Covid-19 Response

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Chief Applications Officer
Deputy CIO of Applications
Overview

1. About me
2. About KU & KU Information Technology (KU IT)
3. Timeline: coronavirus response
4. Current initiatives:
   1. Queuing solution
   2. Student attendance
   3. “Hot spots” dashboard
   4. Microsoft Teams
About Me

Rob Caffey
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- 20+ years in IT
- Information Systems Administrator
- Interim CIO & Special Assistant to the CIO, Kansas State University
- Currently, Chief Applications Officer, Deputy CIO of Applications at the University of Kansas
About KU
About the University of Kansas

1. Major public research and teaching university in Kansas

2. 19,500 undergraduate students
   7,885 graduate students
   1,432 faculty
   3,454 staff

3. Multiple campuses, including Lawrence and Overland Park, KS

4. KU logo
Applications

Work
Queuing solution: Qless

- Students join queue via campus website, mobile phone or on-site kiosk.
- Instead of waiting in lobby, students wait where they want.
- Students receive timely updates about their appointment time or place in line.
- Web-based supported by all browsers.
- Bi-directional communication connects staff with students in line.
- Real-time dashboard displays each queue and data on each location.
- Cloud-based SaaS solution means no backend to manage, patch or upgrade.
Attendance solution: Qwickly

- Qwickly used on campus prior to Covid-19
- Doing more to promote its use for academic courses
- Two methods for attendance: Instructor noted or check-in feature
- Integrates with Blackboard
- Additionally, uses mobile app
- Optional for instructors
- Limitations include:
  - No way to segment attendance via online vs. in-person, instructor has to manually note
“Hot spots” Dashboard

- Custom-built dashboard using PowerBI
- Created in house
- Leverages data from Wireless Access Points
- KU currently uses Aruba for Wi-Fi
- Not use for contract tracing, more general visibility into populations on campus
Microsoft Teams as the “Jayhawk Cloud”

- Microsoft Teams available prior to pandemic
- Now, able to self-create Teams
- Plans for promoting adoption in courses and student groups to increase connection and engagement
COVID-RESPONSE TIMELINE

- Rob starts at KU: March 1
- Planning Begins: Mid-February
- Pandemic Declaration: March 11
- Classes Resume: March 23
- Staff Remote: March 17
- Announced (Online): March 11
- Instructor & student surveys: April 14
- Classes Resume: March 23
- Orientation begins online: June 4
- Orientation begins online: June 4
- Summer term begins: June 4
- CAREs funding: June 17
- First Day of Classes: Aug. 24
- Online Graduation: May 17
- KS Phase 1 Reopening: May 4
- Summer term begins: June 4
- Online Graduation: May 17
- First Day of Classes: Aug. 24
- Today: As of the current date.
COVID-RESPONSE TIMELINE

- Rob starts at KU: Mid-February
- Planning Begins: March 11
- Pandemic Declaration: March 11
- Classes Resume: March 23
- Instructor & student surveys: April 14
- Email to the Cloud: March 1 - 3/11
- VPN Expansion: 3/9 – 3/19
- Staff Remote: March 17
- First Day of Classes: Aug. 24
- Summer term begins: June 4
- Summer term ends: June 17
- Online Graduation: May 17
- Orientation begins online: June 4
- CAREs funding: June 17
- Personal Wi-Fi Hotspots (faculty & staff): 3/19 - present
- Operations timeline

Operations timeline:

- VPN Expansion
- Email to the Cloud
- Pandemic Declaration
- Classes Resume
- Instructor & student surveys
- Staff Remote
- Summer term begins
- Online Graduation
- Orientation begins online
- CAREs funding
- Personal Wi-Fi Hotspots (faculty & staff)
COVID-RESPONSE TIMELINE

- **Rob starts at KU**
- **Planning Begins**
  - Mid-February
- **Pandemic Declaration**
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- **Classes Resume**
  - March 23
- **Staff Remote**
  - March 17
- **Instructor & student surveys**
  - April 14
- **Virtual Lab Expansion**
  - March 17 – 4/3
  - 4/6 - present
  - 5/1 - present
- **Orientation begins online**
  - May 4
- **KS Phase 1 Reopening**
  - May 4
- **Online Graduation**
  - May 17
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- **Security timeline**
  - Virtual Lab Expansion
  - 3/17 – 4/3
  - 4/6 - present
  - 5/1 - present
  - 6/5 - present
  - Adobe Sign for contracts
  - 4/6 - present
  - 5/1 - present
  - Webchat (Anywhere 365)
  - 6/5 - present
- **Today**
COVID-RESPONSE TIMELINE

- **Rob starts at KU**: Mid-February
- **Planning Begins**: Mid-February
- **Announced (Online)**: March 11
- **Classes Resume**: March 23
- **Pandemic Declaration**: March 11
- **Staff Remote**: March 17
- **Instructor & student surveys**: April 14
- **Expanded application resources (Bb and more)**: March 9 – 14
- **Covid-19 timecode**: March 11 – April 1
- **Refunds portal**: March 23 – April 30
- **First Day of Classes**: Aug. 24
- **CAREs funding**: June 17
- **Summer term begins**: June 4
- **Online Graduation**: May 17
- **KS Phase 1 Reopening**: May 4
- **Orientation begins online**: June 4
- **CVKey implementation**: 6/5 – present
- **Qwickly expansion**: 6/15 – present
- **“Hotspots” Dashboard**: 5/17 – present
- **Qless pilot**: 3/9 – 3/14
- **Expanded application resources (Bb and more)**: 3/9 – 3/14
- **Refunds portal**: 5/17 – present
- **First Day of Classes**: Aug. 24
- **Today**:
Conclusion

- Begin subgroup work
- Discuss and pull together user stories
- Begin to mock - up MS Teams for use case
- Note any questions or complications
Thank you.