Grow ... information systems and services to optimize performance

Student System Upgrade

In July 2008, the newly upgraded student system, LOCUS 2.0, went live for all university users. The new release offers more improved access to student information through new views: the Student, Faculty and Administrative Centers. These centers enhanced self service capabilities and improved efficiency of administrators that support student needs. Additionally, the upgrade was a cost avoidance measure for increases in maintenance and support costs scheduled for the previous version in October 2008.

Digital Media Lab & Online Reservation System

Reservation of digital equipment by students grew by almost 60% over last year. A new self-service group study room reservation was implemented along with an expansion of equipment available for checkout by students. Over 450 group study room reservations were made online each week.

Board of Trustees Website

This site delivers information electronically and efficiently to Board and committee members. Launched in September 2008, the site has 130 registered users. The Board of Trustees website includes:
- On-line maintenance of meeting materials and access to all materials
- On-line RSVP’s and expense reporting
- Meeting effectiveness feedback surveys for the President’s Office

Other Highlights
- Adopted an enterprise clicker standard for classroom use.
- Conducted over 20 faculty events on teaching technologies.
- Finished planning and design phase for a dedicated Research Data Center facility.
- Upgraded Advancement systems with enhanced features and in compliance with new PCI compliance requirements.
- Completed initial phase for shared identity (login id) management enabling the University and Medical Center to “share” user ids and passwords, preventing the creation of duplicate ids and eliminating the need for individuals to retain multiple ids and passwords for many systems. Future phases will continue to improve access to shared services and collaboration tools.

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

Next Stop Loyola - Student Experience Portal

Designed and developed custom website/portal application exclusively for newly admitted students. The site provides a more personalized and community based online experience for admitted students and informs Enrollment Management on recruitment and retention. Over 5,000 admitted students used the system over 100,000 times in the first year.

Sample Next Stop Loyola activities include:
- Over 1,750 student-created profiles with 1,450 photos posted
- Chat sessions, threaded discussions, viewing financial aid awards, deposits and housing contract submissions, and registration for Discover Loyola
- Over 20 chat sessions with more than 600 student questions from 275 student participants and 140 discussion board topics with 175 student participants

Enterprise Content Management (ECM)

A five-year ECM program commenced to electronically capture, manage, store, and deliver information, documents and forms related to organizational processes. This program is expected to result in process improvements and efficiencies, increased records security, improved collaboration and information access, and overall operational savings.

Program Achievements:
- DocFinity is live in Financial Aid, Advancement (for PCI compliance) and Undergrad Admissions
- Workflows enable quicker processing of student data
- Single click student document access through LOCUS student system
- Process improvements and efficiencies up to 66%
- New rollouts planned in Graduate & Professional Enrollment Management, Accounts Payable and Child Law

Data Warehouse/Business Intelligence

In September 2008, ITS and Institutional Research began a multi-year effort to create Loyola's Enterprise Data Warehouse (DW) and Business Intelligence (BI) capability. Over 15 interviews with core units across the institution were conducted to capture requirements and document challenges related to the existing data and reporting tools and processes. The results of these interviews included initial DWH/BI strategy recommendations and a new IT subcommittee to develop data definitions and manage institutional data governance issues.
FY09 FACTS

Data Centers
Loyola’s two data centers house over 440 devices including servers, appliances, and equipment including:
▶ Over 74 Terabytes of online storage
▶ 170 physical enterprise class servers and 135 virtual servers
▶ Connectivity for over 800 wireless access points
▶ Over 37 miles of copper and 18 miles of fiber running within the Lakeshore campus data center
▶ Phone systems with over 5,400 active telephone connections

Other Facts
▶ Over 256 classrooms and 50 conference spaces that are technology-equipped
▶ Over 1,700 events supported
▶ Over 42,000 individual logins to public workstations
▶ Over 3,700 workstations with 40% availability for student use
▶ Over 300 video conference events

FY09 ITS budget is 3.94% of LUC operating budget, a decrease from 4.21% in FY08 and the high of 6.83% in FY03

FY09 Summary

Data Centers
Loyola’s two data centers house over 440 devices including servers, appliances, and equipment including:
▶ Over 74 Terabytes of online storage
▶ 170 physical enterprise class servers and 135 virtual servers
▶ Connectivity for over 800 wireless access points
▶ Over 37 miles of copper and 18 miles of fiber running within the Lakeshore campus data center
▶ Phone systems with over 5,400 active telephone connections

FY09 FACTS

FY10 & BEYOND

MAJOR INITIATIVES

FY10 Q1-Q2

Initiatives under development include:
▶ Employ new Technology Roadmap to plan for changes and new acquisitions
▶ Select DW/BI solution and initial implementation
▶ Contribute to next steps for recruitment and retention strategies
▶ Funding and construction of Research Data Center facility
▶ Support pilots for iTunesU and ePortfolios
▶ Plan Digital Media Lab location at the Water Tower Campus
▶ Service excellence at all levels

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. A net improvement of 9% was achieved in FY09 across all scorecards. Student Technology Support yields the healthiest rating, scoring 4.0 on a 5.0 scale.

FY09 TECHNOLOGY SCORECARDS

For more information visit: luc.edu/its/gov_home.shtml