COLORADO COLLEGE
Office of Information Technology Services

2020-2021 Annual Report

An Unprecedented Year: A Letter from the Co-Vice Presidents
Katharina Groves and Tulio Wolford

2020-2021 continued the world-wide shift in how teaching, learning, and working was done to accommodate the ongoing global Coronavirus pandemic. We are proud to say that the staff in the Office of Information Technology (ITS) at Colorado College continued to rise to the occasion, meeting and exceeding expectations from those inside and outside the CC community.

ITS sustained and updated its network to meet the increased needs of campus, added new software tools to help with the on-line transition, reduced and reallocated spending to help with the pandemic costs, and set aside time to help with other needs at the college like, coordinating the ordering and distribution of personal protective equipment (PPE), managing the testing protocols, and delivering meals and mail to quarantined students. You can find out more about these and other ITS successes in the pages of this annual report.

While the hope is that the coming year will see a return to more normal operations, ITS remains vigilant and ready to address the needs of the campus, whatever they may be, so that we continue to provide an exemplary technological experience and stable environment to all those who live, study, work, visit, and play here.

Katharina Groves
Co-Vice President

Tulio Wolford
Co-Vice President

ITS Strategies

In continuing support of the college's strategic plan, Building on the Block, ITS focuses on the following:

- Learning Network: improved infrastructure for a better overall technological experience for all.

- Outreach and Service to the CC Community: ongoing contact with all campus constituents to address and support their technological needs.

- Cloud and Mobile: increased mobile services on the CC mobile app platform and elsewhere through development and integrations.

- People: sustained positive and vision-driven culture to support those in and outside of ITS.

- Professional Development: ongoing learning within and outside of our expertise to support the campus and exemplify leadership.

To find out more about the college's Building on the Block strategic plan, visit https://www.coloradocollege.edu/other/strategicplan/.

New Hires

- Makayla Nichols—Outreach Team Lead

- Jeremiah Smith—New User Support Specialist Printer Support

Moments to Celebrate:

"IT has gone above and beyond these last few months getting our new macro-economist, Guanyi Yang, set up for teaching and research. Chad can attest to the help Guanyi received developing his request for start-up funds because he advised him.

Nate Watson has been remarkably patient and persistent lately in getting Guanyi set up with MatLab for teaching and research and more recently untangling the college's Stata licenses for Jessica Hoel.

Just one more set of examples of the vital behind-the-scenes work you all do on behalf of everyone else."

Susan Ashley
Chair, Economics and Business
Professor of History

CC Office of Information Technology Services

Highlights from the Year

Migrated phone system to on-campus support

In order to improve customer service with the VOIP phone system, ITS moved support from an outsourced provider back to campus. This was a substantial undertaking that was completed in one maintenance period with only approximately 30 minutes of disruption.

This enables ITS to provide much faster service, often within the hour, as opposed to the three-to-five-day turnaround from the vendor. It also gives us more opportunities for innovation and integration.

Since the migration to on-campus support on May 14, 2021, the college has made 39,600 calls totaling 1,192 hours. The new system is able to generate statistics like this that can assist us in predictive resource allocation going forward.

The projected savings of this move is approximately $48,000 per year.

Remodeled Max Kade Theater

The college received a grant to remodel the Max Kade Theater in Armstrong Hall. In addition to getting new seating and lighting, a complete overhaul of the audio/visual system was done, including adding a new projection screen, high brightness laser projector, 7.1 surround sound, custom lectern, new LED down lighting with Crestron control, two new floor boxes for inputs, and wireless Crestron touch screen controls.

The projector and electronics were moved to the booth to make the space more user-friendly and create a more pleasing aesthetic. It is now similar in functionality to the Screening Room in the Cornerstone Arts Center, providing a more usable space for students, faculty, and staff.

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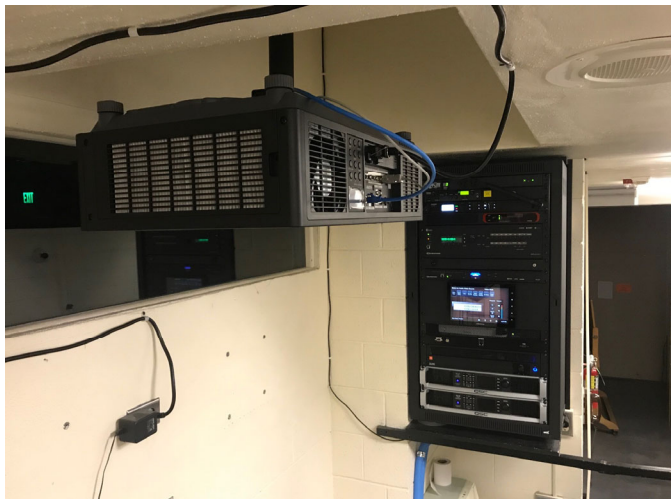
Migrated website system from dotCMS to Cascade

After over a year of planning and work, the CC website was migrated to a new content management system, Cascade. This was a joint effort between ITS and the Communications Office. The final cutover occurred over the winter break and fine-tuning continued over the next few months. Many back-end services were also updated and added to support the new system, and every active web form on the CC website was moved.

Over 10,000 pages of content were moved to the new system. Cascade is tailored for higher education and brings the college a more stable solution, as well as great support, ease of use, and a large user community that is more aligned with our mission. Feedback about the new system has been positive.

Created a fully-functioning data lake

Colorado College is the owner of an immense amount of information, from student retention data to employee information, to class descriptions. In order to manage all of that data and make it available to all those who need it, a data lake was created. A data lake is a repository for unprocessed information. It isn't organized in any specific manner, but makes the data accessible to be processed through other systems to be organized for use.

Unsure if this data could benefit your area? Reach out to ITS today at its@coloradocollege.edu.


Moments to Celebrate:

ITS's nomination for the Glenn Brooks Innovation and Courage Award

From the Psychology Department's submission: "We would like to nominate the ITS Department for going above and beyond the call of duty in enabling, supporting, and encouraging innovation daily, but in no time more so than in our necessary transition to remote learning in 2020. Their 'can do' attitude was present 100% of the time in 100% of the personnel, suggesting excellent leadership and fearless attitudes of this entire department.

The Psychology Department faculty and staff range widely in tech interest and tech savviness, and the members of ITS adapt effortlessly to our questions, concerns, and calamities. They are, to a person, calm and reassuring, and know inherently when to gently push us on to other programs and platforms, when we are grasping at maintaining historical relics. They have always understood the urgency of the block plan, and routinely respond within minutes, which is what the block plan demands.

But in 2020, their true mettle showed."

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## _Installed technology infrastructure to the new Ed Robson Arena_
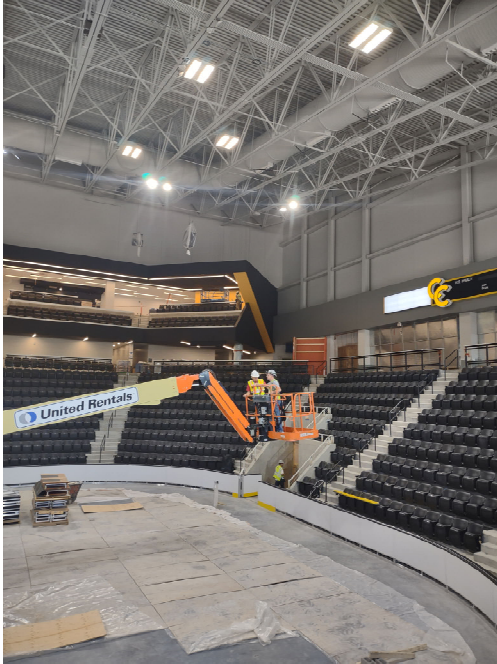
ITS has been involved in the design and planning of the Robson Arena from the very beginning, working directly with the architects, as well as the audio/visual consulting firm, Anthony James Partners (AJP). We provided input and direction on all of the major audio/visual systems going into the building, as well as in the rooms and spaces where technology was to be installed.

After the designs were finalized, we assisted with bid reviews and vendor selection for the four major contracts that were signed (video scoreboard, arena audio, broadcast systems, and broadcast cabling). ITS will serve as the lead for training on these highly technical systems after they become operational.

ITS has also installed a substantial amount of the audio visual technology in the building, with more installations to follow in the multipurpose room/classroom, conference room, team video room, weight and locker rooms, as well as digital signage, menu boards, dozens of TVs, the goal horn, hockey video review system, game replay system, and arena sound system interface.
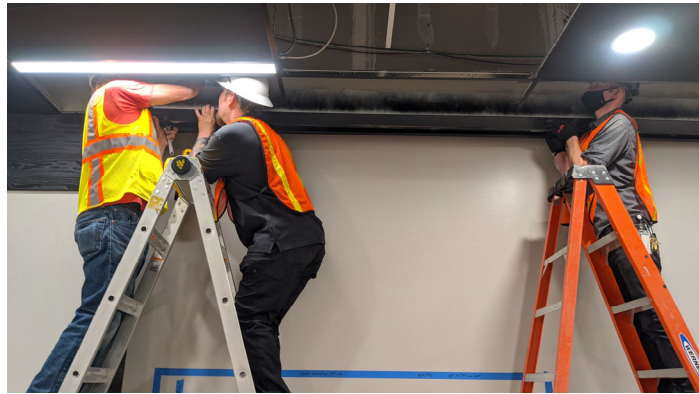
ITS also worked on new camera installations in the facility, increasing the number of cameras on campus by about 15 percent.
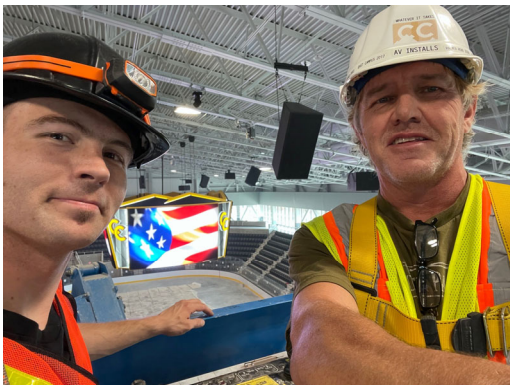
Technology plays an important role in the new arena moving forward, and ITS is excited to play its part in helping to ensure its success.

Pictured left: Nick Smith and Randy Babb, two key ITS members involved in all things audio visual at the Robson Arena. (photo credit: Randy Babb)

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Moved managed print system to on-campus support

The contract with the college's third-party managed print manager, Office Depot, was not renewed. The elimination of this contract not only saves money, but also keeps the effective pieces of the program that we are already familiar with and improves overall service, including same-day turnaround for most printer issues instead of one-three-days with the old contract.

We will know more about a specific dollar savings after the college has gone a full year with the program in-house.

Continued esports program success

The esports team became back-to back Southern Collegiate Athletic Conference champions this year with the Rocket League and Overwatch teams receiving first place in their respective brackets. Rocket League also competed in an all-Colorado tournament and took second place in the grand finals. Notable wins in that tournament were against UC Denver and UC Boulder.

The Rocket League, Overwatch, and CS:GO teams also competed in the National Association of Collegiate Esports (NACE) league this year. NACE consists only

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Moments to Celebrate:

"We just completed a podcast for our physics class this block with the help of Nick Smith. We would not have been able to complete this project without his help, and we wanted to reach out to express our gratitude to Nick, as well as the ITS department for your support and assistance.

Nick not only spent hours helping us record and edit our podcast, but he also included us in each component of the recording and editing process. We are extremely satisfied with the quality of our final podcast, and we know that we wouldn't have been able to accomplish this without Nick's help or the help of ITS.

Thank you for your time and support."

Katie Hands '21 and Megan Koch '22

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of recognized esports programs, so competition is much stiffer. Overwatch finished 41st out of 85 schools, Rocket League finished 61st out of 147, and CS:GO finished 5th out of 26 schools.

Sixteen high-end laptops were loaned to students who needed them this year, helping to keep the esports rosters full. This program also benefited those students who needed more robust computer specifications for their academic projects.

The program hosted various game nights on the Esports Discord server to help strengthen community engagement and provide opportunities for students to meet and engage with each other throughout the pandemic. The group also created a video series in which esports students were interviewed to provide an introduction of the players and esports community to the campus. You can find those interviews here: https://www.youtube.com/playlist?list=PLvk46-fgjuaxfpN1DsK3iL4RQRBQyJh5u.

Two CC esports awards were given this year. The Mysticmonk3y award, for esports passion and competition and academic excellence, went to Moses Solomon '23, and the Alaska award, for community engagement and diversity in esports, went to Dee Knox '24.

The National Association of Esports Coaches and Directors named Dakota Damato '21, one of the Overwatch players, an All-American (notification letter pictured right). This honor is given to student athletes who are the best at their game and position and within their level of participation. Only student athletes who were nominated as player of the month are eligible. Congratulations Dakota!

➡️ **Moments to Celebrate:** ⬅️

"I just wanted to extend a huge thank you for welcoming me into the (esports) community, building the bridge to someone in the video game industry who makes art, and poking at Josh to reach out to me. I am easily able to say that I'm getting a college experience because of you!

Thank you again for going out of your way for me and helping me find a place at CC. I really appreciate it and am so grateful!"

Alyssa Metzger '24

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2020 and 2021 Commencements

ITS coordinated all the audio, video, and live-streaming for two in-person commencement ceremonies this year. The first was for the class of 2021 in which 500 students gathered in-person to accept their diplomas. As the class of 2020 had their ceremony postponed last year due to the pandemic, they also gathered the week following the class of 2021 to celebrate 300 classmates in-person during the rescheduled event.

Both ceremonies were held at Weidner Field, home of the Colorado Springs Switchbacks FC, an outdoor stadium in downtown Colorado Springs large enough to accommodate the socially-distanced occasions and provide space for family to attend. While the new venue did come with many challenges and unknowns as it had not been used by CC before, ITS rose to the occasion and helped to make both events successful for all who attended. (photo credit for top and bottom photos: Don Herbst)

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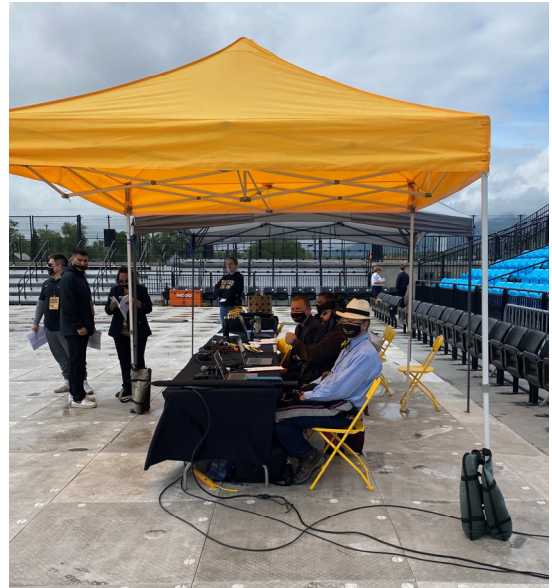
Redesigned the ITS website

To better assist those who need IT help at the college, we completely overhauled the ITS website, placing our service catalog front and center for the first time. It is now easier for students, faculty, and staff, as well as alumni and visitors, to see an organized list of all of the things we do and can help with. Within each category listed, clicking on the plus "+" symbol provides more information about that topic, including descriptions of what that service is and links to guides and additional information.
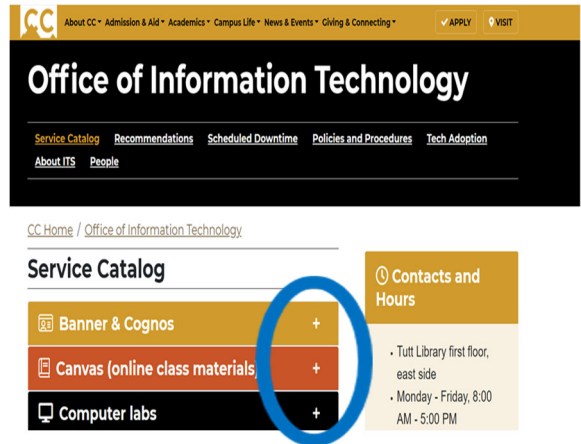
As always, if you are uncertain as to whether ITS can help you, please reach out to the Solutions Center at (719) 389-6449 or its@coloradocollege.edu; we are happy to assist you!

Supported the return of live, in-person events

Live, in-person events returned to campus on April 10, 2021 with a student showcase featuring two students bands, spoken word poetry, and a comedian. Social distanced student events continued through the spring, including a hybrid Dance Workshop and a three-night hybrid Llamapalooza.

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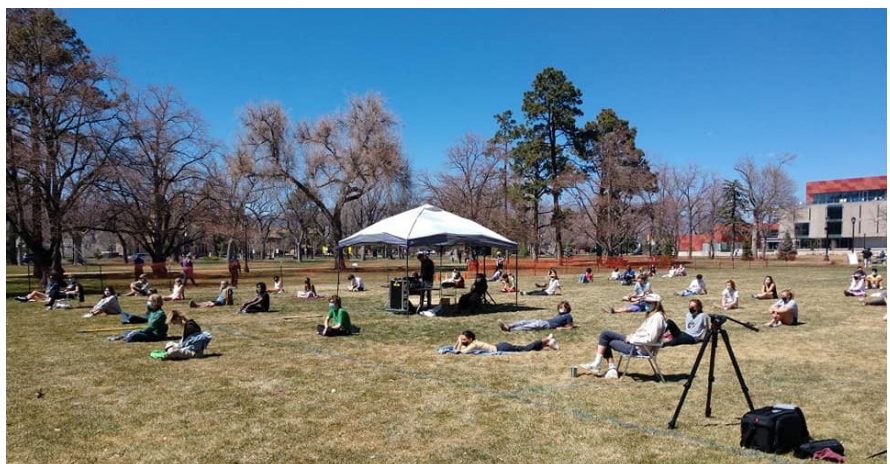
Pictured above: It was lifecycle replacement time in the labs, with a delivery of colorful iMacs on display outside of Tutt Library. These were deployed over the summer of 2020. (photo credit: Nate Watson)

Bits and Bytes

♦ Worked with the Theatre and Dance Department to set up the technical aspects of a live-streamed virtual production. They needed a streaming service, a way to ensure only ticketed individuals could view the stream, a form for registrations, an email address to receive the registrations, and a way to keep them organized. This close collaboration resulted in three sold-out shows, a great success!

♦ Incorporated the following software into our single sign-on environment: Minitab, OSTicket, Tableau, Crowdstrike, eBenefits, Bridge, FAC and Advancement Salesforce modules, AdobeSign, Big Interview, You, and Emma, as well as a great deal of behind-the-scenes system software. This is an important security measure as this software and accompanying data are now protected by multi-factor authentication (MFA). This also makes the software easier to access, as a separate password is not needed.

♦ Selected Cohesity as the vendor to provide additional back-up storage for the campus, which includes space to back up Office 365.

♦ Set up Mobility Print to allow for touchless printing on campus, a needed service especially during pandemic times.

♦ Replaced firewalls that were at the end of their support.

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- Added 50 terabytes (TB) of storage to our disaster recovery site at the University of Wyoming (pictured right, photo credit: Andrew Watson).

- Corrected issues occurring with the automated Office 365 licensing for graduating students and upgraded the handling of Office 365 for emeritus faculty.

- Completed conversion of older control systems to new Crestron touch panel systems in 92 classrooms and meeting rooms.

- Cleared backlog of Banner upgrades and completed two Cognos upgrades.

- Completed numerous changes and improvements to the custom Registrar and Housing applications.
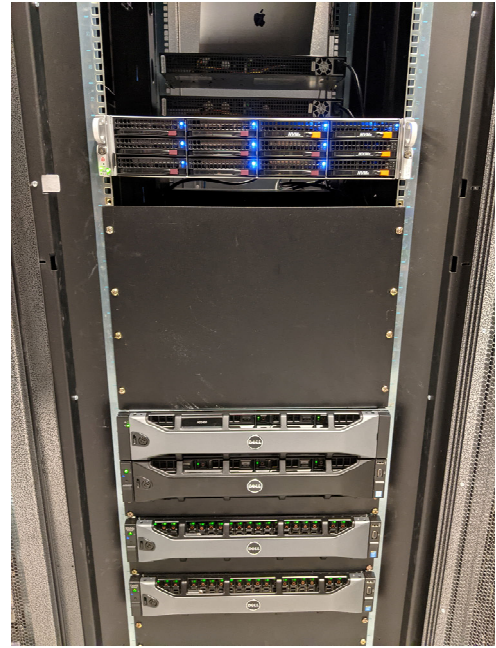
- Began the implementation of Affinaquest software for the Advancement Division.

- Had zero unscheduled Banner and Cognos down times.

- Made last-minute changes to the start and end dates of Blocks 7 and 8, as well incorporated an entirely new block (J Block) in the Banner systems.

- Installed TVs, Air Media, HDMI ports, and Blu-ray players in four Armstrong Hall classrooms, ensuring all classrooms in this building have video presentation capability.

⇨ **Moments to Celebrate:** ⇦

"We've been implementing several new data solutions and Keith Conger has been so helpful in setting up SSO. Recently we had an issue with one vendor in particular, and Keith was so quick to respond and troubleshoot the issue for us. We appreciate and value him as a colleague."

Chris Kollar
Director of Advancement Services
Office of Advancement

- Upgraded the system in McHugh Commons to a Crestron system with two control panels for ease of use.

- Customized the Barnes Anatomy Lab Crestron system to control the projection system and the four surrounding TVs.

- Removed, replaced, and simplified outdated touch panel controls in the Tutt Library.

- Added optical disc playback capacity in the Tutt Library second floor event space.

- Installed numerous Crestron wall remotes across campus for rooms that have TVs or projectors, but not a full video rack.

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- Continued providing faculty open sessions to offer support with on-line tools, existing and new.

- Supported several students using digital liberal arts (DLA) tools for their senior theses projects and provided classroom support for a number of DLA projects that used Omeka and WordPress.

- Renewed the Nodegoat software contract. This is a qualitative databasing tool and currently has over 25 projects on the college's Nodegoat server, including two large-scale historical research projects lead by Professors Jane Murphy and Tip Ragan.

- Updated the single sign-on environment, Gitlab, and OSTicket, the ITS workflow software, to new, more stable and secure versions.

- Built a server to support a student IT project.

- Made numerous changes to custom Banner applications such as student term check-in, Housing, preregistration, and drop/add.

- Modified integration and processes such as student billing and student insurance enrollment.

- Implemented new integrations and processes such as COVID-19 door access and real-time Campus Safety notifications, as well as a custom COVID-19 testing and proof-of-vaccination tracking and reporting system.

- Provided continued support with Zoom webinars, as well as assisting students, faculty, and staff with their Zoom meetings.

> **Moments to Celebrate:**
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> "I wanted to let you know how much I have appreciated the ITS team. Across the board I have received nothing but the most wonderful customer service and collegial support. I have no doubt you know what an amazing team you have, but I wanted to make sure you knew that I and my team greatly appreciate them as well."
>
> Megan Nicklaus
> Director
> Career Center

- Implemented several new features for Zoom such as: joining multiple meetings simultaneously, automatic transcription, adding personal pronouns to display names, interpreting language, and integrating with the single sign-on. Licensing and recording settings were adjusted, resulting in a savings of over $7,000 per year.

- Set up ability to find sensitive data on file servers by using Microsoft Information Protection. This helps to reduce exposure and risk for ransomware attacks and other security considerations.

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Moments to Celebrate:

"I write to give a special "kudos" to Matt Cooney. He has been working with me on creating a collaborative StoryMap project between my Environmental Justice in the Southwest class and an Ecocultural Communication class at the University of New Mexico, taught by one of my colleagues there. The process has been seamless, thanks to Matt. He's very patient in teaching me how to use ArcGIS and StoryMap. Even more than that, he's always willing to meet with me to discuss the project, even with short notice. ON A SUNDAY!, he met with me to help me redesign the project. I know this time was beyond the scope of his work hours, so I really appreciate his willingness to meet and help me work through what I felt was going to be a disaster the day before Block 2 classes were set to begin. I want to express my sincere thanks to him for that and to let you know how awesome he's been."

Karen R Roybal
Assistant Professor
Southwest Studies

- Served as primary point of contact for the campus in procuring and coordinating distribution of personal protective equipment (PPE), fulfilling hundreds of requests throughout the year. The most requested supplies were disposable face masks, hand sanitizer, and disinfecting kits.

- Managed the COVID-19 testing communication process for all students, faculty, and staff.

- Hung approximately 1,000 COVID-19 signs all across campus ("wash your hands," "wear a mask," etc.). Also added dozens of "walk here six feet apart" signs to high traffic areas on campus and set up classrooms to be socially distanced.

- Inventoried all assisted listening devices in venues across campus and worked with Accessibility Resources on upgrades and proper redistribution of the devices where needed.

- Migrated the entire campus to Crowdstrike endpoint protection at a considerable savings to the college over the previous software.

- Enabled multi-factor authentication for existing servers and virtual desktops to enhance data security.

- Helped to deliver food and mail to quarantined students.

- Monitored and updated access control changes as the pandemic situation changed throughout the year. Access was removed for dependents and retirees, and student access depended on unusual requirements like passing a COVID-19 Canvas course and maintaining weekly testing.

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- Replaced old security cameras across campus.

- Reviewed multiple video hosting solutions beginning in early 2021 to find the best one for implementation in Fall 2021, with Microsoft Stream as the final choice. This will allow video annotation and interactive video quiz development in addition to storage.

- Added a sixth server to the security camera system, as well as upgraded all existing servers to a new version.

- Installed the new versions of the F5 web application firewalls.

- Continued to host Adobe Sign training sessions as well as multiple Excel@CC courses focusing on security, Zoom, Microsoft software, and more.

- Continued strong use of LTI tools in Canvas, particularly with Hypothesis and VoiceThread.

A sign of the COVID times in 2020-2021—masks accompanied by a "deer in the headlight" look. Our own Chad Shonewill demonstrates this beautifully. (photo credit: Chad Schonewill)

➡️ **Moments to Celebrate:** ⬅️

ITS worked closely with a professor located in Senegal to help her deliver her block class remotely. The professor hadn't logged on to her CC account before and tried to do so only a couple of hours prior to the class beginning. With the help of her husband, located in Colorado Springs, as he translated instructions into her native language, our Solutions Center walked her through the process of setting up multi-factor authentication, signing into her account, connecting her account to Zoom, and sending a link to her students in time for class. Even a seven-hour time difference, a language barrier, and crowing roosters were not able to stop our team from helping to make the first day of this class a success!

CC **Office of Information Technology Services**

By the Numbers

2020-2021 Budget

ITS, under the leadership of the ITS Budget Advisory Team, developed a one-time budget plan goal for this year to save at least $200,000 to go toward other college budgetary needs due to the pandemic. ITS exceeded its goal and was able to provide $769,084.81 for the college's use.

Operating Budget Surplus	$337,509.92
Capital Equipment Surplus	$431,574.89
Total Surplus	$769,084.81

ITS also paid $90,973.47 in COVID-19 expenses for the year.

While these types of savings are not sustainable going forward, ITS was proud to contribute to the college's greater good during these challenging times.

Virtual Meetings and Webinars

The college had 120,538 total meetings in Zoom and WebEx, with 677,973 total participants. This equates to 42,521,048 minutes of meetings (which equals 29,528.5 days!).

ITS also hosted 190 webinars for over 30,000 participants with some help from College Events and Campus Activities. The college's webinar account for up to 1,000 people was the third most used account on campus, logging in 232,657 minutes of use (which equals 161.6 days!) September 2020 saw the most webinar use with 32 being hosted.

Top 10 Locations for Zoom Meeting Participants
United States
China
Romania
Canada
Spain
Mexico
Hong Kong SAR
United Kingdom
Germany
Columbia

Qualtrics Surveys

There were 883 new surveys created in Qualtrics this year (down 13% from last year). There were 53,445 survey responses (up 22% over last year).

Canvas

Canvas use between spring 2020 through spring 2021 was consistent. File uploads and discussion topics continued to be some of the most heavily used features. Surprisingly, the number of media uploads fell substantially between springs 2020 and spring 2021, and the number of assignments in Canvas increased by about 1,000.
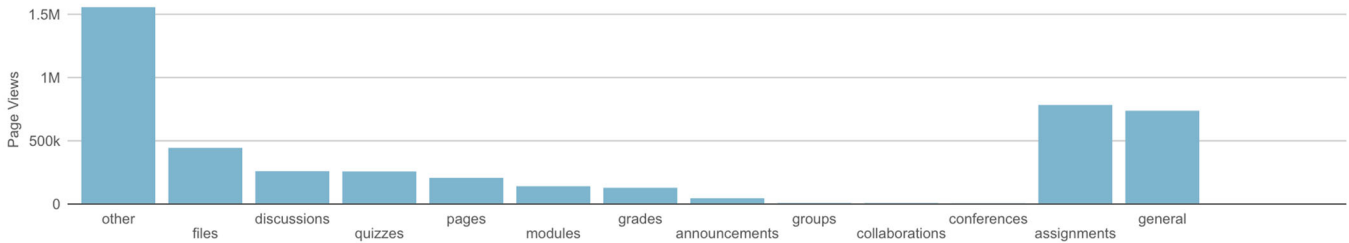
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Time Period	Assignments	Discussions	File Uploads	Media Uploads
Fall 2019	5001	3132	23,359	952
Spring 2020	6471	5799	26,646	4151
Fall 2020	9470	7292	32,034	3000
Spring 2021	7722	5068	27,904	1128

Fall 2020
Activity by Category
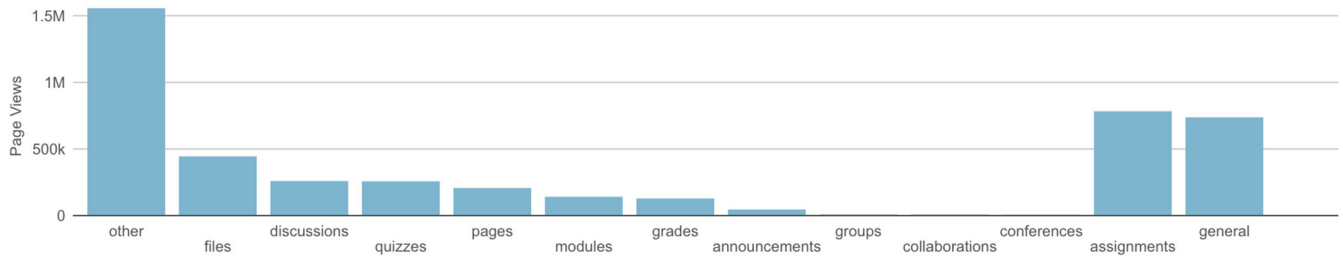
Spring 2021
Activity by Category

Fall 2020
Activity by Date

Spring 2021
Activity by Date
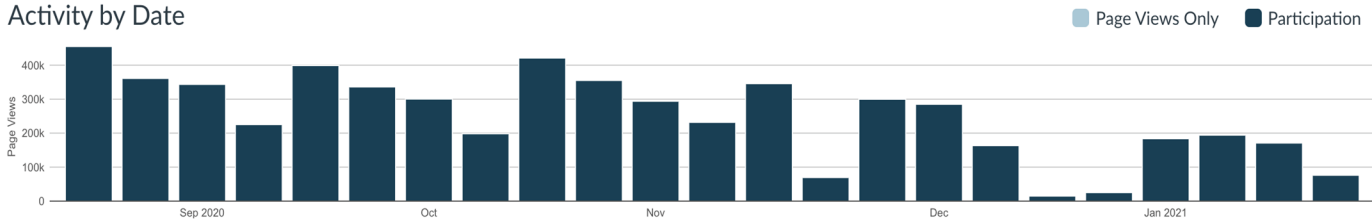
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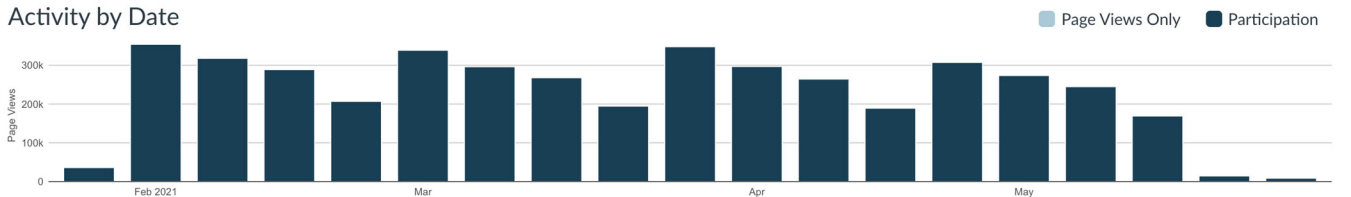
In Memoriam

Brian Young, Vice President of Information Technology/Chief Technology Officer
April 13, 1971 — July 28, 2021

ITS unexpectedly lost one of its leaders and advocates on July 28, 2021 with the passing of Brian Young. Brian started at Colorado College in October 2013 and immediately made an impact. Questions like "What resources does the division need to help the college with its mission?" and "What does ITS stand for and want to be known for?" launched ITS into a new era of possibilities and teamwork within the division and with the college as a whole.

He brought a strategic eye to every endeavor he touched and when CC needed him most, he stepped up to provide guidance to not only ITS, but also to the Advancement Division by serving as their interim vice president. He also led the college's COVID-19 response team at the same time, providing a steady hand and keen insight during a very uncertain time.

Brian's passing has impacted many at the college, and he will be greatly missed.

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