

# Loyola University Chicago

## ITS Major Initiatives – FY20 Q1-Q2

### Academic and Faculty Support

- LOCUS Enhancements (7)
- Sakai 12 Upgrade
- Faculty Info System - Modifications for Collective Bargaining Agreement
- Emergency Contact in RMS/Mercury using Person Flags
- Course Evaluation Replacement
- JIT Faculty Training for Online Teaching
- Follett Integration with Sakai
- OIP Application Replacement for Study Abroad
- CVENT Support for Climate Change Conference

### Infrastructure

- Campus Construction Initiatives (8)
- Information Security Program (12)
- IT Disaster Recovery (10)
- Mac OS Computer Mgmt Application
- LDE Foundation: Collaboration and Security (5)

### Administrative Initiatives

- Lawson/Kronos Enhancements (5)
- Replacement for ECSI SALNet
- Travel & Expense Management Technology Solution
- Board of Trustees SharePoint Portal
- Benefit Plan Termination Date Modification
- Space and Asset Mgmt System - Phase I
- Enterprise Learning Hub

### Student Technology Support

- LOCUS Fluid Page Rollouts
- Preferred Name for Students – Implementation
- Writing Placement Infrastructure
- Student Conduct & Concerns System - Maxient
- Career Services Software Replacement - Handshake
- Learning Portfolio Review
- QSB Student Mentoring Software Pilot - PeopleGrove
- Streamline/Simplify Financial Aid Processes (2)
- Course Schedule Builder

### Continuous Service Development

- Business Intelligence/Data Warehouse (11)
- Enterprise Content Management (7)
- Secure Submission of W-9 Form for Accounts Payable Department
- Proto-Call for After Hours Mental Health Services
- LDE Transformation: Enterprise Digital Assistant Pilot



*"Loyola Digital Experience"*

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**Health Legend**

Green – On Target, No Risk
Lime – On Target, Minimal Risk, Minor Concerns, Under Control
Yellow – Target in Jeopardy, Risks Being Managed, Unknowns Exist
Orange – Slightly Off Target, Several Risks or Unknowns
Red – Off Target, High Risk, Multiple Concerns



*Preparing people to lead extraordinary lives*

## ACADEMIC AND FACULTY SUPPORT

LOCUS Enhancements (7)	Sponsor: Provost's Office: Paul Roberts, Rita Vazquez Project Manager: Larry Adams & Charlotte Pullen	Health Prior Current	
<b>Institutional Impact:</b> Enhancements that improve service or increase efficiency for student and faculty services offered via the Student System (LOCUS).			
<b>Recent Activity:</b> Completed two FA-related projects (2635-J-Term Tuition Benefits; 2605-Award Letter AY2019) & two Advising-related projects (2693-My Planner; 2694-Plan By My Requirements). Two Advising-related projects (2691-What-If Report; 2692-Advising Notes) put on Hold due to Course Schedule Builder/Student Success project. Student Engagement & Persistence Pilot (2584) was cancelled due to change in approach by Student Success committee.			
<b>Next Steps:</b> 1) 2922-Dewars Tuition Insurance enhancements (in progress). 2) 2917-FA Award Letter AY2020-21 (in progress). 3) 2896-Law School Admission FA cycle (in progress). 4) 2873-LOCUS FERPA Training (pending). 5) 2832-FA Loans/Disbursements AY2019-20 (in progress). 6) 2826-FA Letters with CommGen (in progress). 7) 2748-LOCUS Profile Deletes (in progress). 8) 2478-Immunization Self-Service enhancements (in progress).			
Faculty Info System Modifications for Collective Bargaining Agreement	Sponsor: Anne Reuland Project Manager: Ashley Walcott	Health Prior Current	
<b>Institutional Impact:</b> Modifications to support Faculty Administration, academic units, and HRIS/Payroll to effectively adhere to the policies outlined in the 2018 Collective Bargaining Agreement (CBA)			
<b>Recent Activity:</b> Worked with Faculty Admin to complete user acceptance testing and signoff. Deployed code and database changes to production. Closed out project (PSS 2739).			
<b>Next Steps:</b> Project Completed 12/17/2019. 1) Continue working with Faculty Admin on additional enhancement requests, including to SBM module. 2) Populate FIS database with data on current union instructors.			
Emergency Contact in RMS/Mercury Using Person Flags	Sponsor: Residence Life – Deborah Schmidt-Rogers/Clair McDonald Project Manager: Ivan Siap	Health Prior Complete	
<b>Institutional Impact:</b> Verify students have provided emergency contact information during move-in; make the check-in process more efficient and collects more complete/accurate data.			
<b>Recent Activity:</b> Completed testing and deployed by database team.			
<b>Next Steps:</b> Complete.			
Course Evaluation Replacement	Sponsor: David Slavsky Project Manager: Florence Yun	Health Prior Current	
<b>Institutional Impact:</b> Secure new Course Evaluation solution to improve & expand capabilities for course assessments.			
<b>Recent Activity:</b> In preparation for the spring semester, completed SmartEvals integration with Sakai, revised scripts to include four (4) additional data elements in the data feed between LUC & vendor, and worked with the vendor to customize course evaluation reports. SFTP automation of data feeds underway.			
<b>Next Steps:</b> 1) Complete the SFTP automation of data feeds. 2) Complete remaining activities. 3) Close project.			
Just-In-Time (JIT) Faculty Training for Online Teaching	Sponsor: Jo Beth D'Agostino Project Manager: Bruce Montes and Florence Yun	Health Prior Complete	
<b>Institutional Impact:</b> Enable instructors to adjust an on-ground, face-to-face class to online format on short notice. This supports business continuity plans that require the instructor teach the class online at a moment's notice.			
<b>Recent Activity:</b> Presented at the December ATC meeting, obtained Provost sign-off, moved modules to Production. Completed remaining project closeout activities and moved the project to closed and completed status.			
<b>Next Steps:</b> Complete.			
Follett Integration with Sakai	Sponsor: Jo Beth D'Agostino Project Manager: Florence Yun	Health Prior Complete	
<b>Institutional Impact:</b> Improve convenience for students to order textbooks from within the LMS by integrating Follett with Sakai for Textbooks Ordering.			
<b>Recent Activity:</b> University announcement made regarding Follett Discover's availability within Sakai. Completed remaining project closeout activities and moved the project to closed and completed status.			
<b>Next Steps:</b> Complete.			

## ACADEMIC AND FACULTY SUPPORT, cont'd

OIP Application Replacement for Study Abroad	Sponsor: Office of International Programs, Brian Johnson Project Manager: Warren Francis	Health	
		Prior	Current
<b>Institutional Impact:</b> Improve the management, processing, tracking, and reporting of study abroad participants and international students+scholars at Loyola; current solution is no longer sufficiently meeting requirements.			
<b>Recent Activity:</b> International Students & Scholar Services (ISSS) module is live. Additional enhancements in integration process to be completed. Study Abroad module is in progress. Initial extract, single sign-on, file transfer protocol completed.			
<b>Next Steps:</b> 1) Complete ISSS enhancements. 2) Complete implementation of Study Abroad module. 3) Reach consensus on data flow for JFRC prospects, applicants, and students.			

## ADMINISTRATIVE INITIATIVES

Lawson/Kronos Enhancements (5)	Sponsor: Human Resources– Danielle Hanson/Finance– Becky Gomez Project Manager: Mary Bunker	Health	
		Prior	Current
<b>Institutional Impact:</b> Ongoing improvement projects for Enterprise resource planning (ERP) software which includes Budgeting and Planning, HR, Payroll, Accounting, Grant Management, Supply Chain and Expense Management.			
<b>Recent Activity:</b> 1) Completed testing & implemented changes in Lawson Production environment. 2) Requirements, development and testing of new outbound interfaces in Lawson for Aetna and Benefit Wallet (HSA provider) census files complete. 3) Tested and implemented interfaces for inbound PNC check files for manual payroll checks that are reconciled in Lawson. 4) Requirements analysis and program changes to the Total Compensation Statements program in progress.			
<b>Next Steps:</b> 1) Complete development and testing of Total Compensation Statements program changes in Lawson. 2) Start Multi-factor Authentication and Employee Self-Service outside the firewall changes in the Lawson test environment. 3) Start Life Events project in Lawson test environment.			
Replacement for ECSI SALNet	Sponsor: Bursar's Office – John Campbell Project Manager: Michelle Dayton, Larry Adams	Health	
		Prior	Current
<b>Institutional Impact:</b> ECSI houses all delinquent tuition accounts 9 months after the student leaves Loyola. ECSI accepts payments from our students and collection agencies and relays them on to Loyola. Each year we receive approximately \$2.5M in collection payments. ECSI is sunsetting the existing SALNet application.			
<b>Recent Activity:</b> LUC has chosen Flywire as an alternative solution. Project planning has begun, but delayed by ongoing contract negotiations.			
<b>Next Steps:</b> 1) Finalize contract. 2) Plan implementation – including conversion of current balances. 3) Evaluate current collections procedures.			
Travel & Expense Mgmt Technology Solution	Sponsor: Controller's Office – Teresa Krafcisin Project Manager: Caivin Lyons	Health	
		Prior	Current
<b>Institutional Impact:</b> Streamline the travel and expense management processes across the University. Outcomes will be efficiency based for travelers, expense submitters and accounts payable processing.			
<b>Recent Activity:</b> Expense Management vendors vetted down to just 2, SAP Concur & Chrome River. Travel Management RFIQ was sent out, responses received, vetted and scored. Additional vendors being added.			
<b>Next Steps:</b> 1) Travel management vendor demos. 2) Select finalists. 3) Best & Final Offer.			
Board of Trustees SharePoint Portal	Sponsor: President's Office - Lorraine Fitzgerald Project Manager: Mary Bunker	Health	
		Prior	Current
<b>Institutional Impact:</b> The "BOT portal" will become an online repository to share board materials, information about University events, collect electronic document signatures, and serve as a resource for contact information and collaboration space for board members and University liaisons.			
<b>Recent Activity:</b> 1) The portal was soft-launched and used for the December 2019 meeting. 2) Permissions hierarchy was fine-tuned to meet the needs of BOT officers and liaisons. 3) SharePoint training was administered to BOT officers and liaisons and site governance was established.			
<b>Next Steps:</b> 1) Make changes to member directory and upload new digital directory. 2) Update the portal for the March 2020 board meeting. 3) Setup the President's Office with Assure Sign account and training for 2020 Annual Board Member Expectations and Conflict of Interest documents.			
Space and Asset Management – Phase 1	Sponsor: Facilities – Kana Henning Project Manager: Warren Francis	Health	
		Prior	Current
<b>Institutional Impact:</b> Provide a real-time single source of truth for all space inventory and utilization data at LUC. The new system will become the planning tool for building programming, space assignments, and campus development.			
<b>Recent Activity:</b> Completed first round of UAT testing. Real data will be loaded into Archibus for a more complete 2 <sup>nd</sup> round of UAT testing. Archibus is finalizing the build and LDAP authentication.			
<b>Next Steps:</b> 1) Continue UAT testing. 2) Continue adding data to Archibus. 3) User training to start Feb 17 <sup>th</sup> .			
Enterprise Learning Hub	Sponsor: Enterprise Project – Susan Malisch Project Manager: Jim Sibenaller	Health	
		Prior	Current
<b>Institutional Impact:</b> A "learning hub" provides a portal type experience to consolidate training and compliance requirements into a single location.			
<b>Recent Activity:</b> Research of systems/vendors for consolidated compliance and learning hub activities is in progress.			
<b>Next Steps:</b> 1) Complete research of vendors. 2) Gather requirements. 3) Conduct RFI/RFP process.			

# STUDENT TECHNOLOGY SUPPORT

LOCUS Fluid Page Rollouts	Sponsor: Paul Roberts, Susan Malisch, Rita Vazquez Project Manager: Larry Adams & Charlotte Pullen	Health	
		Prior	Current
<b>Institutional Impact:</b> Improve services and functionality used primarily by the Provost Office, students and other academic units in the student system.			
<b>Recent Activity:</b> Fluid Steering Committee has overseen Phase I project of Fluid Navigation and PeopleTools 8.57 to date. Design of Fluid Home pages first iteration complete. Upgrade to PeopleTools 8.57 working through non-production environments. Communication plan initiated.			
<b>Next Steps:</b> 1) Execute communication plan to all LOCUS users. 2) Complete migration through non-production environment. 3) Testing scheduled for Feb 14-28. 4) Deployment to production scheduled for Feb 28 – Mar 1. 5) Plan Phase II to extend Fluid page deployment and fit with mobile strategy.			
Preferred Name for Students – Implementation	Sponsor: Student Development – Jane Neufeld Project Manager: Michelle Dayton/Larry Adams	Health	
		Prior	Current
<b>Institutional Impact:</b> Offer flexibility in campus systems that would allow students, faculty and staff to use preferred names for campus interactions except where legal name is required.			
<b>Recent Activity:</b> Self-service management of preferred name and integration to critical student facing systems completed – including LOCUS (Aug), Sakai (Aug), Email (Aug), Campus Card (Jan).			
<b>Next Steps:</b> 1) Complete Phase 1 systems of Res Life and Wellness Center. 2) Plan Phase II rollout for additional selected systems (Student Accessibility, Campus Recreation, Student Conduct, etc.) and preferred pronouns.			
Writing Placement Infrastructure	Sponsor: Student Academic Services – Patrick Green Project Manager: Larry Adams	Health	
		Prior	Current
<b>Institutional Impact:</b> Improve student placement in writing courses and ability for staff to monitor this process. Enrollment process & controls should mimic Math Placement to avoid confusing students & to support student success.			
<b>Recent Activity:</b> Successful use of UCWR 110 pre-reqs using existing eligibility for Writing Placement Test during Spring registration.			
<b>Next Steps:</b> Plan additional enhancements, if needed. Close project.			
Student Conduct & Concerns System - Maxient	Sponsor: Student Development – Jane Neufeld Project Manager: Larry Adams/Nalin Patel	Health	
		Prior	Current
<b>Institutional Impact:</b> Improve Student Development's ability to manage student judicial review and action. Maxient provides improved tools to manage the case load of Behavioral Concerns Team and student judicial needs.			
<b>Recent Activity:</b> Maxient is in production for student conduct, Behavioral Concerns Team, CARE, and Title IX. Additional enhancements/fixes for extracts completed.			
<b>Next Steps:</b> Work on conversion of historical legacy data from Symplicity Advocate. Additional 6 month period of inquiry access to Symplicity was contracted as a workaround until historical data can be loaded to Maxient.			
Learning Portfolio Review	Sponsor: Center for Experiential Learning - Patrick Green Project Manager: Warren Francis	Health	
		Prior	Current
<b>Institutional Impact:</b> Offer an improved holistic, tangible, and portable platform for students through an evidence-based demonstration of their learning experiences. The role of the Learning portfolio platform task force is to identify an enterprise solution/agreement that serves the whole university versus stand-alone software contracts.			
<b>Recent Activity:</b> Initial contract review completed. GDPR questions are now back from the vendor for LUC to review.			
<b>Next Steps:</b> 1) Begin contract negotiations. 2) Prepare for implementation in the 3 <sup>rd</sup> quarter.			
QSB Student Mentoring Software Pilot - People Grove	Sponsor: Quinlan School of Business - Kevin Stevens Project Manager: Dave Kessler	Health	
		Prior	Current
<b>Institutional Impact:</b> Quinlan School of Business pilot for an online platform to support 1:1 mentorship for all business students. Potential replacement for other manual, paper-driven processes to manage mentor/mentee relationships to foster a robust alumni network and build meaningful relationships between current students and alumni.			
<b>Recent Activity:</b> People Grove went live on Jan 10, 2020 for QSB.			
<b>Next Steps:</b> 1) Plan additional enhancements, including automated file transfer. 2) Plan next phases for additional academic units, as appropriate.			

## STUDENT TECHNOLOGY SUPPORT, cont'd

Streamline/Simplify Financial Aid Processes	Sponsor: Tobyn Friar Project Manager: Larry Adams	Health	
		Prior	Current
<b>Institutional Impact:</b> Reduce the workload required in financial aid processing by outsourcing the financial aid verification process. This new partnership with Inceptia will improve the student experience as students can securely upload documentation and electronically sign documentation required by the Department of Education.			
<b>Recent Activity:</b> Deployed on target in November 2019.			
<b>Next Steps:</b> Plan additional enhancements, if needed. Close project.			
Course Schedule Builder	Sponsor: Patrick Green, Rita Vazquez Project Manager: Michelle Dayton	Health	
		Prior	Current
<b>Institutional Impact:</b> A schedule building system streamlines ("near live") enrollment data to allow students to simplify their planning and registration. Currently, academic advising staff advise students on their degree requirements, but during the registration process students must select courses on an individual basis for enrollment. Each section is entered manually into their shopping cart based on their availability and sometimes sections close during this process.			
<b>Recent Activity:</b> EAB Navigate implementation in progress. Project leadership team has formed. Phase 1 scope and populations still being finalized. Initial data extract sent to vendor.			
<b>Next Steps:</b> 1) Continue project plan; time estimates and resource planning. 2) Define subsequent phases.			

# INFRASTRUCTURE

Campus Construction Initiatives(8)	Sponsor: Facilities – Kana Henning Project Manager: Various NIS Staff	Health	
		Prior	Current
<b>Institutional Impact:</b> Ensure planning, oversight & installation of appropriate technology for LUC construction projects.			
<b>Recent Activity:</b> 1) Physics and CSME staff and their labs were relocated out of Cudahy Science. 2) JFRC new residence hall is complete equipped with wired, wireless, surveillance cameras, and card readers; students moved in January 15 <sup>th</sup> . 3) Oversaw the installation of the basketball practice cameras in Alfie. 4) Participate in planning and design for HSC Cuneo Center Renovation.			
<b>Next Steps:</b> 1) Monitor construction of JFRC chapel. 2) Monitor construction of Francis Hall and submit technology budget. 3) Monitor construction of Cudahy Science and submit technology budget. 4) Assist with technology connectivity for Roots Health bar. 5) Relocate LT staff phone and computers by floor for floors 5-9 in preparation of HVAC work. Each floor will be temporarily relocated for ~ 6 weeks. 6) Budget creation and bidding process for HSC.			
Information Security Program (12)	Sponsor: Enterprise Project – Susan Malisch Project Manager: Jim Pardonek	Health	
		Prior	Current
<b>Institutional Impact:</b> Continue risk mitigation and management associated with the confidentiality, integrity and availability of university protected and sensitive information.			
<b>Recent Activity:</b>			
<ul style="list-style-type: none"> <li>• Online awareness delivery system converted to SecurityIQ from SANS.</li> <li>• Fall 2019 General Security Awareness completed. Part-time and Adjunct Faculty included this year. New hires training scheduled to resume in Feb 2020. HIPAA training program to move group 2 staff to SecurityIQ from CITI.</li> <li>• Sustainable awareness program created to include events using the Phish mascot, Phinn, at student tables and events as well as regular phish testing of faculty and staff.</li> <li>• PII compliance efforts for 2019 was completed.</li> <li>• PCI-DSS compliance effort complete. Reviewing programmatic changes to maintain compliance on an ongoing basis rather than a point in time exercise. Reviewing ways to further reduce scope.</li> <li>• See also LDE: Collaboration and Security Program in Infrastructure for additional Information Security initiatives.</li> </ul>			
<b>Next Steps:</b> 1) Continue security awareness and phishing assessments, complete rollout of new HIPAA modules. 2) Complete implementation of DLP & MFA. 3) Promote Last Pass. 4) Monitor vulnerability remediation efforts.			
IT Disaster Recovery (9)	Sponsor: Enterprise Project– Norberto Grzywacz/Tom Kelly/Susan Malisch Project Manager: Jim Sibenaller	Health	
		Prior	Current
<b>Institutional Impact:</b> Timely restoration of key university technology services in the event of disaster or severe outage.			
<b>Recent Activity:</b> The DR program is in Yellow status due to delays with plan completion and plan testing. There are 4 past due plans which are now all in progress; being created/updated. A testing schedule has been created and execution is near completion. 13 applications were successfully tested in 2019.			
<b>Next Steps:</b> 1) Continue to review process for existing plans. 2) Finish new plans. 3) Test all systems/applications.			
MAC OS Computer Management Application	Sponsor: Susan Malisch / Dan Vonder Heide Project Manager: Max Lushchan	Health	
		Prior	Current
<b>Institutional Impact:</b> Improve self-service software deployment, antivirus protection, and University communications (Inside Loyola popups) to University-owned MAC users on Loyola's campuses (using JAMF).			
<b>Recent Activity:</b> Continued enrolling workstations in JAMF. Currently 175 Fac/Staff and 300+ Public Access Lab workstations enrolled. Updated image and applications to support MacOS 10.15 (Catalina)			
<b>Next Steps:</b> 1) Continue enrolling existing Macs in JAMF. 2) Create JAMF webpage. 3) Update HW/SW Review text to include information about JAMF.			
LDE Foundation: Collaboration & Security (5)	Sponsor: Susan Malisch Project Manager: Jim Sibenaller, Dan Vonder Heide	Health	
		Prior	Current
<b>Institutional Impact:</b> Strengthen information security and collaboration tools. The LDE Foundation program positions Loyola to deliver contemporary technology solutions in teaching & learning, University operations, & user experience.			
<b>Recent Activity:</b> 1) LastPass went live in November. 2) MFA registration for all faculty, students and staff is commencing. The list of future applications which will be enabled with MFA is being confirmed. 4) DLP/AIP test cases continue with assistance on reporting from the vendor, Integration Partners. 5) MDM policy development is underway.			
<b>Next Steps:</b> 1) Continue communication and enrollment for MFA adoption; develop registration schedule with Deans Council and Cabinet, separate consultations for student registrations. 2) Host DLP / AIP demo for Business Users Focus Group to review the user-experience t. 3) Define MDM policies to begin testing. 4) Refine MFA "conditional access" for applications. 5) Begin ReAct/Password Self-Service replacement planning.			



## CONTINUOUS SERVICE DEVELOPMENT

Business Intelligence / Data Warehouse (11)	Sponsor: Provost – Norberto Grzywacz/Wayne Magdziarz/Susan Malisch Project Manager: Tony Vavarutsos/Florence Yun	Health	
		Prior	Current
<b>Institutional Impact:</b> Inform planning and strategic decisions at Loyola with new visualizations, reporting and data analyses using enterprise data that is more easily accessible and consumable.			
<b>Recent Activity:</b>			
<ul style="list-style-type: none"> <li>• Academic Program Revenue to Expense (LUC RtE) Version 2.5 is complete; includes changes for JFRC. Version 3 includes RtE for SSOM &amp; Parkinson School. Successfully branded and copyrighted our LUC RtE framework as a possible solution in the EDU market; demo'd to Microsoft Global Director for Higher Education; high interest in marketing the solution on our behalf. ITS and OIE presented the LUC RtE framework at NACUBO in Nov 2019.</li> <li>• Completed attendance module for Arrupe. BI Steering Committee met December 9<sup>th</sup> 2019; prioritized current Projects and Arrupe College presented the "Student Attendance" solution developed to support student success.</li> <li>• Learning Analytics: Completed Phase 1: Includes the implementation and 1:1 faculty consultations with a Learning Design Engineer for using the Sakai statistics tool. Completed Phase 2: Panopto, Zoom and Sakai analytics: Instructors can see data for all classes they taught during all previous Terms.</li> <li>• Automated the data submission for the State of Illinois ILDS program. We expect to go live by March 2020.</li> <li>• Completed process that populates Populo (new email campaign system) with faculty, staff &amp; student emails.</li> <li>• Version 1 of the "Academic Plan Enrollment" (Majors/Minors) data model was completed and went into production.</li> <li>• Multiple data models were refreshed for Spring 2020 enrollments: YoY Enrollment by Term, Current Student Enrollment Tracking, YoY Cohort Enrollment by Term and Spring 2020 Orientation Attendance &amp; Enrollment.</li> <li>• Started development of an "HR Metrics" data model per HR's request and guidance.</li> <li>• The old WebFOCUS messaging and reporting system was retired at the end of December.</li> </ul>			
<b>Next Steps:</b> 1) Complete the "BI for Student Finance" data model. 2) Complete Tutor-Trac data pull into EDW. 3) Develop usage reports and metrics of our Service Desk and Change Management System (Ivanti). 4) Complete the development of the HR Metrics data model. 5) Complete LUC RtE Version 3. 4) Offer training for Learning Analytics.			
Enterprise Content Management (7)	Sponsor: Enterprise Project – Susan Malisch Project Manager: John Schleibinger	Health	
		Prior	Current
<b>Institutional Impact:</b> Improve/streamline student services & interdepartmental process efficiency while reducing paper.			
<b>Recent Activity:</b> The following implementations went live during the period: 1) HSD Financial Aid integration, Check Requisition processing update, automation of Fiscal Year updates values. 2) Active projects include Gift Agreement Process, BES Professional Development, Check Requisition values for interface update. 3) Enhancements include: Checks to see if Slate files were properly downloaded, process to check to see if workflow jobs are hung, major updates to the College of Arts and Sciences – Academic Council implementation.			
<b>Next Steps:</b> 1) Obtain User Acceptance Testing sign-off on active projects. 2) Finalize projects in QA environment to move them into Production. 3) Review ECM projects requests and set priorities on projects to be worked on.			
LDE Transformation: Enterprise Digital Assistant Pilot	Sponsor: Enterprise Project – Susan Malisch Project Manager: Jim Sibenaller, Dan Vonder Heide	Health	
		Prior	Current
<b>Institutional Impact:</b> This pilot is expected to result in staff/administrative work reduction/efficiencies and improved service to the students, faculty and staff. Digital Assistants (aka "Chatbots") use Artificial Intelligence and Machine Learning to expand online services and create efficient use of resources.			
<b>Recent Activity:</b> 1) Pilot extension approved and contract signed. 2) The team started working on additional scope questions for the next round of testing.			
<b>Next Steps:</b> 1) Define additional scope questions. 2) Evaluate use of the system with partners and students.			