



Office of Information Technology



August 27, 2025



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Printer Transition Completed Ahead of Fall Semester

Ohio University successfully completed its campus-wide printer transition ahead of schedule under challenging conditions. More than 430 new *Sharp* multifunction devices

were installed across every college, department, and regional campus by August 14, giving the University time to address any remaining issues before students returned.

In the first month, the new printers produced over 200,000 pages, demonstrating strong adoption and readiness for the academic year.

This deployment faced significant obstacles. The consortium-wide contract that enabled the project was not finalized until April 25, and equipment delays compressed the installation window from approximately eight weeks to five. Meanwhile, the Office of Information Technology's (OIT) Device Support team carried out the work with about half the staffing it had during the previous refresh.

Despite these constraints, the team delivered results that position the University for long-term success. The cutover plan, which reused existing printer names and IP addresses, allowed most users to begin printing immediately with no changes required.

New project roles focused on anticipating issues and managing logistics on site, which helped keep installations on track.

The new agreement modernizes the University's printing environment and reduces costs. It removes supply caps, ensures consumables like toner and staples are covered, and lowers usage and lease rates. Combined with up-front capital cost reductions, the University is expected to save over \$1 million across the five-year contract compared to the previous cycle.

Kudos to the team and all who supported them for going above and beyond—balancing risk, user needs, and tight timelines to deliver both immediate results and long-term value. In the words of our **Chief Information Officer, Chris Ament**:

"Ohio IT staff rose to the occasion. With fewer resources, they adapted, led, and completed a massive project ahead of schedule while positioning the University to save more than \$1 million. That is an outstanding achievement, and full credit goes to the staff—both ongoing and temporary—who made it possible"

System Engineering and Architecture Team Spotlight

Over the summer the **System Engineering and Architecture (SEA)** team has worked with both IT teams and external departments to provide technical expertise supporting OIT initiatives while continuing to maintain critical campus infrastructure.

Now that fall semester is here we will return to our usual cadence of working behind the scenes. The summer is always a busy time, and preparing for a new school year takes all OIT and the university community working together for it to run smoothly.

Looking back over the last few months as we prepared for students to return there were notable, unique engagements that stand out:

Emergency Infrastructure Support

A new server was needed at the last minute. A vendor working with facilities on infrastructure upgrades needed a more recent operating system than initially requested. **Will Presley** worked with **Matt Hildom** and the Departmental Systems team to rapidly deploy a server for an engagement later in the afternoon that same day. This supported the vendor's schedule and kept the work on track.

Emergency Kubernetes Platform Maintenance

Kyle Barstow successfully completed an emergency upgrade to the operations cluster in Kubernetes. A bug was discovered that was affecting production deployments of applications hosted on the Kubernetes platform. Kyle's quick response allowed the Application Deployment Platform team to maintain rapid software deployments, preparing applications and integrations for the new school year.

Printing Services Collaboration

Randy Blazer and **Kyle Barstow** worked closely with **Tian Zhiyong**, Device Support and the ERP administrators to troubleshoot print server connectivity issues affecting a small group of printers as part of the new printer installations across campus. This collaboration helped to facilitate the discovery of root cause allowing the product team to implement a workaround and continue focusing on printer replacements.

Faculty Research Enablement

Levi Cunningham partnered with **Professor Dipayan Datta** from the College of Arts and Sciences to install a High-Performance Computing solution in the data center. Equipment delivery and installation were a team effort. Getting a 1000 pound rack installed in the Datacenter is not trivial.

Thanks to **Will Presley**, **Jason Walls**, **Matt Hensley**, and **Ian Isham** for assisting with the physical installation. Following on-site installation and testing, the cluster was handed off to Professor Datta.

This computing infrastructure will support research efforts at Ohio University, providing faculty and students with the high-performance capabilities needed for complex computational research projects.

Datacenter Environment Controls

Every member of the SEA team and Facilities worked closely together to maintain the environmental controls in the University datacenters across campus. Multiple HVAC failures required an unusual amount of time and effort to regulate temperatures in the datacenter locations.

This involved physical checks each day to maintain temporary cooling systems, constant attention to temperature data metrics and coordination with facilities technicians to remediate the underlying issues. This was a high priority event for both teams and through dedicated attention we were able to maintain normal operations for the University.

These are just a few of the behind the scenes activities that the SEA team was involved with as part of our daily routines.

We'd like to acknowledge the team for the wide range of contributions they've made:

Angela Chadock, Ian Isham, Jason Walls, Kevwe Oberiko, Kyle Barstow, Levi Cunningham, Matt Hensley, Randy Blazer, Todd Gardner, and Will Presley, whose efforts are greatly appreciated.

Thank you for all your hard work and contributions to keeping the lights on.

As the new academic year begins, the SEA team will continue supporting the technical foundation that keeps campus operations running smoothly. Here's to another successful academic year.

Teaching and Learning Data Dashboard: Powering Data-Driven Decisions

As the software ecosystem supporting teaching and learning grows more complex, so does the need for visibility into what our campus stakeholders need, and what our current or future vendors are able to provide.

In our current portfolio, technology contracts range from 3 to 10 years. As a result, in any given academic year, the product team leads at least one or two technology evaluation projects and corresponding RFPs (requests for proposals).

To ensure the university's investment aligns with the needs of our academic stakeholders, these evaluations must be ongoing. A newly launched Teaching and Learning Technologies Dashboard offers the product team a centralized, data-driven view of the centrally managed platforms, tools, and integrations that power instruction across the university.

From LMS usage trends and video platform adoption to support ticket volume, this dashboard enables:

- **Strategic governance:** Identify which tools are mission-critical, underutilized, or redundant.
- **Informed investment:** Align licensing and support resources with actual usage and instructional impact.
- **Risk mitigation:** Surface aging or unsupported systems before they disrupt teaching.
- **Operational efficiency:** Track support demand, system performance, and integration health in real time.

In short, the dashboard transforms fragmented data from multiple systems into actionable intelligence—supporting smarter decisions, better service delivery, and a more resilient digital learning environment.

The new [TLT Data Dashboard](#), a deliverable produced during the Teaching and Learning Technologies product team's second quarter OKR to "Support a data-centric approach to evaluating application usage to inform operational, strategic, and evaluation activities," ensures consistent access to standardized ticket and usage data for all Teaching and Learning products.

The dashboard is currently Excel-based and provides a unified and clear view of both annual application usage and monthly support data. Data from the dashboard has been shared within OHIO IT, with end users during Advisory Community meetings, and has been used to inform recent RFP work.

Check out the [TLT Data Dashboard](#) to see how the data could support your work, and feel free to share feedback with the team as we continue refining our approach to reporting.

Special thanks to **Eric Coffman**, **Michelle Donaldson**, **Andrea Thogmartin**, and **MaryKathyrine Tran**, with ongoing support from all Teaching and Learning application owners who provide usage data for reporting activities.

IT Ice Cream Social: September 18!

Let's celebrate the end of summer and the start of a new school year with a sweet treat! Join us on the West Green for an afternoon of ice cream, sunshine, and great company **Wednesday, September 18 at 4:00 p.m.** IT staff and their families are invited. Please [RSVP](#) so we can plan accordingly.

We hope to see you there!

Life Events, Celebrations & Congratulations!

Ashton Parsons and her family welcomed Cade Parsons on May 25, 2025.



***Have a suggestion for a topic, guest speaker, or OHIO IT Win?
Submit your recommendation.***

Upcoming Events



08/28

OHIO Digital Accessibility Network (OHIO-DAN) Monthly Meeting

The focus of the OHIO-DAN in 2025 will be all about building accessibility habits that last. The focus is small, actionable steps to make accessibility part of our everyday work. This group meets the **final Thursday of each month** from **4 to 5:00 p.m.** via Microsoft Teams.

Join the OHIO-DAN

09/04

Top Hat: Overview

Join Top Hat experts **Thursday, September 4** for an overview of the dynamic courseware and student engagement tools that are available across campus. Learn how Top Hat can help you create impactful learning experiences before, during, and after class.

Sign up to attend either the in-person or hybrid session via [GivePulse](#). The Teams meeting link is available on the GivePulse page.

Overview Event

09/04

Top Hat: Open Office Hours

Join a Top Hat expert **Thursday, September 4 at 1 a.m. at Baker University Center, room 233** to ask any and all questions about the platform, discover the support options available to you, and better understand how Top Hat might help drive value in your classes this fall.

Open Office Hours

09/04

Top Hat: Extending Engagement Beyond Class Time

Learn methods to incorporate formative assessment and metacognitive activities into your course materials that extend engagement beyond class time.

Sign up to attend either the in-person or hybrid session via [GivePulse](#). The Teams meeting link is available on the GivePulse page.

Engagement Event

09/08

No Meeting Day

OIT internally observes No Meeting Day on the first Monday of each month. Please read the [October 6, 2021 IT Weekly](#) for more information.

09/18

IT Ice Cream Social

Celebrate the end of summer and the start of a new school year by joining us on the West Green for an afternoon of ice cream, sunshine, and great company **Wednesday**,

September 18 at 4:00 p.m. IT staff and their families are invited. Please [RSVP](#) so we can plan accordingly.

HR Updates

If you have an upcoming job posting that your department would like considered for publication in the IT Weekly, please [submit a ticket](#) to the service desk. Include the following phrase in the ticket title: *Job posting for the IT Weekly*. Please allow up to one week for publication.

Job Postings

- [Associate Registrar for Degree Audit and Curriculum \(remote eligible\)](#)
- [College of Arts and Sciences, IT Operations Manager](#)
- [ERP Developer III](#)

Ask the ITLT

There are either no new questions and/or questions still pending review.

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Use this anonymous Microsoft form to [ask the ITLT a question or send feedback](#). You can also [suggest a topic or guest speaker](#) for a future OHIO IT updates meeting. Depending on how many responses come in, we might not be able to process them all immediately, or we might combine multiple questions into a single answer.

ITLT Office Hours

To view ITLT members' office hours, visit the [ITLT Office Hours shared calendar](#).

To meet with an ITLT member during their office hours, send that member a Teams direct message. Such messages will be responded to on a first-come, first-served basis, typically with an offer to coordinate a video call.

Follow OHIO IT on X (formerly Twitter) and Instagram to receive reminders about events, news, updates, job postings, and announcements. Share these posts with your students, faculty, and staff directly from social media!



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