

IT *connected*

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Updates from the Office of the CIO



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The New UIITS

Consolidated, Improved University IT Services at Both Campuses

Alongside Kennesaw State University's consolidation with Southern Polytechnic State University, the institution's technology services experienced an internal consolidation designed to improve how students, faculty, and staff interact with campus technologies and to better meet the computing needs of the university at both campuses.

KSU's University Information Technology Services, a name adopted from the technology service organization at the Marietta Campus, officially formed on July 1, 2014. Formerly four separate technology departments, Advanced Computing Services, Enterprise Systems and Services, Audio Visual Technology Services, and Information Technology Services, UIITS now functions as a single division across both campuses.

Departments within UIITS now enjoy expanded collaboration and more easily shared resources, enabling a more flexible and capable technology division to serve the university. Ten UIITS departments function under unified guidance, a consolidated budget, and a single mission statement – a necessity to guide technology collaboration

in The New U.

KSU community members can easily contact UIITS unified technology services through a single point of contact: the KSU Service Desk. The service desk's staff routes requests throughout the organization for accurate and timely responses.

The UIITS consolidation provided the division an opportunity to reevaluate the organization of its services, eliminate duplication of efforts, and better communicate the technology services offered at Kennesaw State. The division has established a new outreach tool, IT Communicates. IT Communicates is a new application designed to provide updates on KSU technology projects and the university consolidation. Specific technology questions can be submitted through the tool, and frequently asked questions are available to browse. IT Communicates can be accessed at www.kennesaw.edu/itcommunicates

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Here are a few of the services offered by the unified UITS:

- Access to and support for a large variety of campus applications.
- Video and media services including web conferencing, AV equipment checkout, video production, and classroom technologies.
- Customer support including in-person and online training for applications and technology services offered at the university.
- Information security protection through tools and

training.

- Professional IT services including application development, database administration, high-performance computing for research, and web development.
- Life cycle replacement for aging technology.

Learn much more about UITS services at the department's consolidated web page, uits.kennesaw.edu.

UITS Customer Support at The New U



The UITS Service Desk and Technical Support Services (TSS) group strive to provide excellent customer service and timely responses to campus technology support requests throughout the university.

UITS at The New U is a complex organization, with ten divisions and more than 200 staff members supporting thousands of students, faculty, and staff across the new Kennesaw State.

The Service Desk is designed to make KSU community member interaction with UITS simple and convenient; for any technology issue or request under any of the ten UITS divisions, the KSU Service Desk serves as the single point of contact. Service Desk staff can quickly solve many technology issues and route more complicated requests to individual UITS divisions. A campus technology incident tracking system monitors service requests, issues, and changes to help promptly resolve issues.

TSS provides college specific tech support. Systems Support Professionals are housed within college facilities at both campuses to provide fast classroom and office support. These UITS professionals work every day with faculty and staff within their colleges to provide customized support detailed to the college's needs. UITS has recently expanded this service at the Marietta Campus.

Walk-up service desk counters provide uniform service for faculty, staff, and students at both campuses. Visit the KSU Service Desk on the Kennesaw Campus at the Technology Annex Building, Room 310. At the Marietta Campus, the walk-up desk is located in Building H, on the lower level, east side.

Faculty and staff can contact the KSU Service Desk at 470-578-6999 or by emailing service@kennesaw.edu. Students can contact the KSU Service Desk at 470-578-3555 or by emailing studenthelpdesk@kennesaw.edu.

Technology Training Expands to Marietta

UITS Training, Outreach, Learning Technologies, & Video Production (TOLV) offers training workshops and documentation for students, faculty, and staff for a wide variety of KSU supported technologies, services, and applications.

Training workshops are led by full-time UITS instructors

with expert knowledge in KSU supported technologies. These workshops are free for faculty, staff, and currently enrolled students.

Beginning this fall, UITS will extend this service to

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students at the Marietta Campus. These new workshops will be hosted in a newly furnished training lab dedicated to student technology training, located in Building B, Room 015. Training workshops for Marietta Campus faculty and staff have been offered since Spring 2015.

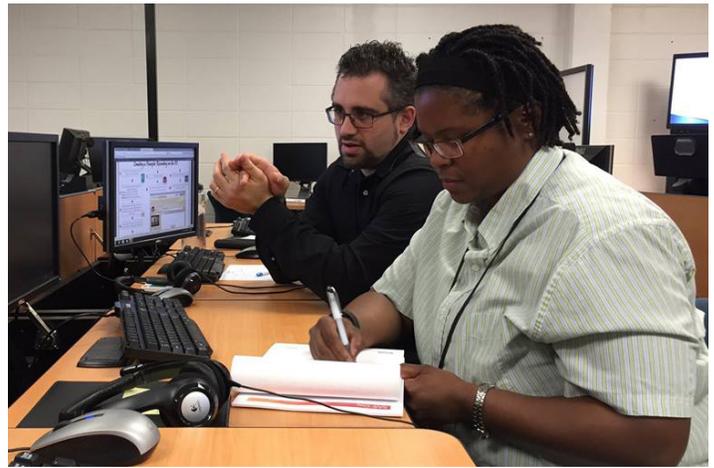
In total, TOLV will host more than 200 training workshops during the Fall 2015 semester for students, faculty, and staff across both campuses. Workshops sessions are offered throughout the calendar year, including summer semesters.

KSU community members can register to participate in training workshops for applications like D2L Brightspace, Excel 2013, Photoshop, Illustrator, PowerPoint 2013, and many more.

Students can find a full schedule of upcoming training workshops here: https://apps.kennesaw.edu/files/pr_app_uni_cdoc/doc/student_workshop_catalog.pdf

The faculty and staff training workshop schedule is located here: https://apps.kennesaw.edu/files/pr_app_uni_cdoc/doc/faculty_staff_workshop_catalog.pdf

Student workshops are held in Pilcher 106 at the Kennesaw Campus and B-015 at the Marietta Campus. Faculty and staff workshops are held in Pilcher 243 at the Kennesaw Campus and H-202 at the Marietta Campus.



Technology training during a First Friday training session at the Kennesaw Campus.

All KSU community members also have access to one-on-one UITs assistance for specific technology issues. Individual sessions must be scheduled at least 36 hours in advance. Faculty, staff, and students can make an appointment using OwlSupport here: <https://uits.kennesaw.edu/support/owlsupport.php>

To learn more about technology training at KSU, please visit <https://uits.kennesaw.edu/support/training.php>.

A Bold New Design for University Web Pages

New KSU web pages now feature standard easy access links to some of kennesaw.edu's most popular features.



MyKSU A-Z Index Directories Campus Maps
Apply Visit Give

KSU Search SEARCH

About KSU Academics Admissions Athletics Campus Life Research Global

As classes begin this fall, more than 60 Kennesaw State University department websites will be successfully consolidated across both campuses and redesigned with a modern, cutting edge look and interface.

Each consolidated kennesaw.edu page is now capped by the college's or division's mountain logo.

They faced the important task of consolidating and redesigning more than 350 university department websites.

The effort is one of the lengthiest technology projects produced as a result of the university consolidation, but the benefits will be apparent to any visitor of one of the hundreds of web pages hosted by Kennesaw State University.

New Kennesaw.edu sites now feature an immediately distinctive, uniform design that provides a consistent look

At the start of the Kennesaw State and Southern Polytechnic consolidation, the Enterprise Systems and Services (ESS) web development team, in collaboration with the Office of University Relations and an information architecture group composed of UITs staff and representatives from departments across the university,

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across each KSU department site. Every updated page is capped by an iconic black and gold banner with the host department's new mountain logo alongside a static list of links to central and frequently visited campus pages. Quick links at the top right of each desktop page provide fast access to a KSU-wide search, directories, maps, and more.

Updated department sites also now feature uniform navigation links on the left side of each page, customized for individual departments to provide an easy view of the content visitors want to find. The web development team will continue to work with each department to create an updated, consolidated site that fits individual needs.

These updated, uniform department designs are an essential element of the new university's unified identity following this year's consolidation, ensuring that all KSU affiliated web pages will be immediately identifiable as a part of the university at a glance.

"Most visitors that interact with the university do so through Kennesaw.edu," said Chris Ward, Director of Web Services and Mobile Development. "We need to make sure that our branding is up to the standard across our entire domain. This is a long process, but we are well on the way to doing it and doing it correctly."

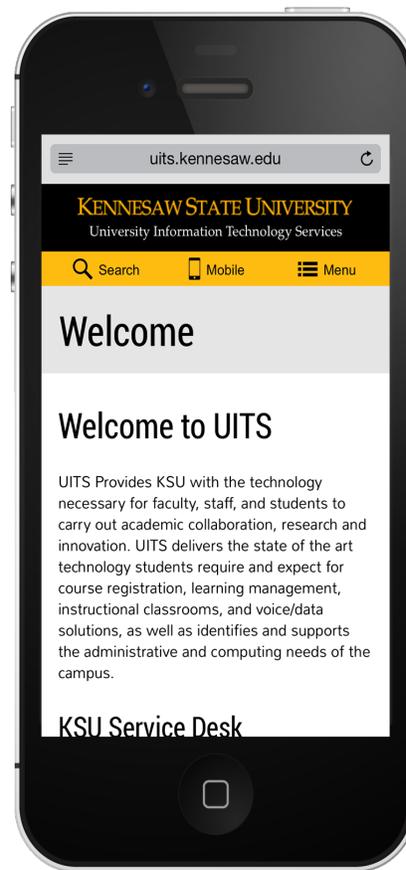
In early March, UITS's own website, uits.kennesaw.edu, went through an overhaul in the new standard design, streamlining its pages in the process. The updated uits.kennesaw.edu has served as an example for how new department websites will function.

One of the most exciting features of the updated Kennesaw.edu web presence is a new responsive design across all KSU sites. In 2015, 25 percent of the university's student demographic web traffic came from mobile devices and another 5 percent from tablets; as more visitors eschew traditional desktop web browsing, the university's web pages must be effective for visitors whose entire experience with Kennesaw State online is through the small screen of a smartphone or tablet. Responsive design ensures that all new Kennesaw.edu sites are optimized for these devices.

Visitors can easily experience this new design for themselves by opening Kennesaw.edu on a desktop browser and resizing the browser window. The page intelligently alters its text and images immediately as the frame changes; resizing the window to a small frame reveals how the page will look on a mobile device screen. The responsive design eliminates the frustration of

At a Glance

- 361 different department websites
- 20,437 project hours
- More than 13,000,000 page views in 2014



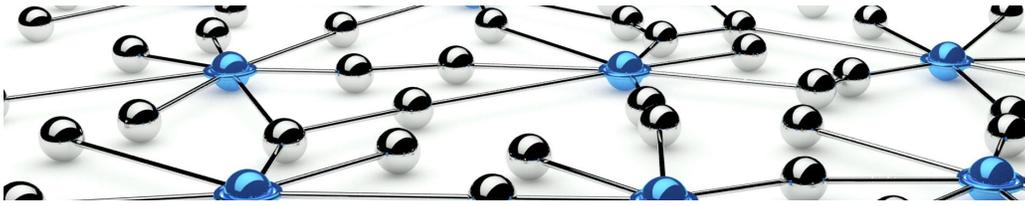
All consolidated, redesigned Kennesaw State web pages now feature a responsive design that automatically resizes text and images for different sized browser windows and mobile or tablet visitors. In 2014, roughly 30 percent of student site traffic at Kennesaw.edu came from these devices.

using a smartphone to access a page only designed for a large desktop monitor.

Mobile design also plays an important role in search engine optimization, better allowing visitors to find specific pages they search for through search engines like Google. Beginning in Spring 2015, Google began using mobile-friendliness as a significant factor in search ranking.

Department webmasters and site editors will see improvements in site management as well. All consolidated sites will now use OmniUpdate Campus, a powerful content management system (CMS) for higher education. New OmniUpdate users will discover a simple to use, browser based CMS that can be accessed anywhere with a valid log-in. Kennesaw.edu sites previously managed using the Drupal CMS will transfer over to OmniUpdate by the end of this year. UITS Training, Outreach, Learning Technologies, and Video Production now offers OmniUpdate training for faculty and staff who would like to become more familiar with the tool.

In August, SPSU.edu was decommissioned and all former SPSU sites redesigned and migrated to the Kennesaw.edu domain; any department sites that use the prior SPSU.edu OmniUpdate CMS moved at that time to the new Kennesaw.edu OmniUpdate. To learn more about the department website consolidation project and to find a list of sites scheduled for updates including an updated project timeline, visit uits.kennesaw.edu/consolidation/.



Kennesaw State's Unified Banner

In September 2015, one final data import will fully consolidate two complex university student information systems into one consolidated Kennesaw State University Banner.

The challenging task of combining thousands of student records from Kennesaw State and Southern Polytechnic State entered its planning stages immediately after the Georgia Board of Regents announced the university consolidation in January 2014. A consolidation Operational Work Group (OWG) consisting of Kennesaw and SPSU subject matter experts was established to collaborate on the Banner consolidation efforts. As a result, a new consolidated test environment for The New U Banner was created in May 2014; it was determined that SPSU student records would be consolidated into The New U Kennesaw environment along with the Kennesaw records.

The Universities' Banner systems have a wide reach, intersecting with many downstream systems and processes across the institution. UITS coordinated with many departments within the University during the planning phases of the Banner consolidation. Banner serves as the primary source for student records and financial data. The collaboration between the Enrollment Services Division and University Information Technology Services division was imperative for the duration of the implementation; the team wanted to have little impact on students as well as University operations.

The most intensive consolidation work was completed in February 2015 during a single week period where Banner was brought down to import thousands of student records from the SPSU Banner instance into the consolidated Kennesaw Banner Database. During that period, a consultant from Ellucian, the software provider behind Banner, was on site to help guide

and troubleshoot the complex process of combining data from two different University Banner's into one consolidated system.

In June 2015, Banner was taken offline for one day to bring over spring grades from the Marietta Campus Banner database. Another important Banner milestone occurred from June 30th - July 2nd 2015 for year-end processing and the consolidation of Accounts Receivable and PeopleSoft.

On September 11, 2015, Banner will undergo one more significant data import where a final batch of student data from Summer 2015 will be consolidated into the new university student information system, finalizing the new university's consolidated Banner. The system will be taken offline for one day to accommodate that process; the campus will be notified of the outage as the date approaches.

Once this import is completed, the legacy Southern Polytechnic State University Banner system will be placed into a restricted mode for certain offices. At a date still to be determined, the SPSU Banner instance will be archived and later decommissioned. All SPSU student data will be preserved and accessible in The New U Banner, including legacy SPSU student accounts.

Even after the Banner consolidation is complete, the Enterprise Systems and Services team within UITS will continue to work on improving the Banner experience for the KSU community through updates and maintenance. To learn more about Banner at KSU and to find a list of Frequently Asked Questions, please visit <http://uits.kennesaw.edu/banner/index.php>. Learn more about the UITS consolidation and the Banner consolidation by visiting IT Communicates at <http://www.kennesaw.edu/itcommunicates/>.

Network Overhaul at the Marietta Campus

The Kennesaw State University community will enjoy an exciting network overhaul at the Marietta campus this fall with funding from the Office of the CIO.

Here are some of the highlights:

- Funds specifically for technology and infrastructure upgrades have been invested at the Marietta Campus this year.
- Every person who accesses the wireless and wired network at the Marietta Campus will notice a boost in stability and performance.
- Data closets across the entire campus have been reviewed and upgraded. In Building J, new data closets are being installed on each floor.
- Many classrooms have received new AV upgrades.
- Two more gaming labs have been constructed for the School of Computing & Software Engineering and existing gaming lab computers have received upgrades.

Ricoh Printing Comes to Marietta Campus

Students, faculty, and staff at the Marietta Campus now have access to secure Ricoh printing, allowing Marietta Campus community members to easily print to any printer at either campus. In total, more than 70 new networked Ricoh machines have been deployed at the Marietta Campus prior to the start of the semester.

Students, faculty, staff can “tap” their KSU ID card on the SmartCard reader to make copies or release print jobs. Once a print job is sent to the printer, it will not print until the individual that initiated the job releases it from the print queue; this ensures that printed documents are only accessed by the individual that initiated the print job.

To print to a Ricoh printer on the Marietta Campus, faculty and staff should select **KSU-PRINT-Color – Marietta** for color prints or **KSU-PRINT-BW – Marietta** for black and white prints. Students can print to **Student-Print-Color-Marietta** for color prints or **Student-Print-BW-Marietta** for black and white prints.

Alongside the new print system, Marietta Campus faculty and staff also have access to the Ricoh AutoStore document scan system. After tapping their KSU ID card to the SmartCard reader attached to the printer,



documents can be scanned to an individual NetID assigned scan folder. These folders are searchable, private, and free to use. Scanned documents remain accessible in NetID folders for a period of two months before being automatically removed.

Step-by-step instructions for printing, copying, and scanning are posted by every new Ricoh machine. Guides for the Ricoh print system at both campuses are available at the UITS Documentation Center at uits.kennesaw.edu/cdoc, including guides for setting up a Ricoh scan folder on PC or Mac; select Ricoh from the category list on the left side of the page.

Learn more about printing at KSU by visiting <http://copyprint.kennesawstateauxiliary.com>

Access KSU from Home with Hallpass

Now available at both campuses, Hallpass allows students, faculty, and staff to access campus resources from their home computers through a virtual private network. Faculty and staff can access their office computers away from their desks. Learn much more at hallpass.kennesaw.edu

Store Files in the Cloud with Owl Drive

Students, faculty, and staff at KSU can store files to the cloud using Owl Drive. Owl Drive is a campus resource that allows KSU community members to access stored files on any computer with internet access, anywhere. To learn more about Owl Drive, please visit <http://virtualowl.kennesaw.edu/help.html>

UITS and “The Marching Owls”



This fall, alongside the university's new football program, Kennesaw State will celebrate the inaugural year of an exciting new marching band, “The Marching Owls.” The Enterprise Systems and Services (ESS) application development team has been working to help welcome the new band to campus since early this year.

Officially launched in July, the new Kennesaw State marching band application allows band director Dr. Debra Traficante and team to manage student registration, tryouts, rosters, and messaging from a single point of contact through a desktop or mobile browser. The service was created through several design collaboration meetings between the ESS application development group and the leadership team behind the new marching band at the university's School of Music.

Through the application, students can apply to join the marching band using simple online forms, register for specific instrument auditions, set and order their uniform and shoe size, read and agree to program terms, and more.

Dr. Traficante and administrators can generate student reports through the system and quickly contact specific groups and sections within the band without manually managing traditional mailing lists. The application has been an important tool for organizing “The Marching Owl's” first band camp, held this year from Aug. 10-16. After audition days were completed, administrators used the application to select and notify brass and woodwind players who made the cut. Section rosters can be managed and updated throughout the year.

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At a Glance

- More than 200 applicants via “The Marching Owls” app as of July 1
- 144 applicants during the app's debut weekend



Even marching band hopefuls who are not yet enrolled at or accepted to Kennesaw State can interact and register with “The Marching Owls” through the new application after contacting band administrators to create a new account. Through a simple registration process, the service promises to be a useful recruiting tool for talented band students at the beginning of their college careers and for students who are currently enrolled in universities that do not feature marching band programs.

As football seasons pass and “The Marching Owls” become a Kennesaw State tradition, the application will help the university track alumni band members and eventually create an alumni band for events like homecoming. The application automatically shares lists of students who successfully complete a full season with “The Marching Owls” with the alumni database, generating a detailed list of not only names and contact information for former band members, but relevant information about their leadership roles within the program, how many years they participated, and the instruments they played. Using this collected data, the band will be able to reach out to specific group members years or decades later to build alumni performances.

“This application will effectively store this data for us so that we can provide to the university something that most college band programs cannot - a comprehensive list and database of every member of our program from the first day of its inception,” explained Dr. Trafficante. “This is going to revolutionize the way that we support and manage our alumni from day one.”

“The Marching Owls” will begin life fully digital, avoiding paper records entirely through the new application. Student agreements and information forms like media releases, uniform replacement agreements, contact forms, and medical information can all be managed digitally and accessed from any device, anywhere beginning in the band’s first year. Administrators can manage and update these forms immediately without storing binders and tracking paper forms for the more than 300 students

"The Marching Owls"
Application Form
Dept. of University Bands
MU117 470-578-4280

Congratulations! You have taken the first step to becoming a member of "The Marching Owls." We need to collect some information from you so that we can get in touch with you. We also collect statistical data that we use on promotional materials once the band has been selected. **None of this statistical information affects your ability to be selected as a member.** You can update your information at any time prior to Submitting your Application, by returning to this page and saving your profile. Go Owls.

BANNER DATA - IF INCORRECT, PLEASE RECTIFY IN OWL EXPRESS		
Name: David	KSU ID:	Gender: Male
Mailing Address:		Classification: Senior
Home Phone:	Cell Phone:	Work Phone: (770) 420-4419
Campus Email:	High School Attended:	DEHP Indicator: No
Emergency Contact:	Major: Computer Science	
KSU Housing: No	Building/Complex:	Room:
Our Records indicate that this will be your First Year in "The Marching Owls."		

“The Marching Owls” application allows current and prospective students to apply to perform in the band’s first year of existence.

NOTE: Please use proper capitalization when filling out this form to ensure accurate records.

Required Student Band Information

Please verify the academic year that you are applying for: 2015-2016

- * Please type in your Preferred Name:
- * Please type in a Preferred Email Address that we should use:
- * Please confirm your Preferred Email Address:
- * Please select your Preferred Phone Number:
- * Please select Shirt Size:
- * Please select Shoe Size:
- * Please select 1st Instrument:

Optional : Please select 2nd Instrument that you wish to audition:

Band members can set their instruments and uniform measurements through. Once the data is stored, administrators can pull detailed reports based on a number of criteria.

Required : Please list any allergies, medicines you are taking or any other medical information which we would need in case of an emergency. (Check box beside each)

None
 Vegetarian
 Vegan
 Gluten Free
 Peanut Allergy
 Lactose Intolerant
 Other

Other Allergies and/or Medical Information:

Required : You must read and check each Agreement below in order to Submit your application.

Uniform Agreement I understand that I am responsible for the university-issued uniform and all of its parts/pieces that I receive in my possession for use during the marching season. Within reasonable wear and tear of the uniform, I understand that if the items are not returned at the end of the season in similar condition as to how they were checked out to me, I will incur the cost to replace the items that are damaged/unusable. The current replacement cost of the uniform pieces damaged will be billed to my bursar bill and will be paid by me through that office. I understand that if I do not pay this fee, I will not be able to register for classes, receive transcripts, or my diploma,

“The Marching Owls” application even helps band administrators track student allergies.

enrolled in the program.

Other recent projects from the application development team include a new tool for assisting the Department of Public Safety in tracking hours worked, a student registration and payment application for the KSU Testing Center, and new data feeds for research grants, amongst a host of other applications.

To learn more about application development in UITS Enterprise Systems & Services, visit their page at uits.kennesaw.edu/about/ess.php. Students can access the “The Marching Owls” application through OwlExpress at www.owlexpress.kennesaw.edu.