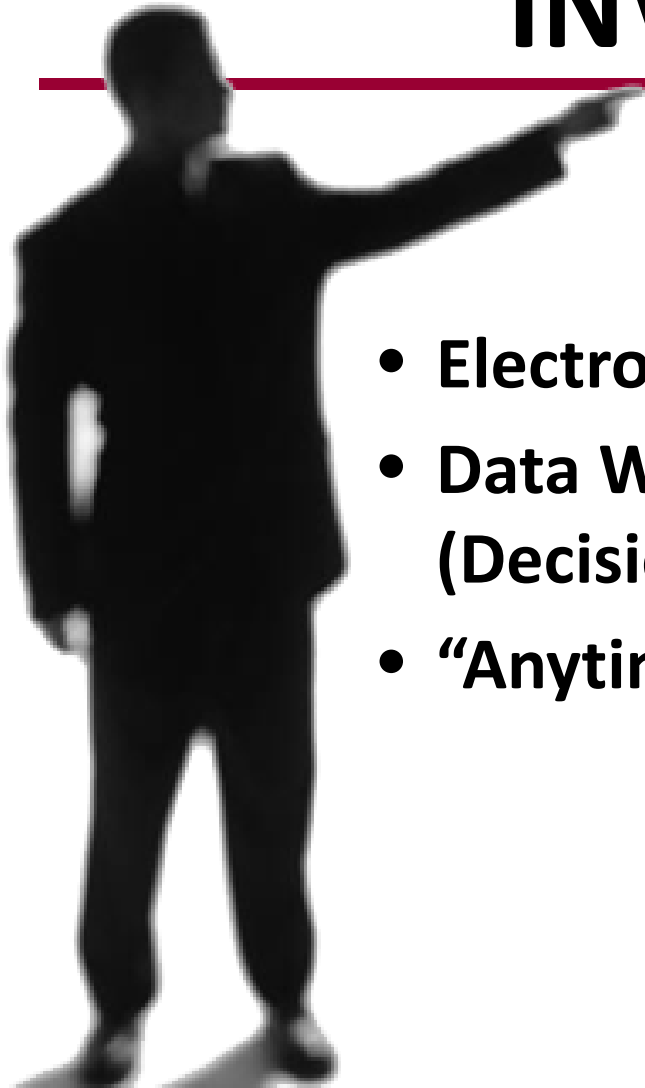
percentage of campuses reporting a campus-standard LMS

	All	Pub Univ	Pvt Univ	Pub 4-Yr	Pvt 4-Yr	Comm Coll
Bb	44.8	52.8	62.8	48.2	39.3	39.5
D2L	11.4	6.9	2.3	19.4	2.1	24.0
eCollege	1.3	1.4	--	0.9	1.1	2.3
Instructure	4.6	9.7	2.3	0.9	3.1	7.8
Jenzabar	2.0	--	--	--	5.2	0.8
Moodle	20.1	5.6	9.3	16.7	34.6	13.2
Sakai	6.1	9.7	11.6	6.5	6.8	0.8

- Market presence often varies by sector
- Two-thirds of campuses report plans to review the current LMS strategy for budget or other reasons



STRATEGIC PROGRAMS AND INVESTMENTS



- **Electronic Content Management (ECM)**
- **Data Warehouse/Business Intelligence (Decision Support)**
- **“Anytime Anywhere Access”**

ECM Results...

- Live for 4 years
 - 1st client in Feb 2009
 - 61 major deployments
 - 32 unique departments
 - Across 3 campuses
- Repository:
 - 3.3M documents
 - 1053 document types
- 900 faculty and staff have access
- Single click access to documents in over 35 different Campus Solutions/Peoplesoft screens
- Metrics:
 - 74% average process improvement on key metrics
 - 7200+ hours of annual effort savings (3.7 FTE equivalent)
 - \$47,000+ of annual cost reductions (maintenance only)
- Portfolio: 10 active projects, 25+ in the queue



ECM Awards...

2012

- Loyola was recognized for its ECM implementation process and was awarded the 2012 Carl E Nelson Best Practices Award from the Association for Information and Image Management (AIIM).
- The award recognizes excellence in information management deployments.



2013

- Loyola was recognized for its process efficiency in Account Payable for its ECM implementation and was awarded the Spring 2013 Models of Efficiency Award from University Business Magazine.
- The award recognizes process efficiency in administrative and student services.



Discount Rate Analysis BI Reporting Samples

Simple reports can be easily drilled down and sliced to uncover powerful analysis and insights

Simple Report

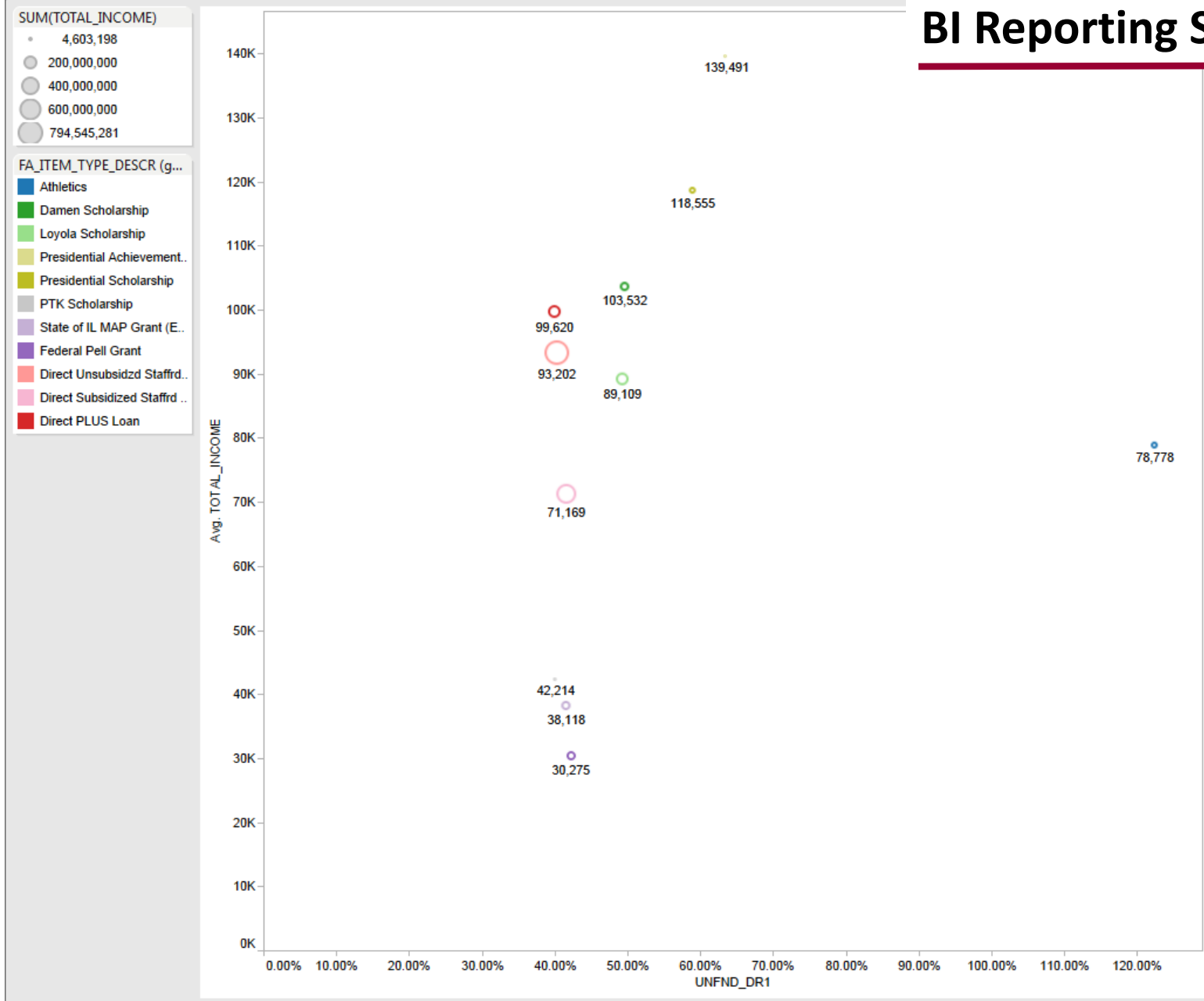
Financial Aid Award Description	Tuition Only DR	TEST_ACT_COMP_...	# Students
Athletic Tuition Grant	108.13%	27.0	49
Athletic Room Grant	136.27%	26.9	23
Damen Scholarship	51.76%	27.0	311
Ignatian Honors Scholarship	100.00%	25.7	3
Loyola Scholarship	52.23%	27.0	507
National Merit Full Tuition	100.00%	27.3	5
National Merit Recognition	79.57%	26.1	12
Outside Scholarship #1	50.74%	27.3	269
Presidential Achievement Award	98.94%	28.1	10
Presidential Scholarship	63.02%	26.9	86
Rambler Award for Leadership	40.97%	27.5	166

Financial Aid ..	PRIMARY_EFC (g..	Tuition Only DR	TEST_ACT_COMP_...	# Students
Damen Scholarship	EFC 0-14,999	59.13%	27.0	162
	EFC 15K-24,999	46.73%	27.1	41
	EFC 25k-34,999	39.86%	27.0	22
	EFC 35k-44,999	41.22%	27.1	19
	EFC 45k-49,999	45.53%	25.3	11
	EFC 50k-99,999	43.74%	27.4	56
Ignatian Honors Scholarship	EFC 15K-24,999	100.00%	30.0	1
	EFC 25k-34,999	100.00%	26.0	1
	EFC 50k-99,999	100.00%	21.0	1
Loyola Scholarship	EFC 0-14,999	57.41%	27.1	311
	EFC 15K-24,999	49.94%		
	EFC 25k-34,999	41.99%		
	EFC 35k-44,999	40.07%		
	EFC 45k-49,999	40.68%		
	EFC 50k-99,999	41.34%		

Powerful analysis & insight with simple clicks

Financial Aid Award Description	SAT_ACAD_PROGRESS_DE..	Tuition Only DR	TEST_ACT_COMP_...	# Students
Damen Scholarship	Meeting Sat Acadm Progress	51.67%	27.1	307
	Not Meeting Sat Acadm Progre..	50.77%	24.0	2
	Probation	67.00%	27.0	2
Ignatian Honors Scholarship	Meeting Sat Acadm Progress	100.00%	25.7	3
Loyola Scholarship	Meeting Sat Acadm Progress	52.20%	27.0	498
	Not Meeting Sat Acadm Progre..	54.42%	27.7	6
	Probation	54.32%	33.0	3

Discount Rate Analysis BI Reporting Samples



UNDER CONSTRUCTION - TEST DATA USED

RMS Executive Report Recap – Old Format

First Year Students	April 9, 2012	April 16, 2012	April 23, 2012	April 30, 2012	May 7, 2012	May 14, 2012	May 21, 2012	May 29, 2012	June 4, 2012	June 11, 2012
Available Beds	1853	1853	1853	1853	1856	1856	1856	1856	1859	1859
Admission Deposited	947	1136	1336	1840	2089	2094	2072	2076	2072	2072
Housing Applications	707	943	1168	1377	1624	1708	1771	1794	1797	1788
Housing Status Pending	221	143	95	289	236	139	70	39	32	37
Exemption Granted	7	18	30	103	128	181	213	229	234	240
Exemption Request Pending	12	32	43	71	101	66	18	14	9	7
Occupancy	38%	51%	63%	74%	88%	92%	95%	97%	97%	96%

Note: Historically the First Year housing applications increase by 32 from May 1 to when the halls open.

This is based upon the last two years of data.

Total number of available beds adjusted based upon the final number of spaces in Campion being handed over the Assignments Team by the Architects.

The May 29th Exemptions granted number has been corrected to not include automatic exemptions where students submitted a housing application

First Year Exemptions	April 9, 2012	April 16, 2012	April 23, 2012	April 30, 2012	May 7, 2012	May 14, 2012	May 21, 2012	May 29, 2012	June 4, 2012	June 11, 2012
Total Granted	7	18	30	103	128	181	213	229	234	240
Cancelled Enrollment	0	0	0	0	0	0	0	0	0	10
Financial	6	15	27	88	0	0	0	0	0	0
Medical	0	0	1	1	0	0	0	0	0	0
Contract Release	0	0	0	0	0	0	0	0	0	0
Other*	1	3	2	14	0	51	50	39	39	29
Live at Home	n/a	n/a	n/a	n/a	128	130	163	190	195	201

*Other includes releases for the following reasons Care Provider for Relative, Religious, Military, Over 21, and Marriage/Civil Union; all of these have been administratively verified through LOCUS and the requirements re

Freshman Occupancy	TOTAL STAFF ASSIGNED	AVAILABLE STAFF BEDS	TOTAL STUDENT BEDS	TOTAL APPLIED AND DEPOSITED STUDENTS ASSIGNED	TOTAL APPLIED AND DEPOSITED STUDENTS ASSIGNED Current week	AVAILABLE STUDENT BEDS Prior Week	AVAILABLE STUDENT BEDS Current Week	PERCENT BUILDING OCCUPANCY Prior week	PERCENT BUILDING OCCUPANCY Current week
Mertz Hall	17	0	648	632	622	16	26	97.53%	95.99%
Campion Hall	6	0	280	274	257	6	23	97.86%	91.79%
Regis Hall	7	0	412	410	411	2	1	99.51%	99.76%
Simpson Hall	8	0	409	384	399	25	10	93.89%	97.56%
BVM Hall	4	0	110	97	103	13	7	88.18%	93.64%
TOTAL Freshman	42	0	1859	1797	1792	62	67	96.66%	96.40%

On the 10th class day Fall 2011 there were 1,727 first year students in on-campus housing

Two beds in Campion have been closed to create singles for honors students with SSWD recommendations

One international student is unassigned while we wait on the confirmation of the student's gender

Four beds in Mertz hall will be used by the admissions office for four rooms/overnight student guest

One student in Campion is a sophomore, requested to live in freshmen housing by the honors program

RMS Executive Report Recap – New Format

Executive Housing Dashboard

Term:
Bed Space Type:
Display:

	02/25/2013	03/04/2013	03/11/2013	03/18/2013	03/25/2013	04/01/2013	04/08/2013	04/15/2013	04/17/2013	04/18/2013	04/22/2013
M & G Standard (System Potential)	4,864	4,864	4,867	4,867	4,867	4,867	4,867	4,867	4,867	4,867	4,867
Non-Assignable Beds	319	335	340	340	340	340	340	340	340	340	340
Total Revenue Beds	4,545	4,529	4,527	4,527	4,527	4,527	4,527	4,527	4,527	4,527	4,527
Closed Revenue Beds	65	55	58	60	61	63	59	64	63	68	68
AVAILABLE REVENUE BEDS	4,480	4,474	4,469	4,467	4,466	4,464	4,468	4,463	4,464	4,459	4,459
Assigned Revenue Beds	223	1,781	1,831	1,860	1,859	1,818	1,845	1,861	1,864	1,861	1,884
Unassigned Revenue Beds	4,257	2,693	2,638	2,607	2,607	2,646	2,623	2,602	2,600	2,598	2,575
Deposits (Enrollment/Housing)	2,283	2,401	2,498	2,580	2,690	2,803	3,021	3,362	3,462	3,512	3,704
Housing Application	1,817	1,897	1,956	2,009	2,066	2,125	2,477	2,623	2,713	2,743	2,924
No Housing App/ No Exemption App	1,727	675	664	673	714	791	633	780	763	777	743
Exemptions Granted	309	328	361	374	392	408	425	453	466	483	495
Exemption Request Pending	165	169	162	163	190	197	206	231	234	239	275
Deposited Auto Exempted Population	273	288	309	327	352	364	393	427	446	449	468

Occupancy Summary Report

For Term: 1136 / Week Ending : 04/22/2013
For: All Students

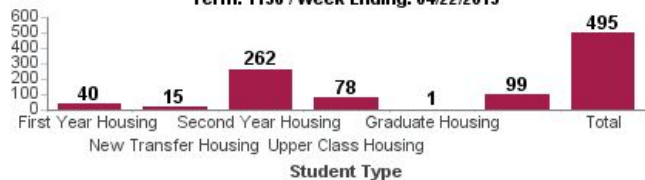
	Student Occupied	Student Unoccupied	Student Occupancy Rate	Staff Occupied	Staff Unoccupied	Staff Occupancy Rate	Total Occupied	Total Unoccupied	Total Occupancy	Applied/Deposited Students Assigned (Current Week)	Applied/Deposited Students Assigned (Prior Week)	% change (+/-)	Available Beds (Current Week)	Available Beds (Prior Week)	% change (+/-)
Residence Hall	253	142	64.05%	0	6	.00%	253	148	63.09%	0	0	.00%	142	150	5.33%
Baumhart Hall	253	142	64.05%	0	6	.00%	253	148	63.09%	0	0	.00%	142	150	5.33%
Bellarmino Hall	288	1	99.65%	0	6	.00%	288	7	97.63%	0	0	.00%	1	2	50.00%
Campion Hall	0	266	.00%	0	7	.00%	0	273	.00%	0	0	.00%	266	266	.00%
Canisius Hall	52	0	100.00%	0	1	.00%	52	1	98.11%	0	0	.00%	0	0	.00%
Fairfield Hall	90	49	64.75%	0	4	.00%	90	53	62.94%	0	0	.00%	49	50	2.00%
Fordham Hall	230	114	66.86%	0	6	.00%	230	120	65.71%	0	0	.00%	114	121	5.79%
Grand Total	1,884	2,472	43.25%	0	103	.00%	1,884	2,575	42.25%	0	0	.00%	2,472	2,500	1.12%

RMS Executive Report Recap – New Format, Drilldown

Loyola University Chicago Department of Residence Life Executive Dashboard

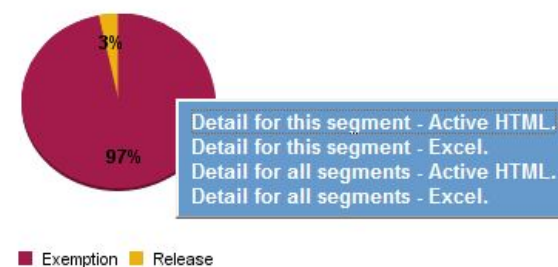
Select a view: Approved requests.

Approved Request Count for All Students
Term: 1136 / Week Ending: 04/22/2013

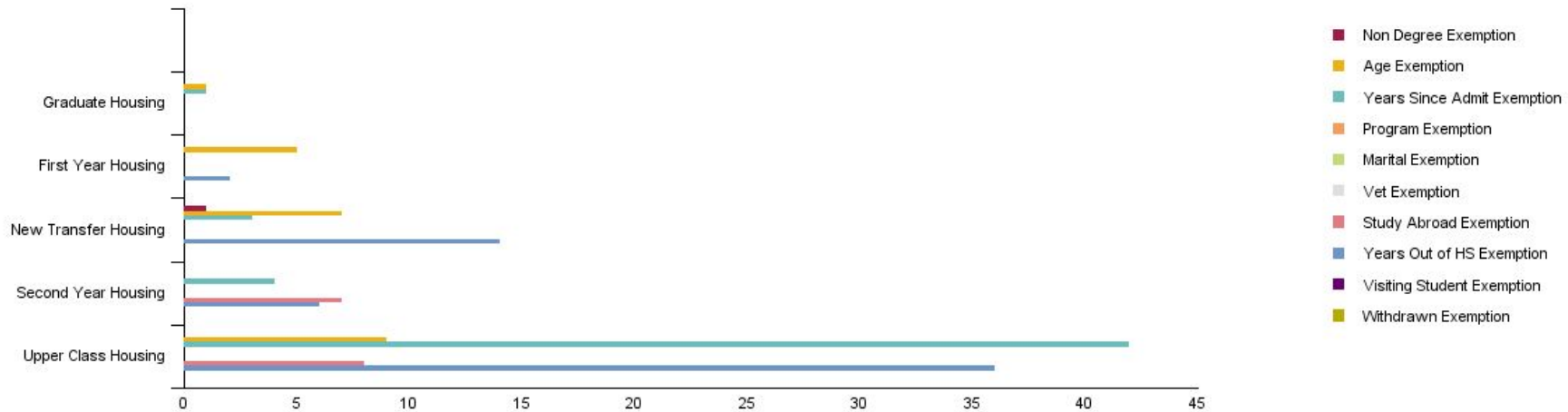


Select a view: Release/Exemptions

Exemptions/Releases By Type
For All Students Term: 1136 / Week Ending : 04/22/2013

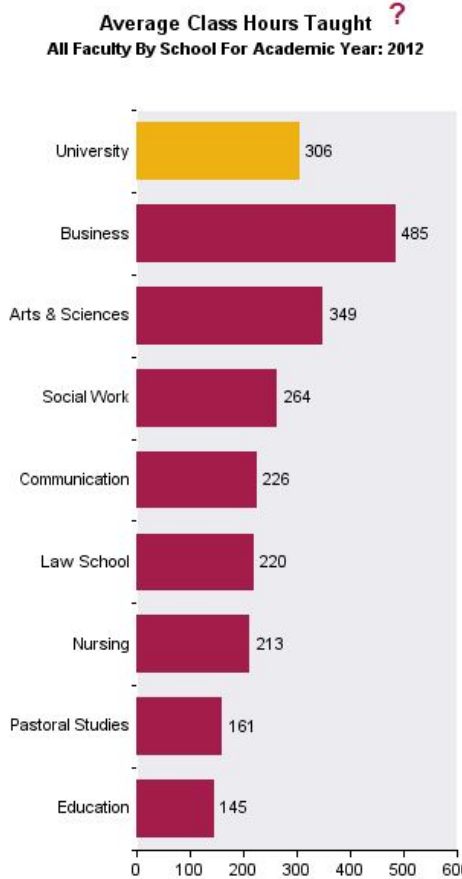


Potential Automatic Exemption Qualifiers
For All Students For Term 1136 / Week Ending 04/22/2013

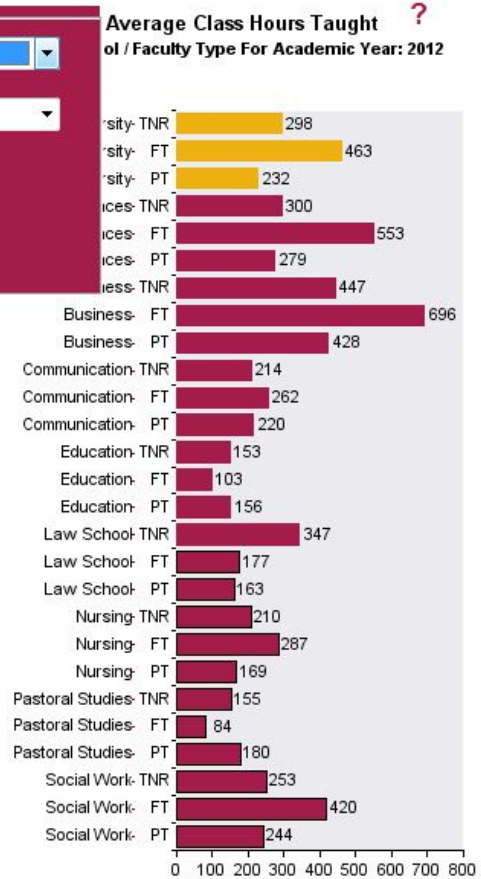


Faculty Instructional Activities Sample

Average Hours Taught
Average Teaching Load
Average Class Size
% of CORE Hours Taught
Show term selector.
Institutional Research Faculty Instructional Activity Dashboard



Academic Year: 2012
Term: ALL
 Refresh Dashboard
 Hide



Faculty Instructional Activities Sample Drilldown

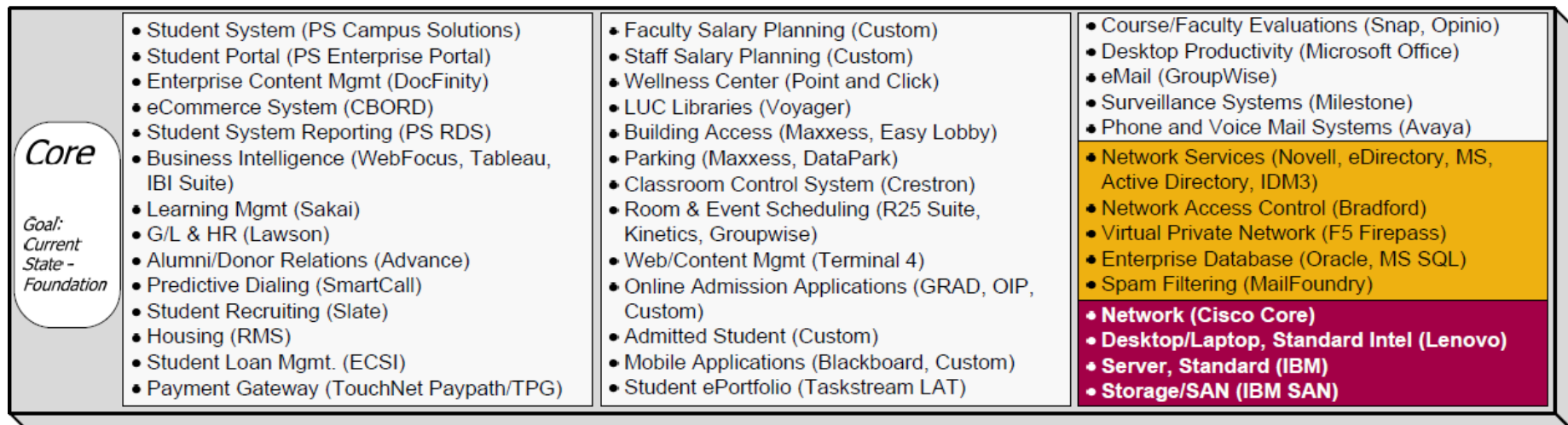
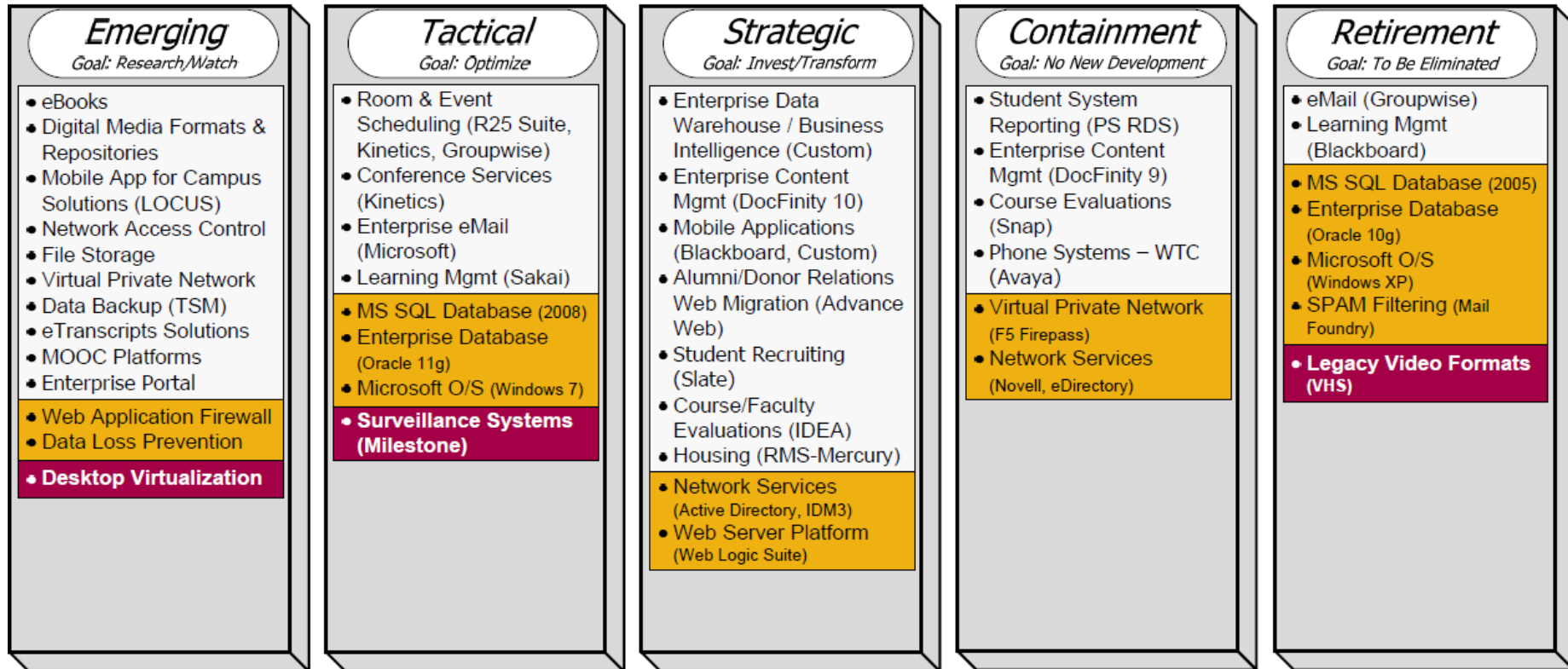
Loyola University Chicago Institutional Research Faculty Instructional Activity For Academic Year: 2012 Summary By Department

[Export to Excel](#)

School	Department	Tenure	Active Faculty	Faculty Load	Faculty (FTE)	Class Hours Taught (Undergraduate)	Class Hours Taught (Graduate)	Total Class Hours Taught	Core Hours Taught	% of Core Hours Taught	Classes Taught (Undergraduate)	Classes Taught (Graduate)
Arts & Sciences	Anthropology	Tenure	8	29	8	3,525	0	3,525	2,025	2.8%	29	0
		FT-Contract	4	21	4	2,664	0	2,664	2,025	2.8%	21	0
*Total Department - Anthropology			12	51	12	6,189	0	6,189	4,050	5.7%	50	0
Arts & Sciences (Dean)		Tenure	2	3	2	51	87	138	0	.0%	1	1
		FT-Contract	6	24	6	2,388	39	2,427	2,094	2.9%	23	0
		Part-Time	18	26	6	1,187	159	1,346	630	.9%	21	0
*Total Department - Arts & Sciences (Dean)			26	53	14	3,626	285	3,911	2,724	3.8%	45	1
Biology		Tenure	18	58	18	6,713	706	7,419	78	.1%	71	0
		FT-Contract	19	83	19	9,229	603	9,832	279	.4%	149	0
		Part-Time	23	28	7	2,068	0	2,068	0	.0%	70	0
*Total Department - Biology			60	174	44	18,010	1,309	19,319	357	.5%	290	0
Chemistry		Tenure	18	47	18	5,804	204	6,008	72	.1%	67	0
		FT-Contract	11	65	11	9,322	0	9,322	0	.0%	150	0
		Part-Time	1	1	0	72	0	72	0	.0%	2	0
*Total Department - Chemistry			30	112	29	15,198	204	15,402	72	.1%	219	0
Classical Studies		Tenure	6	24	6	1,905	0	1,905	1,119	1.6%	24	0
		FT-Contract	2	13	2	1,425	0	1,425	1,281	1.8%	13	0

LUC Technology Strategy - A Roadmap for Change

February 13, 2013

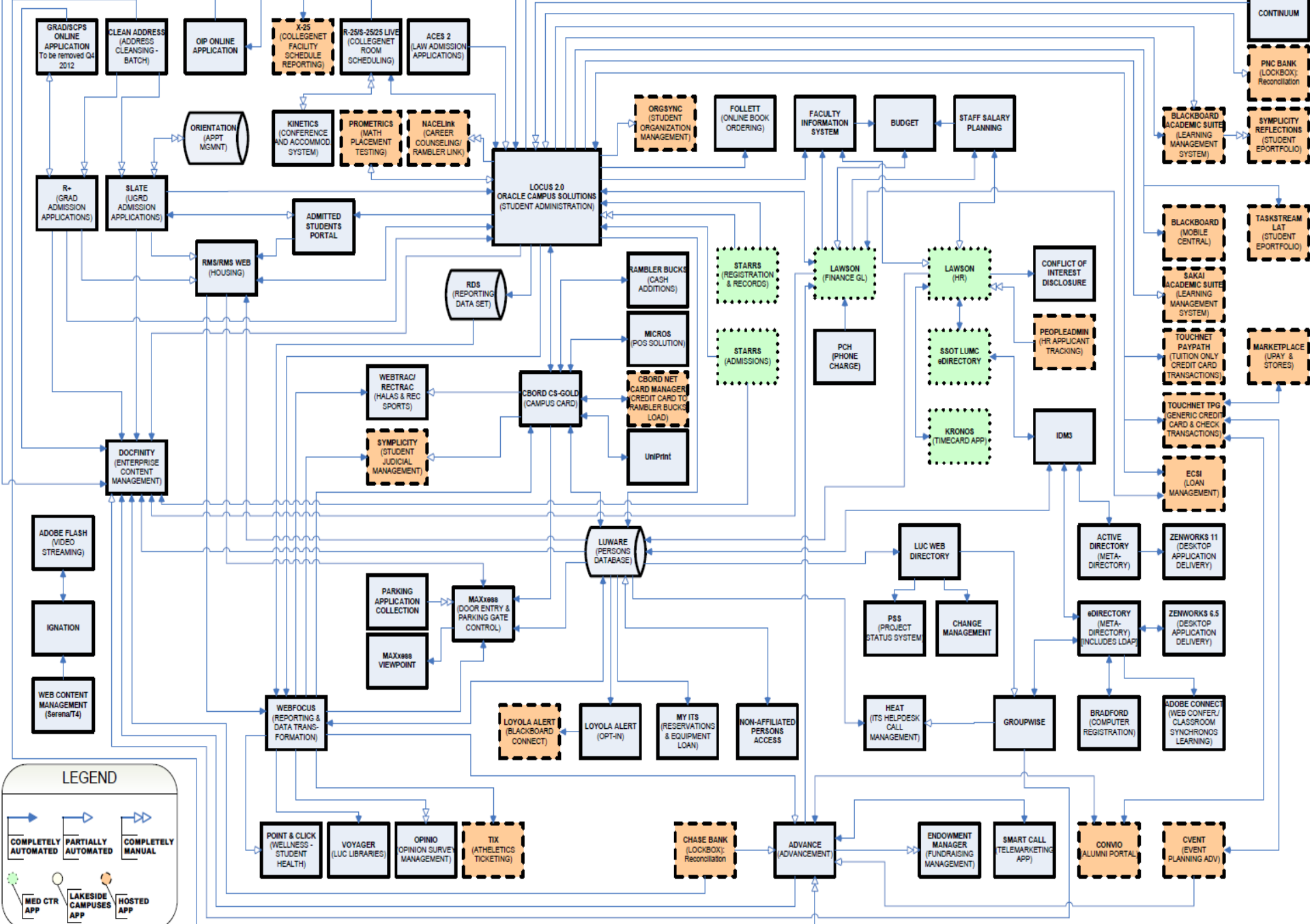


Solution

Software

Hardware

INTERNAL USE ONLY



IT Strategic Direction

“Anytime Anywhere Access”

- **Concepts**

- **Faculty/Staff/Student:**

- “I can fulfill my relationship with Loyola from wherever I am.”

- **Easy to use**

- **Web/portal-based**

- **Secure**

- **Self service**

- **University:**

- How do we “elegantly give up control?”



IT Strategic Direction

“Anytime Anywhere Access”

- **Technology Implications**

- Reduce or eliminate constraints of things like VPN, Loyola Software, network drives
- Portal
- Virtualization
- Desktop Management
- Application streaming
- Cloud-based
- Bring Your Own Device



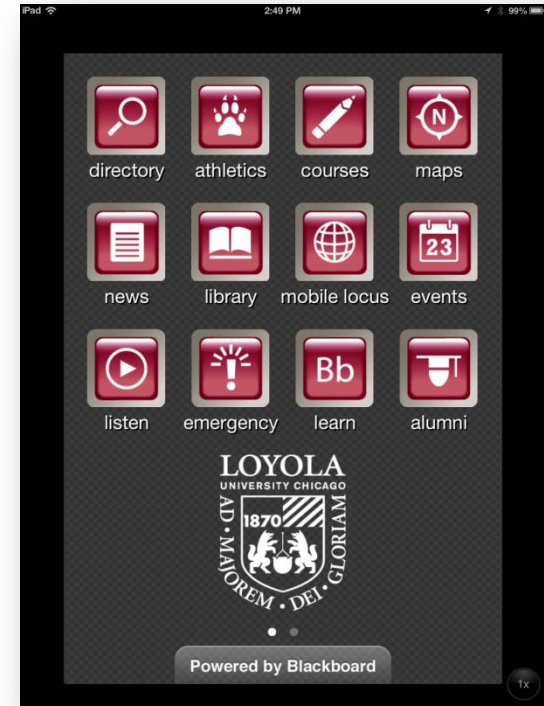
Steps Toward

anywhere
anytime
accessLUC



LOYOLA
joins
THE
CLOUD

UNIFIED MESSAGING Exchange
share Office 365 calendar 365
EMAIL MICROSOFT upgrade
cloud streamlined web conferencing OUTLOOK ONLINE
CONNECT any time EMAIL MOBILE MEETINGS
MICROSOFT LYNC contacts migrate Presence EMAIL
Loyola ANY UPGRADE
Instant Messaging EMAIL integration
ANYTIME ANYWHERE COMMUNICATION

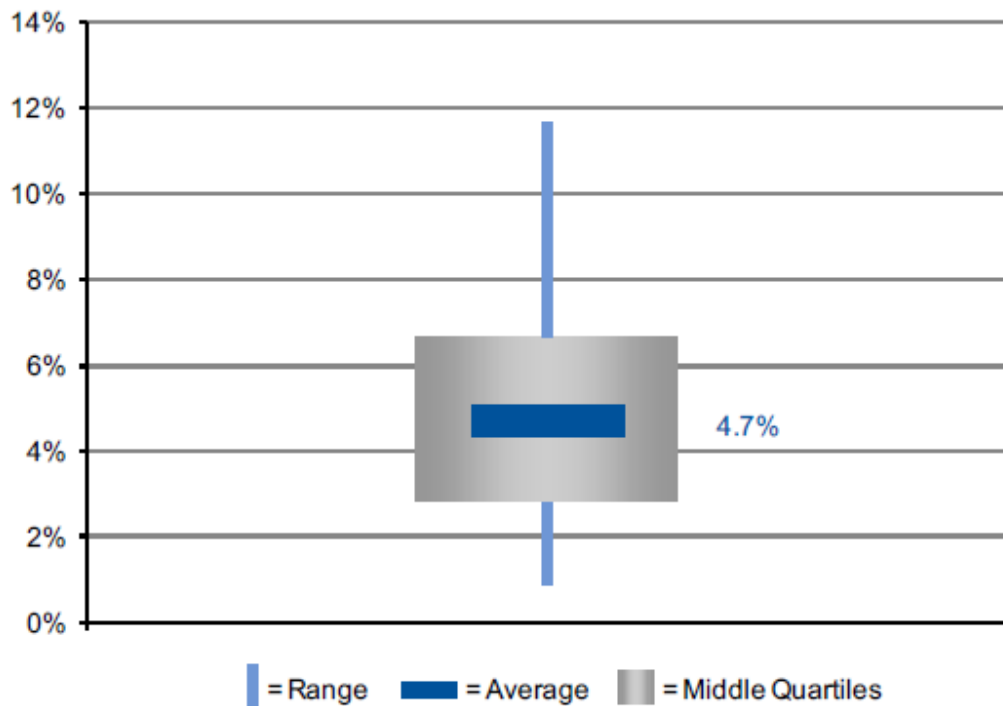


BUDGET AND FUNDING



Higher Ed IT Spend as a Percent of Operating Expense

Figure 1. Education: IT Spending as a Percent of Revenue



Source: Gartner IT Key Metrics Data (December 2012)

Table 2. Education: IT Spending as a Percent of Revenue: by Revenue Scale

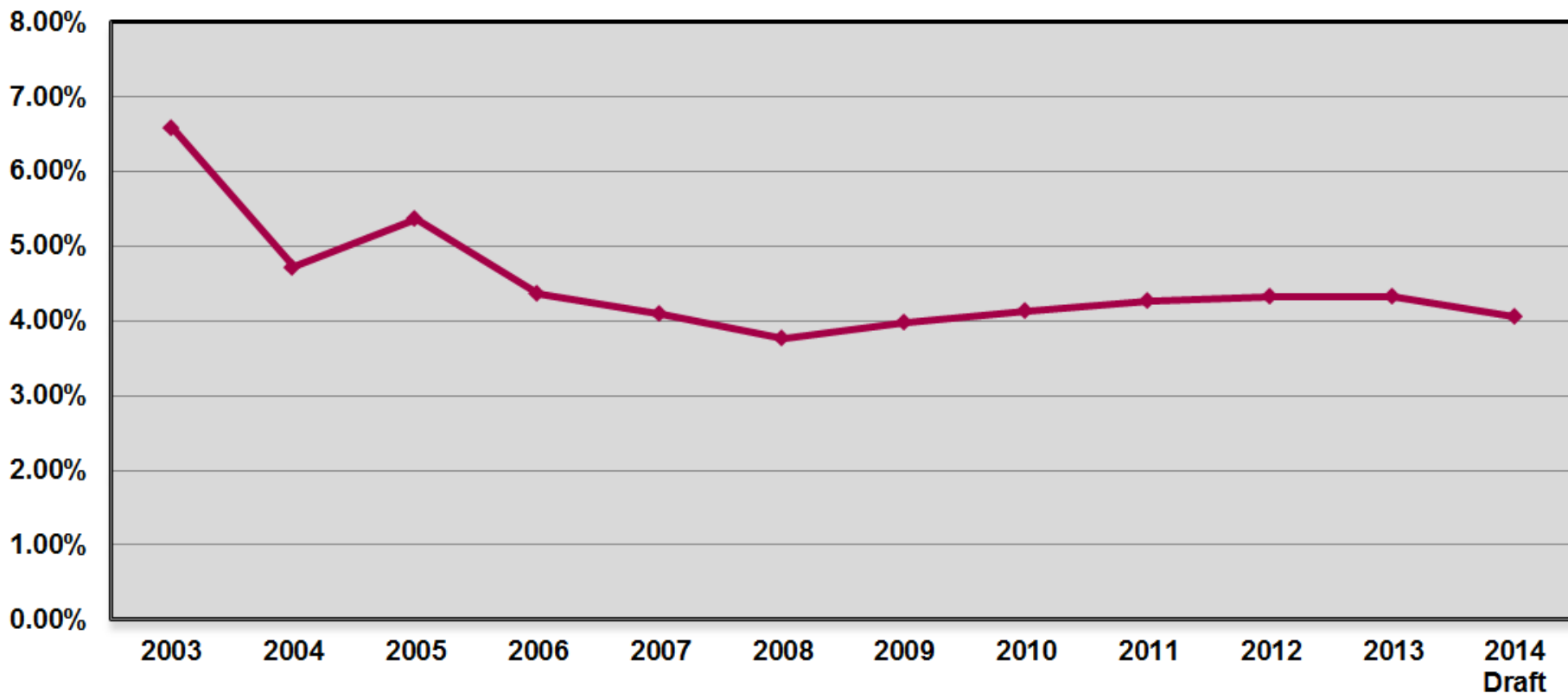
<\$250M in Revenue	\$250M- \$500M in Revenue	\$500M- \$1B in Revenue	\$1B- \$10B in Revenue	\$10B+ in Revenue
5.6%	4.1%	4.2%	3.6%	N/A

Source: Gartner IT Key Metrics Data (December 2012)

ITS Operating Budget Benchmark

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014 Draft
LUC Expense Budget	\$154.8	\$144.5	\$142.2	\$163.8	\$208.0	\$249.7	\$297.5	\$313.8	\$327.4	\$337.0	\$379.5	\$386.4	\$410.5
ITS BUDGET	\$9.9	\$9.5	\$6.7	\$8.8	\$9.1	\$10.2	\$11.2	\$12.5	\$13.5	\$14.4	\$16.4	\$16.7	\$16.6
ITS as % of LUC	6.40%	6.57%	4.72%	5.36%	4.36%	4.10%	3.76%	3.98%	4.12%	4.27%	4.32%	4.32%	4.05%

ITS % of Total LUC Budget



2002-2009 ITS Budget Includes ITS Operating Budget

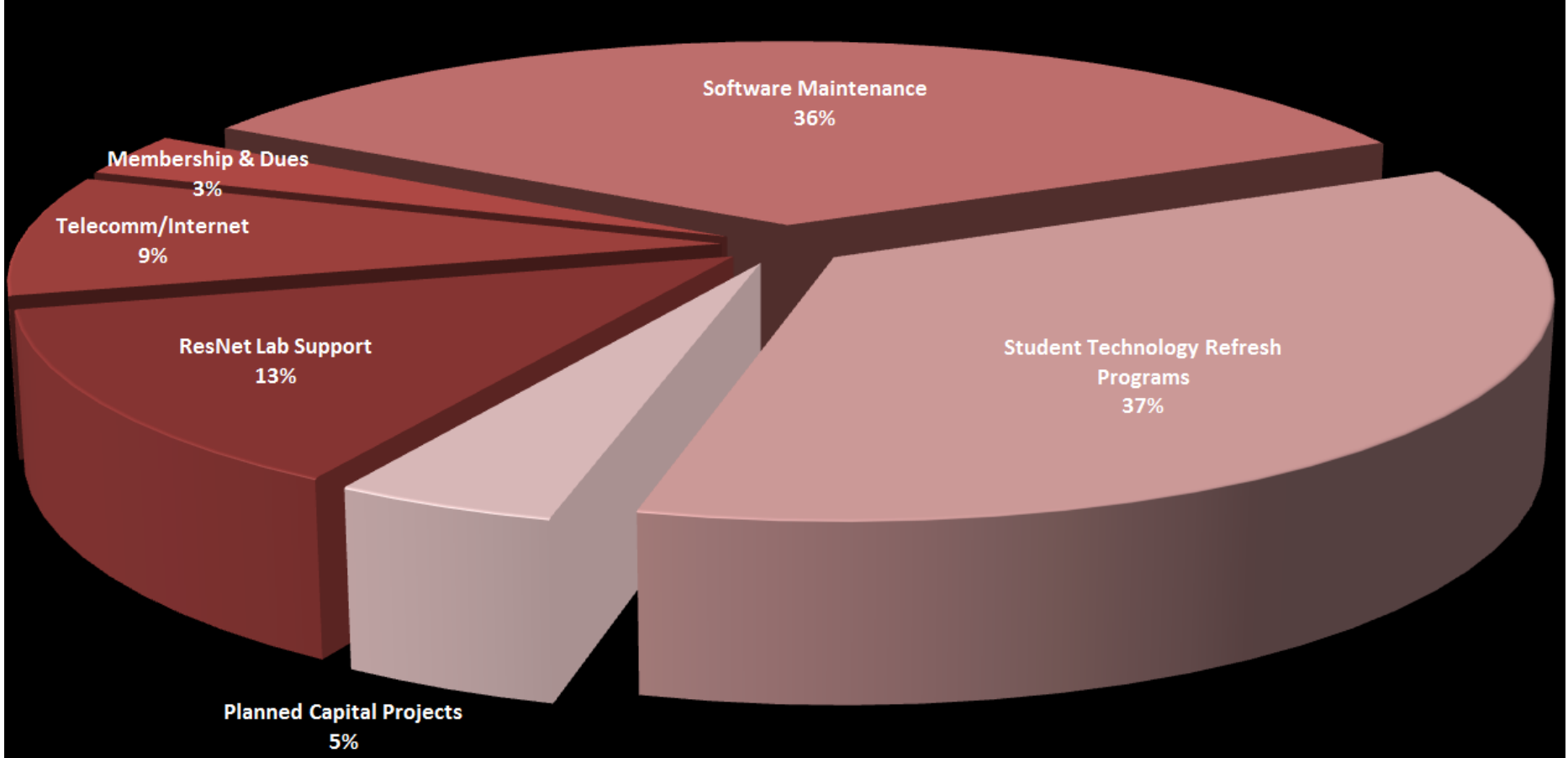
2009-2014 ITS Budget Includes ITS and Technology Fee Operating Budget

2012-2014 ITS Budget Includes addition of funds for Shared Services to LUMC, Lawson Maintenance, BSI Tax Software and MHC Payroll Software

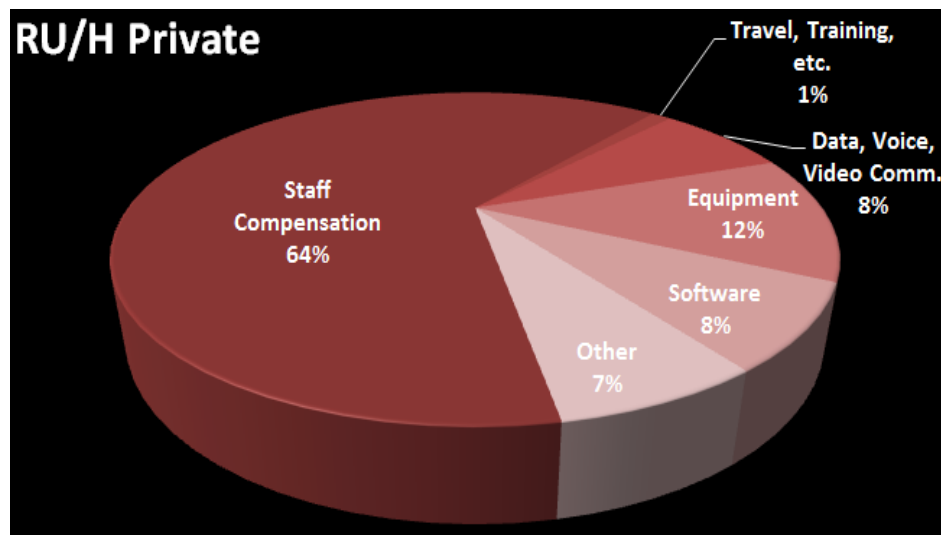
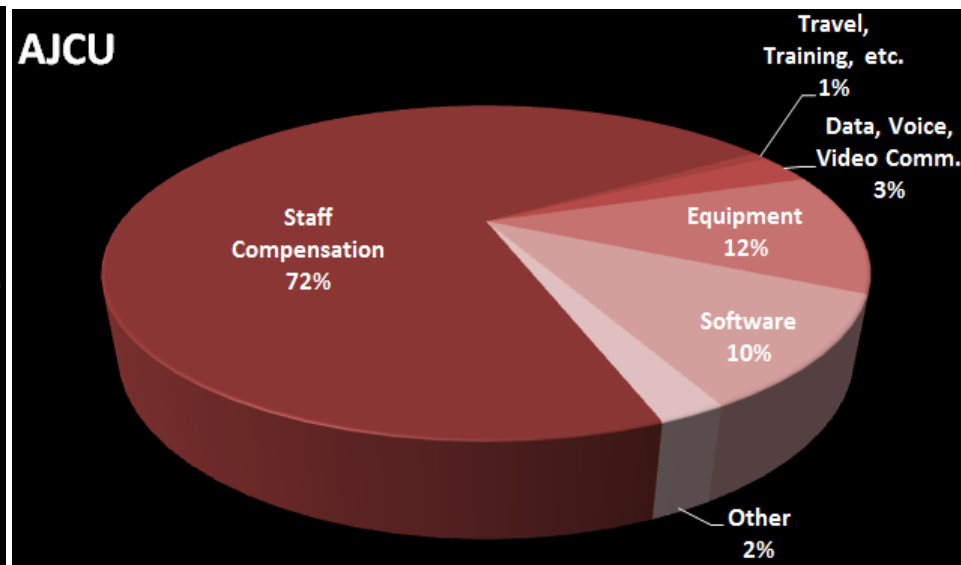
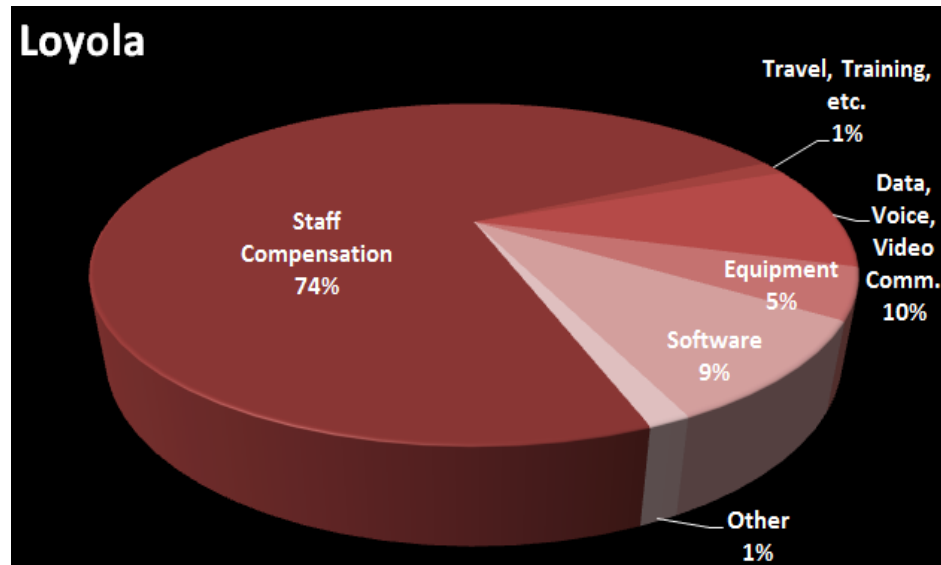
FY13 Projected Technology Fee Breakdown

FY13 Projected Revenue		\$2,750,000	100%
FY12 Allocations	Amount	% of Total	
ResNet Lab Support	\$370,000	13%	
Telecomm/Internet	\$250,000	9%	
Membership & Dues	\$90,000	3%	
Software Maintenance	\$1,000,000	36%	
Student Technology Refresh Programs	\$1,020,000	37%	
Planned Capital Projects	\$125,000	5%	
Tech. Fee Carry Over/Overage	-\$105,000	-4%	

FY13 Technology Fee Breakdown



EDUCAUSE: Core Data Survey Summary – Central IT Operating

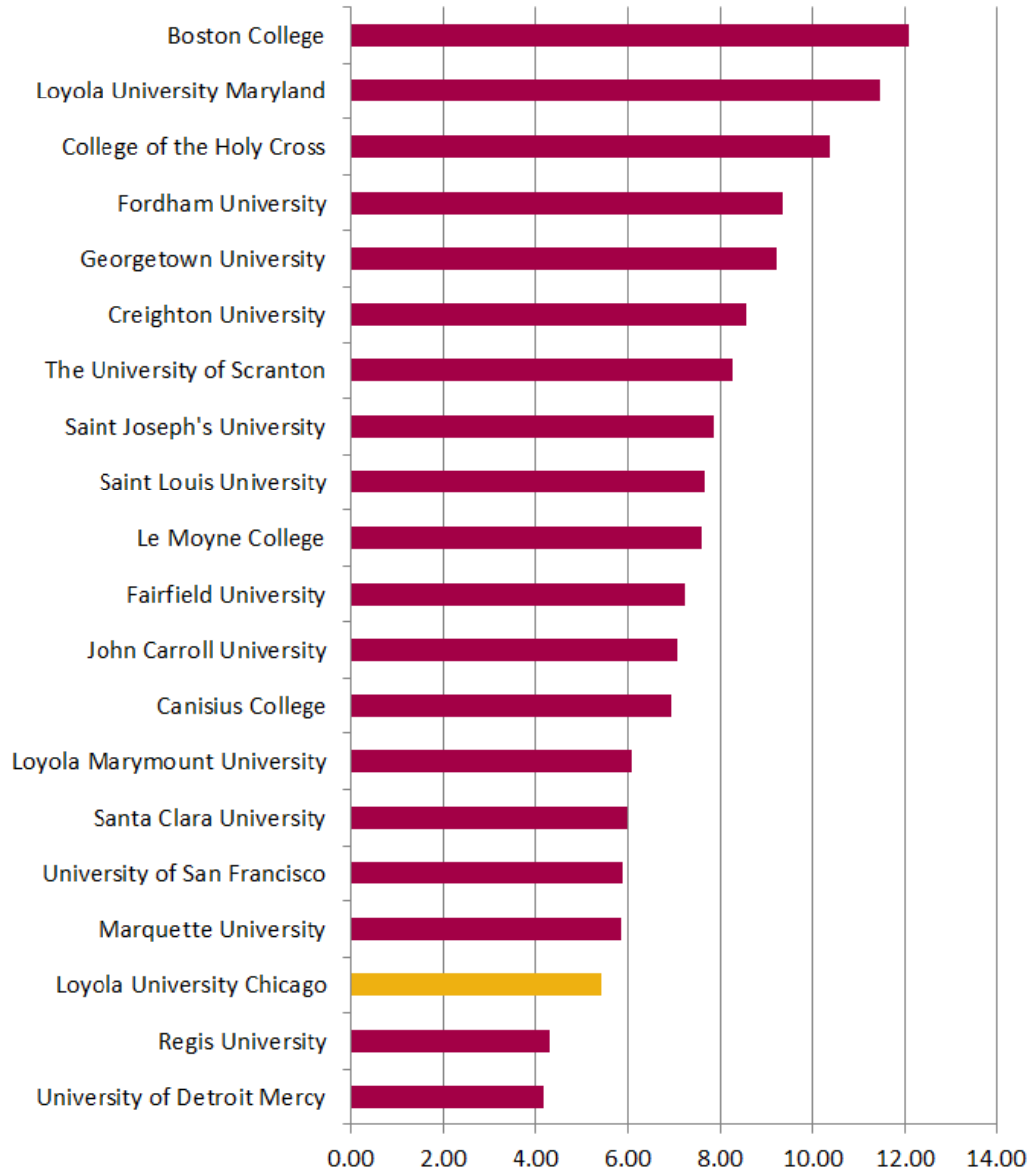


Boston College	Loyola University Maryland
Canisius College	Marquette University
College of the Holy Cross	Regis University
Creighton University	Saint Joseph's University
Fairfield University	Saint Louis University
Fordham University	Santa Clara University
Georgetown University	Seattle University
John Carroll University	The University of Scranton
Le Moyne College	University of Detroit Mercy
Loyola Marymount University	University of San Francisco
Loyola University Chicago	21 Total

* EDUCAUSE Core Data does not include Technology Fee and Shared Services Numbers

EDUCAUSE: Core Data Survey Summary – Central IT FTE (AJCU)

2012 IT FTE per 1000 institutional FTEs

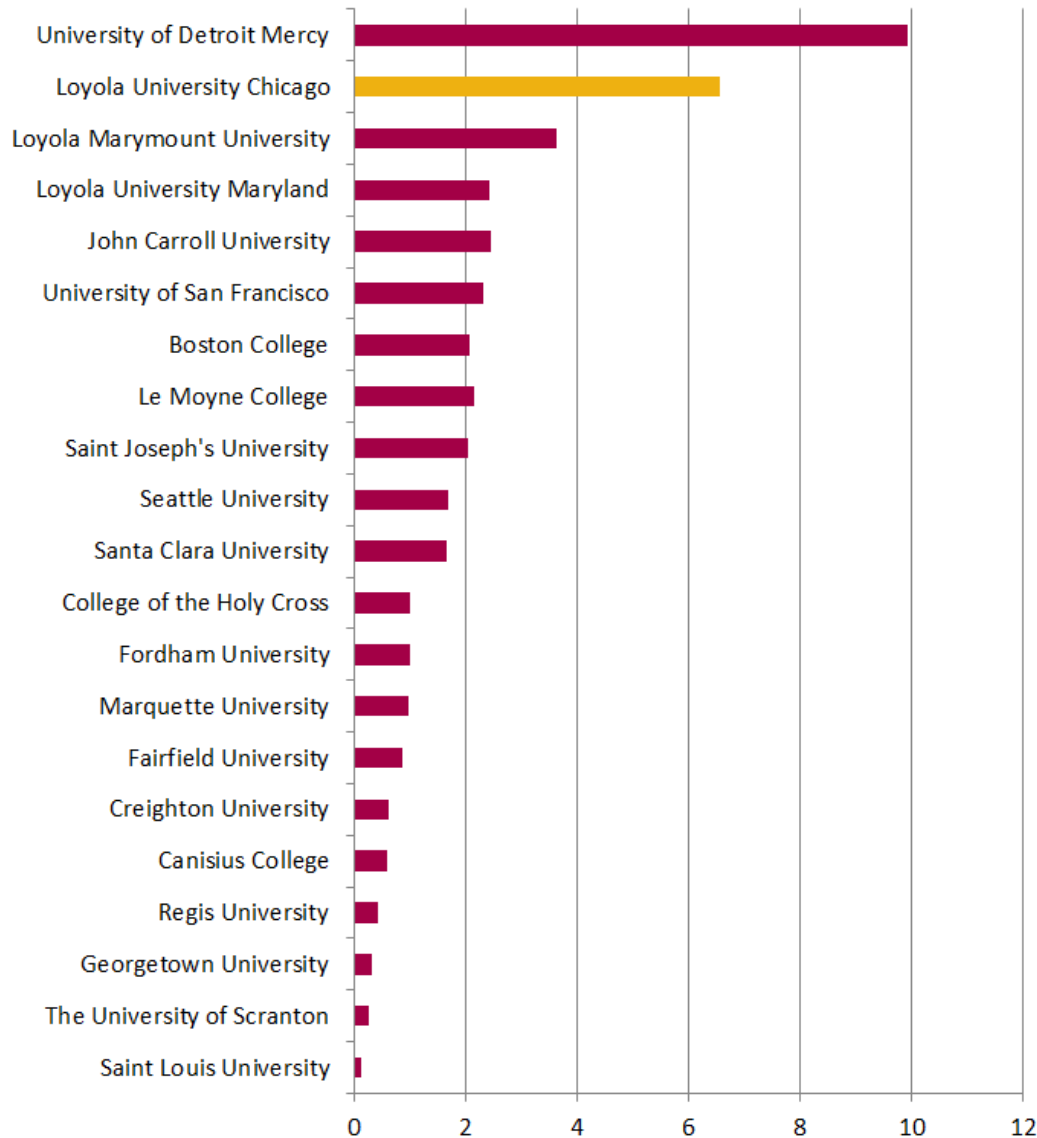


AJCU
Median
7.23

Loyola
5.41

EDUCAUSE: Core Data Survey Summary – IT Student Worker FTE (AJCU)

2012 IT Student Worker FTE per 1000 Institutional FTEs



AJCU
Median
1.66

Loyola
6.56

CURRENT STATE

ITS FY12 Annual Summary

FY12 FACTS

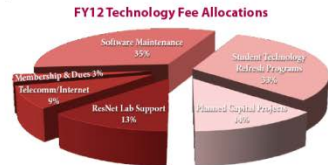
Data Centers & Networks

Loyola's two data centers house over 550 devices including servers, appliances, and equipment:

- Over 430 Terabytes of online storage (360% increase over FY11)
- Nearly 160 physical enterprise class servers and over 230 virtual servers
- Over 1,500 wireless access points covering 90% of Loyola's buildings
- Over 23,300 devices registered on the wireless network
- 1.2 Gig. connection for internet bandwidth

Other Facts

- 225 technology training sessions delivered for Loyola faculty and staff
- 45 presentations delivered by ITS staff members and 28 presentations at many leading technology and higher education venues
- Two publications authored by ITS Staff, Admitted Student Portal featured as a case study in the book, "The Social Organization"
- Three awards: "Carl E Nelson Best Practices Award" from AIIM, "The Dean's List: Must-Read Higher Education Technology Blogs" from EdTech, and "High Achievement in MS Information Technology Student Award from LUC Computer Science"



TECHNOLOGY SCORECARDS

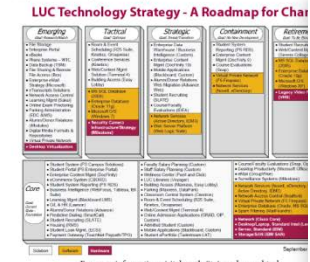
An annual technology assessment based on the Rings of Excellence categories is conducted each November. Subjective health ratings are assigned against a pre-defined healthy state to identify strengths and weaknesses as technology requirements evolve on our campus.

ITS Scorecard Summary	Health Index						Total Change
	FY07	FY08	FY09	FY10	FY11	FY12	
Academic & Faculty Support	3.8	3.2	3.5	3.8	3.9	3.9	6%
Administrative Technology Support	3.5	3.8	3.5	3.9	3.4	3.5	15%
Student Technology Support	3.1	3.9	3.4	3.5	3.8	3.5	8%
Infrastructure Technology Support	3.6	3.7	3.6	3.8	3.9	3.9	15%
Continuous Service Improvement Support	3.1	3.2	3.4	3.7	3.8	3.9	41%
Security & Funding Support	2.7	3.0	3.4	3.9	3.8	3.9	32%
Average Annual Score	3.1	3.5	3.6	3.9	3.8	3.8	22%
Year to Year Improvement	8%	8%	8%	8%	2%	0%	



Initiatives under development include:

- Introduce "Anytime, Anywhere Access" technology strategy
- Develop technology competency roadmaps for students, faculty, and staff
- Implement cloud-based storage for all students, faculty and staff
- Migrate learning management system to open source
- Implement enterprise wide class/faculty evaluation system
- View course articulations online for transfer decisions
- Move from GroupWise to Microsoft Exchange/Outlook
- Relocate new data center within the Water Tower Campus
- Establish BCDR plan for the institution
- Expand availability of lecture capture



Run ... ongoing operations

Sample Service Volumes

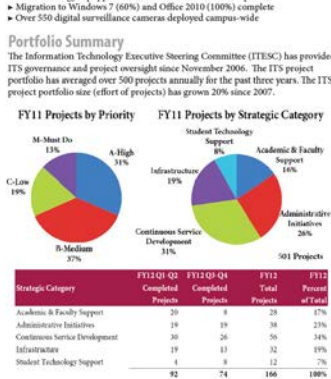
- Daily:** 700,000 E-Mails Received, 6,600 logins to Blackboard (+20%), 900 mobile devices sync (i.e. e-mail), 300 media equipment checkouts (+46%), 14,000 visits to Loyola's home page from iPhones and iPads
- Annually:** 25,000 computer lab logins (+7%), 3,800 online group study room reservations (+27%), 450 software downloads from TechConnect (+349%)
- Weekly:** 725 support calls generated (+20%), 1,300 checkouts of a laptop from the Information Support (+337%), 100 classrooms support calls, 14,000 visits to Loyola's home page from iPhones and iPads
- Monthly:** 30 faculty & 2,500 students use iClicker each semester

Infrastructure Highlights

- 400 workstations with over 30% (1,250) available for student use
- 250 technology-equipped classrooms and 40 conference spaces
- Migration to Windows 7 (60%) and Office 2010 (100%) complete
- Over 550 digital surveillance cameras deployed campus-wide

Portfolio Summary

The Information Technology Executive Steering Committee (ITESC) has provided ITS governance and project oversight since November 2006. The ITS project portfolio has averaged over 500 projects annually for the past three years. The ITS project portfolio size (effort of projects) has grown 20% since 2007.



Grow ... information systems and services to optimize performance

Self-Service

Several new self-service features have been added to simplify and enhance the student experience:

- Students can enter "Internship Learning Agreements" directly in the student portal for instructor review and approval
- Students can use self-service to manage FERPA locks on their student records
- Prospective and Current Students now have the ability to view Undergrad Academic Requirements on-line via the LUCUS portal
- Waitinglist capability has been added to LOCUS for the School of Communications and the School of Business
- Students can now pre-certify their personal computers to use LUC's network, prior to arriving on campus
- Residence Life Cinema provides on-the-go or on-demand movie selection
- Automated residence life housing exemption/release process

Enterprise Content Management (ECM)

The program is now in year 3 of a 5 year effort to move paper-based forms and processes to electronic format to capture, manage, store and deliver information, documents and forms. Program results are sustained and include process improvements and efficiencies, increased records security, improved collaboration and information access and an overall operations savings

- In FY12 Loyola was recognized for its ECM implementations and was awarded the 2012 Carl E Nelson Best Practices Award from the Association for Information and Image Management (AIIM). The award recognizes excellence in information management
- New roll-outs are planned in for Human Resources, Accounts Payable, Treasury, Registration and Records, Bursar, LUMSA, Facilities, Provost's Office, and Finance
- Version 10 conversion efforts are underway and planned for FY13

Other Highlights

- Expanded outreach to Loyola community through establishment of "ITS Tech Day" conference. This event features presentations by Loyola faculty, students, and staff about technology initiatives on and off campus
- New online registration/application process for the Office of International Programs and for study abroad programs
- Automatic assignment of advisors in the student system
- New mobile application designed and developed to support Residence Life and facilitated easy and efficient check-in and check-out processes
- Printable rosters which include student pictures made available to faculty via the LUCUS system
- Created a Total Student Indebtedness report for use by Financial Aid counselors when providing financial aid and advising and exit/graduation interviews

Transform ... new technologies and processes that fundamentally promote change

DW/BI

The Enterprise data warehouse project is nearing completion of its first phase deliverables expected by calendar year end 2012. This baseline phase of the data warehouse project will contain university data centered on students and faculty. Student records, campus community, student financials, financial aid and admissions will be available for analysis along with instructional activity information for faculty. The business intelligence reporting for Faculty Instructional Activity was completed and shared with university administration and will be utilizing the data warehouse data in production in late fall 2012.

Health Sciences Division

A number of activities were initiated and implemented as the result of Loyola University's sale of the Loyola University Health System (LUHS) to Trinity Health:

- Established Information Services Content Review Team and program office to oversee and coordinate information technology migrations and shared services
- Established a program governance process for project prioritization, review and approval, and defined specific projects to evaluate and separate technologies or manage shared service arrangements
- Galante Information Commons opened in the School of Nursing building at HSD
- Completed projects included:
 - Incorporated the University's wireless system, secure internet access and authentication technologies in the newly opened MNSON building
 - Initiated a phased plan for desktop management and support
 - Improved triage/coordination between the LUHS and University help desks
 - Completed ECM for the HSD HR and SSOM Registrar
 - Completed risk assessments for both PCI and the HSD Vault application

Technology for Online Courses & JTERM

ITS partnered with the Provost's office and other administrative areas to deliver 14 condensed and intensive two-week session courses during the JTERM. Six of the courses were delivered fully online. ITS supported the training of faculty to prepare to teach the courses and provided online and on-campus support for students and faculty during the two week sessions. Approximately 200 students took advantage of the JTERM sessions.

The program for preparing faculty to teach online doubled its offering of training workshops and courses with over 26 new courses added for the summer of 2012. The Blackboard and Adobe Connect systems were used extensively to deliver courses. Proctoring of online exams was piloted in the first summer session of 2012.



ITS Major Initiatives - FY13 Q3-Q4

Academic and Faculty Support

- Locus Enhancements (5)
- R+ System Replacement (2)
- Electronic Outbound Transcript Feasibility
- School of Nursing - SIM
- Sakai Implementation

Administrative Initiatives

- Advance Web Implementation
- Convio Replacement
- Database for Key and Lock Info
- Quick Updates to LUC Emergency Web Pages
- LOCUS Security Center Rollout
- SSP changes for FY14
- BAS changes for FY14

Student Technology Support

- Email Replacement/Migration
- Parking Enforcement /Permit Mgmt
- Illinois Articulation Initiative
- Lecture Capture

Infrastructure

- Novell to Microsoft Migration
- Security Camera Infrastructure (2)
- Information Security Program (8)
- Campus Construction Initiatives (12)
- LUHS/LUC/HSD Technology Program (5)
- Computer Aided Dispatch for Campus Safety Upgrade (ARMS)

Continuous Service Development

- Emergency Response Website
- Enterprise Content Management (9)
- Complete T4 Content Mgmt System Migration
- Enhancements to Immunization Data Mgmt
- Business Intelligence/Data Warehouse (4)

ITS FY13 LUC Technology Scorecard - Comparison

ITS Scorecard Summary	Health Index								
	FY07	FY08	FY09	FY10	FY11	FY12	FY13	FY12-13 Change	Total Change
Academic & Faculty Support Scorecard	● 3.0	● 3.3	● 3.5	● 3.8	● 3.9	● 3.9	● 3.8	-1%	22%
Administrative Technology Scorecard	● 3.5	● 3.8	● 3.5	● 3.9	● 4.1	● 4.1	● 3.9	-4%	11%
Student Technology Scorecard	● 4.1	● 3.9	● 4.3	● 4.5	● 4.5	● 4.3	● 4.4	2%	6%
Infrastructure Scorecard	● 3.0	● 3.1	● 3.3	● 3.6	● 3.5	● 3.6	● 3.6	0%	17%
Continuous Service Improvement Scorecard	● 2.3	● 2.8	● 3.4	● 3.7	● 3.8	● 3.9	● 3.9	0%	41%
Governance & Funding Scorecard	● 2.7	● 3.0	● 3.6	● 3.9	● 3.9	● 4.0	● 3.9	-4%	31%
Average Annual Score	● 3.1	● 3.3	● 3.6	● 3.9	● 4.0	● 4.0	● 3.9	-1%	21%
Year to Year Improvement	--	6%	8%	8%	2%	0%	-1%		

As of November 2012

NOTES:

- Academic change related to HSD integration and RDC health
- Administrative change related to Slate implementation and Parking Administration
- Governance and Funding change related to lack of resources for EA, budget cuts, and new procurement requirements/process



THE SAKAI PROJECT

SEARCH

LINKS |

This site LUC.edu

Sakai @luc.edu

*Teaching and Learning Support
for Open Learning Management Systems*



Welcome ...

to your main resource site for the Sakai migration project. This site is your home to access material related to Sakai and the migration project including; schedules and timelines, communications, training opportunities, FAQ's, and links to other resources.

Announcements and Notices

- » [The Move to Sakai](#)
- » [Spring Courses](#)
- » [Course Migrations](#)
- » [Timeline](#)
- » [Communities Migration](#)

Faculty Training Schedule

- » [Introduction to Sakai](#)
- » [Advanced Sakai Topics](#)
- » [Schedule of Sessions](#)
- » [Individual Consultation](#)
- » [Self-Service](#)

Frequently Asked Questions (FAQ's)

- » [Faculty FAQs](#)

Sakai Resources

- » [The Sakai Community](#)

Related Links

- » [Loyola Sakai Login](#)
- » [Faculty Center for Ignatian Pedagogy](#)
- » [Instructional Technology and Research Support \(ITRS\)](#)
- » [Information Technology Services](#)
- » [Need Help?](#)

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LOYOLA MOVING TO MICROSOFT EXCHANGE

MAJOR UPGRADE BRINGS NEW EMAIL SYSTEM AND OTHER COMMUNICATION TOOLS

A major upgrade to the University's email system, coming in **May 2013**, will bring a wealth of new features and improvements, expanding the way Loyola faculty, staff, and students communicate with each other and the outside world.

With the upgrade, **Loyola will be moving from GroupWise to Microsoft Exchange**. The change in platforms will position Loyola to take advantage of anytime, anywhere communication and provide for more collaborative interactions via email, messaging, conferencing, and other tools. The migration will bring significant enhancements for both desktop users and those on mobile devices and tablets.

WHAT ARE THE BENEFITS?

Microsoft Exchange will offer the same kinds of indispensable email and calendar tools currently provided via GroupWise. Our deployment will also include:

- **Streamlined access from any device:** Access your Loyola e-mail and calendar anytime, anywhere, on any device.
- **Expanded calendar features:** Share calendars with colleagues outside Loyola, and make use of more sophisticated editing and scheduling features.
- **Integrated instant messaging, voice mail, and conferencing capabilities:** Listen to voicemail messages through your e-mail inbox; access e-mail and calendar options with voice commands on your phone; and host audio, video, and web conferences with anyone, inside or outside Loyola.
- **Increased storage capacity:** Expanded storage capacity for files and attachments.
- **More seamless integration within the Microsoft Office suite and within the cloud:** Consistent formatting features mean e-mail messages will look the way you want them to.

For more information, see the [Benefits](#) page.

WHO IS AFFECTED?

The migration to [Microsoft Exchange](#) will affect all Loyolans – faculty, staff, and students – though there will be some differences in the way services and software are delivered. Faculty and staff will make use of [Microsoft Outlook](#) for email and calendaring, along with other communication tools, and be hosted through on-campus servers. Student tools will be delivered through the cloud (i.e., through the Internet) using a program called [Microsoft Office 365](#).



Loyola Moving To Microsoft Exchange

[About Microsoft Exchange](#)

[About Microsoft Lync](#)

[About Microsoft Office 365](#)

[About Microsoft Outlook](#)

[Benefits](#)

[Documentation and Training](#)

[FAQs](#)

[How to Prepare](#)

[Schedule and Statistics](#)

