Dear Colleagues,

This report highlights the accomplishments of University Information and Technology (UIT) during the 2018-19 academic year, and demonstrates our commitment to helping drive the institution’s core mission through the effective use of technology. Over the course of the last year, we continued to improve OSU's ability to learn, work, research and operate across our campuses, throughout the state and around the globe. Our focus on developing and sustaining strong working relationships continues to be a cornerstone of our success, whether in teaching and learning, research, outreach or administrative work.

These pages highlight the ways in which we support the university's strategic goals. For our students and faculty, we introduced new services and tools to improve our teaching and learning environments. This includes the creation of a new faculty media center in support of increasing interest in digital media creation and fluency. With our ongoing efforts to expand and enhance wireless coverage, OSU was named by PC Magazine as having the fastest wireless network in the country amid dozens of colleges and universities. Our Learning Innovation Grants and Technology Commons Fund supported a number of projects and innovative ideas that will enhance pedagogy and enhance learning experiences for our students.

For our research community, the first major segment of our new statewide network was completed, connecting the Corvallis campus to the Hatfield Marine Science Center with high-speed fiber, allowing for the rapid transfer of data between Newport and Corvallis. UIT also supported efforts that improved our ability to connect researchers to their individual contributions and activities, integrate more seamlessly into the global research conversation, and manage and track the university's overall research work.

In support of our administrative operations, we finalized a significant upgrade to our core business system, Banner, and completed numerous data integrations between several of our systems, allowing various university business practices to operate with improved efficiency. With the university's focus on increasing student success, we made investments to create an enterprisewide strategy for customer relationship management (CRM) and also launched a data literacy initiative with an aim to improve the usability and quality of our institutional data.

I am pleased to present UIT's annual report for the 2019 academic year. I am especially proud of the commitment, care and dedication of our staff — their effort is what helps make our success possible. As we welcome the leadership of a new CIO and Vice Provost, I would like to thank you for your partnership and collegiality during the past year. It has been a pleasure to serve in this role, and together, UIT looks forward to continuing the conversation and optimizing the connection between technology and OSU's strategic and operational priorities.

I encourage you to share your questions and comments as we continue to serve the people of OSU.

Sincerely,

Jon Dolan
Interim Vice Provost, University Information & Technology
SECTION 1.0 PERFORMANCE INDICATORS

THE MISSION
Build and maintain a technology ecosystem at OSU that enables scholarship, learning and community engagement in an environment where innovation and academic excellence thrive.

ORGANIZATIONAL MANAGEMENT

Maturing IT Practices
It is our primary goal to mature our professional IT practice. One of the ways we measure our progress is through service desk customer satisfaction surveys.

96%
Customer Satisfaction

Budget Stewardship
Another area of focus is to improve processes and be responsible stewards with the budget. In 2011, we spent $5.8 million on hardware and software to support 29,691 OSU students and employees. In 2019, we spent $6.2 million (a 6.7% increase from 2011) to support 37,508 students and employees, an increase of nearly 21% from 2011.

$5.8 Million  $6.2 Million

2011  2019

HOW WE WORK

We maintain a stable environment and enable innovation through modern tools that are accessible and easy to use.

Stability
Our core services provide the foundation for much of the educational, scholarship and business applications that power OSU. One of the most important functions that we perform is to ensure that these systems remain available and easy to use.

100%
Campus-wide network uptime: Over the course of the year, there were 0 campus-wide network outages (AY19).

500 new wireless access points added across Corvallis, Bend and Newport — in addition to the 4500 that are already currently maintained.
Modern Tools
We enable collaboration and innovation by providing modern tools like Box and Zoom that are intuitive and accessible.

On-the-go Access with OSU Mobile
Last year, 21,430 people opened the OSU Mobile app more than 1.1 million times to access their grades and assignments, the campus map, events and more.

HOW WE FACILITATE RESEARCH
We provide tools and services to the research community at OSU that enable scholarship and creativity without barriers.

Collaboration
By leveraging platforms like Box and Eduroam, we bring OSU to the world and the world to OSU.

Box
Last year, we collaborated with 4711 external Box users from 318 US institutions and 38 government agencies.

Eduroam
OSU’s Eduroam partnership makes it easier and faster for our faculty to wirelessly connect to the internet when they travel to partner institutions. 17,151 people from 44 countries used Eduroam while at OSU.

HOW WE LEARN
We provide and maintain anytime, anywhere, innovative spaces, and effective and insightful tools.

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34% increase in Box logins (AY19).

8,000 online meetings with Zoom since launch in August (AY19).

94% of students use Canvas in an average of 3,900 published courses each term (AY19).

38% of OSU students utilize campus computer labs – 462 workstations across 11 labs (AY19).

12% increase in the number of videos used for instruction, with nearly 1.5 million video plays total (AY19).

6,800 OSU users utilized Eduroam around the world (AY19).
HOW WE OPERATE THE UNIVERSITY

We integrate business systems, enable paperless processes and manage risks to data and infrastructure.

Integrating Business Systems and Reducing Overhead

One of the key services that we provide to our customers is the integration and maintenance of new software applications that interoperate with other systems on campus. These integrations maximize the utility of our purchases and make sure that they deliver information that is consistent with other university systems.

Banner

Since 2015, we’ve added a total of 172 data integrations to Banner, allowing critical university data to flow between various systems. Additionally, we reduced the number of Banner modifications by 50% since last year, decreasing maintenance costs and improving speed and flexibility.

Secure and Modern Environment

Cloud-hosted applications and platforms play a critical role in our mission to provide secure, flexible, best-of-breed tools and services to our users. By leveraging vendor specialization and economies of scale, we can more efficiently deliver the suite of services that OSU needs.

Two-step Login to Protect Our Data

Since taking steps to protect the data of employees, students and the institution with two-step login, we’ve dramatically increased our ability to safeguard OSU’s data from cyberattack.

97% of the enrolled student population had opted in to Duo by June 2019. We expect a significant increase in adoption as Duo becomes a requirement in AY20.

Risk Mitigation

As providers of core infrastructure, it is not enough to plan only for normal, day-to-day operations. With risk mitigation, UI&T plans for atypical and unplanned threats to business continuity, taking steps to anticipate and gracefully address these types of incidents.

Fiber Redundancy

40 buildings on the OSU campus are now connected to a redundant system to ensure consistent network operation.

DocuSign

67% of DocuSign documents are signed and completed within 24 hours — shifting the timescale of many business processes from days or weeks to hours.
ADOBE CREATIVE JAM

In Spring 2019, UIT partnered with Adobe and several OSU academic leaders and faculty to bring the Adobe Creative Jam to OSU. This event mixed 44 students from the colleges of Engineering, Business, Liberal Arts and Agricultural Sciences into 11 teams to collaboratively build apps designed to create and enhance transparency in news and media. The outcome was a unique educational experience promoting creativity, teaching real-world skills, and sharing inspiring keynotes from industry professionals.

ROOM TECH

In Fall of 2018, OSU opened its new Portland Center, a multidisciplinary learning and administrative presence on Pioneer Courthouse Square in downtown Portland. UIT’s Academic Technology and Network Services teams played a key role in the build-out of this exciting new space, lending expertise on network and telecom design, and outfitting classrooms with state-of-the-art audiovisual equipment.

Additionally, Academic Technology upgraded presentation and teaching technology in 28 rooms across the Corvallis campus, including cameras and microphones in 10 of these that will facilitate collaboration, videoconferencing and lecture capture.

FACULTY MEDIA CENTER

This past year, UIT introduced the Faculty Media Center (FMC) to empower faculty and staff to create media for teaching, training and outreach activities. Founded on the ideas of media fluency and a “do-it-yourself” approach, the FMC provides faculty and staff access to a flexible, dynamic space populated with user-friendly media creation technologies and on-site consultation. The FMC’s approach provides a simplified alternative to professional video services and complex post-production, reducing barriers to the design, development, creation and sharing processes, enabling faculty to quickly create quality media content.

CATALOG + CANVAS

Learning Platform Services implemented and maintains a new instance of Canvas along with a course discovery-and-purchase product called Catalog (both from Instructure). The OSU College of Business initiated and funded the purchase for corporate and executive education, which is an exciting new direction and revenue opportunity for OSU that we are well-positioned to capitalize on. Though the College of Business initiated demand for this platform, the colleges of Education, Engineering and Pharmacy have all expressed interest in utilizing the tool as well.

DATA SCIENCE INSTRUCTION

Instruction in data science, from statistics to machine learning, data mining and programming, has become a vital part of undergraduate and graduate preparation across numerous disciplines at OSU. This includes new technology platforms embraced by the data science community that can make data science tools more easily and widely available to students, and offer new opportunities to improve data science instruction. To realize the opportunity these tools offer in improving student success and responding to faculty desires to adopt new methods of data science instruction, the DataScience@OregonState Steering Committee was convened. Led by UIT and comprised of associate deans in the colleges, as well as representatives from the Center for Genome Research and Biocomputing (CGRB), Extended Campus, the Valley Library and others, the committee completed a curriculum needs assessment across the colleges and other partner areas to gather input on learning goals for students in data science, and their tech needs. This work will be followed by technical planning for delivery of desired tools by winter term 2021.
In response to changing options and preferences in instructional technologies, UIT moved to Top Hat as its official classroom response system in August of 2018. This new platform uses student-owned smartphones instead of dedicated hardware for classroom interactivity, reducing costs and complexity for our learners. Additionally, the new tool supports a variety of teaching and learning modalities, integrates with affordable course content and Open Educational Resources, and supports industry-standard analytics models, providing critical data to our emerging learning analytics practice. In the last year, Top Hat has been used by over 15,000 students in 317 courses. Another noteworthy addition to our teaching and learning toolkit is GradeScope, a web-based grading system that “reads” assignments or quizzes containing hand-written calculations, formulas, multiple-choice responses and computer code. This tool saves instructor time and makes grading more consistent, fair, and efficient. Students also appreciate GradeScope — it allows them to receive and incorporate feedback from their instructors faster, completing coursework more efficiently.

**IAR DATA LITERACY INITIATIVE**

Institutional Analytics and Reporting (IAR) provides data and related services in support of many strategic and operational needs. One highlight from last year was the partnership between the Undergraduate Student Success Initiative and IAR to develop an official dashboard for the initiative that was made available to all university faculty. Along with the development of this dashboard, IAR provided training to more than 100 employees to help them use the new tool, interpret the meaning and think critically about how to apply the information to their own work supporting students.

The IAR Data Literacy Initiative is an integrated set of tools, resources, trainings and personalized support to strengthen and grow the OSU community’s ability to speak, read and use data effectively for informed decisions and meaningful change in the areas of student success and other strategic University priorities. The Data Literacy Initiative focuses on six data literacy skills that together empower users to effectively ask and answer questions with data. IAR leads this effort in strong partnership with the university data stewards, the Office of Information Security, and other university leadership who collaborate to create and deliver opportunities to engage employees and units across the institution. In AY19, IAR provided data literacy training to more than 400 university employees in over 40 sessions.

Beyond our collaboration and outreach efforts, IAR has been working to improve the quality, usability, breadth and depth of the services that we offer. We made improvements to search functionality, making it easier to find the right report for a given need. We published a data dictionary to improve the utility and accuracy of our data practice and expanded the Operational Data Store to include a variety of new data sources including Bridge LMS data, Hyland Documents, Study Abroad data and Student Success tables. Currently, IAR is partnering with our infrastructure team to create a new cloud-based data repository intended to aggregate and store data from many systems, allowing us to make meaningful connections between data which have historically been siloed.

**INCUBATING INNOVATION**

OSU’s Office of the CIO oversees two programs meant to further innovation and the use of technology in teaching and learning. In 2019, we awarded 14 individual Learning Innovation Grants for a total of $95,000 — these grants are intended to give instructors and others who work directly with students some “seed funding” to explore their ideas around the overlap between technology and learning. Additionally, the colleges of Liberal Arts and Engineering were awarded a Scaled Learning Innovation Grant for the “D-HUB,” an experimental, team-taught, multi-disciplinary and physical learning space located in Dearborn Hall. The D-HUB will blend theory and practice on the physical and cognitive aspects of human-centered design from multiple academic perspectives.

The Technology Commons Fund (TCF) was also used to support multiple initiatives that use technology to bolster our efforts as a learning institution. These initiatives included funding for the new grad student success center, equipment for “untethered instruction” for the Learning Assistance Program in the Learning Innovation Center, a new set of modules for learning with technology in the Academic Success Center, and a portable set of equipment designed to be a “mobile” or “pop-up” classroom in the library.

**LEARNING ANALYTICS**

As OSU moves toward cementing its place as a 21st century university, UIT has undertaken a far-reaching exploration of tools, techniques and considerations around learning analytics and instructional data in an effort to improve student success. UIT is working with a task force of teaching faculty and academic support staff to understand techniques and challenges related to these new tools. Through our membership in Unizin, direct vendor engagements and an open-ended conversation with instructors, we are working to build an approach that helps students to be successful and gives instructors and support staff actionable, meaningful information, while respecting our institutional culture around data and privacy.
3.0 RESEARCH & CREATIVE WORK

HACKATHON 4.0

In May 2019, UIT hosted the 4th annual Hackathon, a day-long event where university employees share bold ideas and work to make them a reality. The Hackathon is designed to foster a culture of possibility, innovation and risk-taking, while providing opportunities for creativity, socialization of new ideas and networking. The 2019 Hackathon was our largest event to date, with 15 participating teams from around the university. Prize-winning projects this year included a new web analytics dashboard; a digital process for photo/video model consent; an online catalog of different software offerings available across the university; and a new workflow for onboarding new employees and granting them access to needed business systems.

HMSC NETWORK UPGRADE

Leveraging funding from a National Science Foundation grant, the UIT Network Services team acquired and brought online a new high speed fiber optic network connection between Corvallis and Newport. This initial segment is vitally important for OSU as it connects our marine research work at the Hatfield Marine Science Center (HMSC) to the Corvallis campus, allowing data to be easily transferred and shared with Corvallis-based research partners. Prior to this segment being built, large sets of research data were being physically transported between the HMSC and the Corvallis campus.

ZOOM LAUNCH

This past year, in an effort to continually improve the simplicity and access offered by OSU’s productivity and communications platforms, UIT introduced Zoom for video and web collaboration. Zoom replaced WebEx and was launched as the final step in an extensive engagement to understand and meet the realtime digital communication needs of the OSU community. During the request for proposal process, Zoom far outdistanced other competing products in meeting the broad needs of the OSU community. Early use and adoption of Zoom have supported our assessment data, and Zoom’s modern, intuitive platform already helps ensure our university community has the ability to connect and communicate locally, nationally and globally in meeting our strategic goals.

DISTINGUISHING OUR RESEARCHERS’ WORK

We continue to develop and optimize our toolkit of services in support of research, and this past year OSU joined the Open Researcher and Collaborative Identifier (ORCID) organization. Our membership in ORCID makes it easier for our researchers to be connected to their individual contributions, providing a persistent identifier that links them to their professional activities and ensuring their work is recognized. In addition to our new ORCID membership, UIT built the data integrations for the launch of the iRIS research analytics service, further enabling OSU’s ability to manage and track the university’s research activities.

“UIT has become a close, trusted IT partner as HMSC prepares for its next era of growth and change. This past year, our respective leadership teams began a collaborative process to create a new IT strategy for Hatfield. I appreciate UIT’s ongoing cooperation and partnership as we expand our presence as a top marine research center.”

— Bob Cowen, Director, HMSC
LINK OREGON

UIT continued our collaborative work with our statewide partners, including the State of Oregon, University of Oregon, Portland State University and Oregon Health Sciences University, to build a new statewide data network. The group also established Link Oregon, a new nonprofit consortium, to develop and operate this new statewide network, maintaining extensive high-speed connectivity to the CENIC network in California, the nationally-known Internet2 network, as well as peer exchange points throughout Oregon. OSU has led this effort, helping to develop a shared vision, build a funding model, hire staff and procure state-of-the-art equipment. This new network will bolster communication and collaboration throughout the state, serving our research, land grant and public service missions.

“With the departure of our long-time IT Manager, UIT stepped in as a close partner, helping us with interim leadership and playing a significant role in the process that defined and established new IT leadership for our college. I consider UIT to be an excellent partner and look forward to our next collaborative opportunity.”
— Sue Tornquist, Dean, College of Veterinary Medicine

PARTNERING, SHARING, LEADING AND LEARNING

UIT invests in relationships both on and off campus as a way to exchange ideas, inform decision making and participate in the national conversation that surrounds our work.

Internal to OSU

- Instructional IT Governance Council
- Learn@OregonState Advisory Committee
- Data Governance Council
- Information Security Advisory Council
- Information Technology Coordination Committee
- Web Customer Advisory Committee
- Web Student Advisory Committee
- Digital Experience/Mobile Customer Advisory Committee
- OSU Security Club
- Faculty Senate
- DataScience@OregonState

Edu Partnerships

- Northwest Academic Computing Consortium (NWACC)
- EDUCAUSE
- Internet2
- InCommon
- Unizin
- Canvas R1 Peers
- Help Desk Institute (HDI)
- Pacific Northwest Gigapop
- Link Oregon
- Northwest Managers of Educational Technology (NWMET)
- IMS Global
- Research and Education Network Information Sharing and Analysis Center (REN-ISAC)
- Multi-State Information Sharing and Analysis Center (MS-ISAC)
- Higher Education Information Security Council
- Kantara Initiative

Advisory and Governance

- Instructure/Canvas
- Unizin
- Ellucian
- Salesforce
- Acquia
- TeamDynamix
- IMS Global Learning Consortium
- Kaltura
- TopHat
- FBI InfraGard
- Ready Education
SECTION 5.0
DIVERSITY & INCLUSION

GENDER EQUITY IN IT

In our intentional and continuing effort to enhance the experience of underrepresented groups and support diversity, equity and inclusion in our workforce, UIT convened a focus group for women leaders in IT, which resulted in the formation of a working group charged with creating opportunities to help advance OSU IT’s diversity profile. As part of this work, UIT co-sponsored the annual Advancing Careers for Technical Women (ACT-W) conference in Portland, Oregon, in June 2019. This fall, we are following up with a group of OSU students who attended the conference to discuss takeaways and determine how we can continue to advance gender equity in IT and on the campus at large. We are also looking to engage with outside organizations affiliated with this cause and host local events and speakers in order to further this initiative.

ADVOCATING FOR FAIRNESS

OSU’s Search Advocate program provides specialized training to OSU staff, faculty and students in order to enhance equity, validity and diversity in university hiring. UIT is heavily invested in the Search Advocate program, with nearly 20% of our full-time employees having received Search Advocate training. In addition to serving on search committees for other organizations across campus, UIT utilizes search advocates within our own organization as much as possible, especially for leadership or senior roles.

SECTION 6.0
EMPLOYEE DEVELOPMENT & SUPPORT

IT LEADERSHIP AND MANAGEMENT DEVELOPMENT INITIATIVE

This past year, UIT launched a new initiative focused on developing the skills of our IT leaders and managers, with the purpose of investing in our employees’ professional growth and ongoing success. A comprehensive engagement effort with OSU IT leaders and managers was completed to understand the skills and behaviors in greatest need of ongoing development. This information has helped drive the direction of this initiative, laying the foundation for the specific areas of focus. The initiative aims to accomplish its purpose by leveraging existing OSU training and introducing new opportunities that specifically address the professional development needs of our IT leaders and managers.
FASTEST ANYTIME, ANYWHERE ACCESS

We continued to improve the resiliency and access of the networking infrastructure that enables the work we do. Building on our work in AY18, we added high-speed fiber optic cabling to an additional 30 OSU buildings and designed redundancies to improve reliability. We added 500 new wireless access points, expanding our wireless coverage and broadening our overall capacity to better serve OSU’s students and employees, as well as our statewide constituents. We also upgraded our wireless firewalls, improving the security and dependability of our network. In Fall 2018, PC Magazine named Oregon State University as having the fastest wireless network in the country among dozens of U.S. colleges and universities, acknowledging our thoughtful planning to meet the expectations of students and faculty for connectivity and getting work done in a digitally connected world.

MATURING OUR SERVICES

In AY19, UIT developed a set of visual strategic planning charts for each of our major service areas, allowing other IT and university community leaders to better comprehend and have conversations around IT services: what products and technologies are being used today, what their future might be and what new items are on the horizon. The development of these charts promotes a more cohesive, forward-thinking approach in advancing our shared vision for common-good IT services across OSU.

IT STRATEGY FOR HMSC AND OSU-CASCADES

In AY19, we initiated work to create new, independent, multi-year IT strategic plans for the HMSC and OSU-Cascades. In both cases, we led engagements with students, faculty and staff to help understand the current and future role of IT in Newport and Bend, bringing IT in line with future growth and expansion plans for both locations. We also recognized the need for strategic, tightly integrated work while simultaneously acknowledging the unique aspects of each location. This work began in Spring 2019 and is planned for completion in AY20.

ENTERPRISE CUSTOMER RELATIONSHIP MANAGEMENT FOR STUDENT SUCCESS

Student enrollment and retention continues to be a key focus for OSU, and our ability to track OSU’s relationships with current and future students and OSU alumni is a critical area of opportunity. This past year, UIT took key steps to establish a unified, enterprise-level approach to customer relationship management (CRM) at OSU. A new director of CRM infrastructure was hired to work with key stakeholders and help lead the development of a comprehensive, cross-campus CRM strategy.

ACCREDITATION

As part of the accreditation process that OSU completed in April, UIT played a universitywide role, working to ensure that every referenced web property in the institution’s self-report was ready for accreditor review. Web and Mobile Services partnered with the Office of the CIO to build an inventory of some 600 web pages referenced in the report. These pages were reviewed for availability, accuracy, readability and brand compliance ahead of accreditor review. This preparatory work yielded recognition from the review committee and in the accreditation report, the first commendation was for OSU’s websites, stating that “The evaluator committee commends Oregon State University on the design of its websites, which makes it particularly easy and intuitive for prospective students and others to find needed information.”
CHAT WITH BENNY

In partnership with Enrollment Management and other campus partners, UIT released a chatbot for newly-admitted students in late April. The Chat with Benny project was an application designed to make a difference with a real-world problem: helping admitted students navigate the next steps for becoming an OSU student and ultimately growing our student population. The system used text-message based “nudges” to remind students about their next steps and offered chatbot-based guidance when students had questions about these tasks. This early work with chatbots did more than just serve our need to attract new students — it also helped us develop expertise and refine our broader vision for conversational interfaces at OSU.

“Our partnership with UIT on the ‘Chat with Benny’ chatbot for admitted students was a great success. The cross-organizational team delivered a modern, personalized tool to matriculate more students on a very aggressive timeline... an innovative, competitive win for OSU!”
— Noah Buckley, Director of Admissions

ENHANCING IT SECURITY

This past year, we made significant investments to strengthen our cybersecurity efforts. We bolstered our security resources by hiring a new Chief Information Security Officer and created the Oregon Research and Teaching Security Operation Center, improving security monitoring and incident response services for OSU. Additionally, we engaged with an outside security consultant to evaluate OSU’s IT security practices. We boosted our adoption of Duo two-step login by requiring its use for all OSU employees, improving the protection of our systems, data and users. Looking forward, we are launching a campuswide campaign, requiring Duo for students by spring 2020.

STREAMLINING BUSINESS SYSTEMS

In AY19, significant work was completed to improve support, connect systems and enhance the efficiency of our business systems. Enterprise Computing Services (ECS) completed a multi-year upgrade to Banner 9, making OSU’s core business system more user-friendly, supportable, integratable and secure. This upgrade also prepares OSU for a new version of Banner Self-Service, which will better serve our students and employees in the manner in which they interact with their data. ECS also launched the scholarship management system, Academic Works, streamlining scholarship administration and improving access and visibility of scholarships for all learners.

Additionally, ECS completed dozens of integrations between numerous new and existing business applications, allowing our business processes to work more efficiently. Many of our newest and most durable integrations take advantage of the OSU API gateway, a standards-based data interchange that allows almost any two systems to be integrated in a realtime, transactional way. Additionally, the API gateway facilitates reuse of data, easing the burden of new integrations and maintenance of existing integrations. In AY19, API calls jumped 1200% from the previous year, with an average of 6.8 million calls per month.

DIGITAL BUSINESS

Results from our second full year of using DocuSign as an enterprise service reflect the utility and transformative capability of this important offering. DocuSign experienced a 33% increase in total envelopes delivered from FY18 (90,000) to FY19 (120,000), and 67% of those documents were signed within 24 hours. The number of people sending documents via DocuSign nearly doubled in that same time period, from 550 to more than 1,000. Many business processes are already taking advantage of DocuSign, including faculty renewals, photo releases, BennyHire, BennyBuy and timesheet certifications. Additional DocuSign-powered applications are on the way, including the Automated Graduate Program of Study and the Outdoor School Management tool. In addition to increasing the speed and ease of doing business at OSU, DocuSign has an environmental benefit as well: in the past year, this tool has eliminated the need for over 25 tons of wood; 135,000 gallons of water; and over 100,000 pounds of CO2 emissions. Enterprise Computing Services also completed the migration of over 13 million documents from our old document management system, Nolij, to a new system, Hyland OnBase, allowing for seamless integration with DocuSign and improving the efficiency of our document management workflow. Finally, last year we launched OSU’s new event calendaring system, Localist, improving the overall quality, searchability and web presentation of OSU’s broad array of events.