

Vice President for Information Technology Status and Activity Report for August 2017

Prepared by Timothy M. Chester, Vice President for Information Technology (VPIT)

1. Announcements for Faculty and Staff Meetings

- *OneSource Demo Days Scheduled for August 30-31:* Faculty and staff are encouraged to attend UGA's OneSource "Demo Days" to preview portions of the PeopleSoft Finance and Human Resources and Hyperion (budget planning) systems. Demo Days will consist of four identical sessions repeated over two days, Aug. 30-31. Demo Days topics include: Faculty Self Service; HR Manager Self Service; HR Employee Self Service; Payroll, Time and Approval, and Leave Requests; Purchasing and Paying for Goods and Services; Travel Expenses; Planning and Managing Budgets; Spending; and WorkCenters. Each presentation is a "working demo," not to be taken as the final product. Demo Days are not training sessions. They are designed to give UGA faculty and staff a "sneak peek" at some of the new system functionality. Formal training opportunities will occur in advance of the Hyperion and PeopleSoft "go-live" dates. Those who plan to attend Demo Days are asked to RSVP at https://ugeorgia.qualtrics.com/SE/?SID=SV_aWuOllPGtfr1usZ&Q_JFE=0 by Aug. 25. More information about Demo Days can be found at onesource.uga.edu.
- *Eight New WEPA Print Kiosks Installed:* Last month, there were eight new WEPA print kiosks installed across campus—making it the single largest order of print kiosks since the program started five years ago. The eight kiosks, which feature the new University of Georgia logo, can be found in Brown Hall, Brumby Hall, Building 1516, Rooker Hall, Hill Hall, University Village, Milledge Hall/Resource Center and the Science Library. To find a complete list of all print kiosk locations on campus, please visit printkiosk.uga.edu.

2. Support for Student Technology Services

- *SAGE Campus Rollout for New Student Advisement Program to Launch August 14:* An initiative to implement a University-wide software platform for undergraduate student advisement will be launched campus-wide this fall. SAGE (Student Advising and Guidance Expert) was piloted by four colleges and the Exploratory Center during the spring semester. Advising coordinators from other schools and colleges have been involved in planning the campus launch throughout the spring and summer. The online advising tool will allow advisors to more easily communicate with their students, including online appointment scheduling and some text messaging capabilities, while guiding students to stay on track for degree completion. EITS has also developed a web application that will allow advising coordinators to manage student/advisor relationships within their schools and colleges. This web application will serve as the authoritative source for student/advisor relationship data and is required so that advisors can manage their caseloads in SAGE. SAGE training for advisors has been offered throughout the summer at UGA Training and Development. For more information about SAGE, please contact Judy Iakovou, Director of UGA Academic Advising Services, at jiakovou@uga.edu.
- *UGA Bus Tracker Changes:* This summer, UGA Transportation and Parking Services switched vendors for its live campus bus tracker, which is a popular feature of the UGA Mobile App. This switch will make it possible to enable additional features in the campus bus tracker and improve long-term performance. EITS and UGA Transportation and Parking Services are continuing to test the live bus tracker prior to fall semester classes

starting, which is one of the highest volume use times for the UGA Mobile App. For questions about the UGA Mobile App, please contact David Crouch at dave@uga.edu.

- *Collaborate Classic to be Removed from eLC Toolbar:* Beginning August 8, Collaborate Classic will be removed from the toolbar in eLearning Commons (eLC). Collaborate Classic will still be available elsewhere in eLC and outside of eLC, and users will still have access to their previously archived content. Collaborate Ultra, the new Blackboard Collaborate platform, will remain in the eLC toolbar. Collaborate Ultra runs completely in web browsers and does not require users to download or install a launcher. Collaborate Ultra features a new interface with a more modern look. Additional features include improved audio and video quality, and the option to upload and store content in advance of your session. For more information about Collaborate Ultra, please contact Robert Ethier at rethier@uga.edu.

3. OneSource Project

- *Confirming Changes to Departmental Systems:* As part of the transition to PeopleSoft and the decommission of the Mainframe, many UGA departmental systems will change, be replaced or be retired completely. The OneSource project team, which is shepherding this transition, met with all units in Spring 2017 to seek assistance from departments in identifying systems that will be affected, and planning for these changes. The OneSource team is seeking confirmation from these units on their affected systems. Units have been sent a memo and a list of the departmental systems they previously indicated would be affected, as well as the future plans for these systems. Signed confirmations should be returned to Victoria Kramer, 410 Caldwell Hall, by September 1. Questions about these confirmations can be sent to the OneSource project team at onesource@uga.edu.

4. Support for Academic and Administrative Computing

- *vLab to be Upgraded to Windows 10:* vLab (vlab.uga.edu), which offers students, faculty and staff at the University of Georgia access to computer lab software anytime, anywhere, was upgraded from Windows 7 to Windows 10 on August 4. The upgrade should improve performance in vLab, both in computer labs on campus and for users accessing vLab on their personal devices. The vLab allows UGA students, faculty and staff to access computer lab software on their personal devices. A valid MyID and a device enrolled in ArchPass Duo, UGA's two-factor authentication service, are required to log in to the vLab. For more information about vLab, please contact Tommy Jones at tomjones@uga.edu. For more information about ArchPass Duo, visit archpass.uga.edu.
- *Revoking Mainframe Access for Student Data:* During the FY17 user verification audit, many users indicated they still needed access to the mainframe for student data. All student data was converted to Banner in February 2017, so EITS is reaching out to these users, via a Qualtrics survey, to get clarification on their access. All mainframe access to student data will be removed August 31. For more information about this process, please contact Karen Chastonay at karenemc@uga.edu.
- *New Recruitment Tool Helping Undergraduate Admissions:* The incoming group of first-year and transfer students are among those who were part a new recruitment tool used in Undergraduate Admissions. Over the past year, Undergraduate Admissions successfully implemented Technolutions' Slate recruitment system, which resulted in the projected enrollment of roughly 5,700 first-year students and 1,600 transfer students for summer

and fall 2017. The system also worked with 100,000 prospective students and more than 28,000 applicants from pre-application through Orientation. Slate has been integrated with Banner, the document management system, and numerous other processes within Undergraduate Admissions. The result is a number of process improvements for Undergraduate Admissions, including the automated import of more than 70,000 documents, 200,000 test scores, and multiple portals that facilitate rapid data input, document uploads, and review processes. For more information, please contact Patrick Winter at pwinter@uga.edu.

- *ConnectUGA Biannual Report Available:* The ConnectUGA biannual status report for January through June 2017 is now available on the ConnectUGA site. The report outlines key accomplishments by the ConnectUGA team, in coordination with other units. Among those are: Issuing transcripts out of Banner, processing almost 45,000 1098-T forms for students, and advising students of financial aid estimated awards a month earlier than previous years. The report is available to view at: <https://connectuga.uga.edu/about/status-reports/>.

5. Data Reporting and Analytics

- *OIR Relaunches Website Using Data Visualization:* UGA's Office of Institutional Research (OIR) recently relaunched its website (oir.uga.edu) featuring a new look and enhanced functionality using data visualization. The new site makes it easier for visitors to find institutional data for the University by topics, such as admissions, enrollment, degrees conferred and more. Visitors can also more easily view complex patterns and concepts more efficiently on the new OIR site. Data in the UGA Factbook is also publicly available on the website – both as an interactive report and PDF. The revamped site is intended to streamline OIR's online resources on a modern platform that's more efficient and meets the University's needs for providing institutional data. Training opportunities will be announced later on the site. To view the new OIR site, visit oir.uga.edu. For questions, please contact Paul Klute at pklute@uga.edu.

6. Support for Research

- *GACRC to Decommission z-cluster:* The Georgia Advanced Computing Resource Center (GACRC) will decommission its oldest high-performance computing cluster, z-cluster, in November. The z-cluster is nine years old and needs to be replaced. No new jobs will be accepted on the z-cluster after September 29, and user access to the z-cluster will be removed November 3. Users who utilize the z-cluster for research purposes are encouraged to begin migrating their data to the GACRC's other computer cluster, Sapelo. Fall semester courses being taught with GACRC resources will not be affected by these deadlines. Instructors will be contacted directly to discuss details. For assistance in data and account migration, users are encouraged to contact the GACRC staff by submitting a ticket to the GACRC Help Desk at <http://help.gacrc.uga.edu>. The GACRC will also host training sessions in September and October for researchers who need assistance with the transition from z-cluster to Sapelo. More information about these sessions, as well as a migration guide, will be posted on the GACRC's website, gacrc.uga.edu. For more information about the GACRC, please contact Dr. Guy Cormier at gcormier@uga.edu.

7. Core Campus Infrastructure

- *Guest Wireless Pilot Update:* The pilot of a guest wireless network, called UGA-Visitors WiFi, ended on August 4, at 5 p.m. The pilot was primarily intended to provide a self-service option to campus visitors for Orientation and summer camps. It also allowed EITS to collect data and user feedback for visitors requesting guest wireless access. While successful, the pilot showed EITS that additional infrastructure to support guest wireless access is needed before continuing to offer this self-service option. The self-service guest wireless network will not be available while EITS continues to evaluate its network infrastructure needs. The existing guest wireless network, called Welcome to UGA, is still available to guests by calling the EITS Help Desk at 706-542-3106 for a username and password. For more information, please contact Mike Lucas at mlucas@uga.edu.
- *Ongoing Pilot Available for Content Management System:* EITS is continuing to partner with units to migrate their websites to OmniUpdate, a content management system specializing in higher education institutions. To date, several units have transitioned one or more of their existing sites to OmniUpdate, including UGA's Human Resources website (hr.uga.edu) and UGA's Emergency website (emergency.uga.edu). Some units are in the planning phase or design phase to transition their sites to OmniUpdate. EITS offers OmniUpdate as an option for a CMS platform for UGA colleges, units and departments. OmniUpdate is a cloud-based CMS that allows account owners to manage multiple sites, pages and users. EITS currently offers OmniUpdate to colleges, units and departments as part of a pilot. For more information, visit <http://bit.ly/2eHK3jb> or contact Robert Ethier at rethier@uga.edu.
- *Voicemail System to be Upgraded:* UGA's voicemail system will be upgraded to newer technology on August 30-31. The current infrastructure supporting the University's voicemail system is outdated and is approaching the end of technical support. By upgrading its voicemail service, UGA can benefit from additional functionality in the future. Messages in the existing voicemail system will be migrated automatically to the new system. After the migration, users will be required to change their passcode to access their voicemail accounts. More information will be sent to Departmental Telephone Representatives for units. Additional information and voicemail instructions will be posted at telephoneservices.uga.edu. For questions, please contact Chris Baines at cbaines@uga.edu.
- *New Major Visual Change Implemented for CAS:* The University's Central Authentication Service (CAS) recently underwent a major visual change to align with UGA's new branding standards. CAS is the service that requires users to type their MyID and password in order to log in to many UGA-provided websites. Users should be aware to look for cas.uga.edu or cas2.uga.edu in their web browsers to ensure they are visiting the correct application. Both CAS applications have the same look, but CAS2 includes the ability to add two-factor authentication to sites with sensitive or restricted data. For more information, please visit https://eits.uga.edu/access_and_security/new_cas/visual/. For questions about CAS, please contact Kristi Wall at kristi.wall@uga.edu.

8. Did You Know?

- A team representing the University of Georgia recently won accolades for their work on a mobile real-time student feedback application. EITS employees Andy Rice and Dillon

Johnson, members of the SAGE/Go4UGA development team, took home a “most valuable player” award in an internal hackathon event by Hobsons, a vendor for higher education solutions. The Hackathon event drew in 50 developers, web designers and user experience experts to prototype new ideas for Starfish, the platform that powers the new SAGE advising system. There were nine teams total, and Rice and Johnson were paired with the Starfish analytics team to explore adding instant feedback to Starfish to capture student feedback after various academic events. To view the Campus Technology magazine story, visit: <http://bit.ly/2eHtWSI>.

- Undergraduate orientation sessions wrapped up on August 3. This summer, EITS had more than 30 volunteers to welcome students to UGA. EITS provided new students with tote bags which included a copy of the 2017-2018 Student Technology Guide, as well promo cards with information on Office 365 and what to pack for the residence halls. The Welcome to Athens resource fair at the international orientation session was held Tuesday, August 1. The graduate school orientation will be on Monday, August 7, at the Classic Center. If you would like copies of the newest Student Technology Guide for your college or unit, please contact Kerri Testement at kerriuga@uga.edu.

University of Georgia students, faculty, and staff, as well as interested others, may subscribe to this monthly report by sending an email to listserv@listserv.uga.edu with the phrase subscribe upit-news as the body of the message.