INNOVATION
FISCAL YEAR 2013-2014 ANNUAL REPORT
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UITS is dedicated to stimulating innovation and applying new technologies creating a cutting-edge teaching and learning experience.
I am thrilled to present you with the University Information & Technology Services Annual Report for FY13-FY14. UITS plays a critical role at Columbus State University by embracing the university’s vision of being a first choice institution for discerning students who seek challenging programs, engaged faculty and a vibrant, globally-connected campus culture. We are committed to providing technological services for students, faculty, and staff for use in accomplishing the mission and meeting the goals established by the university.

UITS is dedicated to stimulating innovation and applying new technologies creating a cutting-edge teaching and learning experience at CSU. In collaboration with the Student Government Association and the Student Technology Fee, we were capable of maintaining a forward momentum by providing and integrating new technologies and state of the art equipment in classrooms all over campus.

We invest in our staff throughout the year with training, development, and education inspiring increased productivity, knowledge, loyalty, and contribution to the CSU community.

As the university advances, we will be renovating Howard Hall, Arnold Hall, and the university’s network which will help us create a more cohesive environment for students, faculty and staff alike. There will continue to be training sessions provided by the UITS team regarding future modifications. With the advances, we hope to greatly improve experiences for all who walk onto campus.

The accomplishments in this report are made possible by CIO and UITS staff along with CSU community partners that have collaborated with us, given input and feedback, and helped make our IT initiatives the best solutions for our customers’ needs. I am excited about the enormous potential we have before us to fuel technology and creative thinking.

Abraham George
Vice President of Information Technology
Chief Information Officer
The University Information and Technology Services (UITS) are committed to providing technological services for faculty, students, and staff for use in accomplishing the mission and meeting the goals established by the university. Our goal is to provide a best-in-class technology platform and information-based services.
# Strategic Focus & Goals

## FOCUS #1
Becoming a “First Choice Institution”

<table>
<thead>
<tr>
<th>Priority #1</th>
<th>Goal #1</th>
<th>Goal #2</th>
<th>Goal #3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attract a higher percentage of students with the motivation and preparation to complete a degree.</td>
<td>Improve Columbus State’s name recognition, academic reputation, and ranking.</td>
<td>Increase the number of student scholars.</td>
<td>Continue to offer a “best value” educational experience.</td>
</tr>
</tbody>
</table>

## FOCUS #2
Driving Sustainable Growth

<table>
<thead>
<tr>
<th>Priority #1</th>
<th>Goal #1</th>
<th>Goal #2</th>
<th>Goal #3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sustain the University’s growth by focusing resources in areas with strong potential based on emerging opportunities.</td>
<td>Promote student participation in Columbus State’s global, academic, and experiential learning programs.</td>
<td>Cultivate student participation in Columbus State’s cultural and social activities.</td>
<td>Focus more on student satisfaction and well-being.</td>
</tr>
</tbody>
</table>

## Priority #2
Employ more creative instructional methods.

## Goal #1
Improve the quality of instruction through improvements in classrooms, labs, professional development, instructional quality, and instructional technology.

## Goal #2
Improve flexibility in course design and resources for all students.

## Goal #3
Continue to offer a “best value” educational experience.

## Priority #3
Increase student academic and social engagement and sense of belonging.

## Goal #1
Promote student participation in Columbus State’s global, academic, and experiential learning programs.

## Goal #2
Cultivate student participation in Columbus State’s cultural and social activities.

## Goal #3
Focus more on student satisfaction and well-being.

## Priority #1
Sustain the University’s growth by focusing resources in areas with strong potential based on emerging opportunities.

## Priority #2
Improve faculty/staff retention, job satisfaction, and productivity.

## Priority #3
Improve stewardship through leadership in sustainability programs, the efficient use of resources, and external partnerships.
UITS had forty two individuals attend and participate in 72 meetings, conferences, and webinars, in addition to other training programs offered by USG, vendors and partners of CSU. A total of $84,336 was spent on providing professional development to UITS staff members in 2013 and $120,875 was spent in 2014.
<table>
<thead>
<tr>
<th>Annual Conferences</th>
<th>CIO Leadership</th>
<th>Day Conferences</th>
<th>Trainings</th>
<th>Trainings Continued</th>
<th>USG</th>
<th>Institutional Conferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open World</td>
<td>CIO Exec Council Renewal &amp; EWIT Learning</td>
<td>Ellucian Partner Meeting</td>
<td>Master Class: IT Skills Gap: Fact/Fiction</td>
<td>Oracle WEBlogic 11g: Administration Essentials training</td>
<td>USG Project Management Group Meeting</td>
<td>IT Innovations Lab Meeting</td>
</tr>
<tr>
<td>PMI Congress North America Conference</td>
<td>2013 Chief Information Officer Leadership Forum</td>
<td>Touro College and University Systems 24*7; Help Desk Lessons Learned</td>
<td>Learning Analytics Workshop</td>
<td>Perceptive Software</td>
<td>Board of Regents-Meeting with VC-CIO of USG Curt in System Office</td>
<td>Marlabs Visit</td>
</tr>
<tr>
<td>SIGUCCS Conference</td>
<td>SE CIO Institute Leadership Workshop</td>
<td>Auburn University Leadership Series</td>
<td>Oracle Data Integrator 11g</td>
<td>Wild PC’s Cell phone repair training (to be held in July)</td>
<td>D2L Admin Retreat at Rock Eagle</td>
<td>SSC Governing Council Meeting</td>
</tr>
<tr>
<td>Omni Update Annual Conference</td>
<td>Harvard University Leadership Academy</td>
<td>Adanta Through Glass</td>
<td>D2L Training</td>
<td>Riverwood Associates Lean Six Sigma Training (To be held June 6th)</td>
<td>CIO Council at Rock Eagle</td>
<td>2014 Legacy Celebration Dinner</td>
</tr>
<tr>
<td>InfoComm 2014 Annual Conference</td>
<td>CIO Perspective Conference</td>
<td>CSU Day at the Capital</td>
<td>AD Astra Training</td>
<td>Ellucian Partner Meeting</td>
<td>DOAS Statewide Contract Mini-Expo</td>
<td>Auburn University Leadership Meeting</td>
</tr>
<tr>
<td>ISO Annual Conference</td>
<td>Private CIO Magazine Diner</td>
<td>Networking World Wireless Infrastructure Seminar</td>
<td>CBT Nuggets-VoIP Training</td>
<td>Master Class: IT Skills Gap: Fact or Fiction</td>
<td>USG Info Sec Training</td>
<td>Dalton State University</td>
</tr>
<tr>
<td>Administrative Professionals Conference and Training</td>
<td>CIO Advisory Council</td>
<td>Taylor County Distric to Help Interview for Director of IT</td>
<td>American Management Training</td>
<td>D2L Training</td>
<td>USG Offices</td>
<td>Touro College and University Systems 24x7 Help Desk Lessons Learned Seminar</td>
</tr>
<tr>
<td>D2L Admin retreat at Rock Eagle</td>
<td>CISO Executive Summit</td>
<td>Engineering the Customer Experience Roadshow</td>
<td>Banner Workflow</td>
<td>Adobe Create Now training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lean Six Sigma Yellow Belt</td>
<td>Learning Analytics Workshop</td>
<td>Administrative Professionals Conference and Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2014 Legacy Celebration Dinner (2 tables)</td>
<td>DOAS Statewide Contract Mini-Expo</td>
<td>Java SE 7 Fundamental Training</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SE CIO Institute Leadership Workshop</td>
<td></td>
<td></td>
<td>GCLA Luncheon</td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Emory University Oracle Training</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>BICSI Membership (1-year)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Project Management Office is responsible for providing leadership, coordination, and management of project management policies, processes, function, methodology, training, and project templates for the UITS Department. This office also helps manage client expectations and collaborates with the client to acquire the information and direction necessary to insure projects are successfully and accurately completed and communicated.

- Remodel of UITS Office Spaces, Conference Rooms, and UITS Cafe
- Project Management Officer position filled in July, 2014
- Project Management tool selected to help manage projects cost effectively
- 145 Projects managed across the campuses.
- 57 Projects completed in 2014
- Participation in USG Project Managers Interest Group

Operations & Infrastructure 64.8%
IT Services 20%
Information Security 11.7%
PMO 3.4%
Main campus single mode fiber optic infrastructure upgrade completed
Riverpark campus single mode fiber optic ring completed
Voice-over-IP infrastructure transition completed
CATV vendor transition completed
CSU TV Mediacom channels activated
Provided network connectivity at new Riverpark dorm locations and Yancey and Oglethorpe
Provided network connectivity at the new Riverpark Rankin Deli & Market location
GTA Phone line audit progress: almost $13,000 projected monthly savings
Infrastructure services team assumes database services responsibilities

Upgraded wireless infrastructure in CCT, Jordan, Illges, Arnold, Library and Davidson
Provided network infrastructure for new mail services location
Started data center clean up/reorganization
Added an additional 56TB of enterprise class storage to the SAN
Completed professional WiFi site surveys of 6 additional buildings - providing information about where to place wireless access points and give information about sources of interference, signal strength, etc.
Assisted Student Rec Center with implementation of new access control system
Upgraded to unlimited enterprise license for RedHat Enterprise Linux

A. Web Services

The Web Services team develops and maintains web sites for CSU. Takes clients requests for upgrades and design. Creates content management systems for CSU.

- Launched Responsive CSU design 156 sites 160+ pages in 6 months
- Created master templates for external and internal facing webpages which compliment CSU main web presence
- CSU Homepage Version 1.01
- All-State Art Symposium Website
- Omni Update Migration to V10
- Faculty/Staff Silo for Web Pages
- Graduate Programs Mobile App
- University Relations Digital Strategy Components
- Consultant for Curricunet Implementation
- Digital version of Faculty Handbook
- International Web Presence campaign
- Designed inaugural CSU Equestrian Eventing Team Website
B. Business Intelligence

Business intelligence (BI) is a broad category of applications and technologies for gathering, storing, analyzing, and providing access to data to help the CSU community make better business decisions.

- Released Phase 1 of Business Intelligence Dashboards. The dashboards included Student Enrollment, Retention/Graduation, Progression, Degrees Awarded and Faculty Load Dashboards.
- Built and Released Phase 2 of Business Intelligence Dashboards which included Applications, Financial Aid and Financials Dashboards.
- Completed Predictive Analytic on retention of entering freshmen.
- Began working on D2L Analytics.
- Built and Released Phase 1 of the College of Education and Health Professions reporting dashboards.
- Created and maintained Data Warehouse to provide data for all created dashboards.
- Developed proof of concept for information discovery using Oracle Endeca
- 74 Licensed users for current Dashboards

C. Enterprise Software

Supports all enterprise software that students, faculty and staff access. Completes programming for ease of use and functionality while also performing upgrades and maintaining software to be compliant with current version type. Keeps all software operational 24/7/365.

- Re-design functionality/look class schedule
- ROAR Freshman Learning Community Registration Process
- Students check in at orientation using mobile devices.
- Academic Advising Record
- Advising records tracks new core requirements.
- AdAstra upgrade to version 7.5.7
- ICCure Access Control System
- Health Center tracks how many students visit the center.
- Math Readiness
- Test taken to determine math class placement.
- ParScore upgrade
- Early Book Program
- Allows student to get voucher with no waiting for book purchases.
I. Enrollment Services

UIT’S Enrollment Services Technology Support Services is a dedicated and committed team working to provide support to Enrollment Services. The Enrollment Services Technology Support team also assists with:

- Data-entry for all aspects of Enrollment Services
- Banner/ISIS Account Creation and Account Management
- Document Imaging maintenance and support
- Banner Student System and related systems process support
- Project management and process improvement
- Student ID Scanners
- COB Passport Scanning System
- Ellucian Action Planning Strategic Review
- Automation of OFFice 365 Deployment
- Human Resources SkillSoft Training System

II. Data Entry

Data Entry Department is responsible for the scanning, indexing, processing and storage of all paper and electronic documents submitted by students to CSU for all enrollment purposes to include registration, financial aid and other administrative processes. We strive for 100% accuracy and take pride in our attention to detail when it comes to handling confidential and imperative student documents and data. 36.14% September YTD 2014 over YTD 2013

- There is a sizable increase in the number of electronic documents processed 2014 over 2013 for October (55.22%) and year-to-date (37.65%)
- Overall documents processed YTD exceed last year by 6621 or 7.95%.
- Hard copy documents are up in October by 960 or 31.39% but are relatively flat year-to-date by 994 or 1.98%.
- Data Entry only began breaking down hard copy applications into various types with the start of 2014.


IT SERVICES

A. CSU Help Desk
The Help Desk provides assistance to all students, faculty, and staff. We assist them with their technical inquiries, CSU account problems, or general questions. We have two locations; Main campus in CCT 124 and Dillingham Place on RiverPark Campus.

- Completed 75 Speed Techs
- Provided support for 96 orientations
- Assisted over 20,000 customer inquiries
- Established Help Desk on RiverPark Campus

B. Student Repair Shop
The CSU Repair Shop is a free computer repair service geared towards helping currently enrolled students. Students are able to get three free repairs on their computers per semester. We perform hardware and software upgrades, execute advanced troubleshooting techniques, and perform virus and malware removal. We have recently expanded our services to include computer repairs for faculty, staff, and also mobile device repairs.

- Provided 600 student computer repairs
- Completed 15 Smart phone and tablet repairs
- Completed 1500+ quick computer assists
- Provided maintenance and repair services for 1,802 ResNet Connections
- Completed 40 ResNet Service calls

C. Classroom Technology & Instructional Support Services
To support the university’s retention and recruitment initiative, UITS has invested significant resources to build technology rich classrooms and adequately equipped computing labs. Offering training for faculty on the use of the technology in the classrooms is one of the services we provide, along with describing how to integrate the technology into their course design. Classroom Support not only provides faculty assistance but also has a 3 year Classroom Refresh plan in place.

- New Classroom projectors in the CCT building
- Installed 30 new instructor workstations
- Installed 20 new video projectors in classrooms
- Upgraded all AV in the 4 Clearview Center classrooms.
- Installed AV system in Schwob Library Forum Area
- Completed 120 training sessions on use of instructor workstations and gave out 120 keys to kiosks
- Installed 25 new computers in Lenoir 126 open lab
- Installed Smartboards in the School of Music, Jordan Hall, and Lumpkin
- Assisted with the Desire2Learn upgrade with training
D. Desktop Support Services

UITS Desktop Support Services is a dedicated and committed team working to provide IT support, software installation, and technology consulting to faculty/staff IT needs. We support Most Windows and Apple OS versions. Support extends from Main campus, River Park, OxBow and Ft. Benning.

- Installation of supported new equipment, including arranging for the transfer of existing software and data if required
- Operating Systems Software support for desktop computers running currently supported Macintosh or Windows operating systems
- Support for various CSU related software applications
- Hardware and Software Procurement
- Assistance with purchase and installation of handheld mobile devices.
- Office technology and software procurement Technology recycle program
- Installation, use, troubleshooting, and updating software and hardware.
- Consulting services and advising on new technology needs and/or projects
- Provided Office 365 for enrolled students
- Pitney Bowes Send-Suite
- Tracking software and Management tier of LANdesk.

E. Digital Media Production

Digital Media Production Services is responsible for assisting students and faculty with the process in which digital files are set up, edited, supported, and distributed. This position is dedicated to handling many services, including, but not limited to, video and audio production, computer graphics, conversion of analog materials to digital formats and photographic services.

- Fifty-Five video editing sessions for student-teachers in the School of Education who are preparing required assessment material
- Sixteen audio/video production projects, including videography and follow-up editing
- 2013 & 2014 Faculty/Staff Appreciation Award video for the Alumni Association
- Live web streaming of all CSU graduations
- Video recording the Diversity Conference keynote speakers including Francys Johnson (the newly elected Georgia NAACP president)
- Three AV (Audio Video) non-CSU support events (all in University Hall Auditorium)
- Four teleconferences with Georgia Regents University in support of our advanced nursing degree partnership
- Live Web streaming for the Jim Blanchard Leadership Forum Simulcast
INFORMATION SECURITY

The Office of Information Security provides CSU students, faculty, and staff with timely information as it relates to data security. The Office of Information Security is responsible for ensuring information confidentiality, data integrity and systems availability.

- Educating the campus community about security related issues
- Developing and enforcing policies and routinely reviewing those policies
- Utilizing the strongest technical measures possible to protect campus resources
- Developing measures to react to incidents and events that endanger the institution's information assets.
- 2014 National Cyber Security Alliance Data Privacy Champion University
- 2014 National Cyber Security Awareness Month Champion University
- 2014 Educause Proposal Reviewer Recipient
- Member of University System of Georgia Security Advisory Group (SAG)
- Member of ISC2 Certified Information Systems Security Professional (CIS-SP) Organization
- Member Higher Education Security Round Table (HE-SRT)

IT INNOVATION CENTER

Commercially market technological innovations from Columbus State University's (CSU) IT staff through the CSU IT Innovation Center, which promotes student success and institutional leadership in partnership with the CSU Research and Service Foundation.

Goals:

- Joint research to enhance private, public partnerships
- Provide experiential learning and employment opportunities for student marketability
- Offer advanced IT services to state & regional small businesses
- Build CSU’s reputation as an education technology leader
- Create an environment to promote excellence within IT staff and allow them to work with leading edge technology

UITС STUDENT TECHNOLOGY AMBASSADORS

The UITS Student Technology Ambassador program exists to assist CSU Students in navigating through the ever-changing world of technology. The UITS Student Technology Ambassadors are on campus to act as representatives of UITS in answering student's questions in regards to Mobile Apps, software, hardware, cyber security, and all other technology needs. The UITS Student Technology Ambassadors will help you explore the CSU Web Site and how to find courses, grades, tutorials and special events.

As part of their movement to educate the students on the technology and services available on campus, they created several promotional videos, graphic designs for UITS. They have reached out to numerous students on both our main and downtown campuses, getting their feedback on the IT services provided by CSU.
## UITS By the Numbers

<table>
<thead>
<tr>
<th>Service Requests from Faculty/Staff</th>
<th>2014</th>
<th>2013</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students Helped at the Help Desk</td>
<td>10,575</td>
<td>10,052</td>
<td>9,868</td>
<td>16,620</td>
</tr>
<tr>
<td>Student Computer Repair</td>
<td>523</td>
<td>526</td>
<td>462</td>
<td>559</td>
</tr>
<tr>
<td>Computer Help Desk Assist</td>
<td>1,552</td>
<td>1,186</td>
<td>1,074</td>
<td>1,120</td>
</tr>
<tr>
<td>SpeedTech Consultations</td>
<td>137</td>
<td>64</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Password Resets</td>
<td>3,525</td>
<td>5,450</td>
<td>13,120</td>
<td>11,217</td>
</tr>
<tr>
<td>Phone Calls Answered at Help Desk</td>
<td>10,052</td>
<td>11,450</td>
<td>17,684</td>
<td>20,517</td>
</tr>
<tr>
<td>CSU Students</td>
<td>8,223</td>
<td>8,164</td>
<td>8,239</td>
<td>8,307</td>
</tr>
<tr>
<td>CSU Faculty</td>
<td>(FT) 320 (PT) 216 Total: 536</td>
<td>(FT) 284 (PT) 216 Total: 500</td>
<td>(FT) 280 (PT) 231 Total: 511</td>
<td>469</td>
</tr>
<tr>
<td>CSU Staff</td>
<td>(FT) 517 (PT) 251 Total: 768</td>
<td>(FT) 553 (PT) 284 Total: 837</td>
<td>(FT) 485 (PT) 120 Total: 605</td>
<td>482</td>
</tr>
<tr>
<td>Desktop and Laptop Computers in Offices</td>
<td>2,410</td>
<td>2,390</td>
<td>2,090</td>
<td>1,826</td>
</tr>
<tr>
<td>Analog Telephone Lines</td>
<td>725</td>
<td>1,500</td>
<td>1,428</td>
<td>1,526</td>
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<tr>
<td>VoIP Telephone Lines</td>
<td>860</td>
<td>800</td>
<td>846</td>
<td>792</td>
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<tr>
<td>Network Printers</td>
<td>552</td>
<td>439</td>
<td>386</td>
<td>400</td>
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<tr>
<td>Local Printers</td>
<td>800</td>
<td>750</td>
<td>712</td>
<td>902</td>
</tr>
<tr>
<td>Computer Labs Supported With &gt;10 Computers</td>
<td>49</td>
<td>50</td>
<td>48</td>
<td>44</td>
</tr>
<tr>
<td>Computer Labs Supported With &lt;10 Computers</td>
<td>32</td>
<td>35</td>
<td>39</td>
<td>41</td>
</tr>
<tr>
<td>Computers in Labs</td>
<td>1,464</td>
<td>1,370</td>
<td>1,320</td>
<td>1,227</td>
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<tr>
<td>Media Equipped Classrooms - To Include Tegrity Enabled</td>
<td>Howard Hall Closure</td>
<td>135</td>
<td>156</td>
<td>154</td>
</tr>
<tr>
<td>Tegrity Lecture Captured Classrooms In Use</td>
<td>50</td>
<td>60</td>
<td>50</td>
<td>40</td>
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<tr>
<td>Software Titles</td>
<td>415</td>
<td>410</td>
<td>397</td>
<td>397</td>
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<tr>
<td>Enterprise Applications</td>
<td>20+</td>
<td>20+</td>
<td>19+</td>
<td>19+</td>
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<tr>
<td>Web Sites Maintained</td>
<td>155</td>
<td>160</td>
<td>155</td>
<td>173</td>
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<tr>
<td>Web Pages Maintained</td>
<td>149,000</td>
<td>149,000</td>
<td>131,250</td>
<td>132,500</td>
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<tr>
<td>Mobile Apps</td>
<td>19</td>
<td>14</td>
<td>14</td>
<td>8</td>
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<tr>
<td>File Servers Physical/Virtual</td>
<td>8/200</td>
<td>8/160</td>
<td>164 10/154</td>
<td>126 20/106</td>
</tr>
<tr>
<td>Data Switches</td>
<td>160</td>
<td>160</td>
<td>154</td>
<td>154</td>
</tr>
<tr>
<td>Network Nodes</td>
<td>13000+</td>
<td>12000+</td>
<td>11,000+</td>
<td>11,000+</td>
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<tr>
<td>Wireless Access Points</td>
<td>700</td>
<td>450</td>
<td>482</td>
<td>447</td>
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<tr>
<td>Buses with Wi-Fi</td>
<td>15</td>
<td>15</td>
<td>15</td>
<td>13</td>
</tr>
<tr>
<td>ResNet Connections</td>
<td>1,802</td>
<td>1,803</td>
<td>1,801</td>
<td>1,765</td>
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<tr>
<td>Campuses</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>3</td>
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<tr>
<td>Remote Sites</td>
<td>3</td>
<td>3</td>
<td>3</td>
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<tr>
<td>Buildings</td>
<td>75</td>
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<tr>
<td>Buildings with Wireless Network Access</td>
<td>64</td>
<td>64</td>
<td>Campus-Wide</td>
<td>Campus-Wide</td>
</tr>
<tr>
<td>UITS Student Workers</td>
<td>24</td>
<td>24</td>
<td>26</td>
<td>26</td>
</tr>
<tr>
<td>UITS Employees</td>
<td>57</td>
<td>53</td>
<td>50</td>
<td>56</td>
</tr>
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