Blend central and self-directed support

Enhance teaching, student learning and computational research

Transform data integration and process efficiency

Modernize web and mobile platforms

Embrace cloud and shifting IT infrastructures

Information Technology Services
Welcome to the 2018-2019 ITS Annual Report!

In this document we will highlight some of the accomplishments of ITS over the past year. Our goal is to throw back the cover on what is often an invisible set of activities among ITS staff and our campus partners. In this report, we will share statistics and stories that make visible our efforts to prepare for the future while supporting the technologies in use today and the users who use them.

We are guided by the shared campus goals of providing an excellent education to our students and helping the next generation to make wise and well-informed decisions about the role of technology in their lives and careers.

I hope you enjoy the information in this report as much as we enjoyed delivering these services over the past year. I want to thank the members of ITS, pictured here, for their hard work, and I want to thank all of you for your partnership and support.

Janet Scannell

The **Technology Purchasing Coordinator** orders all of the hardware, software, and IT equipment for the campus. The **Information Security Officer** is responsible for all dimensions of Carleton’s IT security program, including technical controls, user training, and policy & governance.

- Processed and received materials from over 70 purchase orders from nearly every department on campus, totaling almost $2M.
- Piloted a New Employee Onboarding Program offering a one-hour personalized introduction to IT at Carleton.
- Revived vulnerability management program. Reintroduced scheduled scanning, identifying vulnerable systems, and prioritizing remediation efforts.
- Worked with the Carleton and St. Olaf information security advisory councils to craft a privacy policy and establish a privacy committee to meet obligations that arise from emerging legislation like the GDPR.

The **Technology Support Group** (TSG) supports Carleton community members in their use of information technologies in their offices, classrooms, labs, and event spaces. This includes visible aspects such as the Helpdesk and PEPS, and “behind-the-scenes” functions such as hardware and software purchasing, configuration, and distribution.

- Worked extensively in partnership with vendors McGough and EPA Audio Visual to prepare the labs and classrooms in Evelyn M. Anderson Hall for use in fall 2019.
- Implemented an automated monthly software update process to help fortify the security of Carleton-owned computers.
- Provided support ranging from consultations to full event support for more than 300 unique events during the 2018-2019 academic year.
The Academic Technology group (AT) consults with the community on current and emerging curricular and research technologies. This includes supporting class assignments and research projects, and finding ways to integrate digital thinking into the curriculum.

- Partnered with faculty to add gamification techniques to a Zen Buddhism class to positively reinforce good study habits.
- Helped political science students create 2D and 3D visualizations and learn the strengths and weaknesses of each format.
- Received over $600,000 for three grants: a biochemistry augmented reality app, language learning software, and quantitative literacy resources.
- Supported Public Works grant projects that engaged communities in Northfield and beyond.

The Enterprise Information Services group (EIS) administers software applications for campus student information, financials, human resources, document management, and reporting and data warehousing. EIS also provides analysis and process review for interested campus departments.

- Began overhaul of The Hub portal (Hub2021), with new screens for parents for reviewing and processing financial aid and payments.
- Automated the faculty review workflow, enabling online reading, review, and approval through OnBase.
- Upgraded a number of administrative databases that support print accounting, financial and other reporting, and room reservations.
- Supported departmental software selection by hiring a full-time analyst.

The Web Services Group (WSG) develops and supports the college's overall web presence. In addition to helping departments and project teams deliver quality websites, Web Services is focused on migrating the college's web infrastructure from Reason to WordPress (Web2020).

- Implemented Carleton themes for WordPress sites.
- Migrated 66 websites to WordPress, including all academic sites.
- Launched Carleton's new donation form in partnership with the Annual Fund staff and new vendor GiveCampus.
- Maintained current Reason sites such as reunion registration, the annual report on giving, the senior survey, externships, and the AAR site.

The Systems and Infrastructure Group (SIG) builds and maintains Carleton's core technology infrastructure: datacenter, servers, storage, and networking. SIG manages authentication and identity management across hundreds of applications, and works closely with the information security officer to safeguard these critical systems.

- Added a backup authentication system — useful in the event of an outage in the CMC Data Center.
- Collaborated on the design and implementation of network and data service in the new science complex, including amplified cellular service.
- Installed permanent WiFi on the Bald Spot and added new desktop access points for difficult-to-network locations.
ITS by the numbers
AY 2018 - 2019

- 10,162 Helpdesk tickets responded to
- 240 student computer repair interactions
- 314 telecom tickets created
- 205 faculty and students use an augmented-reality app developed by Andrew Wilson and Rou-Jia Sung
- 33.2 terabytes of Carleton files stored in Dropbox
- 50.9 terabytes of Carleton files stored in Google Drive
- Over 10 million malicious connection attempts denied at the campus firewall every day
- Installed 180,000 feet of Cat6 data cable in Evelyn M. Anderson Hall (just over 34 miles)

100 hours per week of Helpdesk coverage during terms, at CMC and Research/IT
5,590,875 pages printed
908,784 pages copied
$385,135 total cost

15.5 million page views at carleton.edu

66 web sites moved to WordPress of over 600 active web sites at Carleton

2419 Carleton-owned devices in faculty and staff offices and loaner pool

319 tablets (iPad, Surface, etc.)

361 Mac laptops

448 Windows desktops

933 Mac desktops

308 Windows laptops

50 Chromebooks

361 Mac laptops

448 Windows desktops

933 Mac desktops

308 Windows laptops

50 Chromebooks

15.5 million page views at carleton.edu

13 new OnBase workflows

over 20 GB of network traffic inspected for malware every day

13 automated new OnBase workflows
ITS partnerships
AY 2018 - 2019

Working closely with HR this spring, we piloted an hour-long 1-on-1 training session for new staff, covering topics like Duo, e2Campus, and secure file storage. Prior to the training, we reach out to the employee's manager to identify specific things that they would like covered. The pilot has gone very well and we are expanding to include new faculty.

We are always looking for ways to streamline and automate workflows that require repeated, manual time and effort. As part of this, ITS and the Writing Program partnered this year to digitize part of the Sophomore Portfolio process, collecting scores and comments from readers. Watch for refinements of the portfolio process as well as other automation efforts.

Two years ago, Rika Anderson came to ITS in search of data storage. While individual research systems were historically purchased using faculty grants or startup funds, Dr. Anderson combined resources with Carleton's $350K NSF Cyberinfrastructure Grant to purchase a 211 TB storage array. This past year Dr. Anderson and other faculty conducted research on an NSF funded server with 56 core processors, which is being managed by a new Computational Research Users Group. Faculty can now pool their resources, giving each researcher access to significantly more computational power.

After two terms under our new support model for classrooms, we surveyed faculty. 76% of respondents were satisfied with the quality of the response to a reported issue, and 73% were satisfied with the timeliness. 96% felt the classrooms were as stable or more stable than prior years, despite changing both the underlying technology platform and our vendor.

With the Target and Facebook data breaches in the news and over 3 million threats detected daily at the edge of the Carleton network, it is no surprise that Carleton and St. Olaf decided to permanently share an Information Security Officer. In Kendall George’s first year, he led the institutions in the creation of a new privacy policy in response to the European GDPR, and he designed and implemented a new logging environment that analyzes 20 GB of activity data every day.

The spark for classroom innovation can come from anywhere. When Jeff Ondich was approached to help preserve the Dakota language, the project grew to involve Carleton Linguistics faculty, student interns, and ITS staff. Carleton's Public Works grant provided a portable recording studio and lecture capture software to connect Sisseton-Wahpeton Oyate elders with Carleton students in the classroom. Those recordings and their associated metadata are now contributing to the effort to preserve the Dakota language for future generations.
Carleton has offered free student computer repair for 14 years, but we also knew that 5-10% of students didn’t bring a device. After two years of providing Chromebooks to 25 students, Carolyn Livingston and Janet Scannell wanted to know more about the impact. Mavis Gustafson and Celeste Sharpe partnered with Kathy Evertz to conduct an informal study. Students reported improvement in their productivity, ability to meet faculty expectations and a reduction in social stigma.

The process of integrating technology into the fabric of Evelyn M. Anderson Hall required active and continuous collaboration between ITS, numerous vendors and campus partners. Over the past 18 months, ITS staff reviewed thousands of pages of schematics and attended countless meetings and walk-throughs to ensure that the ideas came to life accurately. In addition to activating over 300 ports, the networking team installed more than 34 miles of Cat6 cable and 60 wireless access points. The classroom technology team configured roughly 40 computers in 17 classrooms and labs, often collaborating with faculty or academic staff, including Jonathan Cooper from Geology.

With the move away from Reason, the Math Department was in need for a different way to deliver math placement exams. Carly Born worked with Mike Tie and Eric Egge to make Moodle, with its multiple choice functionality, the new home for the Math placement exams. This year’s incoming students are getting introduced to Carleton’s learning management system early and are able to see their placements immediately. Their results are synchronized to Colleague—allowing students to register for the appropriate math class—all without grading or entering data by hand at any step along the way.

“When I work in a group we usually all meet somewhere and all have our laptops pulled out, like typing at the same time on something… we never meet in the Libe to all go on one huge desktop thing.”  
- Focus group participant

"The collaboration of Carleton’s redesign team—including members of the athletic department, College Communications, and Web Services Group—was instrumental in producing an attractive and functional site that meets the needs of our various audiences."  
- Dave Pape

As part of Web2020, Web Services is working with departments to make the best use of vendor options and the WordPress toolset. In some cases, functionality that was originally written just for Carleton can now be provided without custom coding. This summer, Media Relations and the web team partnered to migrate the Athletics site to a 3rd party vendor platform, called Sidearm, which is made especially for athletes and athletics departments. Check it out, it looks great!
GETTING SUPPORT

For help with a work-stopping issue:
Call: x5999

For help with an urgent classroom issue:
Call: x7070

For help with a non-urgent issue:
Visit: http://go.carleton.edu/servicecatalog
Email: helpdesk@carleton.edu
Call: x5999

To check whether an ITS service is down (or was within last 24 hrs):
https://apps.carleton.edu/campus/its/

To sign up for e2Campus technology alerts:
• https://apps.carleton.edu/emergency/service/
• Select "change modification settings"
• Select "groups"
• Click to subscribe to “ITS Emergency Notifications”

To discuss an idea or get connected to specific expertise:
Contact any of the ITS managers or Janet Scannell, CTO, at: jscannell@carleton.edu