

# IT Services Annual Highlights

Lebanon Valley College 2010-2011

Achieved **99.998%** *uptime* for all Core Network and Enterprise Servers

Completed **3,646** helpdesk work orders with a **6.26** satisfaction rating on a scale of 7.

Successfully completed **PCI**, **Vulnerability Assessments** and **Financial Audits**

Provided assistance and support for **campus projects** including: Mund first phases, Shroyer Health Center, Convenience Store, Keister Hall, Mailroom, Carnegie, Bishop Library, Laughlin Hall, and many office relocations

**Replaced** Admin and AdminUI, Domain Controller LVC1, LVC5, NOC, Storage 3 and Exchange Servers

## Sustainability

Coordinated multiple recycling programs including an Earth Day program that brought in over 300 devices and 29 pounds of batteries

Continued to donate recently retired computers, and recycle used copper with local companies

Continued purchasing energy-efficient Servers, Computers and Network Equipment



## Web Traffic

IT Services received over 86,000 page views in 2010-11

Mobile devices grew by 37,000 views - 1,085 % in 2010-11

Internet Explorer usage dropped from almost 70% of all website traffic to 50% usage in 2011

Firefox, Chrome and Safari increased usage throughout 2011

**Completed** Core Network upgrades to Bradford Campus Manager, CCTV and DVR systems and Mobile modules for Blackboard LMS

**Installed** new **fiber optics** to Derickson and Zimmerman Gallery buildings, Sheridan East, North College Avenue and Mund College Center

Completed two-year wiring and switch upgrade project that installed new **Gigabit** edge switches in all Academic, Administrative and Residential Buildings

### **Other Items to Note:**

- Completed SQL Course catalog views allowing for real-time web catalog searches
- Assisted Financial Aid in moving to ELM from PHEAA
- Completed implementation of web requisitions and Datatel budget tools
- Developed data extraction routines for revenue analysis for Graduate Studies and Continuing Education
- Supported the implementation of Front Rush Athletics recruiting service
- Continued to create and manage Blog services for campus organizations, departments, study abroad and admission related efforts
- Assisted or Led development of Graduate Studies and Continuing education pages, Imodules, Virtual Tour, Admission front landing page, Spanish language pages, honor roll of donors, faculty directory, HEOA pages, L-Online, Redbook online, online giving tree, Mund construction pages, and streaming video for graduation ceremony

## **Computer Labs**

Over **20,000 visitors per semester** to the General Computer lab in 2010-2011

New statistical tracking application written to better track usage across campus and in the general computer lab completed. Fall statistics are projected at **34,000 visitors**.

## **Student Employees**

Worked **8,432** hours in 2010-11 for IT Services including positions as Lab Assistants, Helpdesk and Network Technicians, Secretarial support and Web Programmers

## Service

- Provide technology assistance to the Lebanon Hispanic Center and the VITA Project
- Provided support for the VITA Project at Lebanon Valley College
- Provided computers to area organization and non-profits including:
  - LutheranCamping.org
  - Jack and Jill Preschool
  - Camp Hebron
  - Lebanon Area Fair
  - Lebanon County Money in Your Pocket Coalition (VITA)
  - Adult Cystic Fibrosis Center at Milton S. Hershey Medical Center
- Gave away almost 100 used computers to employees
- Provided networking assistance and equipment to the St. Joan of Arc School in Hershey PA
- Served on Leadership Lebanon Valley Board and Presented and led the Leadership Lebanon Valley Education Day
- Volunteered with Noon Meal Program at the Lebanon rescue Mission
- Presented at Palmyra Middle School Career Day

## Campus Participation and Committees

- Assisted with LVC Live
- Assisted with and presented at the New Student Advising days
- Assisted with planning for "Take Your Child to Work Day"
- Assisted with Senior Send-Off
- Attended Mund Project Owners meetings
- Co-Chaired and Participated in Middle States Self Study committees
- Co-Chair of Retention Subcommittee
- Member of CIT&S
- Member of Visual Identity Committee
- Member of Web and Marketing Messaging Group
- Member of Web Policy Committee
- Member of Web Working Group
- Participated as key members for the completion of PCI Certification
- Presented 12 computer workshops for faculty, administrators, and support staff
- Presented at New Employee Orientations
- Presented at New Faculty and Adjunct Orientations
- Presented at New Trustee Orientation
- Presented at Peer Mentor Training
- Chaired Search Committee for Director of Public Safety
- Participated in the Admission Search Committee
- Participated in the Director of Business Services Search Committee
- Participated in the Executive Director of Marketing and Communications Search Committee
- Participated in Sustainability Task Force

## IT Services Employees

- Jason Gamble joined IT Services in July of 2010 as the Web Programmer
- David Shapiro was promoted to Director of Information Technology Services in December 2010
- Attended Institutional Effectiveness workshops
- Attended Lift Training and completed annual lift certification
- Attended the Core Network and Cisco conference in Wyomissing PA
- Attended the Datatel Users Group Conference, and presented on Web registration customizations (rated as a presenter of excellence)
- Attended the HP and IntegraOne conference in Hershey PA
- Attended the PA Datatel Users Group Conference
- Attended the regional Raisers Edge Conference
- Attended the Shortel Conference in Hershey PA
- Toured the BerkTec factory in Lancaster PA and met with local representatives to see demonstrations on cutting edge wiring technologies