Making progress

Thanks for your interest in Furman University’s information technology services. The 2012-2013 academic year was one of significant technology change for the University. The switch to using Microsoft’s new Office 365 system for email and calendars was our major event for 2012. This change touched all students, faculty and staff. In addition to Office 365 we made significant progress on all goals of the IT strategic plan. You’ll find updates on the highlights of those initiatives in this report.

We’d also like to note two significant retirements: Jim Keller, senior programmer/analyst, and Ken Roper, telecommunications manager. Together they accounted for 72 years of service to Furman information technology services. We appreciate all their contributions to Furman’s success.

Thanks again for all your support as ITS continues our work to improve Furman’s information technology services.

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.
“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

HD upgrades
We've begun upgrading our more than 150 presentation systems with high definition video and other advanced technologies. HD rooms include:

- Daniel Music Building 104
- Dining Hall Hartness Pavillion
- Furman Hall 214
- Herring Center (10 rooms)
- Hipp Hall 104
- Johns Hall 101
- Physical Activity Center 116
- Plyler Hall 126 Patrick Lecture Hall
- Riley Hall 102, 103, 105, 106, 107, 108, 109E, 204
- Roe Art Building Littlejohn Lecture Room
- Trone Center Thomas Room and Grand Atrium

Thank you for all your help and cooperation as we moved from FirstClass to Office 365. All students, faculty, and staff had Office 365 accounts for the start of the Fall 2012 semester. All of us in Information Technology Services are grateful for your patience during the move.

MyFurman is the place to login for all your Furman information services. This includes Office 365 e-mail, Box, Moodle, OrgSync, and more. We’ll be making MyFurman even better in 2013-14.

Building communications
ITS Staff assisted with additions and upgrades of communications technology for the Trone Student Center, the Herring Center for Continuing Education, and the Baseball field house. The new Football Field House will also have communications technology upgrades in 2013-14.
Communication

Innovation

Service

The ITS Plan

Box is Furman’s new cloud collaboration service. Furman provides each member of our campus community with up to 50 gigabytes of secure file storage space on Box. You can now easily share large files with people on and off campus. Collaboration has never been easier!

Collaboration

Professional development

With the recent launch of our “Data Security and Privacy Awareness” video, ITS introduced a new way of delivering professional development and training for faculty and staff; both in person and online. By collaborating with Academic Records, Human Resources, Facilities, and Furman Police, Susan Dunnavant and Joe Hiltabidel produced this “flipped classroom” approach to professional development: https://form.furman.edu/its-training/view.php?id=12

We plan to continue this type of online training in the coming year with offerings for Microsoft productivity applications, our Moodle Learning Management System, our Box online collaboration tool, and updates for our web content management system.

More digital signs

Working with Marketing and Public Relations and individual departments, ITS added many new digital signs on campus. These included:

- Daniel Music Building – 1
- Duke Library – 2
- Hartness Welcome Center – 1
- Herring Center for Continuing Education – 2
- Montague Village – 2
- Riley Hall – 3
- Trone Student Center – 11
- Younts Conference Center – 1

More...
Edge Digital Magazine

Working with Marketing and Public Relations, ITS staff helped bring the Furman Edge digital magazine to the world using Amazon web services. See http://edge.furman.edu
Coming in 2013: IT Service Center upgrade
We’re improving the IT Service Center in the Duke Library. Working with Facilities Services, we are consolidating ITS service center staff in new offices within the Duke Library. This change will increase collaboration and help us better respond to your technology needs. The remodel also includes a new HD teleconference suite.

Print quota works!
For its first semester of operation the new student print quota system has reduced student printing by over 30%! The quota provides each student with 500 pages of free printing per semester in Furman computer labs. Additional pages are available upon request from the IT Service Center at no charge. Our thanks to everyone who helped make Furman’s computer lab printing more sustainable.

Copy Services to ITS
The IT Service Center is now handling service for the University’s multifunction copiers and University printers. Please call the IT Service Center at x3277 for any printing or copying questions.

Did you know?
- Furman owns over 2400 computers (24% Mac.)
- The University owns more than 240 Apple iPads.
- Campus information services run on over 300 servers (2/3 virtual servers.)
- The campus wireless network has more than 800 wireless access points.
- Furman stores more than 30 terabytes of data in its datacenter.
- The IT Service Center handles over 10,000 support calls per year.
Thank you...

**IT Services Student Staff 2012 – 2013**
- Amy Boyter
- Jordan Brown
- Lillian Cleveland
- Nathan Cox
- Xiaoman Dong
- Sarah Hamilton
- Jasmine Hwang
- Haris Khan
- Tom Lewis
- Channing McLeod
- Jonathan Mellman
- Sarah Olive
- Hunter Ousterhout
- Nathan Rivers
- Evan Rusca
- Johnathon Schultz
- Emily Sewell
- Layla Tumler
- Adam Underdown
- Yayi Wang

**Academic Computing Committee 2012 – 2013**
- Ken Kolb (chair)
- Eiho Baba
- Amy Blackwell
- Rhett Bryson
- Susan Dunnavant
- Sarah Frick
- Jane Love
- Maggie Milat
- Fred Miller
- Marianne Pierce
- Jason Rawlings
- Andrea Wright

**Enterprise Systems Advisory Group 2012 – 2013**
- Randy Dill (chair)
- Brett Barclay
- Amy Barnhill
- Brad Barron
- Julie Berillo
- Joy Brown
- Janie Burton
- Jason Cassidy
- Chris Goforth
- Andrea McMillian
- Emily Murphy
- Don Pierce
- Helen Reynolds
- Linda Sarratt

**Information Technology Advisory Council 2012 – 2013**
- Fred Miller (chair)
- Pam Barkett
- John Beckford
- Janis Bandelin
- Amy Blackwell
- Scott Derrick
- Randy Dill
- Susan Dunnavant
- Mark Kelly
- Ken Kolb
- Mary Lou Merkt
- Don Pierce
- Brad Pochard
- Linda Sarratt
- Forrest Stuart

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

- **98% 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.
- 84% of our students say they’ve never attempted a MOOC, or even know what one is.
Furman University IT Services values:

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

Coming in 2013-14:

- New anti-virus software
- University website redesign
- Virtual desktop computing
- Improved wireless guest access
- MyFurman improvements
- Learning Innovation Center
- Football field house technology
- Room scheduling in OrgSync
- And more!

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,
112 Classroom teaching stations, and
30 Furman computers in residence and lounge areas.