

ITS eWARRIOR NEWS

WSU Information Technology Services

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ITS LEADS THE CHARGE BRINGING SALESFORCE TO WSU



WSU ITS is excited to be a main stakeholder in an ambitious new project designed to help Winona State University unite all efforts to make the student experience (from prospect through graduation) a seamless and successful experience for both the student and the University. Funding was approved to replace current CRM tools with Salesforce, the #1 CRM in Higher Education. The Salesforce CRM solution will help the University stay better connected with students during the Admissions & Recruitment process as well as during their student journey at Winona State.

Work is already underway to add the Salesforce Customer Relationship Management (CRM) platform to our toolbox of options to unify the efforts of our amazing staff in

Admissions, Student Account Services, Financial Aid, Registration, Marketing, International, and IT.

WSU aims to build a more connected campus with the goal of helping WSU enrollment and the university experience for all. Features will include tracking and communication to student prospects (undergraduate first-year, transfer, graduate, and international) and current students via snail mail, email, and text. In addition, there will be chat functionality that student services and others across the campus will use. Because Salesforce will easily scale across campus, other departments that will eventually utilize this CRM include ACE, Warrior Success Center, Housing, and others. We anticipate by using the campus-wide CRM, we will see an increase in applicants and retention rates.

7 MinnState schools, plus the U of M, are currently using Salesforce and an additional 17 schools are expressing interest or currently starting the process, including Winona State. **Winona State is the first 4-year MinnState institution to begin an implementation of Salesforce to fully leverage the platform.**

ITS MISSION

Information Technology Services (ITS) provides the technology-based foundation to support and empower the Winona State University (WSU) community to meet and exceed their educational and business needs.

ITS LEADS SAGE VANTAGE INTEGRATION IN D2L BRIGHTSPACE

Members of ITS worked with the MinnState System Office to enable the [Sage Advantage](#) integration with our D2L Brightspace instance this week. The new Vantage integration allows instructors using Sage textbooks to deliver that content to their students through Brightspace directly. Moreover, engaging, auto-graded assignments and assessments embedded in the publisher-provided content are connected to the instructors Brightspace grade book, reducing workload and increasing usability. Students can engage in all of the interactivity of the online Sage text and instructors can access related assessment results without leaving Brightspace.



“Tech Quote”

“Technology like art is a soaring exercise of the human imagination.”

— Daniel Bell – *The Winding Passage: Essays and Sociological Journeys, 1960-1980*

ITS BRINGING MIST WIRELESS TO WSU



WSU has recently entered a 5-year partnership with Mist Systems for a new wireless infrastructure solution. The Networking and Telecommunications team will spearhead a soft rollout of the new Wi-Fi access points on campus, beginning in Somsen Hall. A limited installation in the Prentiss-Lucas residence hall and in Technical Support in Somsen 207 was recently completed and results are quite promising for a full rollout to WSU.

The soft rollout, such as this, allows the team to get to know the new system and learn its vast and powerful new toolset for the challenging task of managing an enterprise size wireless infrastructure upon which thousands of people rely daily.

The results of these efforts will inform the planning of a full rollout beginning just after commencement on early May.

The team is looking forward to fully replacing the existing Wi-Fi solution because Mist provides a system that is cloud based and therefore frees up local data center resources as well as having a deployment methodology that results in installations that take a fraction of the time compared to their competitors. Maintenance of the system via the native toolset also takes significantly less staff time and effort.

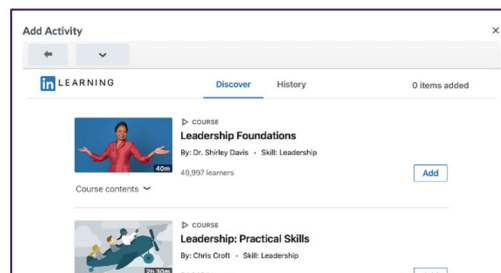
Somsen Hall roll-out was completed before the start of February and the TLT area in Maxwell is also now covered. Soon downtown Rochester will be receiving Mist access points. Spring Break will see installation that covers all of Minne Hall. Feedback from these small installations helps the Networking and Telecommunications Team better understand their new toolset before a full deployment in late spring early summer.

ITS VISION

Information Technology Services (ITS) endeavors to position the University as a national leader in the innovative and effective use of technology to support the academic enterprise.

WSU ITS HELPS ENABLE LINKEDIN LEARNING IN D2L BRIGHTSPACE

WSU instructors and students can now access LinkedIn Learning videos and courses from within their D2L Brightspace courses directly. Currently, WSU is the only Minnesota State school making this level of access to LinkedIn Learning’s video library available to instructors and students. Instructors can now add links to videos and courses and access reports of student video usage all without leaving Brightspace. This easy access is expected to increase LinkedIn Learning usage as instructors find more ways to integrate technology, creativity, and business-related LinkedIn Learning videos into their courses.



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