Major Marshall University
Information Technology Projects
FY 10/11

LEARNING TECHNOLOGIES

- **Information Commons** - Innovative Learning Spaces Drinko
  Library
  A number of forces are transforming that core role to embrace a
  more expansive suite of functions within the academy, functions
  that are often more distributed, collaborative and explorative.
  These changes have profound implications for the Information
  Technology assets and how they are leveraged and deployed in
  the context of the institution's goals. Fueled by the growth of
  digital content and tools, the methods for teaching, learning, and
  research have changed. Interactive digital content and online learning
  environments enhance the learning experience mixed with an expansive array of digital information resources.
  In response, we have reorganized and redesigned the Drinko Library and Information Center to incorporate
  this new vision and provide unified service area that can support all forms of information and service needs.
  The entire building is now open 24 hours, except for Friday evening – Saturday morning (9:00 am).

- Classroom Revolution
  iPad user groups have been established and the demonstration of multiple
  mobile devices. Collaboration classroom furniture has been displayed in Drinko
  Library to help introduce the faculty to new learning environments.

- Expansion of Hybrid Class with Wimba/Blackboard Collaborate
  This includes the development of new hybrid courses to improve student access
  to educational programming and support for software to facilitate development and
  delivery of hybrid courses.

- **MUOnline Program Growth – Ongoing**
  Increase in e-courses and enrollments to aid in generating university revenue; added online courses and
  programs so students can complete degrees from a distance or from home; includes expansion with Wimba
  and hybrid course development; participation in campus-wide committees that aid in the academic planning
  of full degree offerings; support for software and hardware to facilitate faculty development **Hybrid
  Program Development -** Includes new hybrid courses to improve student access to educational
  programming; support for software to facilitate development and delivery of hybrid courses.

- **SECOND LIFE**
  Development of a MUOnLine Second Life island was developed by collaborating with
  various MU departments. Utilization of island is for various promotional purposes
  involving student recruitment and retention.

SERVICES

- **Book Self Check-out**
  A 3M Self-Checkout Station was added to Drinko Library and is located on the first floor near the central service desk. The library materials are checked out to patrons and desensitized to pass through the entrance security system on a 24 hour basis.

- **Unified Communications**
  All analog and digital phones were replaced with an IP phones on the Huntington campus. Mobile Messaging is actively being deployed as part of this project. The unified messaging system integrates the voice mail and email. Modular Messaging is replacing Audix as the university voice mail system. This will redirect phone voicemail as an audio file to your Marshall University email. This will allow users to retrieve voicemail messages through devices that receive your Marshall University email. Voice mails can still be delivered through the Telephone User Interface (TUI) from any touch tone telephone.

- **MU Mobile**
  The Marshall University mobile app was upgraded to support all major mobile devices. It is designed to promote the university's major Web-enabled resources to an increasing population of current and potential students using mobile Internet devices. The MU Mobile application can be used to search the campus phone directory, locate buildings on campus, view available courses, keep up with the latest sports scores and get access to events happening on campus. The university's Information Technology Division used Blackboard Inc.'s MobileEDU platform and services to develop the application.

- **Digital Signage Expansion**
  While newsletters and bulletin boards can only deliver static information, digital sign-age can make use of many media types to keep the information current and attention grabbing. Most digital signage systems are able to take advantage of dynamic content pulled from RSS feeds or other information systems. By linking Marshall's Resource 25 Calendar for event scheduling, the data that is entered into one system can be repurposed in real-time by the signage network without needing additional staff to extract the data and schedule it on the network. Digital signage messages have the ability to catch your attention and help you discover new information while websites and emails require you to log on to your computer or use your smart phone. Future plans include: expanding the network to run as the screen saver on computers in IT-controlled labs; adding signs at remote campuses; and, building out the way-finding aspects of the network.

- **Kace**
  Systems management is a complex and time consuming task that organizations of all sizes must deal with. Each year we experience increasing numbers of malware and virus threats due in part to vulnerabilities in third party software products. Software upgrades and patches are a necessity in order to help mitigate these vulnerabilities. To address these needs MU IT is implementing the Dell Kace Systems Management Appliance to enable greater capability in managing and supporting desktop and laptop computer systems.
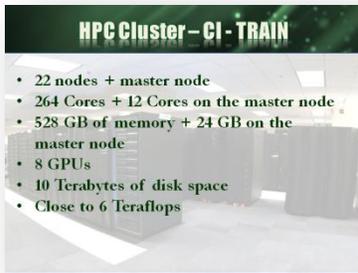
GRANTS, RESEARCH & AWARDS

- **Completed the Huntington Metro Fiber Ring for Healthcare**
  This is a FCC grant to WV Teleheath Alliance for $8.4 Million with a MU portion of @$850,000. This fiber ring provides a 10Gb metro network connection between the Marshall Huntington Campus, the Medical School Campus, and the two major Medical Centers. West Virginia formed a statewide collaborative called the WV TeleHealth Alliance (WVTA) and was awarded $8.4 million from FCC funds to expand cyber-infrastructure in rural areas. As part of the proposal, Marshall University outlined a Huntington fiber ring that connected Huntington major hospitals, School of Medicine and main campus. Greater use of a dedicated network of advanced telecommunication and information infrastructure is vital to enabling rural health care centers in our state to access and leverage telehealth applications, information systems and educational resources.

- **Support of Grant CI-TRAIN (Support)** Funding from NSF EPS #0918949 [$2,629,049]

  Cyberinfrastructure for Transformational Scientific Discovery in Arkansas (AR) and WV (CI-TRAIN) has created a partnership between AR and WV that builds on common research in geosciences, virtual environments, and computational sciences while leveraging technical expertise within the two state: WV leverages AR's expertise in the deployment and operation of shared high performance computing resources while AR leverages WV's expertise in visualization and modeling. **Campus IT Champion** for the NSF CI-TRAIN grant. IT worked as a member of the campus CI-TRAIN team for the creation of the Marshall University Cyberinfrastructure Day in April to highlight campus resources that support the research agenda.

- **NSF EPSCoR Research Infrastructure Improvement Program: Inter-Campus and Intra-Campus Cyber Connectivity (RII C2) (NSF 09-569) - $1.2M**
  MU Information Technology spilt the 1.2 million dollar award with WVU. This award will expand Marshall University's advanced, high bandwidth network via Internet2 to other institutions via a Sponsored Educational Group Participation (SEGP) connection. The expanded access will also provide a framework for the emergence of even higher performance networks in the future and provide new research and educational tools to of the state's education institutions. Additionally, Marshall University will actively collaborate and demonstrate with all participating partner institutions the benefits of a next generation network to support increasing demands for performance, reliability and security. Internet2 will announce its approval of The West Virginia Internet2 Consortium as the 40th Sponsored Education Group Participant ("SEGP") - or statewide K20 networking consortium - to be connected to the Internet2 Network.

- **Campus EAI $1.2 million in Software** -
  CampusEAI Consortium is an international information technology services and is best known for myCampus, an enterprise portal and web content management solution for higher education institutions. It also is being used a Single Sign-on solution. The grant provides portal and software for 5 years.

- **Technology Champion Award for 2010**
  Dr. Jan I Fox was awarded the West Virginia Technology Award in October. The Gubernatorial Award honors the individual in the state whose personal leadership has made a critical contribution to the effective use of information technology for our citizenry and has demonstrated a broad-ranging impact that is felt statewide or beyond.

CONFERENCES & TRAINING

- **Extreme Entrepreneurship Tour**
  Entrepreneurs in their 20s shared stories and secrets of their incredible success when the Extreme Entrepreneurship Tour (EET) visits Marshall University's Huntington campus on Sept. 23. The tour was is a high-energy, half-day event. Workshops, speed networking and a panel discussion were provided along with the two keynote speakers.

- **TECH SUMMIT - February 9th- 10th, 2011**
  The summit was a two days of workshops, seminars, and poster sessions regarding not only what services Information Technology offers, but library services as well. During the Technology Summit, vendors were set up in the Drinko Library Atrium. It was open to students, faculty, and staff, providing an opportunity for people to come and see some of the technology and resources available to them, such as: Wimba Live Classroom and other Wimba tools, TurningPoint clickers, Ask a Librarian, as well as vendors from across the country contribute to our library services.

- **TOUMA CAMEO GLASS COLLECTION – MAY 30, 2010**
  Dedication of "The Magic of the Pilgrim Cameo Glass: The Touma Collection," a gift from Drs. Joseph and Omayma Touma to Marshall University occurred in May. Cameo glass was created in 1987 by a team of artisans at Pilgrim Glass Corporation in Ceredo, West Virginia. The technique, which involves carving through layers of different colored glass, was an enormous challenge to the artists.

INFORMATION SECURITY

- **MU Emergency Notification System (MU Alert)**
  MU Alert is a hosted multi-contact-path emergency notification system using the Everbridge Aware system. Currently 9,100 subscribers. This system replaces an internal 'text-only' system with a system that can now send notifications to campus subscribers multiple contact paths including SMS txt, e-mail, and telephone numbers. **Impact**: Improved coverage and reliability, increased awareness during critical public safety incidents.

- **Identity Management Project**
  Online services require digital identity systems to authenticate system users and provide them with the appropriate level of access. Single-sign-on, identity and access lifecycle provisioning, research SunGard Banner Enterprise Identity Services (BEIS) and Microsoft Forefront Identity Management (FIM) products are several tools we are reviewing for deployment. **Impact:** Reducing duplication of user accounts and passwords; reduce end user frustration and service desk support costs; improve security of institutional information resources.