YOUNGSTOWN STATE UNIVERSITY

Information Technology Services Year in Review

Fiscal Year July 1, 2024-June 30, 2025

TABLE OF CONTENTS

OUR MISSION, VISION, & VALUES

OUR MISSION

Information Technology Services (ITS) will keep pace with an evolving, interactive, student-centered and collaborative electronic learning environment, providing seamless access to data, information, and knowledge, in an effort to meet the academic, student services, and administrative needs and goals of the University community. The framework for this vision will be administered within a global, networked environment, providing bandwidth, and quality services for the campus of the future.

OUR VISION

Information Technology Services provides a broad range of services in a distinct academic environment to support teaching and learning, scholarship and research, and the administrative and business operations of the University. Our primary mission is to provide the infrastructure and support necessary to enable the University community to use information technology effectively to facilitate the institutional mission of providing "open access to high-quality education through a broad range of affordable certificate, associate, baccalaureate, and graduate programs".
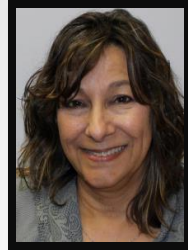
OUR VALUES

Maintain a culture of Excellence and Innovation, Integrity/Human Dignity, Collegiality, and Collaborative Engagement.

Jim Yukech
Associate Vice President &
Chief Information Officer
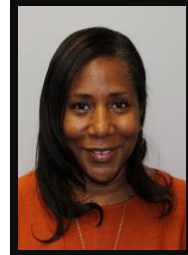
ITS SENIOR LEADERSHIP TEAM

Tasha Geilhard
Director IT Enterprise
Data & Application
Services
IT Data Analytics

Angela Rovnak
Associate
Director
**Enterprise Data
& Applications**

Peter Muscat
Associate Director
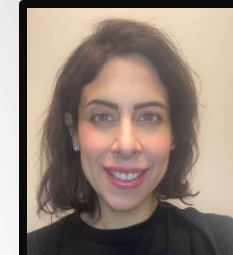**Enterprise Data &
Applications**

**Rosalyn
Donaldson**
Director IT PMO &
**Training Services
IT Training
Services**

Sean Melnik
Associate
Director IT
**Training
Services**

Jeff Wormley
Associate
Director
**IT Training
Services**

Kali Davies-Anderson
Project Manger
IT Training Servies

**Sharyn
Zembower**
Director
**IT Customer
Services**

Joe Liguori
Manager Campus
Technology
Support
**IT Customer
Services**

Ian Theiss
Manager Campus
Technology
Support
**IT Customer
Services**

Ryan Geilhard
Director
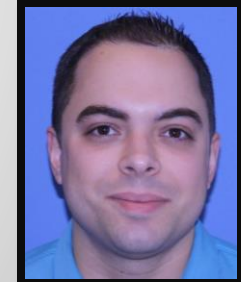**IT Infrastructure
Services**

Troy Evens
Associate Director
Systems and Network
Services
**IT Infrastructure
Services**

Michael Zupcsan
Associate Director
Endpoint Solutions
**IT Infrastructure
Services**

Dennis Gajdos
Associate Director
**Business
Operations**
Chief Information
Officer

Justin Bettura
Director & Chief
Information Security
Officer
IT Security Services

Peter Muscat
Associate Director
Enterprise Data &
Applications
**Enterprise Data &
Applications**

Kalyn Huff
Technology Trainer
IT Training Services

Samuel Lewis
Intermittent Information
Security Support
IT Security Services

Kali Davies-Anderson
Project Manager
IT Training Services

Sheena Primus
Business Systems
Administrator
IT Data Analytics

Andrea Ruehle
Administrative Specialist 3
Chief Information Officer

Dave Yargo
Technology Trainer
IT Training Services

WELCOME NEWCOMERS TO THE ITS TEAM

PERSONNEL & BUDGET STATISTICS

61 Total ITS Employees

7 New Hires

6.31% FTE Employees at YSU, work in ITS

FY25 ITS Expenditures by Category

7.6%

Total ITS Expenditures Related to the Overall YSU Operating Expenses

YSU FY25 Adjusted Operating Expense

$167,908,448

Information Technology FY25 Adjusted Operating Expense

$12,464,218

Common IT Expenditure Categories

- **Personal Costs**: Salaries and benefits for IT staff
- **Hardware & Equipment**: Computers, servers, networking gear
- **Software & Licensing**: Enterprise software, academic tools, licenses
- **Cybersecurity**: Firewalls, threat detection, compliance tools
- **Infrastructure & Maintenance**: Data centers, cloud services, system upgrades
- **Consulting & Outsourcing**: External IT support or project-based consulting
- **Training & Development**: Staff training on new technologies

ENTERPRISE DATA & APPLICATIONS
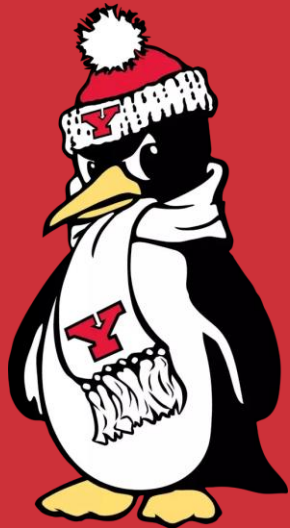
A New Department

· In FY25, the IT Applications Services and IT Data Analytics teams merged as the new IT Enterprise Data & Applications (ED&A) department.

· ED&A unites expertise in applications, data, and reporting to better support students, faculty, and staff.

☀ LEADERSHIP ☀
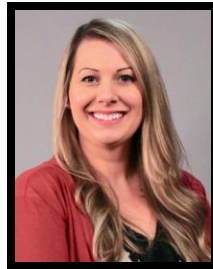
Tasha Geilhard
Director

Angela Rovnak
Associate Director
Student & Advancement

Peter Muscat
Associate Director
HR/Finance

Lori Hinebaugh
Technical Leader
Data & Integrations

David Mouse
Technical Leader
Data & Integrations

ENTERPRISE DATA & APPLICATIONS

☀ FY25 Accomplishments ☀

Strengthening Data Governance

Expanded the work of the **Data Governance & Integrity Advisory Committee (DGIAC),** bringing together staff across campus to improve consistency, quality, and security of YSU's data

Enhancing Applications

Continued support and improvements for critical systems like **Banner, CRM Recruit, CRM Advise, CRM Advance,** and **LiveAlumni** that serve students, faculty, staff, and alumni.

Supporting Data-Driven Decisions

· Launched implementation of the new **Ellucian Insights Data Warehouse and Reporting Tool**, which will replace older reporting systems such as WebFOCUS.
· Completed the first phase by moving HR reports into the new platform and began work on Finance reports.
· Catalogued, documented, reviewed, and prioritized more than 1,100 older reports to ensure the most important needs are addressed first

ENTERPRISE DATA & APPLICATIONS
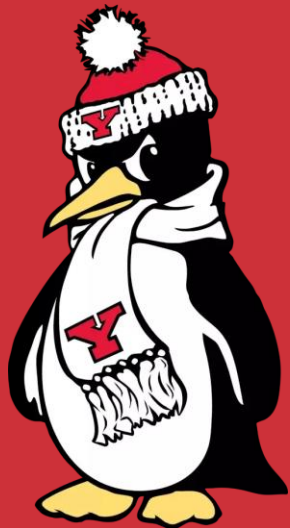
# ONGOING & FUTURE EFFORTS

IN PROGRESS

· Expanding the use of Ellucian Insights to include Finance, Institutional Research, and Student reports.

· Continuing work on data standards and quality improvements to make YSU data more reliable and easier to use.

· Exploring new digital tools to simplify and automate processes for faculty and staff.

LOOKING AHEAD

· Broader use of the Insights Reporting Tool to give the campus community easier access to dashboards and data.

· Preparing for future use of Ellucian Intelligent Processes to further automate routine tasks.

· Laying the groundwork for YSU's future transition to the next generation of Banner (SaaS), ensuring a strong, scalable foundation for years to come.

IT CUSTOMER SERVICES

SERVICE DELIVERY & SUPPORT METRICS STATISTICS
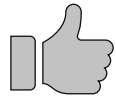
Overall Customer Satisfaction Rating
☺ **93%**

12,828
Total Number of Answered Calls

Service Desk Ticket Count

Walk Up
10%

Client Portal
26%

Phone
29%

Email
21%

Internal
14%

IT CUSTOMER SERVICES

QUARTERLY FIELD ACCOMPLISHMENTS

■ Tech 1   ■ Tech 2

Quarter	Tech 1	Tech 2
1	2355	1749
2	2422	1100
3	1666	1129
4	1742	2179
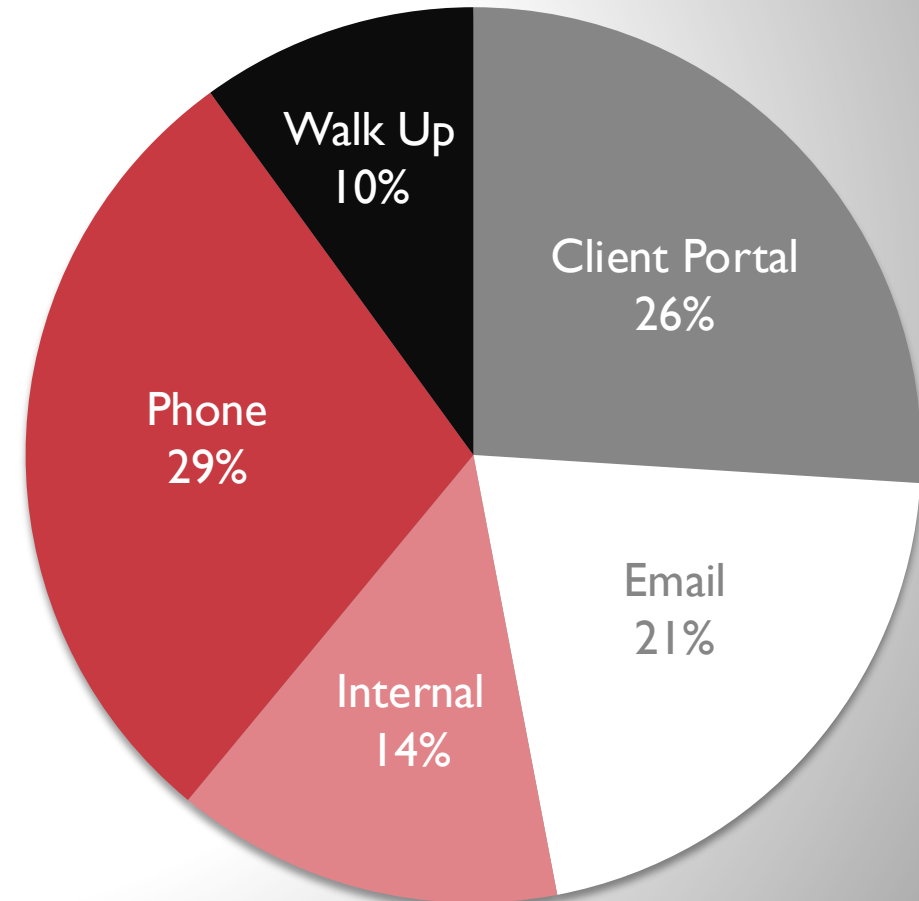
CAMPUS TECHNOLOGY SUPPORT TECHNICIANS
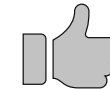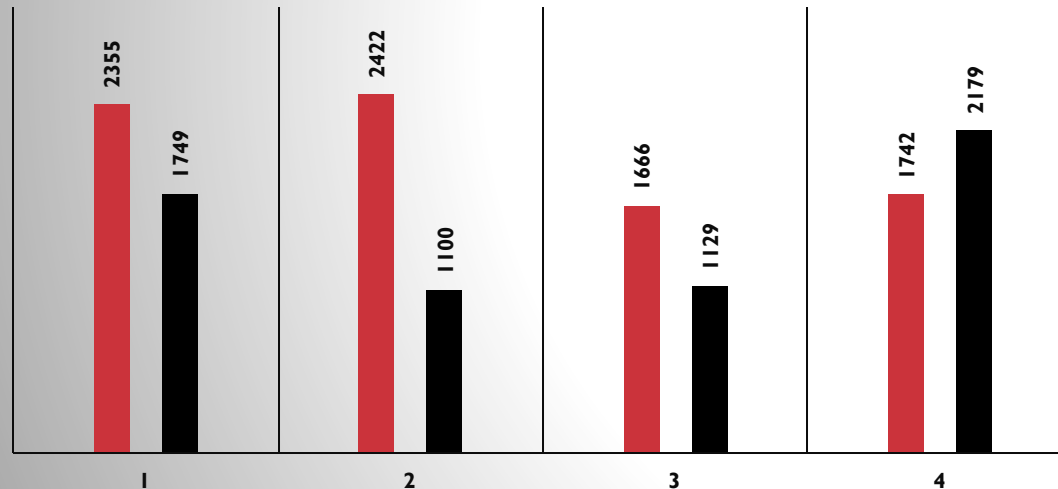
Overall Customer Satisfaction Rating **99%** ☺

14,342 Accomplishments

594 Devices Refreshed

95% Devices Prepped for Windows 11

PROJECT MANAGEMENT OFFICE & TRAINING SERVICES

☀ YOUR PARTNERS IN INNOVATIONS ☀

Rosalyn Donaldson
Director IT PMO &
Training Services

Sean Melnik
Associate Director
Training Services

Jeff Wormley
Associate Director
Project Management

Kali Davies-Anderson
Project Manager

Kalyn Huff
Technology Trainer

Dave Yargo
Technology Trainer

We partner with University clients to advance IT innovations through collaborative project management and targeted training solutions. By aligning technology initiatives with academic and operational goals, we enable sustainable digital transformation and empower stakeholders to thrive.

IT TRAINING SERVICES

☀ New & Project Highlights ☀

- Adobe Acrobat Pro: Essential Training
- Cyber Security Awareness Month: Information and Q&A Session
- Digital Accessibility 1.0: Foundations and Best Practices
- Digital Accessibility 2.0: Creating Accessible Presentations
- Excel: Manage Your Facts and Figures
- JobX Training Workshop
- Microsoft Stream: Create & Host Videos
- Microsoft Teams: Essential Training
- Productivity in Microsoft Outlook
- Student Learning and Licensure by Watermark
- TEACH with Technology
- Webex LTI for Blackboard
- YSU Advising Toolset

Blackboard Conversion to Ultra – Academic Affairs

- Used to streamline and optimizes research administration.

Cayuse Software Implementation – Office of Research Services

- All academic course shells delivered in Ultra format.

Blackboard Grades Transfer to SSB via ILP – Academic Affairs

- Blackboard grade column available to transfer into Self-Service Grades report using an LTI.

JobX for Student Employment – Student Success

- Replaced Handshake for undergraduate student campus employment.

PenguinSafe App Implementation – University Affairs

- Mobile app designed for campus safety and direct connection to YSU PD

Watermark SL&L to Replace Task Stream – BCLASSE

- Student Learning & Licensure application with Blackboard LTI replaced Task Stream to recordTeacher Education student's deliverables for accreditation and compliance.

TECH ACADEMY
STUDENT OPPORTUNITIES WITHIN ITS

WHAT IS TECH ACADEMY?

The competition is fierce amongst IT candidates and Youngstown State University is focused on home-grown talent. The addition of a tech academy will further enhance career-readiness by creating a path to success within the doors of Youngstown State University.

Tech Academy graduates will be the strong candidates for any vacancies within ITS, as well as any companies searching for experienced IT professionals.

In this program, seven students are selected from a pool of applicants. Here the students begin working in their respective departments and participating in activities to develop skills and professionalism.

CURRENT STUDENTS ENROLLED IN
TECH ACADEMY

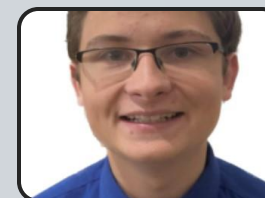| Nishan Chaulagain	Biraj Shrestha	Shreeya Nakarmi	Mitchell Bogan	Rochelle Barone-Maldonado
CTS Field Services	CTS Field Services	Data Analytics	CTS Field Services	Infrastructure Services
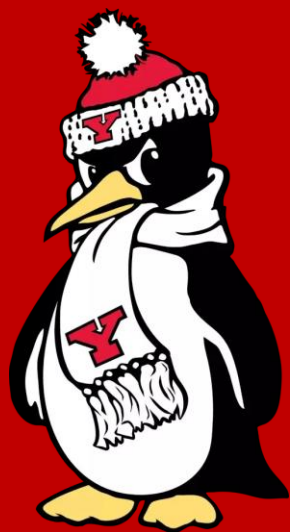
OUR MISSION

An Institution of Opportunity: *YSU inspires individuals, enhances futures, and enriches lives.*

As a student-centered university, Youngstown State University's mission is to provide innovative lifelong learning opportunities that will inspire individuals, enhance futures and enrich lives. YSU inspires individuals by cultivating a curiosity for life-long learning; enhances the futures of our students by empowering them to discover, disseminate and apply their knowledge; and enriches the region by fostering collaboration and the advancement of civic, scientific, and technological development. YSU's culture of enrichment flourishes in our diverse, accessible, and quality education.

OUR VISION

Youngstown State University is where students thrive in their educational and career pursuits, where scholarship creates innovative solutions, and where community engagement is a cornerstone of collaboration that collectively contribute to the sustainable prosperity of the region and beyond.

LOCATION | CONTACT | INFORMATION

1 Tressel Way Youngstown, Ohio 44555 USA --- 330.941.3000

PRIVACY POLICY

Youngstown State University, through its website, collects non-personal information to improve functionality and content, and to monitor the site's performance. Examples include collecting information on browser type, operating system, Internet Service Provider (ISP), and geographic location (i.e., country, state, and city where user is connecting from). Data is used to provide answers to specific questions about the usage and performance of the web site or individual web pages. We may use your IP address to help diagnose problems with our server and to administer our Web site by identifying (1) which parts of our site are most heavily used, and (2) which portion of our audience comes from within the YSU network. We do not link IP addresses to anything personally identifiable. This means that user sessions will be tracked, but the users will remain anonymous.

An example includes the use of cookies on the YSU website. Cookies are used in order to maintain login information between a web application and an end user's computer (i.e., **Penguin Portal (https://saml.ysu.edu:9443/authenticationendpoint/retry.do)**). This identifies the end user's computer to the web application upon logging in. We use tracking cookies (i.e., Google Analytics code) in order to obtain statistical information on university website traffic. This helps with improving website design and marketing efforts. No personally identifiable information is collected on end users. Users are able to disable cookies in their browser of choice if they so choose.

The YSU website makes use of SSL (i.e., secure socket layer) technology for transmitting sensitive information in fillable forms to either an e-mail address or a database. Forms secured by SSL contain a web address (i.e., URL) that is preceded by https which encrypts data being transmitted.