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TEXAS STATE UNIVERSITY • IT DIVISION

2020

Almanac



TEXAS STATE
INFORMATION TECHNOLOGY



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Welcome to the 2020 IT Division Almanac

In the Division of Information Technology, we pride ourselves on doing everything we can to meet the needs of students, faculty, and staff. As it says in our mission statement, our goal is to provide “the Texas State University community with effective, reliable, and secure technology and library services, backed by excellent customer service, to support the university’s academic, research, and administrative goals.”

Our commitment has been more obvious in 2020 than ever before.

The COVID-19 pandemic changed the Texas State work and learning environments. The changes we encountered were made successful because of technology, and we were prepared due to the hands-on work of the amazing employees we have in the IT Division. Fueled by the need to work, teach, research, and study remotely, technology utilization took a giant step forward.

I cannot say enough about the things our staff accomplished. Among many other things, we:

- Helped faculty move to TXST Canvas, our Learning Management System, for easier online educating.
- Trained hundreds of people to get the most out of Microsoft tools such as Teams, Outlook, and OneDrive, and held classes and virtual meetings in Teams and Zoom.
- Provided easy access to library data and information despite limiting access to our facilities.

The university’s Faculty Senate recognized our work in a resolution they passed commending the division.

I will not try to detail every triumph in this welcome message, but please read on – this Almanac contains details of how the work our staff did helped Texas State through the technological revolution needed to deal with the coronavirus response. I hope you enjoy the stories.

If you have stories you would like to share with me about your interactions with the IT Division, and our libraries and technologies, please feel reach out to me through email at vpit@txstate.edu.

Thanks,

A handwritten signature in grey ink that reads "KR Pierce".

Kenneth R. Pierce
Vice President for Information Technology and CIO

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FACULTY SENATE

**RESOLUTION IN SUPPORT OF DIVISION OF INFORMATION TECHNOLOGY, OFFICE OF DISTANCE
LEARNING AND FACULTY DEVELOPMENT**

WHEREAS: Texas State University abruptly shifted all classes to remote learning in March, 2020 in response to the COVID-19 pandemic; and

WHEREAS: The majority of faculty and students had never taken an online or remote learning class; and

WHEREAS: The Division of Information Technology (DOIT) rapidly deployed personnel, software, and hardware resources; and

WHEREAS: The Office of Distance and Extended Learning (ODEL) provided numerous training opportunities and resources for faculty in both synchronous and asynchronous formats; and

WHEREAS: Faculty Development created and delivered multiple training classes, assembled and made available numerous resources to support faculty, and provided personal consultation options; and

WHEREAS: The expertise and responsiveness of these units enabled the university to successfully complete spring 2020 classes.

BE IT RESOLVED: That the Faculty Senate of Texas State University commend staff in the Division of Information Technology, the Office of Distance and Extended Learning, and Faculty Development for their timely preparation and extraordinary response in this emergent situation; and

BE IT FURTHER RESOLVED: That the Faculty Senate of Texas State University recognizes, thanks, and appreciates the dedication, professionalism, and patience bestowed upon faculty and students during this emergent situation.



Janet Beznar, Chair

June 6, 2020

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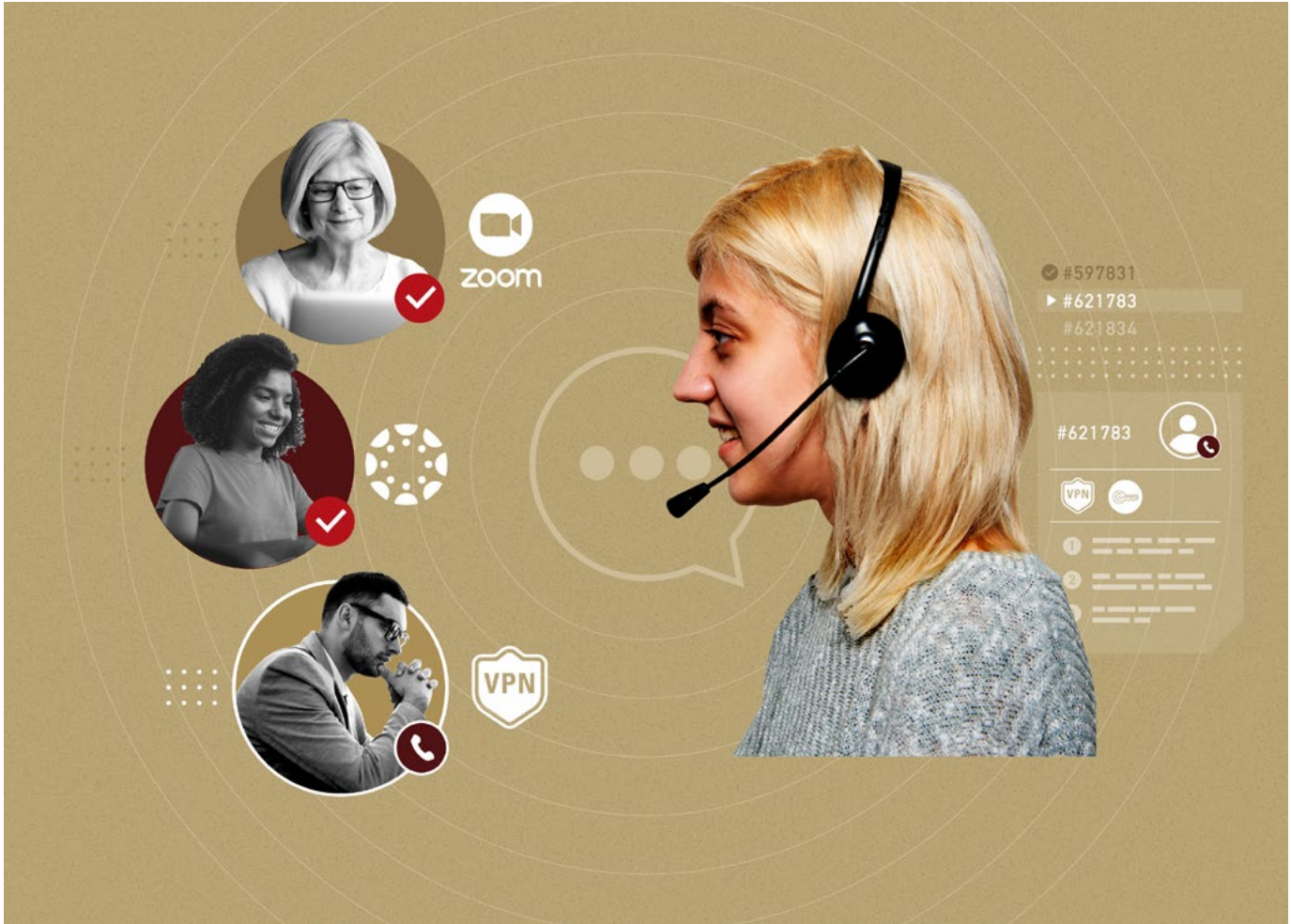
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ITAC makes heroic efforts to offer support during COVID-19

By Jen LaGrange Aguirre

What a year 2020 was for the [IT Assistance Center \(ITAC\)](#).

ITAC staff members and student employees stepped up and supported sudden remote teaching and working while simultaneously supporting distance learning. ITAC staff joined in the effort with enthusiasm and can-do attitudes and took immediate action to assist the technology needs of the TXST community in every way imaginable.

“I am extremely proud of our support teams within ITAC and the entire IT Division for anticipating, adjusting, and stepping up to the challenge of enabling the remote teaching, learning, and working mission,” said Benjamin Rogers, Assistant Vice President for ITAC.

ITAC staff worked to be a solid base of support as faculty, staff, and students moved into unfamiliar territory – quickly

ramping up support through phone calls, LiveChat, email, and service centers in San Marcos and Round Rock.

Part of ITAC’s support efforts focused on faculty and staff who had never before used services such as the Virtual Private Network (VPN) or Remote Desktop to access workstations from home. At the same time, some ITAC student employees were forced to go home, so staff who normally work in classrooms or on administrative teams were called into action for direct support.

ITAC also took on a slew of new needs created by the switch to remote studying, teaching, and working.

“Many of our staff worked long hours and weekends to ensure Bobcats were prepared to take this big step,” Rogers said.



ITAC's major projects related to COVID-19

In 2020, changes at Texas State forced by the COVID-19 pandemic, led to significantly more requests for support from the [IT Assistance Center](#) (ITAC). While many of the support needs were familiar, ITAC also took on some new tasks to help with special needs.

Among other things, ITAC:

- Quickly created an electronic workflow using Adobe Sign so thousands of faculty, staff, and student employees could send a remote work request to their supervisors and obtain required signatures. This was achieved quickly and without using paper.
- Supported Human Resources in the creation of forms for the Voluntary Separation Incentive Program (VSIP).
- Served as part of the IT Division COVID-19 Task Force.
- Increased software licenses for Adobe Creative Cloud and SPSS Statistics to provide needed software to students who would normally access it via campus computer labs.
- Provided guidance and support for library computers and Mi-Fi devices loaned to students who did not have adequate technology to learn remotely. ITAC staff also quickly repaired and reimaged computers to make them available.
- Worked closely with Technology Resources staff to simultaneously decommission Skype for Business and implement Microsoft Teams phone and voicemail services. ITAC staff personally reached out to specific departments and faculty members who used Skype to ensure a smooth transition.
- Launched a website guiding faculty, staff, and students to the tools and services available to successfully work, teach, and learn remotely.
- Moved training online. Previously scheduled classes and new offerings were quickly and efficiently made available to faculty and staff, including training about Teams, Zoom, and Canvas.
- Worked closely behind the scenes with university leadership to successfully broadcast important campus updates via Zoom webinars and Teams Live Events.
- Consulted with departments responsible for large, in-person events like New Student Orientation, New Graduate Student Orientation, Bobcat Preview, and New Faculty Orientation to help them move to online delivery.
- Partnered with the IT division's marketing and communications office to develop technology-related Canvas courses for new students and faculty. The courses include videos, engaging interactive elements, and assignments.
- Collaborated with the Office of Distance and Extended Learning (ODEL) and Faculty Development to help faculty and staff learn to use technology tools and navigate pedagogical best practices while using the tools.
- Created a team in Microsoft Teams where campus technical support personnel can collaborate.
- Ordered and installed equipment in over 300 classrooms that will support faculty teaching from a classroom to students learning remotely.

He said he believes the experience under pressure that his staff gained because of the COVID-19 pandemic will be meaningful long after the pandemic is over.

“Although most of our staff worked remotely, I truly believe this unprecedented situation has fostered a level of camaraderie that will outlive COVID-19,” Rogers said.

Jen LaGrange Aguirre is communications supervisor for the IT Assistance Center.



University Libraries support university needs during 2020 pandemic

By Debbie Pltts

Texas State [University Libraries](#) rapidly mobilized in 2020 to provide resources, information, and services to support the virtual campus created by the shift to online learning. Staff were quick to react to make sure studying, teaching, and working remotely didn't cut users off from important library sources of information.

"There were a lot of pieces that had to be put together very quickly and our staff reacted and activated all of our resources in a very short time frame," said Associate Vice President and University Librarian Joan Heath. "We wanted this campus to know the library was there for them during this crisis."

Staff created a resource guide to communicate information about electronic materials and library services that are accessible remotely. Technology, including laptops and mobile

Wi-Fi hotspots, were checked out and in some cases shipped to students who lacked them.

Access to key research materials was vital to the success of Texas State students and faculty as they completed the semester remotely. InterLibrary Loan (ILL) activity increased by 111% in April, and the library began making critical purchases of electronic materials when libraries suspended their ILL services. Staff scanned instructional materials for faculty and physical items for library patrons to make sure they had access to the important resources they needed. The library partnered with other departments to incorporate the discovery of affordable materials in the faculty online teaching certification process to help reduce textbook costs.



University Libraries is temporarily offering to scan and electronically deliver chapters and articles from its print resources. Current Texas State students, faculty, and staff are eligible to use the service.

“In some ways, we had been unknowingly preparing for an event like this for years,” Heath said. “Our catalog of electronic and streaming resources has been a key area of emphasis for our acquisitions team, and our digitization unit has made many of our unique resources digitally available making it possible to access them without having to physically come to the library.”

In addition, support for faculty making the switch to online learning was critical. Librarians quickly put together a remote course support guide to identify electronic teaching resources for courses in each academic discipline and made research guides available in the university’s new Canvas learning management system. Subject librarians began providing remote instruction to classes through Zoom, narrated PowerPoint presentations or YouTube recordings.

Communication was key to making library users aware of the ways libraries could serve them remotely. University Libraries expanded online chat services and launched a comprehensive outreach campaign with digital content shared through email and social media channels.

“During the recent COVID-19 crisis, I noted with personal satisfaction the determination and dedication that librarians exhibited to make an extraordinary educational crisis into yet another instance in which our library played a central role in the Texas State educational and research experience for both faculty and students,” said Dr. Ron Brown, professor in the Department of History.

Debbie Pitts is marketing and promotions coordinator for University Libraries.



Technology Resources makes dramatic impact on virus-affected university

By Steffanie Agnew

It was all hands-on-deck in Texas State University's [Technology Resources](#) unit as staff worked to equip students, faculty, and staff to work, learn, and teach remotely due to the COVID-19 pandemic.

Even during normal times, the university could not run without the technology services and support provided by Technology Resources (TR), a unit in the Division of Information Technology. TR staff oversee everything from the campus wi-fi to tools such as TXST Canvas, Microsoft 365, SAP, and the student information system.

When the university moved to remote, the gears started turning for Mark Hughes, associate vice president of Technology Resources, and the TR staff.

"We usually deal with digital traffic going from on-campus to off-campus," Hughes said. "Now you're talking about a tremendous amount of traffic coming in from the outside."

TR optimized the network routing to support remote work from home and distance learning traffic, enhanced Microsoft Teams to prepare for high volume, and implemented expanded remote network and system monitoring notifications, to only name a few tasks.

Network infrastructure was only part of the work. TR has purview over the technical aspect of many important university systems and had to work with staff across the university to implement a variety of changes.

“It was pretty dramatic, to be honest, because everything we did had a level of impact on the university as a whole,” Hughes said. “Especially considering we already had an expansive array of high priority projects on the docket.”

A flood of requests came in with rapid turn-around deadlines to change systems to make them more helpful for those working, studying, and teaching remotely.

TR assisted University Marketing with best ways to launch the university’s Coronavirus information webpage, developed new functionality for the TXST homepage’s emergency banner to allow multiple departments to access it and support collaborative work. The team also developed a new component in the TXST Mobile app to connect students, faculty, and staff to Coronavirus information.

The team developed a broad range of functions in SAP to support the Families First Coronavirus Response Act (FFCRA), such as attendance types, wage types, quotas, and adding COVID-19 leave balances to Fiori apps. They also developed a vast array of changes needed for student reporting, grading, and Web applications, used by faculty, staff, and students that integrate with the student information system.

Over 5,000 new Microsoft Teams phone numbers were rolled out within a one-week timeframe, allowing faculty and staff to replace the on-campus phones they could not access, with new phone ability in Teams.

Many courses relied on specific software that could only be accessed on campus — difficult to do when remote. TR successfully expanded the enhanced electronic remote access to a variety of software applications, so people no longer needed to be on campus to use them.

It was an immense challenge, but TR staff came together rising to the occasion in support of the university, and they did so without complaining, Hughes said.

Due to the nature of department services, many TR staff could not work from home and were physically required to be on campus to complete their duties.

“They stepped up and when much of campus were working from home, they’re here working and keeping the network and core systems up day and night,” Hughes said. “We’ve met every target. We’ve delivered everything on time. I cannot be more proud of this organization.”

Steffanie Agnew is digital marketing strategist in the IT Marketing and Communications office.



TR's major projects related to COVID-19

Technology Resources staff played a major part in moving the university to remote studying, teaching, and working in the face of the COVID-19 pandemic. Here is a list of some of the TR staff's work:

- Worked with University Marketing on best practices to launch the university's Coronavirus website and link from the TXST homepage
- Created the Student Health Center's COVID-19 information page
- Developed new functionality for the university homepage's emergency banner to allow multiple departments to update messages
- Launched a COVID-19 component in TXST Mobile app
- Developed a method for sending targeted notifications via TXST Mobile app to students impacted by the residential housing changes
- Enhanced and configured Microsoft Teams to prepare for high volume usage
- Optimized network routing to support remote work and distance learning traffic
- Removed long distance PIN requirement for domestic long-distance calls to support the forwarding of telephones for remote workers
- Rolled out nearly 5,000 Microsoft Teams telephone numbers to faculty and staff, integrating Teams into the university's on-campus PBX telephone system
- Increased Anthem lecture recording licenses from 500 seats to 750 seats
- Updated the Course and Project Creation tool in TXST Canvas to improve the instructor course creation experience and make the tool more accessible
- Worked with Human Resources to develop the TXST Remote Working and Telecommuting Agreement and made it available in SAP
- Developed procurement tracking in SAP and the TSUS Marketplace for COVID-19 related expenses
- Developed capability in SAP for employees to enter time worked on COVID-19 activities
- Identified, researched, and modified seven existing scripts/programs to allow for a new EP grade to be issued by faculty. Two new and 11 existing reports were modified to accommodate new grade type
- Coordinated the purchase and implementation of three software products to deliver New Student Orientation through an online user experience
- Modified two core programs that set and release housing holds

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Technology Innovation Office works to make Microsoft Teams useful to Bobcats

By Rebecca Ormsby

Microsoft Teams was vital for students, faculty, and staff asked to study, teach, and work remotely in 2020.

Teams offers a robust means of collaboration – including one-on-one or group chat, access to Outlook calendars for scheduling, online meetings, and document storage and sharing. It is free to everyone at Texas State thanks to the university's contract with Microsoft for the Microsoft 365 suite.

Teams tools provided the foundational elements for continuity of instruction, research, and work during the COVID-19 pandemic, said Dr. Carlos Solís, associate vice president of the Technology Innovation Office (TIO).

Dr. Solís and his staff worked to build relationships to take advantage of Teams and Microsoft's Azure platforms. TIO received funding from Microsoft to work with Quisitive to develop a Texas State-specific Microsoft Teams adoption strategy. Quisitive is a Microsoft partner.

Objectives for the engagement included:

- Working with potential Teams users at Texas State to envision innovation and use of the platform outside of the classroom
- Developing insights into where the Teams platform could solve user issues
- Evaluating use cases for high-level roadmap activation
- Discovering next steps for broader Teams adoption.

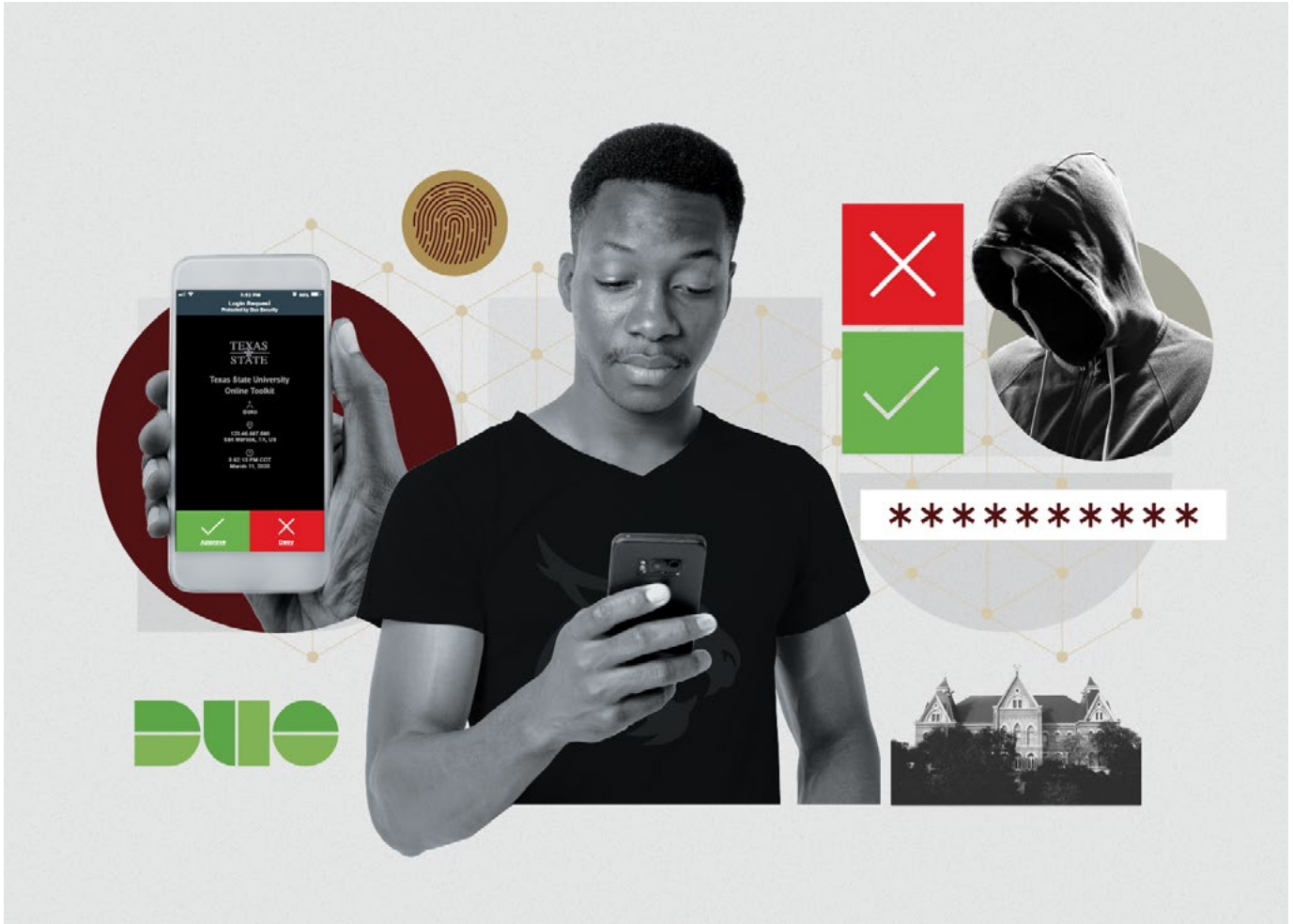


The first stage of the engagement process took place over a two-day period in May 2020. The Quisitive team met with stakeholders reviewing the possibilities, needs, challenges, and goals within various units at Texas State.

Stakeholders in the discussion included staff from Academic Affairs, Student Affairs, the Office of Distance and Extended Learning, Human Resources, and Finance and Support Services. IT Division units involved in the discussion included the Office of the Vice President/IT Business Operations, Technology Resources, the IT Assistance Center, the Information Security Office, and TIO.

Using information gathered during the discussions, Microsoft and Quisitive will work together to create an implementation strategy to spread the use of Teams and the successes Texas State can create using the service. The goal is to continue building on the success Texas State had with Teams during 2020 so the tool continues to be of value to the university long after the COVID-19 pandemic.

Rebecca Ormsby is a communications specialist in the IT Marketing and Communications office.



Adding students to Duo an important step in remote world

By Joel Ausanka Reese

In 2019, Texas State's [Information Security Office](#) documented hundreds of incidents of phishing, by far the most common threat to Texas State student accounts. In 2020, we took steps to help students fight back.

Phishing is one of the biggest outside threats to everyone's digital identity. Through faked emails, fraudulent websites, malicious text messages, and even voicemails; phishing is used to steal credentials, personal information, and money from victims all over the world. The most common way for someone to get phished is through email, spam or spoofed messages, and often victims won't know they are compromised until it is too late.

The Information Security Office made [Duo multi-factor authentication](#) available to faculty and staff in 2017 – providing an extra layer of security that significantly reduced unauthorized account logins from phishing attacks.

In 2020, we extended that safety to students as well. Duo is not just for faculty and staff anymore; it is for everyone.

It can be easy to discover someone's password, especially if they are not taking password security seriously. If someone is using poor practices like reusing passwords, using passwords that are too simple or easily guessed, or sharing logins with people who don't guard the security of those credentials, a phisher or hacker can exploit those vulnerabilities and gain access to a victim's account.

Once a victim's account is compromised, it is only a matter of time before consequences occur. One tactic of phishers is to use a compromised account to send out malicious emails to the friends and professional contacts of a victim, impersonating that person and using that credibility to send more phishing emails. Or worse, they send malware and use the victim's identity to steal from others. Not only does this have consequences in terms of real dollars but can also harm someone's reputation or lead to unintended harm against their friends, family, and professional colleagues.

Duo helps to defend your account from being compromised by adding a second factor of authentication, an extra layer of security. Authentication comes in three types: something you know (password), something you have (a device or token), and something you are (thumbprint or face ID).

A password is a good first line of defense, if constructed properly, but can still be overcome by a savvy hacker. Impersonating a device or token is much more difficult. Correctly spoofing a password and a device at the same time is highly unlikely, except in the event of physical theft.

Since phishers are likely not operating out of your neighborhood or dorm, the risk of someone having your password and device simultaneously is extremely low.

In light of all of this, the decision to roll out Duo to students was an easy one, made to ensure that we are offering the same level of protection to our students as we do our faculty and staff. All Bobcats deserve to feel confident in the knowledge that their accounts are secure.

Joel Ausanka is an IT Project Coordinator in the Information Security Office.

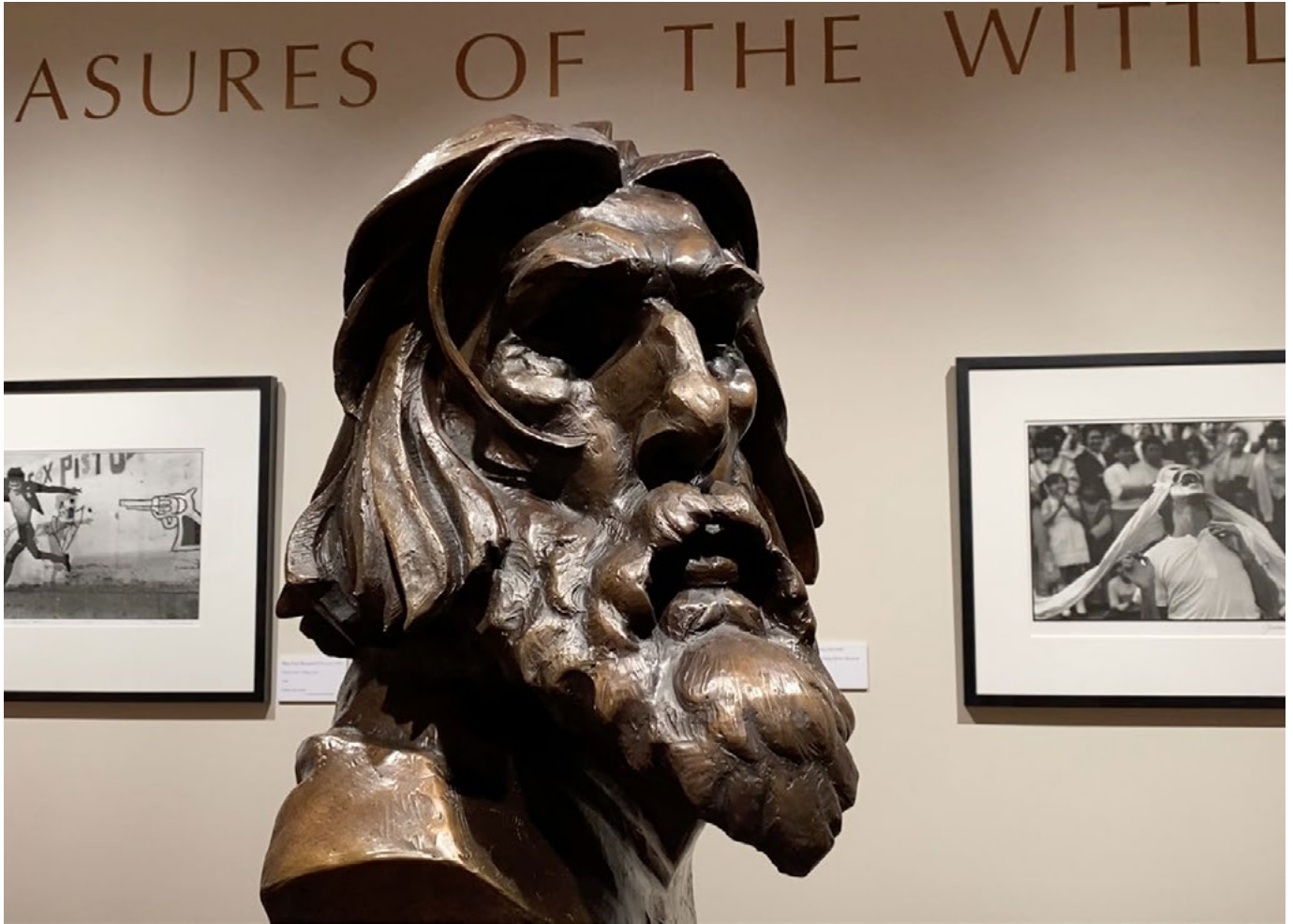


ISO's major projects related to COVID-19

Texas State's [Information Security Office](#) (ISO) always works hard to limit the danger of cybercrime at the university. The goal is to protect all university accounts, including accounts of students, faculty, and staff. That work became even more important when the university moved to all online studying, teaching, and working. But that was not the only thing ISO did to help the university deal with the COVID-19 pandemic.

The office also contributed to:

- Work from home policies
- Work from home best practices
- [Virtual Private Network \(VPN\)](#) licensing upgrades
- VPN rules and configurations
- Training to prevent Zoom bombing
- Remote work training
- Contributions to remote work and learning website



The Wittliff Collections stays the course by being nimble

By Hector Saldaña

At the beginning of 2020, before the far-reaching effects of the COVID-19 pandemic were evident, the plan was solid.

The Wittliff Collections at Texas State University was on track to debut its new gallery spaces in mid-April: Treasures of The Wittliff, the Edward S. Curtis Gallery, the Texas Music Gallery, and the Lonesome Dove Gallery.

The timing coincided with the date for the inaugural Wittliff Fest at ACL Live at the Moody Theater and W Austin Hotel.

Curators, archivists and staff were working on plans in place for months with the blessing of the collections' founders, the late Bill Wittliff and his wife, Sally Wittliff.

As music curator, I was doubly excited.

Autumn 2020 was designated as the start of a year-long music gallery exhibition celebrating iconic musician Ray Benson and his band Asleep at the Wheel. Benson's voluminous archives are part of The Wittliff, and the legendary western swing band was celebrating its 50th anniversary.

But it was another exhibition that was originally slated to christen the new Texas Music Gallery. Its working title was "Troubadours, Punks & Tesoros."

The idea was that a short-run exhibit – from April through August 2020 – would debut in the space and spotlight the breadth of The Wittliff's music holdings, especially some recent donations and acquisitions.



Portrait of legendary Texas Swing band Asleep At The Wheel on display in The Texas Music Gallery.



Grammy Award won by Ray Benson on display in the Texas Music gallery.

At its core, “Troubadours, Punks & Tesoros” was conceived as a celebration of the scope and diversity of Texas music. The list of artists included Lydia Mendoza, Cindy Walker, Vernon “Spot” Barnett, Jerry Jeff Walker, Doug Sahm, Terri Hendrix, Charlie Robison, Marcia Ball, Mance Lipscomb, Roosevelt “Grey Ghost” Williams, Selena, Roky Erickson, Bobby Bridger, Jesse Sublett and many others. All of them, and related documents and artifacts, are represented within collections at The Witliff.

Ultimately, the idea as originally conceived proved too ambitious in the wake of the lockdown efforts at the federal, state and county level to contain COVID-19.

One effect of Texas State University’s campus closing, stay-at-home orders and remote working was to compress the exhibition calendar. The window that once existed for staging “Troubadours, Punks & Tesoros” had disappeared.

Executive director David Coleman was the first to express that it was time to pivot from “Troubadours, Punks & Tesoros” and focus solely on getting the Ray Benson anniversary exhibition ready for the fall.



One of The Wittliff's photography galleries.



"Bill's Gannet" 2016 by Kate Breaky. On display in the "Treasures of The Wittliff" gallery.



The Wittliff's all new Lonesome Dove exhibition. On permanent display.

I agreed. It was a bit bittersweet.

In the weeks prior to the COVID-19 changes, I'd been busy working on preparing forms with the beautiful beaded dresses of singers Rosita Fernandez and Lydia Mendoza, and the cape of the legendary Rita Vidaurri.

Singer-songwriter Terri Hendrix and I had shared a laugh about a pair of her old painted overalls, given to her by a fan, which were to go on display. She's a good sport and a great talent.

Charlie Robison's football letter jacket, Doug Sahn's bajo sexto 12-string guitar and the Grey Ghost's straw hat are downright awe inspiring.

While "Troubadours, Punks & Tesoros" was not meant to be, some of its items can be found in the Treasures gallery, including John Branch's amazing music-related political cartoons and a handwritten poem by Cindy Walker honoring her mom.

And everyone entering the new glass doors at The Wittliff will gaze upon Terry Allen's "Caw Caw Blues" bronze crow sculpture, a tribute to the late songwriter Guy Clark and a beautiful piece that incorporates Clark's ashes. Nearby, a new photographic exhibition honors an array of woman photographers.

Hector Saldaña is curator of the Texas Music Collection, part of The Wittliff Collections. The Wittliff Collections are located on the San Marcos campus of Texas State University. Get more information about the collections on the web at thewittliffcollections.txstate.edu



The Wittliff Collections growth creates 'La Avenida'

By Hector Saldaña

The beauty of [The Wittliff Collections](#) is in its staff, who work together on all exhibits, with the ability to respond in real time to the world around us. The goal is to provide inspiration.

It is in that spirit that the new spacious foyer with exhibit cases outside the new Lonesome Dove gallery and the reader and writer's rooms has been renamed La Avenida (the Avenue) and is conceived as an area for wide-ranging displays and exhibitions.

La Avenida is currently home of two new bronze busts by artist Clete Shields – of Lydia Mendoza and Willie Nelson – as well as a portrait of R&B, blues and jazz great Spot Barnett, and an exhibit dedicated to novelist John Rechy, author of “City of Night.”

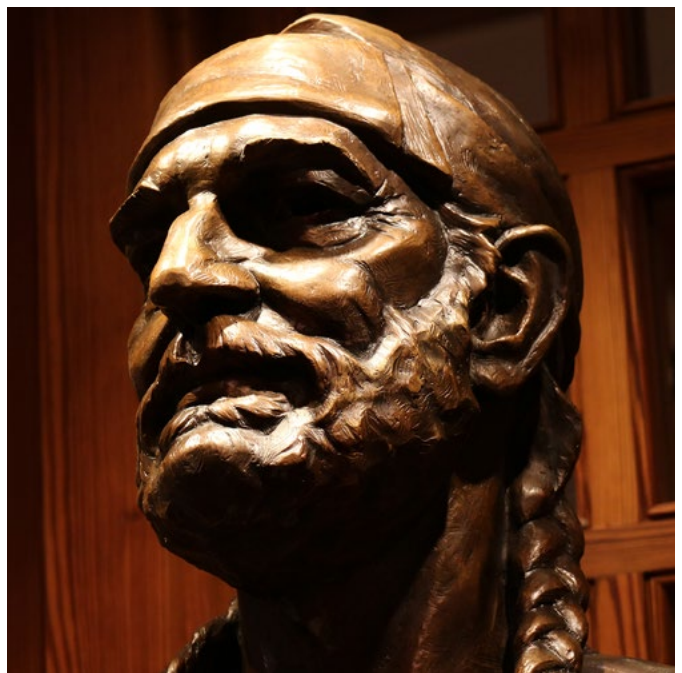
Hector Saldaña is curator of the Texas Music Collection, part of The Wittliff Collections. The Wittliff Collections are located on the San Marcos campus of Texas State University. Get more information about the collections on the web at thewittliffcollections.txstate.edu



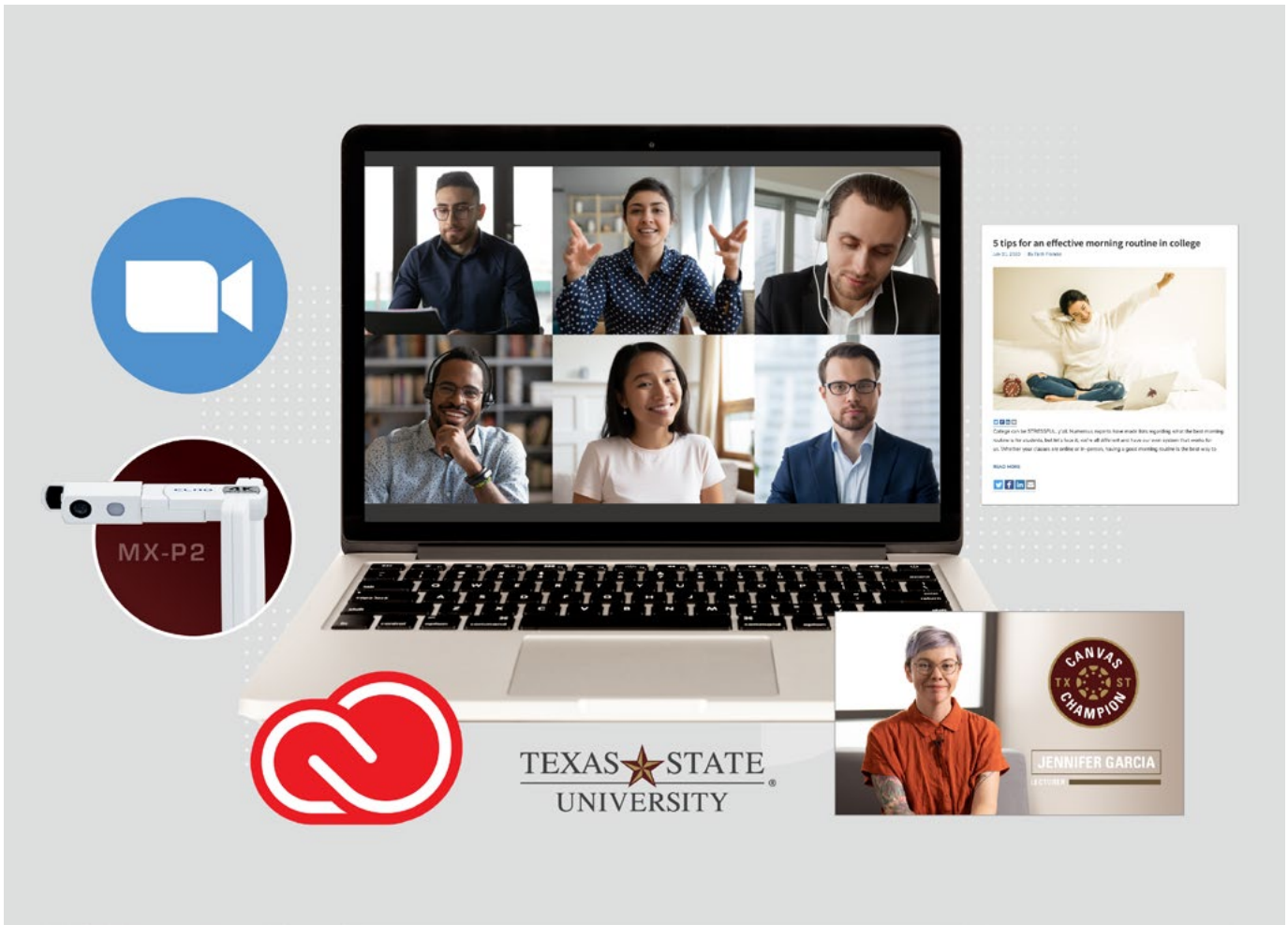
Artifacts from The Wittliff's literature and Texas music collections on display in the newly named "La Avenida" gallery.



Artifacts from The Wittliff's Texas Music Collection including a sculpture of Lydia Mendoza on display in La Avenida.



Willie Nelson sculpture bust by Clete Shields.



IT Business Operations answers the call for more tech

By Steffanie Agnew

IT Business Operations (ITBO) acted fast to ensure Bobcats had access to the technology they needed when COVID-19 forced everyone to learn, teach, and work remotely.

ITBO is part of the Office of the Vice President for Information Technology. It includes the IT Business Services and IT Marketing and Communications work groups. Here is a look at how each contributed to helping the university thrive during changes forced by COVID-19.

IT Business Services (ITBS)

ITBS staff immediately started reviewing contracts and licensing policies for software and hardware prior to spring break. They had to get a feel for what the university currently had available in order to work and learn from home.

Resources not available for remote work became their next priority.

Staff procurement and financial professionals worked with vendors, such as Adobe, to remove restrictions on software for remote use. They assisted the university community with software and hardware purchases, such as Verizon Mi-Fis for mobile hotspots, as well as laptops, microphones, and cameras.

While doing all of this, ITBS helped Texas State's sister universities in the Texas State University System (TSUS). As administrators of TSUS-wide agreements, they fielded questions from the sister schools to make sure they could do what they needed for their own campuses.

ITBS Director José Rodriguez said everything his team did was vital and praised everyone's ability to work together.

“That was something beautiful to see, because it showed everyone's loyalty and pride, and they took so much to heart to make everything happen,” Rodriguez said.

IT Marketing and Communications

Communications staff served on the IT Division's COVID-19 Taskforce, a team put together to quickly evaluate the technological aspects of remote working, teaching, and learning. As part of the taskforce, MarCom assisted the IT Assistance Center (ITAC) with the creation of a webpage for students, faculty, and staff that provided information about technology resources.

The team increased communication to people about specific tools they could use for remote work, such as Zoom and Microsoft Teams, through social media, posts to the IT Division blog, and email.

Blog posts gave information about services for remote working. The posts also included tips for success to help people become familiar with tools they may have never previously used.

Communications staff helped other departments with their unique communication needs due to the pandemic. They helped ITAC create videos for the online New Student Orientation program in the spring and summer. They created presentation materials for Camp Canvas, an ITAC virtual training series for Texas State faculty who needed to learn about the university's new learning management system.

“We are always trying to communicate with the university community about the technologies available to them and the people in IT who can help them succeed,” said Scott Ayers, director of IT Marketing and Communications. “COVID-19 was a challenge for everyone, but I hope the fine work my team did made it a little bit easier for students, faculty, and staff to access and use the tech tools they needed to study, teach, and work remotely.”

Steffanie Agnew is a digital marketing strategist in the IT Marketing and Communications office.

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Staff excellence:

Academic and professional leadership and service

Arlene Salazar, librarian, was selected for the Texas State University Excellence in Diversity and Inclusion Award in 2020. The awards are given annually to one faculty member and one staff member who provide exceptional commitment to diversity and inclusion at Texas State University by promoting the university's diversity goals.

Dianna Morganti, research, instruction and outreach librarian, was elected to serve as treasurer for the Texas Library Association for the 2019-2020 academic year.

Dianna Morganti, research, instruction, and outreach librarian, served as co-chair of the Texas Library Association's Diversity and Inclusion Committee during the 2019-2020 academic year. Her responsibility was to ensure that the programming and activities of the Texas Library Association reflected the diversity of its surrounding communities. She was also responsible for updating the Association's Diversity and Inclusion Action Plan.

Ginger Williams, head acquisitions librarian, served as a juror for the Association for Collections and Technical Services' ProQuest Coutts Innovation Award during the 2019-2020 academic year. Her responsibilities were to solicit nominations, review nomination packets, and select awardees.

Jessica McClean, research, instruction and outreach librarian, participated in the Association of College and Research Libraries Science and Technology Section (STS) Membership Committee. The purpose of the committee is to maintain a history of STS committee participation; publish committee rosters for the STS Council; update and distribute the membership brochure; and actively recruit new members to STS.

Jessica McClean, research, instruction and outreach librarian, was appointed co-chair of the Association of College and Research Libraries Science and Technology Section Research Committee during the 2019-2020 academic year. She planned forums for meetings where science and technology librarians could share ideas about new directions in science librarianship, research in progress, and current topics of interest.

Katie Salzmann, lead archivist for The Wittliff Collections, was selected for the Distinguished Service Award by the Society of Southwest Archivists for spring 2020. This award is presented to a member who has made significant contributions to the society and the wider archival profession.

Laura Waugh, digital collections librarian, served as part of the Texas Digital Library's Texas Data Repository Assessment Working Group for the 2019-2020 academic year. Her role in the working group was to prepare reports, analyze and update data for annual reporting of Texas Data Repository and each institutional member, and help coordinate annual meeting presentation.

Laura Waugh, digital collections librarian, served as part of the Texas Digital Library's DSpace Education Working Group for the 2019-2020 academic year. Her role in the working group was to provide documentation, training, and engagement initiatives about DSpace to Texas Digital Library members.

Laura Waugh, digital collections librarian, served as part of the Texas Digital Library's Open Journal Systems User Group for the 2019-2020 academic year. She attended monthly meetings, lead in-depth topic discussions as requested, contributed to documentation on Open Journal Systems version 3 and integrations with other systems.

Laura Waugh, digital collections librarian, served as part of the Digital Frontiers' Board of Directors for the 2019-2020 academic year. During this time, she attended quarterly meetings, advised on operational planning and new initiatives, and assisted with ongoing projects as needed.

Laura Waugh, digital collections librarian, served as part of The Electronic Library's Library Journal Editorial Advisory Board [Emerald Publishing] for the 2019-2020 academic year. During this time, she reviewed manuscripts (at least five per year) for the journal, provided second opinions on contradictory reviews, completed evaluations for annual article awards, participated in projects and edited special issues as needed.

Laura Waugh, digital collections librarian, was elected chair for the Texas Library Association's (TLA) Digital Libraries Round Table event for the 2019-2020 academic year. She planned and organized the annual conference sessions, led meetings, managed the annual budget, and collaborated with other TLA round tables and groups. She also provided outreach for member engagement activities and new members.

Academic and professional leadership and service (continued)

Laura Waugh, digital collections librarian, was elected chair for the Texas Digital Library's Texas Data Repository Dataverse Steering Committee. In this role, she prepared and led monthly meetings; served on project teams and workgroups; attended bi-weekly meetings; facilitated, reviewed, and updated the annual roadmap documentation for the coming year.

Lauren Goodley, archivist for The Wittliff Collections, served as vice chair of the Texas Digital Library's Awards Committee during the 2019-2020 academic year. Her responsibilities were to review award descriptions, create and implement the outreach plan, review nominations, and select awardees.

Lauren Goodley, archivist for The Wittliff Collections, was selected for the 2020 Innovation Awards Working Group by the National Digital Stewardship Alliance of the Digital Library Foundation. In this role, her responsibilities were to review nominations and select awardees of the 2020 Innovation Awards.

Lynn Bostwick, reference and instruction librarian in the Round Rock Campus Library, was elected to serve as the Texas Library Association's (TLA) alternative councilor. In this role, she attended meetings and provided feedback on division operations and programming for TLA 2020.

Mary Aycock, database and metadata management librarian, served as a representative of the American Library Association's Continuing Resources Section Publication Committee during the 2019-2020 academic year. As a representative, she attended meetings and reported back to the section.

Sheila Torres-Blank, librarian, served as part of the HathiTrust Community Metadata Strategy Task Force during the 2019-2020 academic year. The Task Force was charged with looking at strategies for member-contributed metadata in light of the broader community metadata ecosystem.

Stephanie Larrison, electronic resources librarian, served as the Texas Digital Library's Vireo User Group Committee Co-Chair during the 2019-2020 academic year. In this role, her responsibility was to plan and conduct meetings for the Vireo Users Group. Vireo is an online Thesis & Dissertation Submission and Management system created by the Texas Digital Library. She is the only member of the Vireo Users Group Steering Committee who has served continuously since its inception in 2010.

Tara Spies Smith, research, instruction and outreach librarian, participated in the Art Libraries Society of North America's

Editorial Board, for academic year 2019-2020, where she was appointed co-editor for the ARLIS/NA Graphic Novels SIG's new publication Notable Graphic Novels Review. She would solicit for reviewers from ARLIS/NA, obtain review copies and images of cover art from publishers, mail review copies to reviewers, co-edit reviews, and publish Notable Graphic Novels Review that is linked on ARLIS/NA website. Notable Graphic Novels Review made official ARLIS/NA publication.

Tricia Boucher, user experience librarian, served on the American Library Association's Gaming Roundtable during the 2019-2020 academic year. As part of the round table, she created a community of practice for librarians interested in gaming of all types for their patrons and students.

Tricia Boucher, user experience librarian, served on the EDUCAUSE Games & Learning Community Group Steering Committee during the 2019-2020 academic year. In her role, she worked to provide members (and non-members) with a community of people interested in games and learning, and provided book clubs, webinars, and virtual gatherings.

Tricia Boucher, user experience librarian, served on the Library Leadership & Management Association's Assessment Community of Practice during the 2019-2020 academic year. In her role, she provided educational opportunities in assessment for ALA/LLAMA members.

Tricia Boucher, user experience librarian, worked with faculty member Illysa Foster and was awarded the University Lectures grant to bring a prestigious speaker to campus for a topical lecture. Her work was backed by multiple departments and offered cross-departmental value.

Tricia Boucher, user experience librarian, worked with faculty member Dr. Shirley Ogletree and was awarded the Common Experience grant to bring a speaker to campus for a lecture in line with the year's Common Experience theme, "Truth." Her work was backed by multiple departments and student groups.

Staff excellence: Outreach

Dr. Carlos Solís, associate vice president for the Technology Innovation Office, presented at the Microsoft Higher Education Customer Advisory Board meeting in October 2019. The topic of his presentation was "Media Captioning by AI – Services: A comparative review of cost and accuracy."

Dr. Ray Uzwyshyn, director of collections and digital services in University Libraries, was invited to present his topic on

“Developing a Digital Scholarship Research Ecosystem.” The presentation provided an overview of elements necessary to develop a Digital Scholarship Research Ecosystem for a university, college or research institution. He also chaired and moderated sessions during the International Conference on Educational Information Technology in February 2020.

Dr. Ray Uzwyshyn, director of collections and digital services in University Libraries, was invited to present his paper “Developing a Digital Scholarship Research Ecosystem” as part of the Speech Award of Excellence at the International Academic Technology Impact Awards in February 2020.

Dr. Ray Uzwyshyn, director of collections and digital services in University Libraries, presented at the Coalition for Networked Information Fall Membership Meeting in December 2019. The topic for the meeting was “Open Source Digital Scholarly Research Systems: Local and Global Possibilities.” He provided an overview and project briefing of Texas State University’s Digital Scholarly Research Ecosystem. He also discussed D-Space, Dataverse, ORCID, OMEKA, Vireo, OJS3 and digital ecosystems for scholarly research and raising research profiles of faculty, graduate students and institutions.

Dr. Ray Uzwyshyn, director of collections and digital services in University Libraries, presented at the International Conference on Educational Information Technology in December 2019. He presented research on the “Digital Scholarship Research Ecosystems Research Paper presentation of Texas State University Digital Scholarly Ecosystem.” During his presentation, he gave an overview of new technology and open source possibilities within international educational technologies context for raising research profiles and collaboration possibilities for faculty, graduate students and institutions.

Dr. Ray Uzwyshyn, director of collections and digital services in University Libraries, presented during the Association of Southeastern Research Libraries webinar in April 2020. The topic explored how to develop a digital scholarship research system for academic libraries. He used Texas State University Libraries’ digital systems as an example and provided an overview for developing new digital scholarship research systems from research library perspectives.

Evan Pickrel, electronic information resources accessibility coordinator, attended the Information and Communications Technology conference, September-October 2019. At the event he learned more about the methodology of accessibility testing.

Evan Pickrel, electronic information resources accessibility coordinator, attended Accessing Higher Ground 2019. The two-day, intensive, training covered all aspects of PDF creation and accessibility.

Evan Pickrel, electronic information resources accessibility coordinator, attended and presented at the Southern Association of Collegiate Registrars and Admissions Officers conference. The presentation topic covered how to run an accessibility program with limited resources.

Jessica McClean, research, instruction and outreach librarian, presented at the STEM Librarians South Conference in July 2020. Her presentation, “Gathering Low-Hanging Fruit: Getting Faculty Buy-In for Adding Papers to an Institutional Repository,” was a lightning talk on a scholarly communication-related project to add more content to the institutional repository while also building relationships with faculty.

Katie Salzmann, lead archivist for The Wittliff Collections, presented “Archiving Texas Music: Preserving Culture Across the State and Beyond” at the Texas State Historical Association Annual Meeting in February 2020. Her presentation gave an overview of the Texas Music Collection at the Wittliff, its evolution from the literary tradition of the Southwest, and the expanded focus that developed out of the Southwestern Writers Collection.

Kenneth R. Pierce, vice president for information technology and CIO, attended the first collegiate Overwatch esports tournament. The event was hosted by the University of Texas at Arlington in September 2019. The “Battle4Texas” event included representatives of 16 universities all vying for the title “Champion of Texas.”

Kenneth R. Pierce, vice president for information technology and CIO, attended the EDUCAUSE Annual Conference in Chicago in October 2019. The conference calls together the best thinking in higher education IT to become even better at what they do. Professionals and technology providers from around the world gather at the conference to network, share ideas, grow professionally, and discover solutions to today’s challenges.

Kenneth R. Pierce, vice president for information technology and CIO, attended the Gartner IT Symposium/Xpo in Orlando in October 2019. The flagship conference explored how to shape technology to respond to adversity and discover digital business strategic planning tools and techniques to achieve business continuity.

Kenneth R. Pierce, vice president for information technology and CIO, attended the Gartner Analyst Onsite Briefing/ Discussion: “Artificial Intelligence, Data Visualization and Immersive Technologies” in San Antonio in January 2020. Briefings are research tools for industry analysts, and an opportunity for IT vendors to present products, services and business strategies.

Outreach (continued)

Kenneth R. Pierce, vice president for information technology and CIO, attended the Adobe Creative Campus in Orlando in February 2020. The Adobe Creative Campus program spotlights leading colleges and universities that recognize the value of teaching digital literacy skills in higher education.

Kenneth R. Pierce, vice president for information technology and CIO, attended the Gartner CIO Leadership Forum in Phoenix in February 2020. The Forum was by-invitation-only and addressed the strategic needs of enterprise and business unit CIOs.

Kenneth R. Pierce, vice president for information technology and CIO, attended several sessions at Dell Technologies' Virtual Esports Conference during June and July 2020.

Kenneth R. Pierce, vice president for information technology and CIO, virtually attended the Gartner Texas CIO Forum in July 2020.

Kenneth R. Pierce, vice president for information technology and CIO, attended the virtual Texas Association of State Systems for Computing and Communications (TASSCC) Annual Conference. The event is to provide a setting where discussion can occur about critical issues that impact Texas public sector IT professionals.

Kenneth R. Pierce, vice president for information technology and CIO, attended and served as a panelist at the Executive Leadership for Information Technology Excellence (ELITE) program hosted by the University of Texas Governor's Center for Management Development in August 2020. The executive program serves to develop the executive competencies needed for leadership roles in technology information offices.

Kenneth R. Pierce, archivist for The Wittliff Collections, presented "Archivematica Campfire Stories" during the Texas Digital Library and A-Tex Webinar in November 2019. She shared the work of the Digital Preservation Working Group and her own work implementing Archivematica as part of the Texas State University Libraries' digital preservation program.

Mary Aycock, database and metadata management librarian, and **Laura Waugh**, digital collections librarian, co-presented at the Electronic Resources and Libraries Conference in March 2020. Their presentation, entitled "Square [metadata] pegs and round [repository] holes: Making metadata work," shared challenges, successes, and lessons learned developing a library-wide metadata best practice.

Matt Taylor, software licensing coordinator in IT Business Operations, attended the EDUCAUSE Annual Conference 2019, Oct. 14 – Oct. 17 in Chicago. The conference calls together the best thinking in higher education IT to become even better at what they do. Professionals and technology providers from around the world gather at the conference to network, share ideas, grow professionally, and discover solutions to today's challenges.

Ryan Lara, technology architect in Technology Resources, led a focus group at the Microsoft Ignite – Technology Conference in November 2019. The focus group topic concentrated on Improving the Microsoft 365 Admin Center for Microsoft engineers and other public sector leads.

Scott Ayers, director of IT Marketing and Communications, attended the EDUCAUSE Annual Conference 2019, Oct. 14 – Oct. 17 in Chicago, Illinois. The conference calls together the best thinking in higher education IT to become even better at what they do. Professionals and technology providers from around the world gather at the conference to network, share ideas, grow professionally, and discover solutions to today's challenges.

Stephanie Larrison, electronic resources librarian, presented at the U.S. Electronic Thesis & Dissertation Association 2019 Annual Conference. Her presentation, "Training Workshop: Vireo 4 ETD Submission System," was aimed at current users of the Vireo Electronic Thesis & Dissertation Submission System. She demonstrated and provided hands-on training of the new features of Vireo release 4, including creating customized workflows, using new field profiles, and the creation and use of controlled vocabularies.

Stephanie Larrison, electronic resources librarian, presented at the U.S. Electronic Thesis & Dissertation Association Annual Conference in October 2019. Her presentation, "Introduction to Vireo" gave a quick introduction to Vireo Electronic Thesis & Dissertation Submission System with a brief live demonstration of how a student would submit their manuscript, emails they would receive from Vireo, and how staff would interact with the manuscript.

Stephanie Larrison, electronic resources librarian, presented at the U.S. Electronic Thesis & Dissertation Association in September 2020. Her presentation, "ETDs for Beginners," introduced a very large group of new ETD professionals to the associations and consortiums in Texas with an interest in theses and dissertations. During her presentation she gave an overview of the Texas Digital Library and activities of the Texas Electronic Thesis and Dissertation Association.

Stephanie Towery, copyright officer; **Amanda Price**, monograph acquisitions librarian; and **Laura Waugh**, digital collections librarian, presented a hybrid approach to scholarly communication education at the Electronic Resources & Libraries Annual Conference, March 2020.

Tricia Boucher, user experience librarian, presented a “Secret Shopper (service) Assessment” at the University of Michigan Special Interest Group event in April 2020. The discussion detailed how the Texas State University Libraries has utilized the service for many years and included a segment on “lessons learned from our experience.”

Tricia Boucher, user experience librarian, presented at the Texas Council of Academic Libraries Conference, September 2019. In her presentation, “User Experience and Assessment,” she discussed the importance of assessing the user experience for continuous improvement of library spaces, services, and resources.

Whitten Smart, special assistant to the vice president for information technology, attended the Executive Leadership for Information Technology Excellence (ELITE) program hosted by the University of Texas Governor’s Center for Management Development in August 2020. The executive program serves to develop the executive competencies needed for leadership roles in technology information offices.

Whitten Smart, special assistant to the vice president for information technology, attended, served as panelist, and presented at the EDUCAUSE Annual Conference in Chicago, October 2019. The topic of the panel he served on was “Educational Intelligence: From Limitless Data to Powerful Insights.” His presentation shared about Texas State’s learning management system selection process.

Staff excellence:

Degrees and certifications

Daniel Phillips, computer technician II for the IT Assistance Center, received the following Apple Certifications: Apple Authorized Service Provider, Partner Admin, Technician, and Partner User Channel Services.

Dr. Carlos Solís, associate vice president for the Technology Innovation Office, completed certificates in “Leading for Creativity: Empowering others to Tackle Challenges Creatively,” and “Insights for Innovation: IDEO’s Approach to Gathering Human-Centered Insights that Fuel Innovation,” both from IdeoU.

Leslie Burgess, senior user service consultant for the IT Assistance Center, received an HR Essentials for TXST Managers certificate.

Marina Zuniga-Johnson, technology integration specialist for the IT Assistance Center, earned the Certified Technology Specialist certification.

Michael Weissmiller, senior user service consultant for the IT Assistance Center, received a bachelor of science degree in Applied Mathematics from Texas State University and an HR Essentials for TXST Managers certificate.

Missy Ellis, director of managed services for the IT Assistance Center, received a bachelor of applied arts and sciences degree with a concentration in IT Management from Texas State University.

Peter Pohler, senior user service consultant for the IT Assistance Center, received an HR Essentials for TXST Managers certificate.

Ryan Lara, technology architect in Technology Resources, received four certifications during the year: the CompTIA Security+ certificate from CompTIA, Microsoft 365 Certified as a Security Administrator Associate, and Microsoft certified in Azure Fundamentals and as an Azure Administrator Associate.

Scott Ayers, director of IT Marketing and Communications, received an HR Essentials for TXST Managers certificate.

Shane Flaherty, systems support analyst in Technology Resources, received HPC Leadership Institute certification from the Texas Advanced Computing Center.

Staff excellence:

Publication

Tara Spies Smith, research, instruction and outreach librarian, peer reviewed two articles for the fall and spring issues of the scholarly peer-reviewed journal *Art Documentation*.

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