It’s been great partnering with you the past year.
**BIG WINS FOR KU**

**Increase Multifunction Device Usage** // KU has reduced the number of printed pages by approximately 11 million and produced cost savings of $254,377. That is a stack of paper 3,600 feet high, which is equal to the height of 30 Campaniles.

**Scanning and Document Workflow** // The time saved by Admissions and Financial Aid & Scholarships with their new electronic workflow equals 1,855 hours per year. In the time saved, you could drive cross country 37 times.

**Wireless Expansion** // In the past fiscal year, we've installed 1,326 new wireless access points. That translates to approximately 2.78 million square feet of new or upgraded wireless coverage, which is the area of 592 basketball courts!

**Content Management System** // Since the launch of KU’s CMS in August 2012, more than 140 websites have been created and published. These sites were created by the 200+ faculty, staff and students who attended training in FY2013.
Dear Colleague,

IT’s about you. Our mission at KU Information Technology is to be a trusted partner in helping you and your colleagues at the University of Kansas achieve your goals.

At KU IT, we envision a university where technology is seamlessly integrated with academic, research and workplace environments to support and amplify the efforts of faculty, staff and students. The Chancellor and the Provost have articulated a vision to break down barriers, and we are working to extend technology beyond classrooms, buildings, campus and even the city and state—so you can study, work or do research anywhere at any time.

In our efforts to expand the scope of technology at KU, we are looking at innovation in other industries and tomorrow’s technologies to see how we can apply solutions that are not traditionally part of higher education and integrate them to benefit KU. We also recognize a need and responsibility to positively impact the greater community across the state, the country and the world. This global impact is a central theme of Bold Aspirations, the University’s strategic plan, which guides our efforts.

In this annual report, you’ll see examples of Bold Aspirations, Changing for Excellence and other projects we undertook in FY2013 to support the academic and research goals of you and your colleagues. To ensure our efforts are aligned with your goals, we regularly meet with students, faculty and staff groups, as well as University partners, to gain insights and calibrate our decisions.

We in KU IT are energized by the innovation and passion of our campus partners, as together we lift students and society by educating leaders, building healthy communities and making discoveries that will change the world.

Sincerely,

Bob Lim, Chief Information Officer

IT’S ABOUT HELPING YOU SUCCEED

We understand the importance of providing innovative technology solutions to support your goals.
IT’S ABOUT OUR CUSTOMERS

Our focus at KU IT is on providing technology solutions to help KU students, faculty, researchers and staff achieve their academic and research goals.

To be successful in supporting our customers, we must understand their needs. The KU IT leadership team meets regularly with student, faculty and staff consultation groups. With different participants each semester, these discussion groups help us understand the varying needs of our diverse campus. CIO Bob Lim also meets regularly with deans and Student Senate leaders to explore new products and services that could be of value to our customers.

STUDENTS – NEW SERVICES

We introduced the following new student services this year. Many of the ideas for services and solutions we offer come through student consultation groups and discussions with student body leaders.

Lab Availability // We introduced the ability for students to check for available computers in campus labs from home or a mobile device. Key partner: KU Libraries

Enroll & Pay Mobile Site // Gives students the ability on their smartphone or tablet to manage their enrollment and payments. Key partners: Student Information Systems and Office of Enrollment Management

Mobile Charging Stations // KU students increasingly rely on mobile devices for work and personal use, so we installed 15 mobile device charging stations around campus. Key partner: Student Senate

KU Virtual Lab // Students can access campus computer lab software applications from their own computer or mobile device, 24/7, anywhere they have Web access. Key partner: Student Senate
**IT’S ABOUT YOU**

We share your passion for an innovative education, research and work environment.

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**FACULTY**

We are a trusted partner in helping faculty engage students and achieve their academic, research and personal goals. Discussions with faculty and department leaders help us identify projects and set priorities to meet the needs of instructors.

**Learning Management** // We revamped Blackboard and upgraded to a newer version to make it easier for students and faculty to use, and to add important new features, such as integration with MySuccess. Instructors can use the MySuccess integration to focus in and select students based on performance, and send a personalized message to those students and their advisors. *Key partners: Office of the Provost and the Undergraduate Advising Center*

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**STAFF**

We strive to better understand the needs of our staff through staff feedback and consultation groups. This year, we helped provide the following new solutions.

**Content Management System** // The CMS makes website management quick and easy for non-technical staff. Now they don’t have to wait for web development staff to make simple updates to department websites. *Key partner: Office of Marketing and Communications*

**Budget Management Tool** // Real-time tracking of department expenditures allows staff and department leaders to better project remaining funds as the year progresses. *Key partner: KU Budget Office*

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**RESEARCHERS**

KU researchers are making discoveries that will change the world. This year, we worked with campus partners to provide the following technology infrastructure to support research.

**Center for Research Computing** // A partnership among the Information & Telecommunications Technology Center, Research and Graduate Studies and KU IT, the CRC identifies and delivers cross-functional technology services and support to meet the needs of researchers.

**Research Circle on West Campus** // This redundant optical fiber loop provides the speed, bandwidth and capacity for growth to support discovery and innovation in up to 20 current or future buildings.
KU IT & ACADEMICS

Teaching is changing, and KU faculty are exploring new ways to engage students. Whether it’s incorporating more multimedia into traditional lectures, creating online or hybrid courses or “flipping the classroom,” KU IT is providing innovative new tools to support dynamic learning environments.

**Lecture Capture** // Instructors record lectures and presentations in the classroom or at their desk and post those online along with course materials and collaboration tools to improve learning outcomes and boost student satisfaction. *Key partners: School of Pharmacy and Edwards Campus*

**VoiceThread** // Using this online interactive multimedia presentation tool, instructors can upload images, videos and other materials. Students can post audio, video and written comments about the materials as they view the materials and see comments from others. *Key partner: Ermal Garinger Academic Resource Center*

**Classroom Technology** // We upgraded 23 centrally scheduled classrooms to enhance digital media capabilities, giving instructors more options and flexibility in how they engage students.

KU IT & RESEARCH

KU IT is providing the infrastructure to help achieve KU’s strategic vision of being “recognized as a top-tier international research institution.” To make amazing discoveries, share data and collaborate with colleagues around the world, KU researchers need high-capacity networks, stable and secure storage and high-performance computing capabilities.

**Research File Storage** // Provides high-performance, easily accessible file sharing services for KU research projects, research groups and service labs that need terabytes of secure, scalable data storage. *Key partner: Office of Research and Graduate Studies*

**Infrastructure Upgrades** // We upgraded bandwidth to multiple 10GB connections from campus to the outside world. We also upgraded our networks to provide 10GB within research buildings and between buildings.
BOLD ASPIRATIONS

Here are a two examples of projects associated with KU’s strategic plan, Bold Aspirations.

**MySuccess** // MySuccess Early Warning will enable faculty and staff to identify and communicate with students who are demonstrating significant achievement in the classroom or who are having difficulties and may be at risk for not continuing their education. MySuccess Connect Appointment Scheduler function will improve interactions and communications between faculty, advisors and students by facilitating face-to-face meetings through online scheduling.

Benefit – Instructors can better track student performance and provide proactive feedback to help students succeed and provide positive words for a job well done. Students, faculty advisors and staff will be able to organize their advising appointments, streamline their communication process, gather data and gain feedback in a more efficient manner.

➤ *In a Kansan article a student in a pilot course said receiving a MySuccess flag message was a wake-up call. “I had been forgetting to do the online quizzes, but now I am reminded to do them.”*

➤ *A GTA said that for her students, MySuccess “is like the ‘check engine light’ of their academic car.”*

**Scanning and Document Workflow** // Helps capture, store and manage documents to improve workflow for University departments and eliminate the need to store files or physically shuffle paper from office to office. The service increases efficiency by pushing and pulling data to link applications together and automatically route documents. Departments can share workflows and work more collaboratively. Students can submit information through online forms, which are automatically placed in a processing queue. The service also can be used to convert large amounts of physical documents to electronic records.

Benefit – Improve the student experience by automating and reducing time in the intake, sharing and archiving of information across the University.

➤ *Financial Aid & Scholarship has scanned and archived approximately 30,000 files to date, a stack 625 feet high.*

➤ *Automation has saved Financial Aid staff 355 hours annually, equivalent to walking from Lawrence to Denver and back without stopping.*

➤ *At least 350,000 sheets of paper will be saved each year.*
Our six Changing for Excellence initiatives have provided a total of $2.56 million in cost savings realized. Below are a few examples of the projects and benefits for the University.

**Increase Multifunction Device Usage** // Expand the use of multifunction devices (MFDs) to replace separate printers, scanners, copiers and fax machines across campus.

Benefit – Replacing standalone devices with MFDs provides significant cost savings and a more sustainable solution for the environment.

➤ *This project won a national sustainability award from InfoWorld magazine and realized cost savings of $254,377 in FY2013.*

**Server Centralization and Virtualization** // Improve the efficiency and security of systems and reduce costs on campus by registering all servers and centralizing them as appropriate.

Benefit – Centralizing the more than 800 servers on campus will reduce costs for units and the University and improve security of sensitive data.

➤ *The servers that were centralized or virtualized in FY2013 provided approximately $1.4 million in cost savings.*

**Reorganize and Redefine IT** // Unite multiple distinct technical departments to build a stronger support base and improve customer service at KU.

Benefit – Improve the level of technical service to on-campus customers while generating cost savings.

➤ *KU IT has centralized 10 departments across campus, resulting in cost savings of $712,527 in FY2013.*

**Leverage Software Purchasing** // Maximize cost savings and increase adoption of software by consolidating purchases among departments and across campus, including the KU Medical Center.

Benefit – Better understanding of software purchasing and existing licenses will result in significant cost savings for the University across all campuses.

➤ *Total cost savings realized in FY2013 is $214,475.*
WHAT’S COMING
IN FY2014

Bold Aspirations and Changing for Excellence will continue to be a major focus in FY2014. In addition to those important initiatives, we are working with campus partners to deliver numerous customer-focused solutions. Here are some key projects and areas of focus:

**Distance Education** // KU IT is partnering with the School of Education to introduce a new technology solution to deliver an online Master of Education degree program. *Key partners: Office of the Provost and School of Education*

**Research Backup** // We are developing large scale backup systems that can be shared by multiple parties working under multiple grants. *Key partners: Information Telecommunications Technology Center, Advanced Computing Facility and Center for Remote Sensing of Ice Sheets*

**Boosting Cell Coverage** // We are working with campus partners and external carriers to ensure our students, faculty, staff and campus visitors have the signal strength to make and receive calls anywhere on campus. *Key partners: Facilities Services, Design and Construction Management and Athletics*

**Digital Marketing Service** // This year, we will work with campus partners to create a digital marketing service, which will include a social media listening tool, survey tool and email marketing tool. *Key partner: Marketing Communications*

Thank you,

Our efforts would not be possible without your support. The University of Kansas is an open and collaborative environment, and we are fortunate to have tremendous people like you helping us identify and deliver innovative solutions to support KU’s strategic plan. We appreciate the work and support of KU IT staff, our campus partners and University leaders, especially Provost Jeff Vitter and Diane Goddard, Vice Provost for Administration and Finance. Together we are amplifying the successes of our students, faculty, researchers and staff, building a stronger university and striving toward our Bold Aspirations vision.

As a token of our thanks for your partnership and efforts, we’re offering a free desktop image of the graphic above. KU has seen tremendous change the past few years, and our project management team has been at the forefront. In the past year, they have adopted the mantra above to keep a calm presence during the process. :)
IT’S ABOUT YOU
We’re helping you to stay connected to the world on campus.

What do you need to be successful?
Tell us online:
www technology.ku.edu/contact-us
@KUtechnology
/KUtechnology

Need technical support? Contact our Customer Service Representatives at itsc@ku.edu or 785-864-8080.

Need help with a solution? Contact our Client Consultants at itconsulting@ku.edu or 785-864-0410.