

Information Technology Services

Recent, Current, and Near Future Projects

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1. **GVC Infrastructure Upgrades** (completed **12/16/2025**) - We replaced all 13 end-of-life switches within the LEWISA and LEWISB buildings. Alpha Innovations funded this equipment with a \$250,000 grant to New River (*shoutout to Josh, Nate, Jimmy, and Gary*).
2. **Barracuda to Sophos Email Security Migration** (completed **4/10/2026**) - The Barracuda (anti-spam filtering) device was hosted in our off-site Charleston data center, and it was end-of-life. Migrating to Sophos Email Security provides better integration with Sophos MDR and the current features of a modern Cloud-based email security service (*shoutout to Josh and Gary*).
3. **KnowBe4 to Sophos Phish Training Migration** (completed **4/20/2026**) - The KnowBe4 license was discontinued, and Sophos Phish Training services were implemented. This transition reduces overall costs while providing better integration of cyber training with Sophos security (*shoutout to Josh*).

4. **Zoom AI Companion Updates and Integration** (completed **5/11/2026**) - We met with Zoom and WVNET to update our integration of those two services (using the new LTI 1.3 protocols, which introduce deep linking, robust security, and improved access to Zoom tools through Brightspace). In addition to improved integration, Zoom introduced a new resource for Zoom AI features (ai.zoom.us). This service was previously unavailable to New River users due to age-based restrictions; our IT staff collaborated to develop a solution.

1. Zoom's age-based privacy restrictions require us to identify that some of our students are likely to be under 18 (primarily, our dual-enrollment students in high schools). These restrictions are intended to comply with child privacy laws by limiting the data collected for tracking and marketing.
2. As a result, the ai.zoom.us site and features were unavailable to all of our users, including those above 18. Our IT staff collaborated to develop a creative solution, which allows us to (a) enable the Zoom AI services (for all users, while excluding dual enrollment students) by creating an AD group for dual enrollment (off-campus) students (*Gary*), (b) exporting the off-campus student data from Banner (*Jason*), (c) doing a one-time import of that data into the AD to populate the group (*Josh*), and then (d) automating group assignments into the future so the groups are managed (*Gary*).

5. **PortalGuard 7.0** (scheduled for **June 24, 2026**) - This update will include improved customization options, branding controls, expanded MFA capabilities, and advanced security controls (*shoutout to Gary*).
6. **Orchestra** (to be completed in **July 2026**) - This project will provide a solution for (1) managing M365 data in Teams, OneDrive, and SharePoint, (2) establishing policies for compliance with storage retention requirements, and (3) creating a solution for implementing a data classification system to identify where critical data originates, is stored, and who manages it (*shoutout to Brooke, Josh, and Gary*).
7. **Udemy/Coursera** (to be completed in **July 2026**) - This project will replace TestOut with Udemy/Coursera and will be integrated with Brightspace. Additionally, an icon will be available in the portal for all students and employees to pursue professional development (*shoutout to Gary and Tricia Hoover*).

8. **Respondus to Proctorio** (to be completed before **July 31, 2026**) - This project replaces Respondus with Proctorio for proctoring exams. The user interface is simpler for students, more powerful with granular options for instructors, and, since it is a browser extension (rather than a proprietary browser), it will be easier to manage endpoint software installations for New River labs, high school labs, and for remote learners (*shoutout to instructors using Respondus, Nate, Nursing program, and WVNET*).
9. **YuJa Panorama** (to be completed in **August 2026**) - This service will empower Brightspace instructors to review the ADA compliance of courses and content, with specific recommendations to improve compliance. Initially, we will scan the current term for compliance and document the score. To document improvements, we'll scan again at the end of the term (*shoutout to the President and WVNET*).
10. **DegreeWorks** (to be completed in **August 2026**) - We are engaged with WVNET to receive training on creating program-level templates. Once created, additional training will be delivered to Advisors before the fall term (*shout-out to Tonya, Tamara, Jan, Steve, Jason, and WVNET*).