2016–2017 ACADEMIC YEAR

OIT ACCOMPLISHMENTS REPORT

CU Office of Information Technology

UNIVERSITY OF COLORADO **BOULDER**

LETTER FROM
LARRY LEVINE

OIT's goal is to help you — faculty, students, and staff — fulfill your professional and organizational missions.

CU Boulder is a dynamic and evolving environment, and the work you do is rapidly becoming more complex and interconnected. So too are your IT needs. Over the past few years, we've worked on developing partnerships with many of you by asking, "How do you operate? What needs do you have? What are your biggest pain points?" to determine how we can help you leverage IT as an accelerator for the achievement of your strategic goals. This work is part of a larger effort toward delivering IT at CU Boulder in a way that is truly transformative.

The attached 2016-2017 Academic Year Accomplishments Report highlights examples of what is possible when leaders and groups around the university partner with IT to transform the way they work. We are particularly proud of these accomplishments. They underscore our unwavering support for the academic and research missions of the university, our service to students and administration, and what is possible when tapping into the power of collaboration. These are not just our accomplishments, they are yours too!

Sincerely,

Larry Levine, Associate Vice Chancellor for IT and CIO

FEEDBACK IS
ALWAYS WELCOME

"WE CARE ABOUT CREATING AN EXCEPTIONAL EXPERIENCE FOR OUR FACULTY, STUDENTS AND STAFF. WE WILL LISTEN AND WORK TO CONTINUOUSLY IMPROVE. FEEL FREE TO CONTACT US ANYTIME AT OITFEEDBACK@COLORADO.EDU."

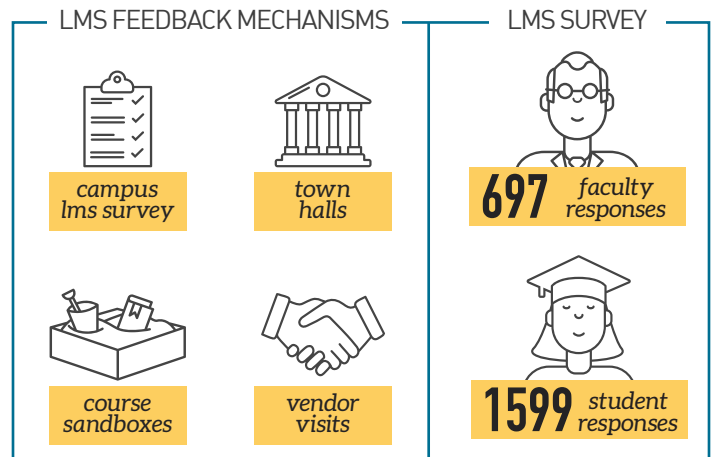**Marin Stanek, Deputy CIO and Director of Academic Technology**

Learning Management System Migration
www.colorado.edu/lms

In Oct. 2016, it was announced we were evaluating our campus Learning Management System (LMS). Users were unhappy with the existing LMS, Desire2Learn (D2L), and to ensure student success we felt it was necessary to research other alternatives. Evaluating and possibly changing an LMS is no small undertaking and throughout this process we were taking into consideration users' wants and needs in order for them to successfully do their work. In the end, Canvas by Instructure, Inc. was selected as the system that best met CU Boulder's teaching, learning and administrative needs.
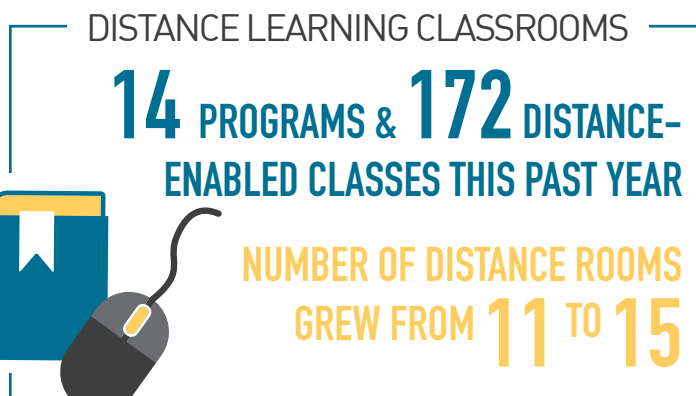
LMS FEEDBACK MECHANISMS

campus lms survey

town halls

course sandboxes

vendor visits

LMS SURVEY

697 *faculty responses*

1599 *student responses*

Classroom Technology
oit.colorado.edu/atdt/projects

EBIO 1210: General Biology Course
In partnership with the EBIO 1210 teaching team, the Academic Technology Design Team (ATDT) has implemented multiple strategies to improve student engagement in this 1200 student large lecture course. The teaching team incorporated universal design, highlighted by professor Sam Flaxman's recognition as an outstanding faculty member by Disability Services; developed a new approach for effectively utilizing their 35 TAs; and consolidated student-focused resources to better align with course objectives and assessments.

DISTANCE LEARNING CLASSROOMS

14 PROGRAMS & **172** DISTANCE-ENABLED CLASSES THIS PAST YEAR

NUMBER OF DISTANCE ROOMS GREW FROM **11** TO **15**

Universal Design Service
Around 444 faculty and digital content creators were supported through universal design consultations and trainings.

Kubi Pilot Innovation Grant
In a partnership with Advising and Athletics, the ATDT piloted a small, easy-to-use technology that enabled remote students to participate in 302 on-campus class sessions (pictured below). Participants, which included injured, ill, and traveling students, expressed that the Kubi Pilot showed them that CU Boulder cares and is willing to provide a flexible solution to those most in need.

ASEN 1969: Pathway to Space Course Design
The ATDT facilitated the development and launch of a new Aerospace Engineering course, *Pathway to Space*, that transforms the large lecture classroom and inspires students from any major to discover the unique contributions they could make to the space industry in their future careers.

SUPPORTING
STUDENTS

*We ensure our students are equipped with the tools they need to succeed and **positively impact humanity**.*
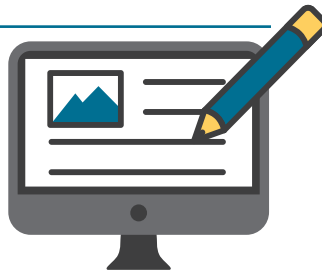
Unified Student Experience

www.colorado.edu/unified-experience

In May 2017, Provost Russ Moore and Senior Vice Chancellor and Chief Financial Officer Kelly Fox announced the Unified Student Experience Project, an effort to create a more unified online and in-person student experience to transform today's fragmented digital and in-person support landscape. With Provost Moore's and SVC/CFO Fox's executive sponsorship,

four leaders: Mary Kraus, VPUE; Christina Gonzales, VC for Student Affairs; Gwen Pomper, AVC for Enrollment Management; and Ann Schmiesing, Dean of the Graduate School have led the vision with OIT fully supporting and engaging in ensuring its success. The team has focused and begun to make progress on the following areas:

Understanding the Student Experience

Designing for Student Success

Improving the Digital Experience

New Student Printing Service

oit.colorado.edu/printing

Students told us they wanted a printing service that is more reliable, with a modern interface and more ways to print. So in the weeks leading up to the fall 2017 semester, Wēpa Cloud Campus Printing kiosks replaced the Xerox student print stations across campus. Wēpa is an enhanced user experience for our entire campus community. Not only is the service more reliable, but it also offers a number of enhancements including:

- being able to upload documents via the cloud, USB, email, and more
- paying with either a Buff OneCard or any major credit or debit card
- anyone can print or scan with Wēpa.
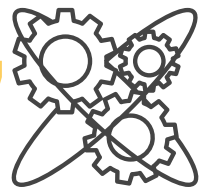
ACCESSIBLE TECHNOLOGY REVIEWS

479 *accessibility reviews conducted*

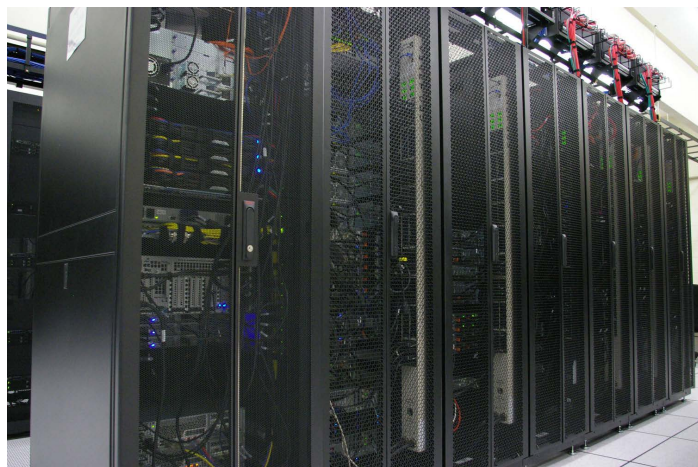*services reviewed and supported* **217**

43 *supported departments*

*To be a **top university for innovation**, we are committed to supporting the research enterprise.*

New Supercomputer: Summit

rc.colorado.edu/resources/compute/summit

The RMACC (Rocky Mountain Advanced Computing Consortium) Summit High-Performance Computing (HPC) system was made fully available to the campus community on Feb. 2, 2017. This HPC system supports multiple research groups at University of Colorado, Colorado State University and across the Rocky Mountain region in fields including astrophysics, bioinformatics, chemistry, computational fluid dynamics, earth system science, life science, material science, physics, and social sciences with advanced computing capabilities. It is supported by the National Science Foundation and a joint effort with Colorado State University.

AWARDED NATIONAL SCIENCE FOUNDATION CYBERTEAM AWARD

nsf.gov/awardsearch/showAward?AWD_ID=1659425

Center for Research Data and Digital Scholarship

www.colorado.edu/crdds

This June, in collaboration with University Libraries, Research Computing launched the Center for Research Data & Digital Scholarship with the goal of offering a wide variety of data skill training and a full range of scholarly data services for both university and community members.

Sandstone HPC Web Portal

sandstonehpc.github.io

To make it easier for users to access and use the supercomputer, the web portal Sandstone high performance computer was developed. It provides web browser based utilities like a code editor, a file browser, a web terminal, and a visual batch job scheduler. Normally users would have to perform their entire high-performance computing workflow on the command line. This is incredibly helpful for users to take advantage of the visual utilities. Sandstone is also utilized for supercomputer trainings and workshops Research Computing conducts because it allows instructors to jump straight into the teaching material, minimizing the time spent getting everyone's computer setup to access Summit.

SUPPORTING
ADMINISTRATION

*We **shape tomorrow's leaders** by working together to advance the campus mission.*

Business Analysis and Solution Architecture Program
oit.colorado.edu/consulting

Our Business Analysis and Solution Architecture (BASA) services drive the university to effective, efficient, and innovative processes by engaging with partner-stakeholders to bring about business process solutions that support the university's strategic goals. In the Academic Year 2017, the team worked closely with the Research & Innovation Office, Office of Contracts & Grants, HR, Enrollment Management and continues to lead the paperless initiative and DocuSign integration initiative.

Governance
www.colorado.edu/avcit/campuswide-it-governance

Our five IT governance committees ensure we are providing the right strategic IT direction and prioritize projects that advance the mission of the campus. One committee that has made significant strides over the past year is the ERP Governance Committee.

What is ERP?
ERP stands for enterprise resource planning, but is a word that connotes the entire administrative or business system's IT environment. Some of the systems governed by this committee include: SIS (Student Information System), HCM (Human Capital Management), various portals (MyCUInfo and related systems), and more.

Over the past academic year, the committee has been successfully re-envisioned. A formal process for work requests was established and a dashboard was created to track and prioritize projects. This new framework has enabled a clearer process for decision making and transparency amongst all parties involved. Two projects that have successfully gone through the process and are nearing completion include Project Slate, the new admissions application, and Project Leapfrog, the new class search tool.

SPSC Data Center
www.colorado.edu/datacenter

The Data Center within the Space Science Building opened in mid-2014. Since then, 75% of the rack space is being utilized or is reserved to be utilized and twenty-one valuable on-campus spaces have been freed up, totaling 7,856 sq. ft.

DEDICATED DESKTOP SUPPORT GROWTH

900+
NEW COMPUTERS SUPPORTED
ACROSS 15 DEPARTMENTS

120:1 TO 145:1
COMPUTER–TO–TECHNICIAN RATIO INCREASE

Phones
oit.colorado.edu/cisco-voip

Over 9000 campus phones have been replaced and upgraded to Cisco VoIP phones. Also, users can now sign-up to have voicemails delivered to an email inbox in a speech-to-text transcription, as well as, a .wav audio file attachment.