

To: Dean Godfrey
From: Mike Ferguson
CC:
Date: June 15, 2003
Re: Annual Report - July 1, 2002 - June 30, 2003

This will summarize the activities for the academic year 2002-2003 for the newly formed Information Technology Department. The Information Technology Department was created by merging media services, textile computer operations and web services.

The Information Technology Department began the academic year by conducting a strategic planning session to develop our vision, a mission statement and the key focus areas necessary to accomplish our mission. Our vision is to be a model for the use of information technology to the educational community. Our mission is to lead the College in the effective use of cutting edge information technology to promote education, research and outreach. Three key focus areas or drivers emerged, that should be pursued if the Information Technology Department is going to be successful in fulfilling its mission.

- **Hardware and Software Infrastructure**
- **Distance Learning and Education**
- **Virtual Web Presence**

It should be noted that the above focus areas are very much in line with the College's compact plan.

Hardware and Software Infrastructure

The Information Technology Department supports over 800 computers, located in the College of Textiles, running numerous software packages. The team's focus is to maintain the cutting edge capability of the hardware and software infrastructure in the classrooms, laboratories and offices including responsiveness to breakdowns and training needs for effective utilization. What follows are some of the accomplishments of the Information Technology Team in the area of hardware and software infrastructure.

- **Active Directory Installation** - Upgrade all systems in the College from the Windows NT domain to Windows 2000 Active Directory domain. This upgrade will greatly enhance our operational efficiencies by allowing operating system upgrades, security patches and software upgrades to be easily/automatically distributed to client systems from our server systems.
 - **Goal** - Move all systems to active directory during current academic year.
 - **Measure** - All of the College's systems have been moved. The system has significantly reduced the team's installation/update time for end users' computer systems and also provided a mechanism to insure the latest security packages.
- **Student Owned Laptop Computing Initiative** - The Information Technology Department has been active in the development of the Student Owned Laptop Initiative. We are coordinating our efforts with those of the College of Engineering. Letters have been sent notifying incoming freshmen students of the special pricing for laptops. We still need to work with faculty to develop strategies to effectively use the computers in the classroom.

- **Classroom Computer Upgrade** - Upgrade all classroom teaching computers.
 - **Goal** - Increase the performance of the classroom systems.
 - **Measure** - Systems installed and functioning correctly with all necessary software.
- **Lab 3412 Computer Systems Rebuild**
 - **Goal** - Reinstall necessary operating systems and security packages.
 - **Measure** - Systems secure and functioning correctly.
- **Rack Mount Server Installation**
 - **Goal** - Upgrade the server room with rack mount hardware and switching systems to facilitate server maintenance
 - **Measure** - Hardware switches purchased and equipment installed and functioning correctly.
- **Room Scheduling System** - System to allow faculty and staff to check conference room availability. The system is based on Corporate Time which is widely used through out the College.
 - **Goal** - Develop user friendly web based system that all faculty and staff can utilize.
 - **Measure** - System is implemented and being used by several departments.
- **Installation of CD printing/burning system** - Purchased and installed CD printing/burning system that provides the College with a system that can produce professional looking CDs for both promotional items and CD based products.
- **Building Re-wiring – Category 6 Specification** - University Communication Technologies plans to re-wire our building with category 6 wiring. The Information Technology Department is currently working with ComTech to insure that all rooms in the building have the necessary communication outlets. In addition, we have coordinated the location of the telecommunication closets.
- **Disaster Recovery** - The Information Technology Department is in the process of developing its Disaster Recovery Plan. Plans have been developed to exchange some of our space for space in the University Library, where we can then place a backup system.
- **Conference Room Projection System Upgrades**
 - **Goal** - Upgrade the projections system in Conference rooms 3438 and 3436.
 - **Measure** - New projection systems purchased, and installed with wall mounted face plates for easy connection of computers and equipment.
- **Surplus Activity** - The Information Technology Team made a concerted effort to surplus all unused computers and computer equipment over the past year and where possible tried to replace older equipment with more powerful systems.
- **Server Consolidation** – In order to improve operational efficiencies the Information Technology Team made a concerted effort to reduce the number of servers used to provide the computer services and applications for the College.

Distance Education and Learning

Provide the video and digital technology systems to educate students on and off campus. What follows are some of the accomplishments of the Information Technology Team in the area of Distance Education and Learning.

- **Distance Education Delivery System** - The Information Technology Department has been developing strategies and systems for a distance education delivery system for the College. Beginning fall 2003, the COT will have over 20 undergraduate and graduate courses available in digital video. These courses will be available, via the web or CD, to both our off campus students as well as our on campus students. This system not only facilitates our Distance Education Program but also provides an excellent resource for our

on campus students to review course lectures and materials. The COT will move forward to have all of its courses available in digital format. Listed below are some of the projects that facilitate the delivery system.

- Web based class template developed
- Real Server video streaming software purchased and installed
- Streaming Hardware Server purchased and installed
- System developed for streaming from WolfWare
- System developed for faculty access where each lecture is searchable by key word
- **Standard Classroom Distance Education Production** – A total of 36 classes were offered through the TOP program. Of these, 25 were pre-taped the other 11 were live video taped and digitally captured classes. In addition, media services also video taped and digitally captured two courses for computer science, all of the graduate seminars, and both graduation ceremonies.
- **Special Classroom Distance Education Production** - The Information Technology Team produced the first SMIL (Synchronized Multimedia Integration Language) lecture series to be offered by TOP. This approach provided the students with a complete technology rich instructional series, which included video of the lecture, all lecture notes and presentations digitized and video based software instruction. The lecture series was also filmed on location in the computer lab and not in a studio.
- **AATCC Color Scales Instructional CD** - Develop gray scales instructional CD for AATCC. Capture lecturer on video and produce an instructional CD to be marketed by AATCC.
 - **Goal** - Develop quality training CD in a timely fashion.
 - **Measure** - Utilization and sales of CDs. Several copies have been sold. The project generated \$2000 of billable contract work for the Information Technology Team. In addition AATCC has other modules that they would like to be produced.
- **AATCC Dyeing Basics** - Develop distance learning CD that can be sold by AATCC.
 - **Goal** - Modify the dyeing and fibers Textile Fundamental modules, so that they can be sold through AATCC channels.
 - **Measure** – Sales of modules to AATCC clients, providing an additional marketing channel and revenue stream for the Extension Textile Fundamentals CDs.

Virtual Web Presence

Establish the web based capability for world wide access to the premier textile college's knowledge and information base, including generating revenue. What follows are some of the accomplishments of the Information Technology Team in the area of developing a premier virtual web presence.

- **Digital Collections Web System** - Web based system that allows users to search through the College's collection of digital instructional materials and download selected materials for classroom instruction or for industry training. The system is in place and ready for use.
 - **Goal** - Develop a system to easily search and retrieve the COT's collection of images, videos and HTML documents.
 - **Measure** - Faculty readily download collection items into their instructional materials and add new items to the collection.

- **Alumni Profiles Web Pages** - Web pages designed to showcase the types of careers our graduates obtain with Textile degrees.
 - **Goal** - Help prospective students and current students get an idea of what types of jobs they can get with a textile degree.
 - **Measure** - Have 8 profiles of textiles alums online and approved by Kent Hester.
- **Apache Log Files Information System** - System developed to provide tracking of visits to our web site.
 - **Goal** - Make a login available to JTATM and Science Olympiad so they can monitor the activity to their web site.
 - **Measure** - They can now login and easily access their reports.
- **Career Services Web Page Development** - Web based system to match current students with prospective employers/companies.
 - **Goal** - Make an easy to use system for the students, employers and Student Services Manager.
 - **Measure** - Calculate statistics of employers downloading their data.
- **TPACC Web Pages Redesign and Development**
 - **Goal** - Restructure the TPACC web pages and produce accurate content.
 - **Measure** - TPACC director is satisfied that the pages will communicate accurately what TPACC can do for its customers.
- **Student Services Web Pages Redesign and Development**
 - **Goal** - Add new items to the Student services pages so that lifetime career services can be performed better. Make the pages flow better.
 - **Measure** - Student Services director is satisfied that the pages will communicate accurately what Student Services can do for its customers.
- **Business Services Web Pages Redesign and Development**
 - **Goal** - Make all of the human resources links available for the college faculty & staff.
 - **Measure** - Business Services director is satisfied that the pages will communicate accurately what Business Services can do for its customers.
- **TAGS Web Pages Redesign and Development**
 - **Goal** - Make a new TAGS website where all content and design is released for use by the authors.
 - **Measure** - TAGS is satisfied that the pages will communicate accurately information concerning their organization and they now have ownership of the pages.
- **Web Site Hosting** - The following sites were moved to our web servers.
 - **Phi Psi National Fraternity** - moved from Texas.
 - **Fiber Society** - Content is now updated by Shawn Dunning.
- **College Virtual Tour**
 - **Goal** - Have a comprehensive set of videos and 360 degree views of the College of Textiles research and student labs.
 - **Measure** - Have all of the research and student labs represented. At present we have most of the major processing labs complete with the exception of weaving and nonwovens.
- **Update the Suggestions System**
 - **Goal** - Fix any needed changes and delete suggestions that are no longer applicable.
 - **Measure** - The suggestions list is accurate and functioning correctly.

- **Information Technology Department Project Management System**
 - **Goal** - Provide an interface to the college of the current information technology projects.
 - **Measure** - System is online via the College's intranet
- **Student Computing Laptop Survey –**
 - **Goal** - Make an email and web version of the survey. The system calculates statistics. The system was modularly designed so it could be used for future surveys.
 - **Measure** - A HTML formatted email is generated and sent to all freshman students. We receive at least 25% of the total sent returned. Final response was 40 out of 118. (33.90%)

Issues

The Information Technology Department has experienced significant associate turnover in the past academic year. The webmaster resigned to take a position in the private sector for an increase in salary. The college was without the services of a webmaster for approximately 5 months. The webmaster was replaced by an internal team member but that then left his position open for 2 months until it could be filled. In addition, we are losing another valuable team member in June of 2003 because of relocation to the Charlotte area.