



TECHNOLOGY  
TEXAS WOMAN'S UNIVERSITY

# In this Moment

Annual Report 2017-2018





A student studies on the  
Denton campus



## In this moment Technology at Texas Woman's

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## In This Moment – Interim CIO Annual Report Introduction

Reflecting upon the past year, thoughts about events that transpired appear as moments in time. Accomplishments in those moments demonstrated the resolve we share in support of Texas Woman's University Purpose, Mission, Vision, Values, and Principles.

This last academic year took us by storm – literally. It was, In this Moment, we (as a community) were able to bond and unite to serve a common purpose to the needs of those impacted by Hurricane Harvey. The moments that followed throughout the year were filled with the values we share as we an institution dedicated to higher education.

Within each moment, the Office of Technology was able to support TWU's Strategic Initiatives. Referencing the 2017-2018 strategic initiatives, this year's report highlights the team's effort in support of our strategic direction.

In this Moment in Time, I am extremely proud to say that I was able to serve as Interim CIO for this dedicated Office of Technology staff and caring University. I am equally proud to say that our department and University are in good hands with our new CIO, Raechelle Clemmons, as she leads us forward to share new moments.

**Dennis Hoebee**  
Interim Vice Provost for Technology and CIO (July 17 – Aug 18)  
Director, Technology Client Services



# Technology Dashboard

## WHO WE ARE

86 Technology professionals

## WHOM WE SUPPORT<sup>1</sup>

15,592 Students (fall)

456 Professors

379 Adjunct faculty

311 Graduate teaching assistants

891 Staff

3 Campuses

## OUR ENVIRONMENT

4,234 Desktop computers

1,251 Laptop computers

1,008 Tablet computers

692 Printers

430 Virtual servers

48 Physical servers

2,828 Phone lines

3,163 Infrastructure phone lines to support building facilities

224 Projectors

41 Digital displays

6 Interactive flat panels

## FY17 to FY18 Significant Changes

↑ 325% increase in **software and application risk assessments** from FY15 to FY17

↑ 50% increase in **recorded lectures** using the new Panopto lecture capture system

↑ 40% increase in **attendance** at School of Technology

↑ 66% increase in **project requests**

↑ 36% increase in **usage of Google Drive**

Note: Data estimated using best information available at time of publication

<sup>1</sup>TWU Fact Book (<https://www.twu.edu/media/documents/irdm/FactBook-Enrollment.pdf>) and TWU Campus Stats Report (<https://servicecenter.twu.edu/TDCClient/KB/ArticleDet?ID=33211>)





## Innovative Programs

Create a process to 1) assess and address societal needs, develop innovative programs, and modify current programs to address those needs, 2) develop innovative pathways to degree completion, 3) develop an integrated approach to scheduling and program offerings that maximizes ancillary services, space utilization and parking, with a focus on student opportunity, and 4) explore geographic and campus expansion opportunities that will leverage programs of distinction.

### Custom Web Application for the Science Learning Resource Center



A student checks in at the Science Learning Resource Center

The Science Learning Resource Center (SLRC) provides students with a **space dedicated to the study of science**. With resources like science kits, models, and tutoring, it's not surprising that many students visit the center every day to study, research and collaborate. When the SLRC came to the Office of Technology looking for a solution to help them more efficiently track student use of the lab, Technology designed an in-house application to enhance their operations.

Senior Applications Developer, Ward Durossette, and Application Developer I, Peter Dougherty, created a new online check-in and resource management tool after discovering that students were lining up to check in at the SLRC. The application, Lab Manager, allows students to easily check in and out of SLRC with the **swipe of their TWU ID**. It also provides SLRC staff with an administrative panel that supports manual student lookup by name, Student ID, and courses (in case students forget their ID); item check-in and check-out; and lab worker organization.

Although Lab Manager is currently utilized only by the SLRC, this technology could have institution-wide benefits. **This application could support scheduling and space utilization with a focus on student opportunity.**

## Custom Course Evaluation System Updates

Since the inception of TWU's new, custom Student Course Evaluation System in Fall 2016, there has been an **increase in both the number of students that completed evaluations and the total number of evaluations completed.**

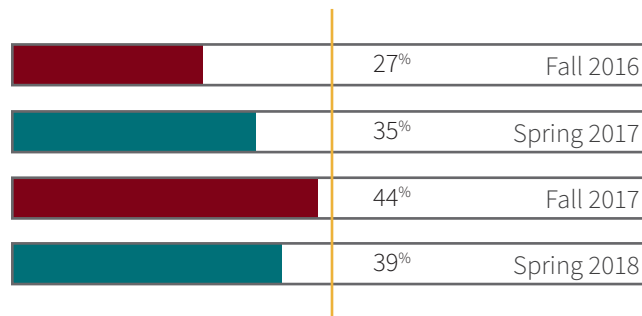
To continue building on past success, the Office of Technology updated marketing materials and created a unified, branded **communications campaign** encouraging students to complete course evaluations. Students who completed an evaluation were automatically entered into a drawing to win one of sixteen prizes (an increase from ten prizes in previous semesters).

Additionally, Technology listened to faculty needs and made three adjustments to the Student Course Evaluation System. First, **courses taught by more than one faculty were separated**, giving each faculty an individual evaluation, rather than one co-taught evaluation. This change also **allows students to provide specific feedback per instructor.**

Second, faculty can view the percent of completed evaluations per course at any time, even after the end of an evaluation period. This provides faculty with the opportunity to **compare completion rates across terms.**

The Office of Technology completed a third adjustment that will launch in Fall 2018. This **enables sections to be combined** (e.g., cross-listed sections). In doing so, sections that have previously been ineligible for evaluation will be open for evaluation beginning this fall. **A standard evaluation system is a valuable feedback mechanism for students, who will be the focus of new, innovative programs.**

### Eligible Students Completing Evaluations by Semester



11%

increase in percentage of eligible students who completed course evaluations in spring 2018 over spring 2017





Students benefit from Texas Woman's high-speed network in a residential computer lab

## VPN Upgrade

TWU's virtual private network (VPN) was **upgraded to enhance security and encryption**. Pioneers may now access TWU VPN using the new Cisco AnyConnect Client available for download at [vpn.twu.edu](http://vpn.twu.edu). AnyConnect Clients are available for PC, Mac, Linux, iOS or Android, although mobile users will need to download the Cisco AnyConnect app from their respective app stores. Faculty and staff who do not currently have access to VPN may request access.

This upgrade prepares TWU for a new security feature coming in Fall 2018 — Duo Security dual authentication. Duo Security is a two-factor authentication service that easily **allows users to protect their VPN sign-on experience** by providing a second layer of protection when accessing VPN — authorizing their login via a trusted device (phone, tablet, etc.).

## Network Upgrade

To sustain a reliable and functional network, equipment must be replaced periodically on campus. These upgrades give our network significant performance benefits. Over the past year, **network switches** were replaced in various buildings across the University: Admissions, Woodcock Hall, Pioneer Hall, Dance and Gymnastics Laboratory, Institutional Advancement, Art, Old Main, Classroom Faculty Office, and the Dallas campus. The new switches allow 1G connectivity to each desktop and 10G speeds between wiring closets.

In addition to replacing network equipment, there is also a need to replace aging multi-mode fiber optic cable with new single-mode fiber optic cable. With this improvement, TWU can **benefit from the increased speed of new network switches**. Single-mode fiber was installed in Admissions, Bralley, Classroom Faculty Office, Old Main, Music, Dance Gymnastics Laboratory, Pioneer Hall, and Woodcock Hall. Other buildings across Texas Woman's will be upgraded in the next academic year.

**A reliable high-speed network that allows for secure external connections through VPN is critical to optimizing connections between campuses and expansions to other geographic areas.**

# Student-Focused Improvements to Enterprise Applications

## Streamlining Student Privacy

Until recently, students had ten options for a privacy status. The Office of Technology worked with the Registrar's office to redesign how privacy settings work. The departments **collaborated to reduce complexity and unnecessary administrative burden**, making student privacy options more accurate and viewable to reduce improper sharing of information.

Ed Reiss, Applications Developer I, converted existing data into the agreed-upon four privacy options and updated faculty/staff privilege settings to ensure privacy preferences were systematically aligned.

## Student Planning Phase 2

Last year, TWU launched the Student Planning module, which empowers students to search, plan, schedule, and register for courses. Students are able to view their progress in a visually consumable way, as well as run “what-if” scenarios to help in choosing a new degree program. In addition, academic advisors are able to easily review planned courses and provide feedback to their advisees. This year, in collaboration with the Registrar's Office, Technology upgraded the application version, which introduced **new functionality**.

## Customizations

Additionally, the Colleague Student team developed and released several customizations to enhance the application, assuring that students and academic advisors are provided with the most efficient and effective tool. An example of a customization includes expansion of the tools available within Student Self-Service on the **Registration To-Do List**. This allows students to quickly complete required tasks prior to registration without leaving Student Self-Service.

## Implementation of the Self-Service Finance Module

In collaboration with the Bursar's Office, the Office of Technology implemented the Student Finance module as part of the multi-year migration from WebAdvisor to the more modern Colleague Self-Service. The Student Finance module allows **students to conveniently access their registration statements** by term, account activity by term, and links to TouchNet to pay their bill. Next year, the department plans to launch Self-Service Financial Aid, further modernizing TWU students experience of registration, planning, and payment.

The majority of the development and customizations were completed by John George, Sr. Applications Developer, and Michael Nelson, Applications Developer II.

943

views of the **Read the TWU Degree Plan video** since it was posted November 2, 2017



Student use of technology is ubiquitous, blurring the lines between their personal and academic lives





## Visibility

Create a comprehensive strategy to increase the visibility and awareness of the University among all of our constituents (e.g., students, donors, medical community, alumni, faculty, staff, partners, government, professional associations, employers, media), and includes leveraging the value of our locations within major medical centers.

## Campus Labs Pioneer Engage Implementation

Pioneer Engage is an online platform primarily for student organizations and involvement. Students can search for organizations; **find involvement and volunteer opportunities**; and track membership and service hours. Organizations can maintain rosters, organization documents (i.e. constitution/by-laws, etc.), create forms, run elections, utilize the discussion feature, advertise events, and much more. The platform launched late summer 2018 and soon had 185 organizations set up. By census date, 158 public events had been posted. TWU Technology supported this implementation by securing the URL [pioneerengage.twu.edu](http://pioneerengage.twu.edu) and enabling single sign-on authentication, allowing Texas Woman's students, faculty, and staff to access the service using their TWU credentials. **Many of the organizations and events in Pioneer Engage are publicly available, making Texas Woman's an attractive choice for prospective students.**

## Scholarship Process and Communication Improvement

A significant factor students and their families consider when determining which university to attend is cost. To streamline communication for Texas Woman's most promising prospective students, Randall Langston, VP of Enrollment Management, worked with Technology to **add the scholarship award amount to the first year student individual admissions acceptance letter**. The project involved integrating data from AcademicWorks, TWU's scholarship management system, with the Colleague communication management module, as well as financial aid data to generate and display the award amount.

**When a new first-year applicant is eligible for a merit-based scholarship, that prospective student sees the scholarship information and award amount on their acceptance letter, making Texas Woman's the easy choice.**



## A New Pioneer Portal

In viewing **Portal behavior and analytics**, Technology discovered that most users logged on to Portal and immediately accessed another tool (such as email or view bill) which requires an additional log on. Just in time for the 2018-2019 academic year, TWU Technology introduced a new look and functionality for Pioneer Portal. Portal has an updated menu to reflect a shift of primary functionality from Web Advisor to Self-Service. A new top navigation menu includes links to popular tools, including My Courses, Webmail, Service Center, Self-Service, Oracle eBusiness, and Colleague.

Through the addition of **quick reference icons**, Technology hoped to save students, faculty, and staff time. Clicking any of the buttons allows direct access to these tools without having to log on to Portal. Further, Technology added an action drop-down at the bottom of portal.twu.edu where visitors find actions to take, rather than names of tools. This provides an additional option for easy navigation to TWU's most popular web-based tools and applications.

Reviewing the analytics from August 2017 and August 2018, access to and navigation of the most popular Texas Woman's online tools and applications has improved:

- **Pages per session increased 25%**, indicating greater activity. Additionally, link clicks from within Portal increased 82% from July to August 2018.
- There was a **145% increase in visitors** to portal.twu.edu in August 2018 over August 2017.
- Usage of the mobile-friendly, modern Portal theme increased: In August 2017, 7% of visitors used the modern theme; in August 2018, **38% of visitors used the modern theme**.

Perhaps the greatest measure of success is the decrease in bounce rate at portal.twu.edu comparing August 2017 to August 2018. Overall, the **bounce rate, the percentage of visitors who navigate away after viewing only one page, decreased 89%** between these two time periods. This demonstrates that visitors are finding what they need before they log on to Portal and the redesign is effective and successful. **Pioneer Portal is one of the first tools new Pioneers use as they first interact with Texas Woman's.**



**Access Canvas  
or Blackboard**



**Access Email**



**Self-Service**

Plan and Register for Courses  
View Grades and Transcript  
Access To-Do List



**View or Pay Bill**



**WebAdvisor**

Financial Aid, Admission Status,  
Request Transcripts  
Faculty Rosters, Books, Grades

## Panopto Lecture Capture

Since offering the **increasingly popular lecture capture** as a service, Tegrity has been our provider. Due to changes in Tegrity pricing, Technology needed to find a better value for the university.

Through a year-long review of the various lecture capture providers, Panopto proved to be a cut above the rest. The Office of Technology selected Panopto for many factors, including **ease of use, features, and cost**. The Office of Technology, along with Teaching and Learning with Technology, briefed and demonstrated this product to Academic Council, who shared very favorable remarks and concurred with the change. Key features include:

- Ability to create lectures on any computing device from anywhere
- Full automatic indexing of all video and audio with easy search features
- Creation of **captioning for ADA-compliance**
- Simultaneous recording of multiple sources (e.g., microphone, presentation, camera, microscope, etc.)
- Full integration with Canvas and Blackboard
- **Quiz integration into lectures** with full control as to whether the viewer can proceed or not proceed in the lecture until the quiz is successfully complete
- Quiz results can be integrated into LMS grading or for review of concepts where quiz takers are having difficulty understanding
- **Live streaming of lectures with a single click** with chat for viewer questions or comments



Lecture capture enables a flipped classroom model, allowing students more time for experiential learning in class

1,940 hours recorded in FY18

37% increase in number of Tegrity recordings from FY17 to FY18

1,738 lectures recorded in FY18

50% increase in number of lecture recordings in September 2018 compared to September 2017

**Panopto's agility and live-captioning options make it an ideal tool for streaming of lectures and events, increasing the University's visibility.**



# Student-Focused Improvements to Enterprise Applications

## Oracle Assets

To streamline Facilities Management & Construction's (FMC) asset tagging and updating processes, Technology wrote a custom API enabling the **use of handheld scanners** to directly update assets within Oracle, saving FMC the cost of a third-party solution, providing real-time updates to inventory, and reducing the burden on FMC staff, who were manually entering asset data into Oracle.

Oracle iAssets is a self-service module that allows departments across the University to **easily request asset transfers**; update asset locations, building, and room information; and an approvals workflow, featuring a notification mechanism, as well as documentation of changes from all parties. Two members of the Oracle eBusiness team developed these solutions, Lena McLain, Sr. Applications Developer, and Cesar Gonzalez, Applications Developer III.

## Connecting Pioneers with Single Sign-On

Single sign-on provides students, faculty and staff the **convenience of using their Pioneer Portal credentials** to log in across various applications, including third-party applications. TWU Technology integrated sign-on for multiple vendors over the past year. Notably, single sign-on was implemented for:

- 1) **BankMobile** – TWU's partner for refunds and account adjustments. Students can now easily select their refund preference within Pioneer Portal. Cesar Gonzalez, Applications Developer III, supported the implementation by cleaning up student ID data and updating the interface.
- 2) **BioRAFT** – Risk Management's laboratory management platform. Faculty and staff have the ability to log into this application with their Portal password, providing quick and convenient access to the tool.
- 3) **Off Campus Partners** – Housing's provider for off-campus student housing options. Current students can authenticate through single sign-on and view a database of available off-campus rental properties, roommate locators, and message boards.

## Modernizing with OnBase

TWU Technology completed the infrastructure and installation of OnBase, a **document digitization, management, and workflow solution**. OnBase replaced the current Gmedia Imaging System. Technology is working on a plan to implement and migrate multiple departments into this new, streamlined system through FY19.

- OnBase looks different than Gmedia. There is a modern graphical user interface.
- OnBase provides easy access to documents and **supports departmental workflows**, allowing for streamlined processes and changes to business processes.
- Document retrieval will be available from onbase.twu.edu. Access to documents in OnBase will be similar to users' current Gmedia functionality.



## Purposeful Partnerships

Establish the process and criteria for beneficial partnerships along with measures of impact, including community service, faculty research and collaboration, and student internship and employment opportunities.

### Providing Leadership Opportunities and a Voice for Students in Technology

I became involved with TWU's Student Advisory Committee on Technology about three years ago when I read about an opening posted on Blackboard. As a nontraditional student who had been out of college for a long time, I learned quickly that I was behind on knowing about all the wonderful **ways technology could make our lives easier**. I became obsessed with educating myself about anything that had to do with tech, and was thrilled that TWU offered such a hands-on committee that was student-led so I could learn even more. I'm proud to say that I served as President because I knew the work we were doing was **helping fellow students succeed** by teaching them about things they should take advantage of, as well as asking their opinions on what they would like to see happen on campus. In fact, **being able to share my perspective and be heard—not made to feel inferior—is my favorite aspect of Students ACT**, and I'm almost certain that any TWU student would feel the same.

-Natalie Malin, doctoral student in Rhetoric and StudentsACT chair

The Students Advisory Committee for Technology is comprised of student representatives who receive a stipend for the service they provide to their peers. The committee is charged with reviewing proposals related to student technology services; preparing proposals for new or changes to existing services; and collecting feedback from the study body.

## Faculty Web Profiles

Web profiles enable the University to extract information from the Sedona CV content databases for display on the website in University templates and layout. The resulting faculty profile web pages will **allow for collaboration between TWU faculty and their peers**, as well as **connections with prospective students**. **The Web Services/Faculty Profiles project supported a number of the University's strategic initiatives, including visibility, purposeful partnerships, research culture, and process efficiencies.**

Creating these profiles in this way allows faculty to maintain a current CV and profile their accomplishments in one step. The **ability to share current profiles is critical to the goal of elevating the research profile of the University**. The Office of Research and Sponsored Programs (ORSP), the colleges, and the departments can now provide current and consistent profiles of faculty to help **students make decisions about their best choice for graduate schools**. In addition, researchers, both at TWU and outside the university, can **easily locate collaborators for their projects with a simple key words search**. ORSP and the Center for Research Design and Analysis really appreciated the help from IT on this very important project!

**-Dr. Donna Scott Tilley, Vice Provost for Research**

26 faculty profiles on go-live, September 10, 2018

3 profile types: research, creative, and teaching

64 faculty profiles requested as of go-live

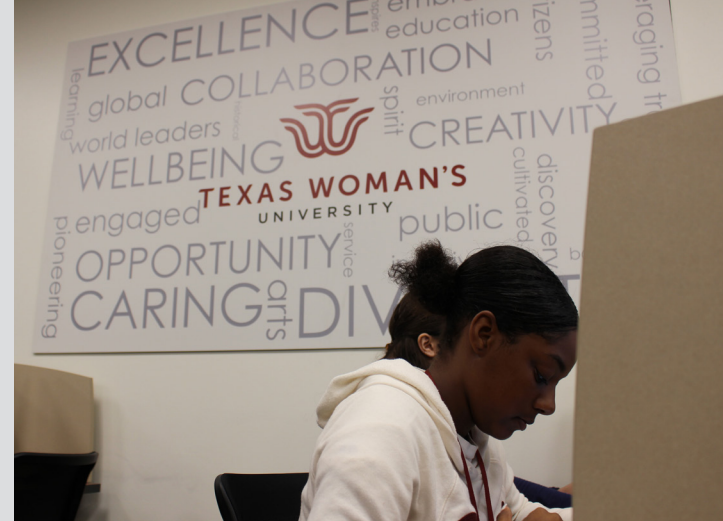
359 visitors to twu.edu/faculty-profiles in its first week



## A Computer Lab Fit for Purpose

When Pat Nolan, Integration Analyst II, returned to the University last year, she was surprised to find that the computer lab in the Commons area between Guinn and Stark Halls had not changed in the twenty-odd years she had been away. Pat worked with Jill Eckardt, Director of University Housing and Residence Life, and TWU Technology to reimagine the commons lab as a space better designed to meet the needs of today's students.

The **space is multi-purpose**, featuring an enclosed quiet space room, individual work stations, and an open area with desks arranged for group work and collaboration. Further, the space is branded with a Wordle and the **Denton campus skyline** illustration in maroon film on the glass doors leading into the lab.



Above, a student works in the new Commons Computer Lab, the Wordle art in the background. Below, photo of the open area of the Commons Computer lab.



# Texas Woman's Technology by the Numbers

## Information Security Stats

18 Voluntary Product **Accessibility** Template (VPAT) Reviews

## Risk Assessments Completed FY18

High - 13 | Medium - 31 | Low - 92

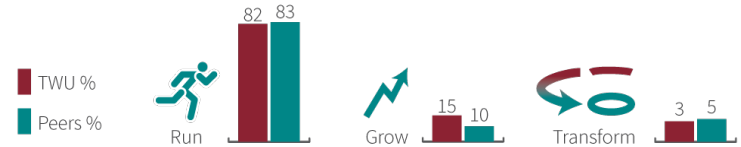
1,794 interactions with **enrolled and prospective students** at events in FY18

6 million

19.3% of pages sent to lab printers were saved from printing. Nearly **6.1 million pages were printed** in TWU computer labs in FY18.

399 **web forms and applications** supported by TWU Technology

## Educause Core Data Compared with Doctoral Peers



TWU Technology's spend is higher in the growth category than its doctoral peers. This trend matches the institution's growth.

## Knowledge Base and Service Catalog Usage

484,756 **Service Center single pages viewed** in FY18 by 96,685 visitors.

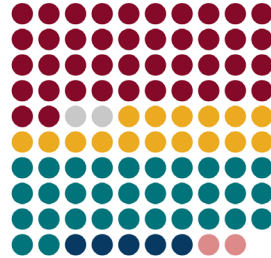
This year, **General Counsel and Human Resources** joined the Registrar and Office of Technology in maintaining a Knowledge Base in the University's Service Center.

The most popular services were Pioneer Portal (visited 29,228 times) and the Blackboard and Canvas Learning Management Systems (visited 26,806 times). The new **Payroll HR knowledge base category was visited 13,827 times**.

73% increase in **users of the Service Center** from the first day of classes fall 2017 to the first day of classes fall 2018

## Enterprise Applications Tickets by Division

- Academic Affairs 418
- Chancellor 21
- Enrollment Services 159
- Finance 319
- Other 16



Comprising 15% of the Technology staff, the Enterprise Applications teams managed 26% of all projects, and also resolved 933 escalated tickets.

## Email by the Numbers

# 25 million

Only 76% of Exchange messages were delivered. Over **25 million messages were blocked as spam or other threats** by Proofpoint.

## Online Professional Development

# 1,003

**Lynda.com certificates** of completion were earned by Texas Woman's students, staff, and faculty in FY18. Next year, Technology will implement LinkedIn Learning, an enhanced version of Lynda.com.

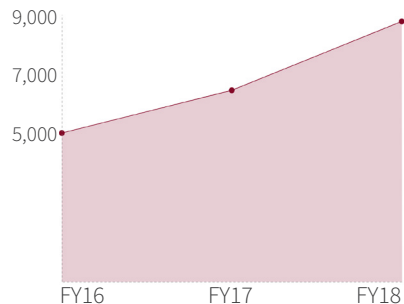
# 593

hours of **Pluralsight courses viewed** by Technology staff. 71 individuals viewed 245 courses. This training is in addition to the Lynda.com coursework completed by staff in the department.

## Network Stats

# 99.78%

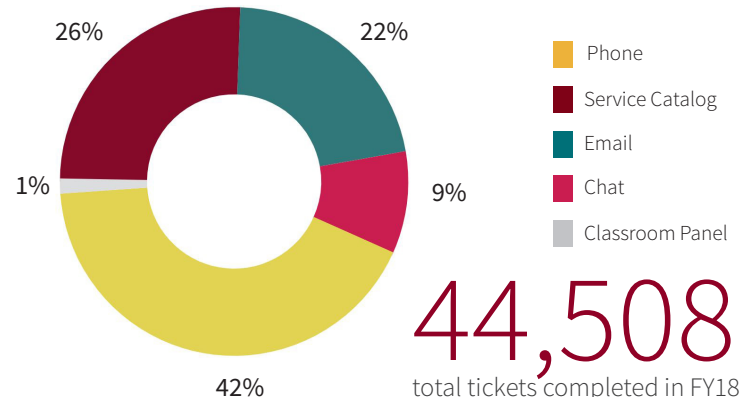
**time servers and networks were operational** in FY18. That's 524,803 minutes.



# 75%

increase in usage of **Google Drive** from FY16 to FY18. There were 5,002 users in FY16 and 8,774 users in FY18.

## Tickets by Source



# 44,508

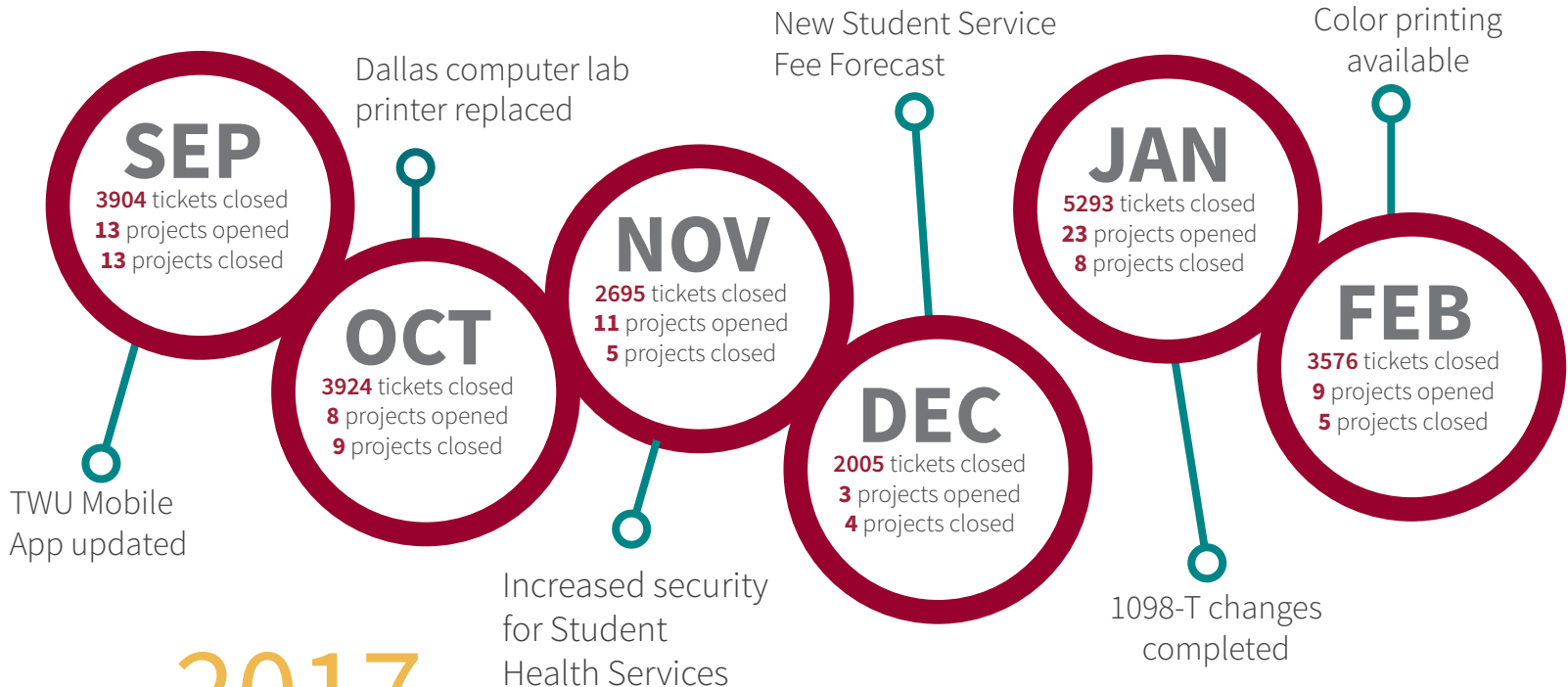
total tickets completed in FY18



# Year-in-Review

## Project Highlights

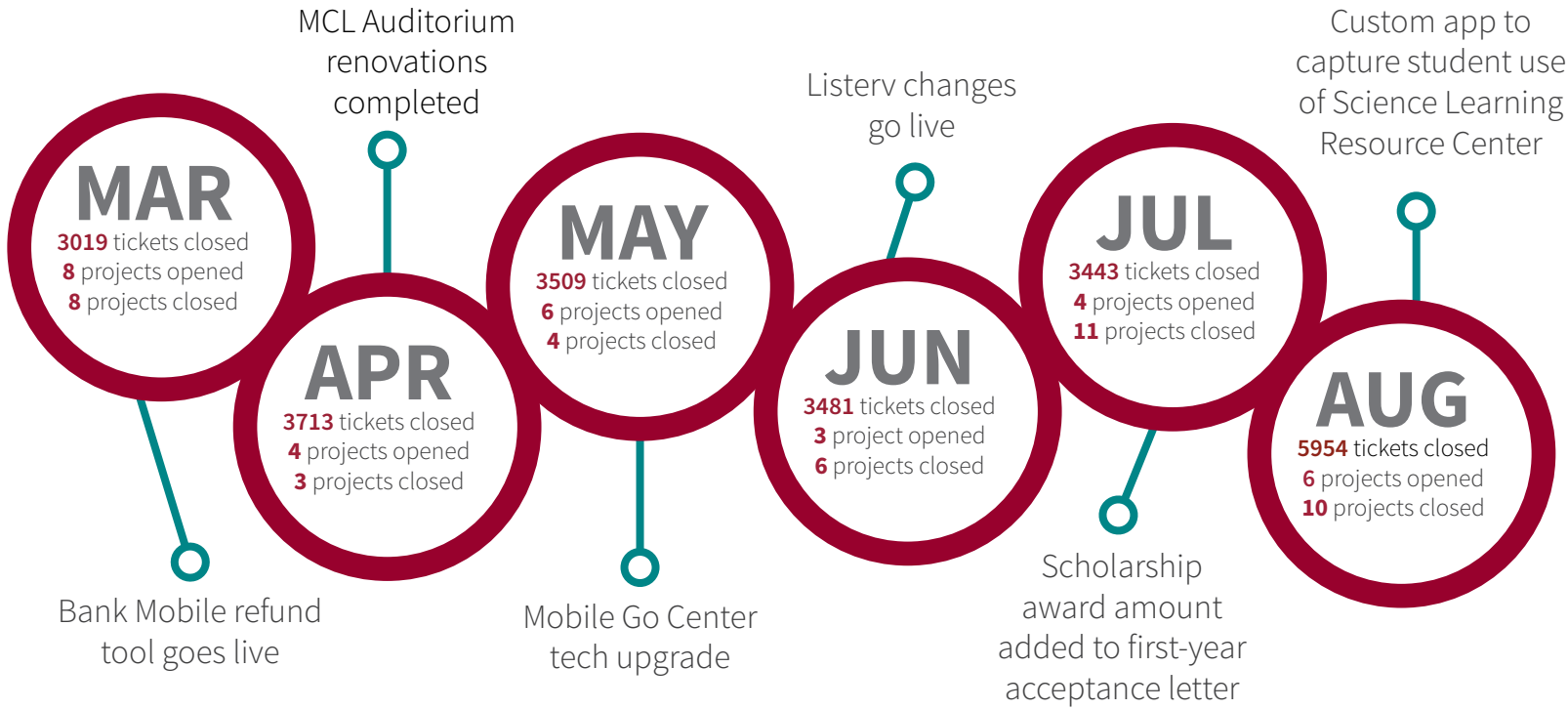
# 2018



# 2017

Families capture photos of their graduates at a Houston commencement ceremony. TWU Technology provides technical support for all Texas Woman's commencement ceremonies, as well as coordinating the Houston ceremonies.





**53%**

of technology projects were completed within 120 days

**98**

projects opened

**86**

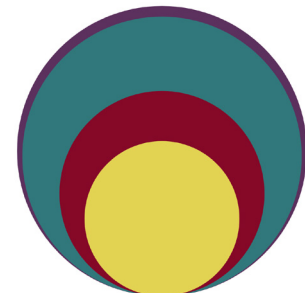
projects closed

**117**

business days median project duration

**Technology Project Duration**

- 2 years
- 1 year
- 120 days
- 60 days





## Talent Acquisition and Development

Create a comprehensive university strategy to attract, acquire, develop, and retain diverse talent necessary for long-term university success.



Carlos DaSilva, Manager of Technology & Houston Center Operations; Corin Walker, Sr. Learning Technologist, and Dennis Hoebee, Director of Client Services

### Technology Staff Honored

In spring 2018, two of the department's most dedicated, long-term employees were **recognized by the University for their service to the institution**. The criteria considered by the selection committee include:

- Exhibits job performance and proficiency above and beyond the normal requirements of the job.
- Demonstrates ability to relate well to all members of the University community.
- Displays outstanding traits such as loyalty, dedication, enthusiasm, initiative, and reliability.
- Supports the University's activities and mission.
- An outstanding achievement that is above and beyond the requirements of the job makes this nominee especially deserving of the award.

**Da Silva was recognized for his above and beyond management during the aftermath of Hurricane Harvey. Walker was recognized for her commitment to training others and as the "voice of TWU."**

## Faculty Performance Review System - Promotion and Tenure

The Office of Technology worked in partnership with the Faculty Performance Review Committee co-chaired by Dr. Jennifer Martin, Executive Vice Provost, and Mr. Ron Hovis, Interim Chair of Family Sciences and Special Assistant to Executive Vice Provost, to **create an online system for faculty performance reviews**. With expertise from Senior Integration Analyst, Svetlana Galuzinschii, and Technology Infrastructure Director, Clay Till, plus the oversight of Tiffany Peart, IT Project Coordinator, the committee established a custom solution that launched in Fall 2017.

The Faculty Performance Review System improved upon the previous procedure that required faculty to print their reviews. Since reviews are now transmitted electronically, the system helps reduce environmental impact—a **progressive step in Texas Woman’s commitment to sustainable practices**—and enhances efficiency since sharing reviews no longer requires mailing physical documents to reviewers both on and off campus.

The application was also **designed with transparency and faculty in mind**. The entire faculty review process, from review creation to final recommendations, is contained in a single web application. Faculty even have the ability to track their periodic performance, promotion, and tenure reviews at each step of the review process using the system’s built-in My Review Status tool.

Within the application, faculty can save their progress and complete each required section in any order. Convenient check marks are used to signify when a section’s requirements have been met. **Quantitative data from TWU’s Student Course Evaluation System are automatically attached** to a review. The option to include qualitative comments is available, as well.

Other features include **new workflows** for each Academic Component. Faculty and their administrators can view a consolidated list of tasks and complete pending action items using the My Worklist feature. Once a task is complete, the system moves the review to the next review stage.

Finally, when a review has completed all review steps, faculty can download the review through the system’s Completed Reviews section. Faculty now have an **all-inclusive system that will archive and provide easy access to past reviews**.

**The annual review of faculty performance is designed to assess the faculty member's contributions to and competencies in teaching, service, and research. Its purposes are to 1) provide a basis for professional growth and development, 2) recognize past professional performance and provide feedback to faculty who demonstrate a need for improvement, and 3) provide a structure for measuring progress systematically that will serve as basis for tenure and promotion decisions.**<sup>1</sup>

### Features of the System

- accessible on any web browser
- mobile responsive design
- single sign-on with TWU credentials
- flexible document upload areas allowing faculty to attach appendices to their review

<sup>1</sup><https://twu.edu/faculty-handbook/faculty-employment-policies-and-practices/evaluation-of-faculty-and-administrators/>







More than thirty staff from all three campuses attended an Administrative Professionals Workshop in Denton on April 25, 2018

## Administrative Professionals Workshop

On April 25, 2018, the Office of Technology sponsored a workshop for administrative support staff on all three campuses. The facilitator, Lorinda Lewis, shared her 30+ years of experience in business communication, management and leadership skills to attendees in the full day workshop, themed UNDERSTANDING.

Topics included **understanding different generations, understanding your personal style, and understanding conflict resolution.** Breakfast and lunch were provided. **Over thirty staff attended the workshop and were recognized for their commitment to professional development by Texas Woman's Human Resources.**



Lacey Monarch, Dennis Hoebee, and Julie Muller coordinated and hosted the workshop

Jacqueline Folsom, Geneva Quincy, and Shannon Sharon take a break and enjoy their gift bags



Danita Cantu, Judy Pentecost, and others enjoy a breakfast buffet

## Onboarding New Hires

In fall 2017, Technology responded to a frequent request by introducing a **monthly overview of technology services for new employees**, Tech 101. New hires navigate the Service Catalog and Knowledge Base to become familiar with Pioneer Portal, SQL reports, installed and cloud productivity software, best practices in technology management, discounts, and more. **Assisting new employees get acquainted with new technology helps with employee retention.**

## Technology on the Move

Building walkthroughs allow the Technology department to find out the "pulse" on campus to **address questions and discover issues**. Technology staff are able to stop and help, making that call to the Service Desk or providing support on the spot. These interactions also provide the department an opportunity to **promote services and events and to raise awareness of changes**.

This spring, the department promoted installation and use of Google Drive File Stream and Team Drives: both solutions support other technology changes, namely the transition to Canvas and end-of-service for Sharepoint 2007. Further, these discussions guided and shaped the School of Tech offerings. Information obtained on walkthroughs also helps in creation of and edits to knowledgebase articles. This spring, the pace of walkthroughs was slowed, allowing Technology staff to take time with individuals, as needed, while working on other projects.

**Interactions with employees at their workspaces creates opportunities for more effective use of technology services and provides the Office of Technology with feedback on how to improve its service to the University.**

## New Leadership in Technology

Raechelle "Rae" Clemmons began her position as the Chief Information Officer (CIO) for Texas Woman's University Monday, August 27. Rae began her technology career in startups during the dot-com era. She later transitioned to higher education at California State University, East Bay—an institution that at the time had a student body very similar to ours. From there she has served as CIO at Menlo College in California, St. Norbert College in Wisconsin, and most recently at Davidson College in North Carolina. Rae says she **transitioned to higher education because of its ability to transform lives. That calling is what particularly attracted her to Texas Woman's.**

Rae looks forward to meeting many students, faculty, and staff over the coming months. In the meantime, find Rae on Twitter @rclemmons.

502 building walkthrough visits in Fall 2017

484 building walkthrough visits in Spring 2018

## School of Tech

836

certificates of attendance issued to 193 individuals who participated in School of Tech

For seven weeks in May and June, TWU Technology training offered 58 sessions through its School of Tech, open to all clerical and administrative staff and academic leadership at Texas Woman's. May sessions were broadcast between the three campuses. **Offered in computer classrooms, the sessions followed a tell-show-do model** to maximize learning and knowledge retention. By allowing for collaboration with peers and introduction to new software, tips, and techniques, these offerings support the professional development of staff at Texas Woman's.

Expanding upon the Fishing School offered in 2016 and 2017, Technology staff added new topics, including Accessible PDFs, Advanced Pivot Tables, Classroom and Videoconference Technologies, Google Suite Interest, and Project Management Tools. Further, they took into account feedback from participants and made changes to the structure and content of the sessions. Additionally, the Technology training team created a course catalog to assist staff in deciding which sessions to attend. The team also created handouts for each session, a **practice recommended by researchers of adult learning**. The slides, practice files, and handouts were made available through a Google Team Drive, allowing participants to access the material at any time. After the classes ended and through August 31, 2018, 84 users viewed 319 files in the Team Drive.

89%

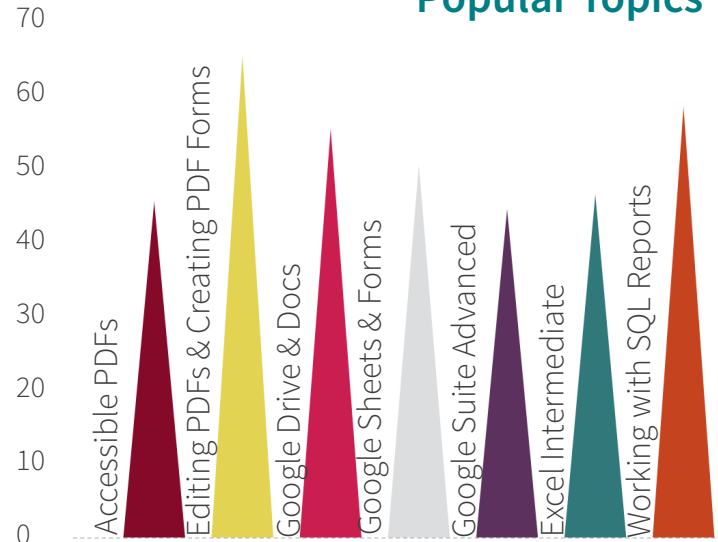
of participants rated the sessions excellent or very good



I appreciated the technical knowledge she acquired through the course of the trainings. The fact that she took advantage of the multiple training sessions indicated to me she's a go-getter and eager to learn – attributes I very much appreciate in a team member.

-Dr. Carolyn Kapinus, Dean of the Graduate School, of an internal hire who attended School of Tech sessions

## Popular Topics





Thank you for bringing this training to TWU faculty and staff. Thank you for making your excellent notes and slides available to everyone. Thank you for providing certificates for staff to use during performance evaluations. Thank you for the beverages and snacks at the trainings. Thank you for making the training sessions fun. But **most importantly, thank you for training us so that we become better able to use the tools we have been given, which in turn makes us more valuable to our departments, and to the University.** Thank you for your guidance, patience, and positive energy during the trainings. It has been a pleasure, and I am so grateful.

-Lilia Bynum, Program Coordinator, Reading Recovery

## Industry-Recognized Service Desk

Technology's Service Desk has been recognized since 2012 with the prestigious HDI (Help Desk Institute) Certified Support Center award. This award signifies the team's **commitment to excellence, efficiency, and service quality** based on the HDI Support Center Standard.

**78%** Technology Service Desk **first-call resolution rate**

According to MetricNet's benchmarking database, the average net FCR for service desks worldwide is about 74 percent.<sup>1</sup>



Technology Service Desk HDI Awards 2012-2017

<sup>1</sup> <https://www.thinkhdi.com/library/supportworld/2017/metric-of-month-first-contact-resolution-rate.aspx>



## Master Plan and Space Utilization

Develop a master plan and space utilization process to identify needs and effectively manage space, with special attention focused on sustainability and meaningful use of protected green space.

### Re-Thinking Technology Space

Across all three Texas Woman's campuses, the Office of Technology has worked to deliver **services and spaces that meet the needs of students**. This includes conversion of space into bring your own device (BYOD)-friendly work places and provision of charging stations. Further, responding to student feedback from a StudentsACT survey in 2016, the department piloted both **color printing and print-from-device** in the most-used computer labs on the Denton campus.



A student studies on her laptop outside of the Megalab in MCL







A student works with a writing consultant on an assignment in the relocated Write Site

## A New Home for the Write Site

Last fall, the Write Site relocated from CFO to the Blagg-Huey Library. TWU Technology helped make the move possible. This space was specially designed to **strengthen student success** at Texas Woman's and support the continued development of the TWU Libraries as a hub of learning.

# Creating Collaborative Spaces in Denton

## Classroom and Screening Space

Technology worked with Vagner Whitehead, Professor and Chair of Visual Arts, to install state-of-the-art audio/visual equipment in ART 101. The space is primarily dedicated to classes, but Whitehead envisions partnering with Denton festivals, such as the Thin Line documentary festival, to **host screenings open to the public.**

## ROTC Space

Army ROTC at TWU is hosted through the University of North Texas. High school and college students, as well as those serving in the Army can serve as officers in today's Army by joining ROTC at TWU. The Technology classroom team helped **repurpose equipment** to get the Cadre up and running in the former Golf Course Clubhouse.

## Modifications for Music

The department of Music needed modifications made to MCL 101 to meet accreditation standards. The Office of Technology worked with Music to prepare the space to be used as a **mid-sized venue for music performances, practice, and instruction, as well as continuing to serve as a large classroom.** Academic Affairs provided funds to cover some of the costs for lockable storage for the newly refurbished grand piano, ten new speakers, and a removable instructor podium. Also, display control was made more flexible through installation of a central control switcher and touch panels.



The department supported the installation of collaboration hardware in CFO 129, former home of the Write Site. The room consists of tables and at the head of each table is a large screen. Students use the panel at the table to control the presentation, allowing for **seamless, integrated technology** in the classroom.



## Partnering to Build Texas Woman's Future

The Office of Technology supports new building construction, as well as strategic relocations by providing **infrastructure and classroom and office technology**. In FY18, such projects included the new Parking Garage and providing wireless internet access in outdoor spaces, supporting the competitive sports strategic initiative. Further, the department provided support for the provision of space in Old Main for the new Institute for Women's Leadership.

Already this year, Technology supported the Student Health Services move into Jones Hall. Additionally, Technology will partner with Facilities and others to provide technology in the new Science and Technology building, the new P3 Housing complex, the redesigned and renovated Hubbard Hall and Student Center.

An instructor utilizes state-of-the-art classroom technology to support her pedagogy



Students gain experiential practice in the Dental Hygiene Clinic. The Office of Technology supports the technology in the clinic.

## Refreshing Computer Labs and Instructor PCs

PCs in all computer labs and PCs in all classrooms were replaced and upgraded to Windows 10 over summer 2018. This included all labs in Dallas and Houston, as well as labs in Denton, including ASB 102, ASB 105, ASB 211, BHL 231, JH 106, JH 300, Lowry Woods, MCL Dental Hygiene clinic, and the Student Union.

Technology designed the Windows 10 image carefully to make it easier for Windows 7 users to transition. The department **consulted with academic leadership** about how best to communicate the change to faculty. The simple solution was to **create a label for each monitor** that addressed the most confusing change in Windows 10: the separation of power options and log off options into two icons. The label also included a tinyurl for additional information about the TWU Windows 10 image and the phone number for the Technology Service Desk.





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Back cover: Minerva statue at sunset, Denton campus

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MARKING A TRAIL IN THE PATHLESS WILDERNESS, PRESSING FORWARD WITH UNSWerving COURAGE, SHE MET EACH UNTRIED SITUATION WITH A RESOURCEFULNESS EQUAL TO THE NEED. WITH A GLASS HEART SHE BROUGHT TO HER FRONTIER FAMILY HER HOMELAND'S CULTURAL HERITAGE WITH DELICATE SPIRITUAL SENSITIVENESS. SHE ILLUMINED THE QUILLNESS OF ROUTINE AND THE LONELINESS OF ISOLATION WITH BEAUTY AND WITH LIFE ABUNDANT AND WITHFUL. SHE LIVED WITH CASUAL UN-AWARENESS OF HER VALUE, OF CIVILIZATION. SUCH WAS THE PIONEER WOMAN THE UN-SUNG, ONE OF THE NATION'S IMMORTALS. JESSIE H. HUMPHREYS

“So in that spirit, I see our university as not just a place: it’s a living, breathing organism with a heart, mind, body, and a purpose. And it’s a force: a positive, dynamic force with the capacity to do great things for the community and the region.”

-Dr. Carine M. Feyten, Chancellor & President, Texas Woman’s