A Message from the CIO

Thank you for your interest in Furman University’s Information Technology Services. All of us in ITS appreciate your help as we work on goals to help advance the University’s mission with information technology.

Perhaps most helpful for our planning is your responses to our annual Technology Survey. Our campus ratings for 2013 ranked Furman higher than other universities in these areas:

- Wireless coverage
- Campus technology for collaboration
- Classroom technology
- Courteous support
- Training and online support

The survey also helps us target services needing improvement. Please see the report section of the ITS website for survey details.

This report highlights accomplishments as well as areas to be improved in the coming year. We are grateful for your continued support.

Fred Miller
Chief Information Officer

Goals of the IT Strategic Plan

- Establish the IT Service Center as the nexus of technology support excellence.
- Champion scalable information technology innovations and best practices.
- Improve enterprise information systems functionality and usability.
- Establish a state-of-the art system and processes for digital media distribution.
- Provide a robust, consistent, and reliable campus network infrastructure.
There are plenty of ways to communicate with ITS!

**Email:** service.center@furman.edu

**Phone:** 864-294-3277

**Twitter:** @furman_its

**Blog:** blogs.furman.edu/its

**its.furman.edu**

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**Responsive Furman Website**

ITS Staff worked with Marketing and Public Relations on a redesigned University web site that went live in the Fall of 2013. The new website automatically resizes to better accommodate smartphones and tablets.

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**Post Implementation Reviews**

ITS has made it a standard that post implementation reviews are performed on most technology systems that get implemented at the University. These reviews help better communicate and demonstrate whether or not Furman invests in systems that have true value to our community.

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“Furman Information Technology Services will provide the campus community with a digital information environment that reflects and advances the high quality of Furman’s academic program and physical campus.” - 2011 IT Strategic Plan
This year, Microsoft rolled out a significant Office365 upgrade which was introduced to the campus in Spring 2014. This upgrade allows users to use web versions of Word, Excel, and PowerPoint. These web versions allow “co-authoring” and provide the ability for more than one person to work on a document at the same time. In addition, Furman students can now download Microsoft Office for free!

But wait.. There’s more!

Everyone on campus can now get to the web version of Office 365 directly from the MyFurman portal – no additional login required. And did we mention the 50Gb of storage on OneDrive?

Furman’s Box file sharing service is a hit! Available from the MyFurman portal, Box provides every student, faculty, and staff with 50Gb of storage, and advanced sharing capabilities.

Since we announced the Box service in March of 2013, over 1800 campus users have begun using Box.

Coming in Fall 2014: your maximum Box storage will increase to 100 Gb!

**Moodle upgrade**

On May 10, we upgraded to the latest version of our Moodle learning management system. Moodle now has improved analytics for faculty, better mobile support, and more...

**Instructional Technology Workgroup**

A collaboration of ITS, CTL, and the library, the Instructional Technology Workgroup focuses on projects to deploy, support, and assess innovative technologies. For 2013-2014 these included iPad initiatives, screencasting, and flipped classroom activities. We also used the EDUCAUSE Learning Space Assessment to begin a review of Furman teaching spaces. Our 2014-2015 plans include maximizing Moodle features, strategies for incorporating student success metrics into courses, and working with UES and Graduate studies, as well as the day program, to support eLearning initiatives.
**Virtual Desktops**

Virtual Desktop computing lets people run desktop software from servers. In Spring 2014, the Psychology department successfully tested SPSS statistics software in a “virtual lab.” Because of the great success that Psychology has had with this software, we are discussing virtualizing more software for other departments.

“It was a great experience and it worked well. The students appreciated having access to SPSS from wherever they were.”

-Beth Pontari, Psychology

**Library 042 Update**

In Spring 2014, the ITS training lab was updated to a configuration known as “Scale Up” (for “Student Centered Active Learning Environment with Upside-down Pedagogies.) This room now has movable tables and multiple large screen displays will allow faculty to experiment with elements of active learning spaces. Faculty can now reserve this room using the 25Live schedule system (from MyFurman.)

**Two iPad Initiatives**

- First, after initial assessments of students using iPads for selected courses proved positive, a generous gift from Furman trustee Bob Buckman helped the CTL increase the number of iPads available for selected classes.
- Second, ITS, the Duke Library, and CTL sponsored a second faculty initiative to help assess how iPads can aid teaching, learning, and research.
**New Anti-Virus Software**

ITS is in the process of switching our required campus anti-virus software to Microsoft’s new Systems Center Endpoint Protection (a.k.a., “SCEP”). This new software runs on both Windows and Macintosh computers. It performs noticeably better on Macintosh computers, and is less expensive than our previous solution. Almost all faculty and staff systems are running new software now. We will be helping all students switch for the Fall 2014 semester. We appreciate your patience during the transition.

**Windows Upgrades**

In 2013-14 ITS moved all Windows XP computers to Windows 7. We’re supporting Windows 8, and we also have both Windows 7 and 8 available for virtual desktop systems.

**Maintenance Windows**

Ideally, we know you’d like to have access to the Internet and campus services 24X7. ITS strives to schedules upgrades at times that our least disruptive. Times that we use for upgrades are:

- Wednesday morning from midnight to 7am.
- Saturday morning from 6am to 10am

Our cloud partners also guarantee at least 99.5% service uptime.

**IT Service Center Upgrade**

Working with Facilities Services, we consolidated ITS service center staff in new offices within the Duke Library. This change increased collaboration and helped us better respond to your technology needs this year. The remodel also includes a new HD teleconference suite.
Thank you...

**IT Services Student Staff 2013 – 2014**
- Emma Atherton
- Amy Boyter
- Jordan Brown
- Lillian Cleveland
- Nathan Cox
- Jesse DeAmicis
- Xiaoman Dong
- Micaela Hamakawa
- Jasmine Hwang
- Harris Khan
- Alex Mason
- Jonathan Mellman
- Ahmed Mustafa
- Christina Nguyen
- Sarah Olive
- Nathan Rivers
- Connor Roe
- Evan Rusca
- Johnathon Schultz
- Kaitlyn Singleton
- Stone Sun
- Adam Underdown
- Alex Valis
- Yayi Wang

**Academic Computing Committee 2013 – 2014**
- Andrea Wright (chair)
- Omar Carmenates
- Randy Hutchison
- George Lipscomb
- Harlon Patton
- Jason Rawlings

**Instructional Technology Workgroup 2013 – 2014**
- Susan Dunnivant (chair)
- Christy Allen
- Diane Boyd
- Clayton Burton
- Jean Childress
- Jenny Colvin
- Russell Ensley
- Corey Gheesling
- Joe Hiltabidel
- Fred Miller
- Wade Shepherd
- Michael Vick
- Mike Winiski

**Information Technology Advisory Council 2013 – 2014**
- Fred Miller (chair)
- Pam Barkett
- John Beckford
- Janis Bandelin
- Amy Blackwell
- Scott Derrick
- Ryan Fisher
- Mary Lou Merkt
- Brad Pochard
- Jeff Redderson
- Forrest Stuart
- Andrea Wright

Thanks also... to the 419 Furman students who participated in the 2013 EDUCAUSE ECAR study of students and information technology. The survey says...

- **99% of Furman students own a laptop computer** (58% Apple Macintosh.)
- Nearly 30% of our students own a tablet or iPad (84% of those own an iPad.)
- Over 80% of Furman students own a smartphone (75% iPhone.)
- Over 60% of our students prefer courses that have some online components.
Furman University IT Services values:

- Team Support
- Good Communications/Listen First
- Empathy
- Empower the User

Coming in 2014-15:

- **Faster Internet**: double our previous bandwidth (2 Gbps.)
- New anti-virus software
- New Card Access System
- Printer/Copier Replacement
- Soccer Fieldhouse Networking
- Improved guest wireless
- AppleTV for Classroom Use
- Student Resilience Studies
- Sharepoint 2013 Upgrade

A wealth of computer resources for student use

366 Furman computers in general and department computer labs,
234 Furman computers in research labs,
161 Furman computers in our campus libraries
115 Classroom teaching stations, and
30 Furman computers in residence and lounge areas.