INFORMATION AND TECHNOLOGY SERVICES
ANNUAL REPORT
2024 - 2025

Luther College

This annual report was published August 2025, and was written by staff of Luther College Information Technology Services (ITS). It is the synthesis of many individual and team reports covering work completed during the 2024-25 academic year. Work that reflects our ongoing initiatives in support of the mission of ITS and the College is included in our team reports.

For more information about Luther College Information Technology Services, visit www.luther.edu/offices/its

Vision

The Luther College Strategic Framework 2024-2025 helped us to consider the services that met the mission of the college during the 2024-25 academic year and will help guide us in the 2025-26 academic year as well. This framework helps us know where best to deploy the resources that allow us to adapt to an environment of continual technological change. It also informs our decision making and helps us to carefully allocate limited resources. As technology continues to evolve, our focus on, and approach to, a particular item might vary from year to year.

As stated on our Strategic Framework, "Luther College will be adaptable in its response to a rapidly changing higher education landscape, and will focus in the next two years on preparing the path forward in the following strategic and operational areas:

- Expanding our reach
- Aligning our resources
- Strengthing our organization

In this report, the Results and Accomplishments from 2024-25 will be organized within these three areas. To provide more context, the three areas of focus can be further broken down into the following priorities:

Expand
- Academic Program Array
- First Year Recruitment
- Transfer Student Recruitment
- Alumni, Donor, and Parent Partnerships
- Community Partnerships

Align
- Campus Spaces aligned with strategic goals
- Curricular Departmental and Individual Goals and Performance with Strategic Priorities
- Campus Culture with Equity, Inclusion, and Belonging Commitments

Strengthen
- Strengthen our People
- Recruitment and Retention Initiatives
- Data Strategy
- Community Connections

ITS, as a strategic partner with the Luther community, has contributed significantly in all of these areas during the past year and we are actively working on our goals and objectives for the coming year.

Our Mission

Information Technology Services supports the work and mission of the Luther College community by providing:

- **access** to appropriate communication and information resources,
- **expertise and training** in the effective and efficient use of information and technology, and
- **places** to explore and express ideas, ourselves, and our community.

ITS Team Reports

At the conclusion of the 2024 - 25 academic year, the Information Technology Services (ITS) team included:

- **Evan Abbey** (Executive Director of Information Technology Services)
- **Dustin Cote** (Programmer Analyst and Database Administrator)
- **Eric Ellingsen** (User Services Specialist and Program Support Coordinator)
- **Adam Forsyth** (Network and Systems Team Lead)
- **Faust Gertz** (Programmer Analyst)
- **Cyndi Hageman** (Director of User Services)
- **Matthew Hammen** (Information Security Team Lead and Systems Administrator)
- **Matt Hughes** (Workstation Support Communications Administrator)
- **Keshawn McCain** (User Services Specialist)
- **Jesse Mulert** (Technology Help Desk Lead)
- **Lane Schwarz** (Network and Systems Administrator)
- **Chris Stuckman** (Systems Administrator)
- **Aaron TerBeest** (Workstation Support Systems Administrator and Information Security Analyst)
- **Nathan Thomspon** (Business Analyst)
- **Paul Vanney** (Senior Business Analyst & Enterprise Applications Team Lead)
- **Erin Zidlicky** (Instructional Technologist)

Enterprise Applications

In 2024-25, the Enterprise Applications team worked through reduced staffing challenges, as the team was without a Team Lead for the year, as well as the loss of .75 of a business analyst. Next year, the team will be back to a sustainable amount of staffing.

Despite this, the team was very active with different departments throughout the year. In summer of 2025, we launched a new tuition payment process for students and parents. On its heels, our team has worked with HR and payroll to overhaul the business practices in the system, moving everyone to a biweekly payroll with pay in arrears. We also worked with the financial aid department and outside consulting to setup better processes in Colleague, culminating this fall with the setup of auto-packaging. Plus, ongoing work continues with our Admissions and Advancement office to improve their Slate implementation.

In summer of 2024, the campus debuted a new ticketing system for our Box Office, as well as a new student success software–both being items that went through the new IT Governance process. We engaged in a review of tutoring scheduling software, resulting in a new system to be implemented fall of 2025. And, we are beginning review of Guardian and Titanium, two systems used on campus with uncertain futures.

Our team continues to provide ongoing support for enterprise systems. This includes 622 support tickets for Colleague, 33 for Slate, 156 for Norse Hub, 42 for Perceptive Content, 104 for Business Objects, and 41 for CBORD. We worked closely with the financial aid office to provide quick Colleague updates in response to the delays in

federal FAFSA regulations.

Network & Systems

The Network and Systems team is responsible for managing the campus wired and wireless networks, our connection to the Internet, our authentication infrastructure, the server and storage infrastructure that underlies services hosted on campus as well as several cloud based services. A sampling of projects we worked on include:

- Approximately 500 wireless access points were upgraded during summer 2024.
- During summer 2024 we moved to new wireless SSID's that are configured in a more secure manner.
- New fiber optic cabling was installed servicing the network in the Heating Plant, Facilities Management building, and Storre Theatre. This replaced older fiber optic cable that was failing.
- Our virtual server hosting software was updated to current.

Information Security

The primary goal of the information security program is to protect the confidentiality, integrity, and availability of all Luther College data, systems, and services in an effort to support the mission of the College. The College employs a defense-in-depth strategy that utilizes multiple layers of security for holistic protection.

Throughout the year, we focused on several key initiatives aimed at strengthening our security posture. These included:

- A ransomware tabletop exercise facilitated by the law firm Mullen Coughlin, experts in data security and privacy.
    - Leadership from across campus participated in the half-day simulation. Many lessons were learned, most important of which is the value of cross-departmental coordination and regular training to ensure that all stakeholders are prepared to act quickly and effectively in the face of a cyber threat.
- Enhancing our onboarding process by sending initial credentials through email using our Secure File Transfer System.
    - In addition, all users are now forced to change their password after first login, putting us into compliance with GLBA requirements.
- Establishing a formal firewall management process that incorporates change control and periodic rules reviews.
    - ITS implemented Fortimanager, a single pane management solution for our Fortinet Firewall. Fortimanager has built in change management functionality that requires approval before new firewall rules are enabled or existing rules are changed.

Training Summary

Luther College has 54% of our LinkedIn Learning (LiL) users actively engaged in content. In the Education Industry Luther utilized LiL above the average of 40% The following charts show the usage of LinkedIn Learning, web-based software training videos and resources, from June 1, 2024 to May 31, 2025. Faculty, staff, and students interested in using the software may login to linkedinlearning.luther.edu with their Luther credentials.
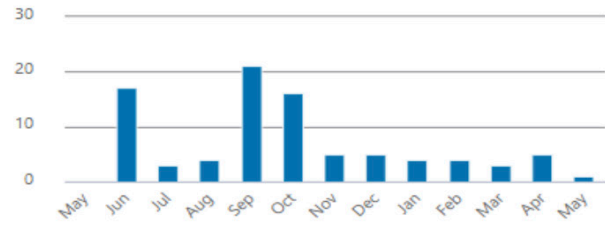
LinkedIn Learning content highlights ⊘
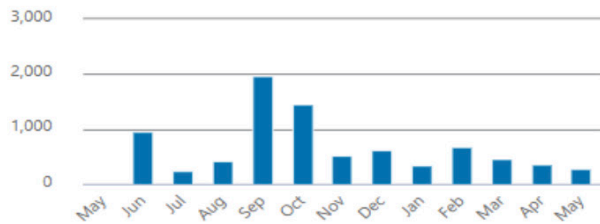
1,574
Course views
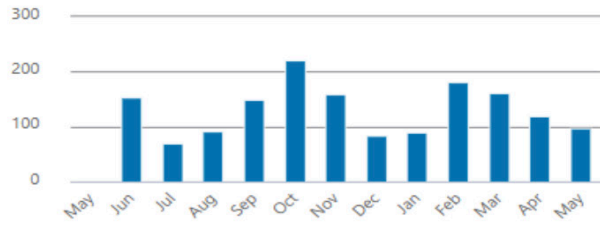
88
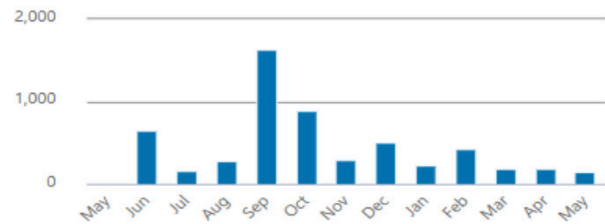Course completions

8,280
Video views

5,577
Video completions

Engagement highlights
Learn about the activity of your learners at your organization.

26%
Learners logging in

Benchmark ▲0.8%

16
Average video views per viewer
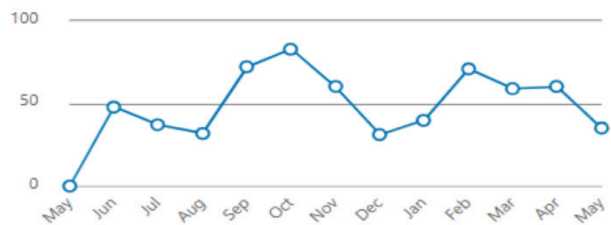
Benchmark ▲31.2%

1h 40m
Average hours per viewer
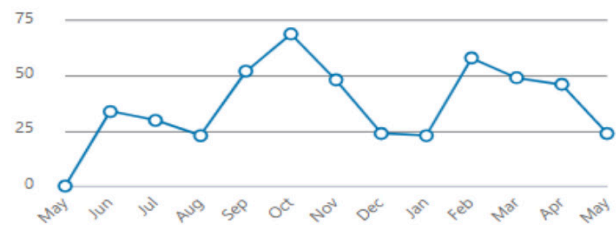
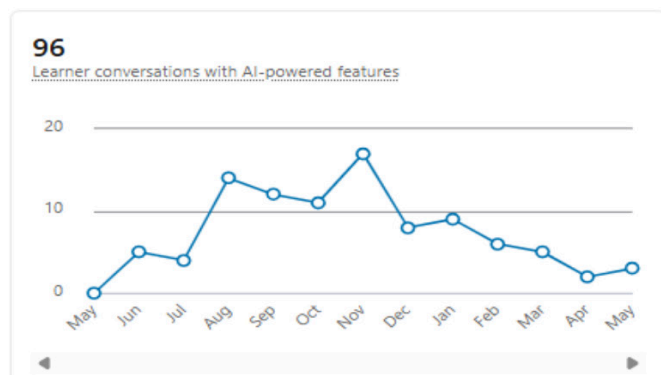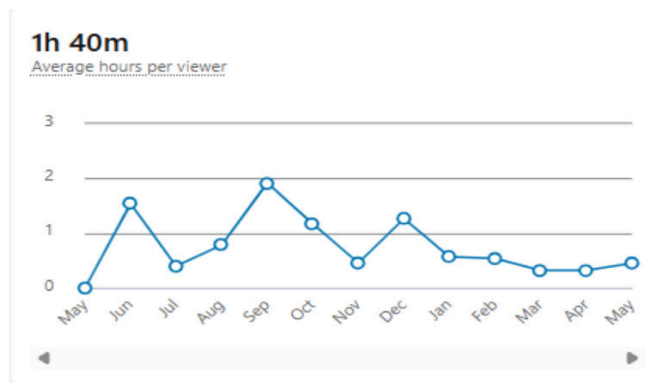Benchmark ▲2.7%

Activity highlights

276
Learners logged in

240
Learners viewed content

401
Hours viewed
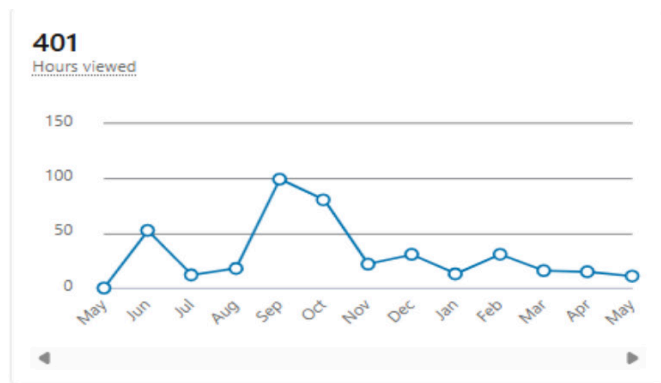

1h 40m
Average hours per viewer

96
Learner conversations with AI-powered features

Workstation Support - Classrooms and Labs

Lab and podium PCs are now on a consistent patching schedule, leading to a much better security posture and user experience. Patching takes place during off-peak hours so there is little chance of user disruption.

Login and software usage has been reviewed on a regular basis to make sure our resources are aligned with our needs.

Workstation Support - Faculty

Tools have been built that allow for even faster, simpler user profile migrations on Windows devices. Test environments have been built for Intune.

Evaluated using Intune as a mobile device management (MDM) platform for macOS. Evaluated using Mosyle and Intune for macOS Single Sign-On Platform (SSO). Testing will continue with further refinements. Updated all Macs to currently supported versions of macOS.
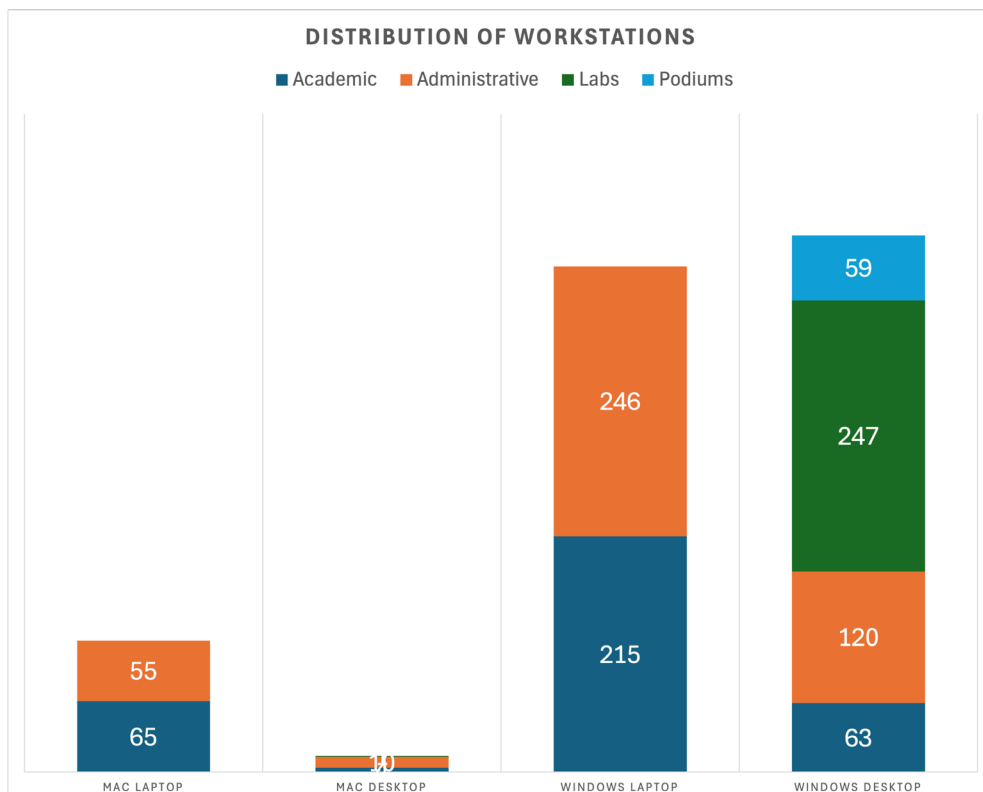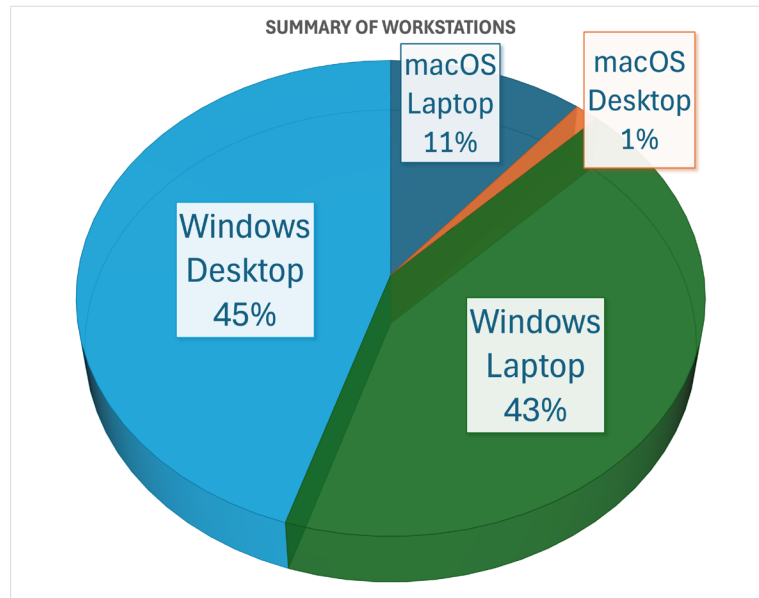
Workstation Support - Staff

Planning has begun to change our hardware refresh schedule to more of a First In First Out method, rather than department based. Tools have been built that allow for even faster, simpler user profile migrations on Windows devices. Test environments have been built for Intune.

Evaluated using Intune as a mobile device management (MDM) platform for macOS. Evaluated using Mosyle and Intune for macOS Single Sign-On Platform (SSO). Testing will continue with further refinements. Updated all Macs to currently supported versions of macOS.

Worked with Box Office to configure and install new mobile payment terminals.

Workstations on Campus

SUMMARY OF WORKSTATIONS

macOS Laptop 11%

macOS Desktop 1%

Windows Desktop 45%

Windows Laptop 43%

DISTRIBUTION OF WORKSTATIONS

■ Academic ■ Administrative ■ Labs ■ Podiums

	Academic	Administrative	Labs	Podiums
MAC LAPTOP	65	55		
MAC DESKTOP		10		
WINDOWS LAPTOP	215	246		
WINDOWS DESKTOP	63	120	247	59

Classrooms and Meeting Spaces Audio-Visual Support

The Classroom and Meeting Spaces started the year by completing the upgrade to Sampson-Hoffland to make them one input rooms.

By August the Classroom and Meeting spaces changed to a break/fix model with no new changes. The responsibilities of classrooms moved to the Technology Help Desk as the Classroom Technology Team position was eliminated in the campus restructuring.

Number of tickets on classroom/meeting spaces: 117

Multimedia

Multimedia started out the year by welcoming Keshawn McCain, User Services Specialist, to a full time permanent position. Next, Key and Jay Raabe completed three successful ROAD Zoom days.

The Multimedia team worked on several projects during the summer:

* Reduced their Google Drive storage by 2 TB
* Soul of Soil video production
* Community work with the local Food Pantry
* Updating the Podcasting manual
* Creative extensive training module for Multimedia students

In August Jay Raabe and the majority of the Multimedia responsibilities were transferred to the Communication Department under Bill Smith. Multimedia students were either transferred to Communications, assigned to the Technology Help Desk or encouraged to find other employment on campus.

Number of tickets from 6/1/24-8/24/24: 36

Instructional Technology

KATIE (Moodle) serves as our current Learning Management System. Erin Zidlicky, our Instructional Technologist, works with faculty and staff in their use and understanding of KATIE. . In collaboration with CELT, Erin conducted numerous KATIE training sessions focusing on AI, course rebuilding techniques, and workshops tailored to new faculty to enhance KATIE for student achievement. Additionally, Erin provided ongoing gradebook support throughout the year. The IT expanded the integration of LinkedInLearning into various courses and explored several software options for campus use as part of our ongoing efforts in ITS Governance.

Erin held personalized 1:1 meetings with faculty and staff members to provide software support, including KATIE, VoiceThread, LinkedInLearning, and as well as providing a positive new employee onboarding training. Collaborating with OpenLMS and eCampus, we ensured seamless integration of course textbooks into KATIE.

Furthermore, Erin completed a Certificate in Instructional Design from Georgetown University and continues to collaborate with Rick Harber, Luther's new Instructional Designer. To enhance accessibility, regular 'office hours'

in the CELT office. Finally, the Instructional Technologist is an active member of both the Instructional Technology Team and the KATIE Support Team.

Technology Help Desk

The Technology Help Desk is where the Luther community and visitors most commonly start seeking help from ITS. Every day, the Technology Help Desk student technicians and professional staff accept issues ranging from basic device use to in-depth training, from bug report to system outage.
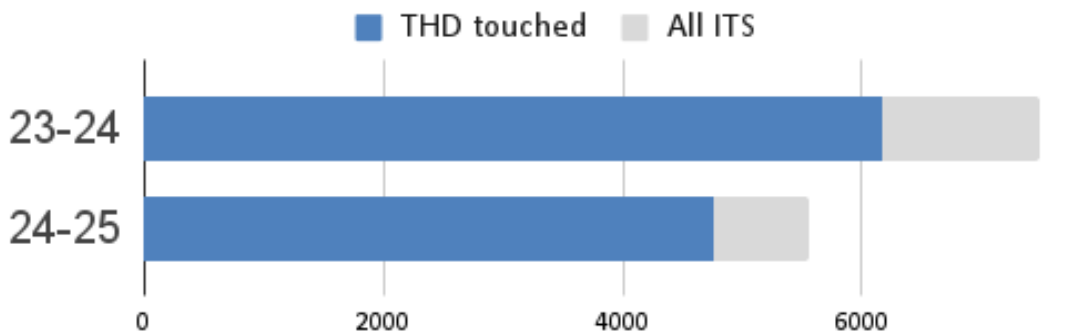

Between June 1 2024 and May 31 2025, the Technology Help Desk team touched 4994 of the 6952 tickets touched by ITS as a whole (72%). ITS as a whole touched 30% fewer tickets than the year before and the Technology Help Desk touched 22% fewer tickets.

While touches are a good indicator of work performed, new tickets better represent the current demand for services.

If we only consider those tickets created after June 1, then the Technology Help Desk touched 4763 of the 5560 tickets (86%). Compared to the prior year, the Technology Help Desk touched 23% fewer tickets.

About half of the decline in the raw number of tickets is because users no longer need to the Technology Help Desk to reset their password if they've forgotten it or let it expire—they can use "forgot my password"-type links during login instead. Much of the rest of the decline is a continuation of long term trends, especially in tickets related Colleague, phones, workstations, and 2-step verification.
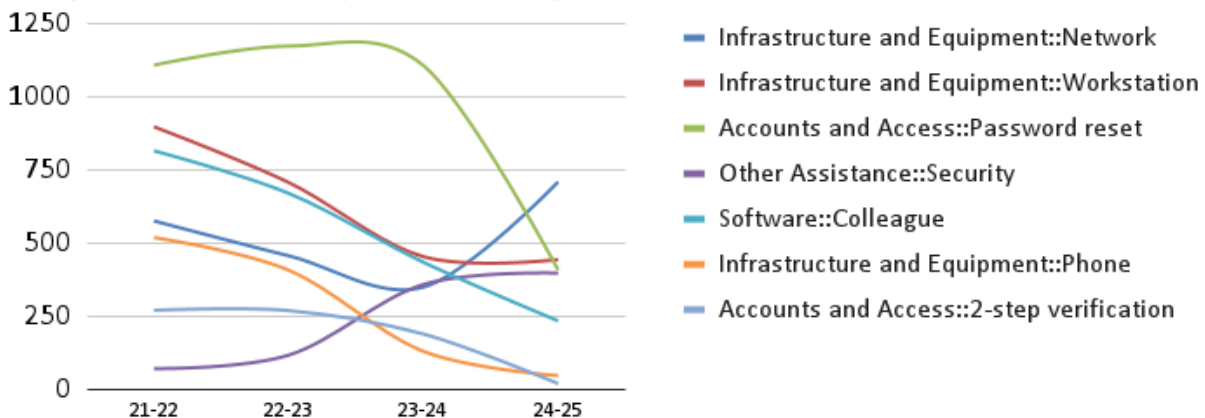
Of those tickets created after 6/1/24, 25% were resolved on first contact, which is nearly identical to the prior year, but on a whole, tickets took much longer to resolve (28 hours this year vs 19 hours last year). This is because of a huge spike of network-related tickets at the beginning of the year, when ITS experienced many widespread, serious network issues.

Network tickets
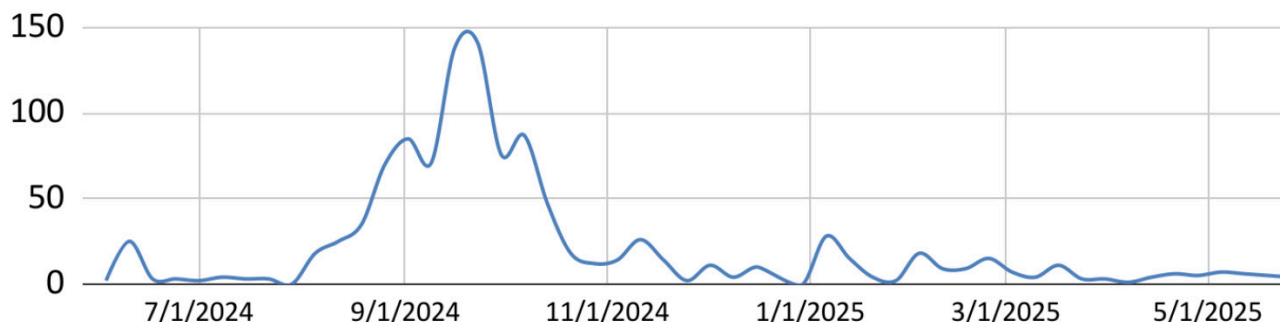
Those tickets are particularly time intensive and were open for nearly 79 hours on average. Collectively, those network tickets account for 13% of all tickets, but 31% of total open time. Our median time open increased from 2.9 hours to 3.9 hours.

Time to close

Remainder
44.7%

0-1 hours
36.7%

1-2 hours
7.7%

2-3 hours
5.5%

3-4 hours
5.4%
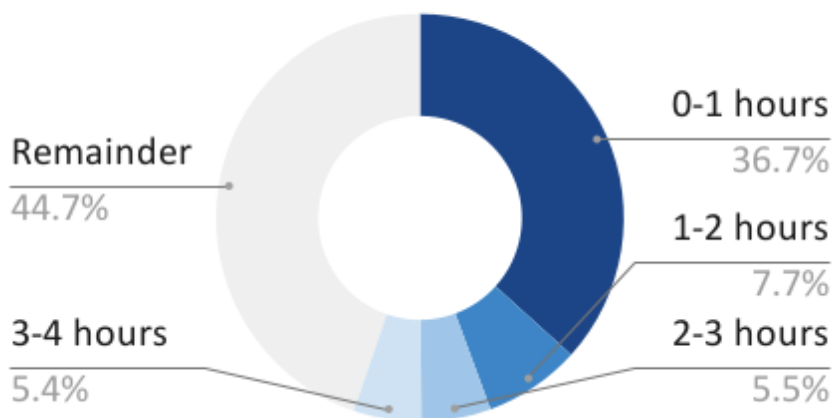
Behind the scenes, the Technology Help Desk works with others in ITS to identify and plan for transitions in campus technology and the effects those changes may have on our users. Through individual and campus wide communications, the Technology Help Desk provides a link to the campus community and ITS. In addition to immediate service, the Technology Help Desk creates and maintains tutorials and self-support resources for the Luther community. Of the major initiatives the the Technology Help Desk team took part in, a few are worth highlighting:

• Overhauled all support materials and processes related to network connectivity
• Deployed a new unified print queue for students
• Supported changes relating to SSPR (self-service password reset), password requirements, and password distribution
• Supported switch to Entra-authentication for most email accounts
• Absorbed classroom support responsibilities from the recently disbanded Multimedia team.

Results and Accomplishments for Goals and Objectives for 2024 - 2025

1. Expanding Our Reach

In alignment with the directive "to do great things, we must do fewer things", identify, research and implement work that can be stopped, reduced, and/or changed to be done more efficiently. Focus on recruitment, retention, and revenue. <Expand, Align, Strengthen>

Accomplished: In effort of this goal, we removed wired internet access in the residence halls, allowing it upon request. Additionally, we shut down our norsekey.luther.edu website, as the process has moved over to EntraID's process for password resets. In partnership with the Office of Financial Services, we moved away from printed paper reports for credit card reconciliation and approval. We also continued the reduction of classroom and lab computers to maintain.

Going Forward: Given the nature of this goal, we must continuously work to find ways we can stop doing tasks that take time and resources to complete. Our work to reduce the number of devices overall that we support will continue in 2026. We will look to reduce the number of customizations we support in anticipation of a new agreement for ERP licensing at Luther. And, we will work to reduce the amount of supported software available on the Luther campus.

2. Aligning Our Resources

Objective/Project: Complete technical upgrades to Koren 217 and reduce the number of analog classrooms on campus by 20%. <Align>

Accomplished: Three rooms were updated to one input rooms in Sampson-Hoffland. No technical changes were needed in Koren 217. The classroom technology lead position was eliminated in August so no additional rooms were updated.

Going Forward: Eight rooms in Olin will be updated to digital one input rooms summer 2025.

3. Strengthening Our Organization

Objective/Project: Further develop the Software/Vendor Risk Framework by: completing the data gathering, reviewing software/vendors annually across campus, and developing procedures to ensure the database is current and accurate. <Strengthen>

Accomplished: We completed our initial data gathering and an audit in the spring. This data has been uploaded to KeyServer. We have established an annual audit procedure as well as a new Software Request Form. We have a software catalogue of all software that is installed on Luther devices.

Going Forward: We are adding on-line software to the software catalog as well as reviewing information provided in the audit to programs installed on Luther devices. We will be incorporating a change management strategy by posting information in the Tuesday and presenting at staff and faculty meetings.Finalize council membership and conduct first meeting

Objective/Project: Improve the Campus Network by:

- Improving the User Experience connecting to the network while improving security and ease of network management;
- Making an MPSK network for consumer BYOD devices to connect to;
- Moving to Certificate Based Authentication for BYOD devices.

Accomplished: In the summer of 2024, we implemented the new Aruba Central AOS 10 network on campus. This included certificate-based authentication for BYOD devices as well as a MPSK network for non-computer devices. With the challenges of a new network, we implemented Aruba's User Experience (UXI) to better monitor what the user experience is on individual SSIDs within different buildings on campus. Several other adjustments were made throughout the year to respond to challenges that users were facing.

Going Forward: With the focus on improving the user experience connecting to the network, we will be simpli-

fying several aspects. We will reduce one of our SSIDs for personal devices to reduce confusion, and remove certificate-based authentication for the time-being. We also will turn off the WPA3 protocol for the interim, in order to reduce issues certain devices were having with it. We will complete our mapping of wireless coverage across campus and compare it to the reported experience individuals are having, looking for specific areas to target.

Objective/Project: Improve our Information Security, Disaster Recovery and Business Continuity posture through projects such as: expanded information security training, system documentation related to identity, cleanup of unused accounts, improved log analysis using FortiSIEM, and response to security risk assessments. <Strengthen>

Accomplished: Student employees with access to Luther College data or data networks are now required to complete information security training annually. In addition, annual training for faculty/staff is now role-based. Beginning in January, faculty/staff who fail phishing simulation tests are automatically assigned phishing training.

Going Forward: Individuals who handle credit card information will have additional training requirements relating to PCI compliance. We will be reviewing recommendations from the annual GLBA audit for ways to better log and monitor access and changes to in-scope systems. And, we will use 2025-26 to review the functionality of the campus' SIEM solution, looking for a long-term plan.

Objectives for 2025 - 2026

The following are ITS objectives for the upcoming year, in support of the Luther College Strategic Framework 2025 - 2026.

1) Establish and implement Data Governance model to engage in the process of prioritization, transparency, and collective decision making

2) Engage the campus in a thorough selection process for the campus ERP beyond the current contract, which ends in 2028.

3) Improve the campus network as measured by the user's experience, including providing a successful user experience for users on their return to campus in the fall

4) Improve our Information Security, Disaster Recovery and Business Continuity posture.

5) In alignment with the directive "to do great things, we must do fewer things", identify, research and implement work that can be stopped, reduced, and/or changed to be done more efficiently. Focus on recruitment, retention, and revenue.

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