Our mission in IT is to empower students, faculty and staff to accomplish their goals. We do this by equipping them with the best tools available and ensuring that technology limitations are never an obstacle. In fact, our strategic plan for UITS is titled “Empowering People.” Often that empowerment comes from connecting people to university systems and resources, as well as to each other.

In early 2014, UITS began an ambitious project to replace outdated wiring and switches in many of our buildings in order to upgrade network speed and provide for improved reliability. When the project concludes in August of 2015, data transfer rates will have been improved by ten times—enabling uses we cannot even foresee today.

Student study lounge renovations in KV, LF and PS have helped students make connections to learn in groups by using collaboration-enabled furniture. Mobile technologies are now a driving force in designing our student spaces.

User support is still at the heart of all we do. Our team participates in numerous IU-wide collaborations, ensuring that IU Southeast stays connected to new initiatives that matter to us.

We are confident our team’s actions today will empower IU Southeast well into the future.

Tom Sawyer
Regional CIO • IU Southeast • IU East • IUPU Columbus

Look “under the hood” of our IT services and you will discover a vast web of network lines and connections. It starts with Indiana’s I-Light fiber network, which links every higher ed institution in the state.

I-Light provides a high-speed data super highway for the information used in teaching and learning, as well as research. It allows every regional campus to have a seamless connection to centrally-provided computing resources and services at IU Bloomington and IUPUI.

Yet the fast data rates ended at the border of our campus. Decades of retrofitting old campus buildings had limited our ability to improve network speed and capacity without a major overhaul. Most still had 20+-year-old wall jacks and wiring that choked back data speed.

PROJECT INCLUDES

- New/renovated network closets with new switches & secure card access.
- Gigabit to the desktop Cat6 cable.
- Old wire removed after cut-over.
- New dual single-mode fiber between buildings with 10GB connections.
- New I-Light state net routers (early 2015).
- Redundancy everywhere to reflect the criticality of network service.
2014 FINANCES

A comprehensive Network Master Plan was developed in 2013 for the entire IU communication infrastructure. By early 2014 the daunting project of rewiring and updating every classroom building had begun on an aggressive timeline. Work is being performed during daytime and nighttime hours in order to minimize impact on classes and university business operations. In many cases new secure wiring closets had to be constructed. All switching gear within those closets is being updated, and keycard entry is installed to control access.

At its conclusion in late August of 2015, this project will result in a tenfold improvement: 1 GB to 10 GB inside and between campus buildings. It is conceivable that the new wired infrastructure could serve users until the day when wiring is no longer needed. A future goal will be to upgrade campus routers to provide 10GB connectivity between our campus and others in IU and at the national/global level.

WIRELESS

The campus wireless network was replaced in 2013. The number of devices connecting to our wireless service increased 17% in 2014, with a 50% increase in data usage over the prior year. Additional wireless access points were installed where needed to improve weak spots.

KV - Knobview Hall
OG - Ogle Center
SV - Service Building
PS - Physical Sciences

LF - Life Sciences
CV - Crestview Hall
AK - Activities Building

HB - Hausfeldt Building
CC - Children’s Center
HH - Hillside Hall

NOV  DEC  JAN  FEB  MAR  APR  MAY  JUN  JUL  AUG  2015
Technology affects every aspect of life and work on campus. Our support team continually seeks new ways to better meet our customers’ expectations.

**CLASSROOM ASSESSMENT PROCESS**

2014 saw the beginning of a new way to assess and prioritize classroom technology upgrades based upon need and utilization.

Approximately 25 rooms will be updated each year based on a 5-year life cycle of classroom technology.

Upgrades include going from analog to digital equipment, changing projection to widescreen, and adding iPad annotation using Doceri and classroom recording capability with Echo360.

**REMOTE DESKTOP MANAGEMENT**

UITS began the use of a new remote support system in 2014 to keep computers current with Windows updates, anti-virus, and all third party software. "Maintenance Mondays" established a night of the week when automatic updates could be pushed to all faculty, staff, and student computers.

**DESIGNING BETTER CLASSROOMS**

Staff members from UITS, ILTE and Physical Plant made new connections with faculty to brainstorm potential upgrades to classrooms. The goal was to identify opportunities for innovation, especially with active learning and flipped instruction. This project will continue in 2015.

922 student computers on campus
SUPPORT TICKETS

We continue to partner with the UITS Support Center to answer help calls. If they cannot resolve a customer’s problem, the call is passed back to our technicians. This has allowed us to manage greater call numbers with our current staffing. Still, many tickets are also created at our walk-up Help Desk and by our lab consultants.

- **9,503** total tickets created
- **44,134** Completed by UITS Support Center
- **415** Passed back to IU Southeast
- **5,090** Total completed by IU Southeast

**Avg. Hours to Close a Support Ticket**

<table>
<thead>
<tr>
<th>Year</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>67 hrs</td>
<td>43 hrs</td>
<td>32 hrs</td>
<td>Reduced by 75% 8 hrs</td>
</tr>
</tbody>
</table>

**Lync 2013**
Upgraded Lync and added capability for the University Police to record calls.

**14,381** Calls to Campus Operator

**IU PRINT**

2,250,508 pages were printed in 2014.

That’s a lot, but thanks to IU Print, 368,683 unneeded pages were deleted BEFORE being printed, saving 44 trees!

IU Print Mobile was launched. It allows students to print from their mobile devices directly to print release stations located in every building.

**44 trees saved**
WEB/MEDIA/COMMUNICATIONS

EMAIL CAMPAIGNS/TALISMA

Sent 107 email campaigns, such as Chancellor’s Night at the Bats, Champions Dinner, Holiday Smile, 9/11 Commemoration, Chancellor’s State of the Campus Address, letter from VC Dufrene to new students, and Orientation email campaign using Talisma.

COMMUNICATIONS

✦ VBB redesign & expansion
✦ Research Technologies and One.iu.edu campus visits.
✦ Game On! Event in September.

WEB/PROGRAMMING

✦ IUSGrad, Holiday Smile, and Harvest social media webpages.
✦ Created Student Affairs Intern blog, Honor’s blog, Arts & Letters blog, and Greek Life blog.
✦ Launched Grad Programs, Chancellor Installation, ILTE, Bachelor of Applied Science Program, Professional Staff Council, SDC, AREC, and Library.
✦ Re-launched Wonderland Way with a new biography section, and updated the Ogle Center webpages.

VIDEO

✦ Commencement Live Stream & highlights
✦ Chancellor’s Installation
✦ Spring Registration
✦ Champions Dinner
✦ Holiday Card
✦ Homecoming
✦ “Year in Review” for Athletics.
✦ Internship video for Career Development Center.

See all the videos at youtube.com/IUSoutheast
After years of planning, three open study spaces were updated with new furniture and technology to create mobile-friendly, collaborative spaces.

These two open study areas began as ad-hoc mini-labs with hand-me-down furniture. Yet they still became popular spots to print off assignments or do homework in groups around tables. In December of 2014, both locations were given makeovers. The LF space includes counter-height email stations and a collaboration hub, while the PS space was opened up for a more comfortable environment. Both locations feature print release stations, digital signage, and cell phone charging stations.
**KNOBVIEW MEZZANINE**

With its open architecture and gorgeous campus views, the Knobview Mezzanine is spacious and inviting. New furniture was chosen for comfort and durability. It is laid out in zones to accommodate differing modes of study. Students can work individually or in collaborative groupings. The whole area is equipped with power and USB outlets for charging mobile technologies. Expanded wireless coverage ensures stronger signals. The new design increased the popularity of this space with students.