WAYNE STATE UNIVERSITY

Computing & Information Technology

2018 Year in Review

Daren Hubbard
Associate Vice President, Chief Information Officer

C&IT has always been dedicated to student success—that means bringing the newest technology to our campus community—and I'm proud to say that 2018 was one of our most successful years yet.

From upgrades in Wi-Fi to piloting our new internship program, and even introducing a new learning management system, our staff worked diligently this past year. Join me in celebrating our progress as we take a look at our accomplishments from 2018.

As we enter 2019, all of us at C&IT look forward to the completion of the new data center and the exciting opportunities that come with it. I can't wait to see where 2019 takes Wayne State—and how our tech warriors here at C&IT can help make those possibilities a reality!

Data Center

Construction on the university's new data center began in 2018 and is nearly complete. The $15 million investment doubles the current data center's computing capacity and provides a state-of-the-art secure environment for Wayne State academic and administrative data.

One of the biggest improvements in the data center is the new economical cooling system, which was installed in the summer of 2018. Traditional air conditioning cools the existing data center constantly, whether it's hot or cold outside. The new data center will be cooled by a Kyoto Wheel. The high efficiency heat exchange features a rotating 13' aluminum wheel that transfers warm air outdoors, pulls in an outside airstream, cools it, and rotates it back inside.

The new data center will be complete and functioning by the end of 2019.

Internship Program

The C&IT Internship Program was created in an effort to ensure that Wayne State engineering students graduate with hands-on experience. A diverse group of 10 Wayne State students work with departments across C&IT to gain firsthand experience in IT and related fields.

Interns work with their mentors on a variety of real-world projects, such as wireless networking, smart devices and virtual reality. Each semester, they work on a new assignment in a different department; during the program's three years, they will gradually focus on one area of specialization.

Staff hosted the first open house in spring 2018 and the inaugural program began that fall semester.

Student Scholarship

Computing & Information Technology is excited to announce the winner of the 2018 C&IT Scholarship, Isaac Weiss. C&IT Chief Information Officer Daren Hubbard and the rest of C&IT presented Isaac with his award in August 2018, including a new laptop from our partners at Dell.

As a music education student, Isaac used his essay to portray how he taught himself to code to contribute to an open-source software project, Muse-Score. His essay focused on his new-found passion for computer science and how he plans to add the minor to his studies.

"I started with some simple copy-and-paste programming, adapting existing functions, and gradually taught myself some of the basics of C++," Isaac wrote in his essay. "I've worked my way up from there, using my new knowledge to help with the development of Muse-Score at every step of the way."

Community Outreach

Teaching & Technology Day
C&IT partnered with the Office for Teaching & Learning and University Libraries to bring Teaching & Technology Day to Wayne State faculty in October.

Daren Hubbard hosted a faculty panel discussion in Kresge Auditorium about Wayne State's new learning management system, Canvas, and other ways to bring technology into the classroom. Participants discussed how technology can make the classroom inviting to a diverse group of students, and accommodating to disabilities and religious lifestyles.

Campus Warriors
From AP Day to graduation ceremonies, and to freshman move-in and the sesquicentennial celebration, C&IT staff volunteered 630 hours in 2018.

Imagine Academy
In the summer of 2018, C&IT helped sponsor Imagine Academy online courses for Grow Detroit's Young Talent at the Mike Ilitch School of Business.

Imagine Academy is a Microsoft program that provides free industry-aligned curricula, lesson plans and certifications via self-paced online courseware.

Funding was obtained from a Microsoft grant and Wayne State graduate students helped facilitate the training of young adults in Grow Detroit's Young Talent.

Campus IT
Every other month, C&IT hosts the IT support community to discuss the latest trends and common issues facing customers and IT professionals. Wayne State has a decentralized IT support environment, but through this collaboration, all departments are able to share and provide their customers with the best service.

Wi-Fi

To best support the growing use of tech in education, C&IT is expanding Wi-Fi coverage on main campus and at the School of Medicine.

In 2018, C&IT completed the first phase of the two-year and $4 million Wi-Fi Refresh and Upgrade Project, an effort to upgrade over 4,000 wireless access points in over 100 Wayne State buildings. Locations with the highest Wi-Fi usage were updated first, including the Student Center, the Undergraduate Library, Old Main and more. The new system boasts improved connection, roaming, security and more for laptops, phones, tablets, media players and other internet-capable devices.

The new system includes a self-service portal that lets students register their own gaming systems or streaming devices to the Wi-Fi without having to call the Help Desk.

In 2019, C&IT will measure Wi-Fi signal strength in high-traffic buildings to determine where additional coverage may be added. Work on replacing existing network hardware throughout Scott Hall will continue.

Wayne State Mobile App

The new Wayne State mobile app powered by Ellucian and presented by C&IT has all the features you already rely on — plus improved OneCard access — all in an updated, easy-to-use interface. Check email, parking availability, your class schedule and more on the go. In the near future, students will even be able to register for classes on their phones.

The updated app is currently available on iOS and Android. Learn more at **m.wayne.edu**.

Virtual Experience App

C&IT partnered with the Office of the Provost, Enrollment, and Marketing and Communications to create a virtual experience app for recruiting new students at countrywide events.

With direction from Provost and Senior Vice President for Academic Affairs Keith Whitfield and great help from Gary Cendrowski, associate director of IT for the College of Fine, Performing and Communication Arts, the project took shape. C&IT worked closely with deans and faculty from the Eugene Applebaum College of Pharmacy and Health Sciences and the College of Fine, Performing and Communication Arts to make this app a reality.

Through 360-degree video and drone footage, potential students experience a Wayne State football game from the sidelines, sit in on an orchestra rehearsal and visit a pharmacy classroom.

Going forward, C&IT hopes to use the technology to further enhance the Wayne State experience for students, staff and alumni.

DeskTech

DeskTech is C&ITs desktop technology service and support group that is stationed across campus to provide subscribing Wayne State schools and colleges, departments, and units with desktop and laptop computing services and support. DeskTech supports 3,176 customers and 3,275 machines.

2018 new customers
- Development & Alumni Affairs
- Internal Audit
- Veterans Educational Opportunity Program

Total new computers:	178
Total new staff supported:	147
Total new departmental data secured:	3.2 TB
Servers secured or decommissioned:	11

Banner

Wayne State University adopted Banner almost two decades ago, looking to gain a stable IT environment without making any changes to how business was executed. We have maintained that philosophy in the years since. For nearly 20 years, we have incrementally updated and expanded our Banner installation without taking a step back to take in the bigger picture. Over two decades, our environment has become too costly to maintain.

Banner today is far more of a complete package than the first version Wayne State used. The modern Banner product has a great deal of new functionality, much of which replicates the added solutions we have developed or purchased.

The Banner Reimplementation Project aims to provide a better Banner experience with a client-centric focus. Teams are working to analyze new system functionality to figure out how we can get the most out of the product and reduce our dependence on external solutions.

Sesquicentennial

In 1947, Wayne State University received a mechanical differential analyzer from the Massachusetts Institute of Technology, sparking excitement in the newly budding field of computer science and leading to 71 years and counting of computing technology available to students, faculty, staff and the city of Detroit.

Wayne State celebrated it's 150th anniversary in 2018. In honor of that milestone, C&IT created a timeline of the history of technology at Wayne State—view it at **go.wayne.edu/cit150**

150 YEARS
IN THE HEART OF DETROIT
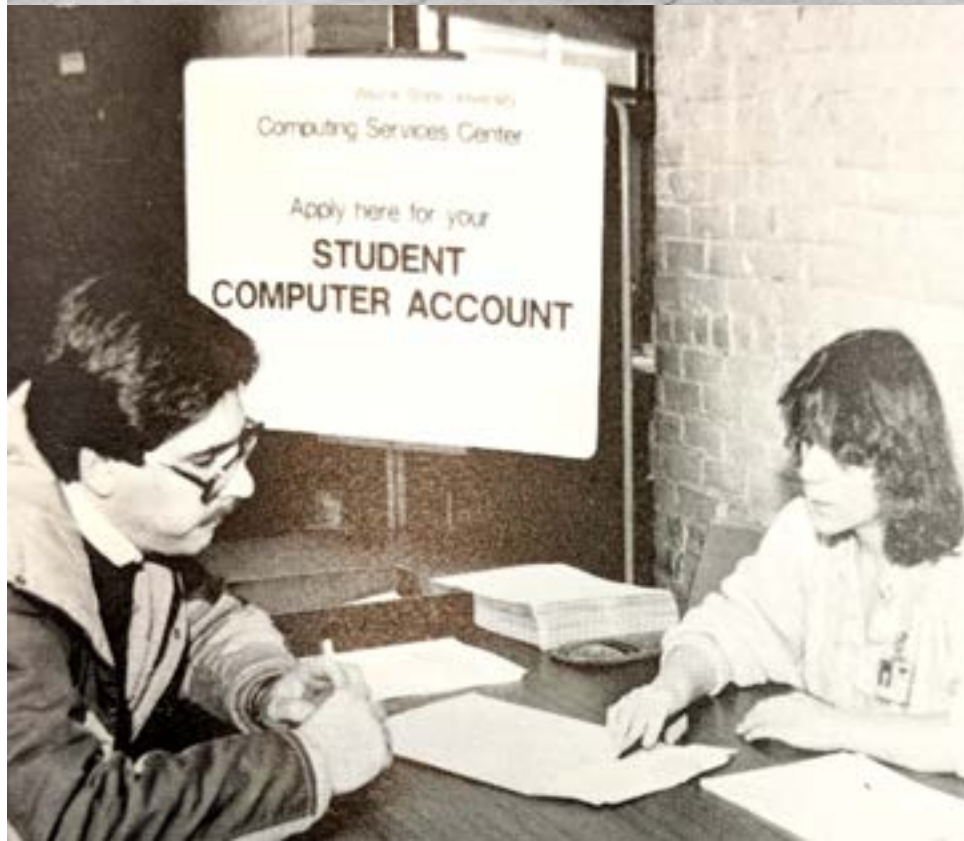
Help Desk

313-577-HELP

helpdesk@wayne.edu

@WayneStateCIT

tech.wayne.edu/helpdesk

Calls answered:	60,660
Assisted password resets:	13,907
Self-service password resets:	15,759
Ticket services (email, telephone, chat, walk-in):	39,572
Walk-in services:	673

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