Information Technology Plan

2011-2012

September 2011
The Information Technology plan for 2011–2012 was developed largely from the IT Vision planning meetings held during the previous year. The priorities set forth in this plan build on current goals and initiatives with a view towards our emerging institutional vision for technology.

This document begins by summarizing some of the key campus technology accomplishments completed during the last year and then proposes a set of strategies and projects to continue to move CSUN’s agenda for technology forward over this next year.

ACCOMPLISHMENTS FISCAL YEAR 2010–2011

The following is a list of accomplishments that were completed during the fiscal year 2010–2011.

1. Continued to enhance the tools and support for more extensive use of hybrid and online learning and continued improving technology in traditional classrooms.
   - Refined support models for course redesign to expand support for hybrid and online learning by optimizing instructional design models and expertise throughout the campus and redesign ECON160, PHYS100, and PHYS220 as hybrid courses.
   - Continued support, training and adoption of Moodle, including expanded integration with other systems (e.g. Elluminate web conferencing and TurningPoint student response) and development of a self-service web page to enable faculty to combine course sites, add special course sites, and add test/development course sites.
   - Enhanced video production services and related media services support, including pilots for lecture capture and a CSUN YouTube channel.
   - Increased the number of thin clients in the smart classrooms and deployed approximately 100 thin client computers into labs across campus.
   - Expanded the use of virtual application delivery systems including the Virtual Software Lab pilot to provide students with increased access to course lab software.
2. Enhanced access to information and improved business processes.
   - As part of the CMS SOLAR Human Resources and Student 9.0 system upgrade, reduced ongoing required maintenance work by removing approximately 15% of the student system modifications.
   - Implemented web 2.0 technologies in the portal for applicants and existing students.
   - Implemented mobile web access for initial set of SOLAR web pages for students to access campus information via a web browser on a mobile device.
   - Integrated university Pro Card data feeds from US Bank to the CMS Financial system.
   - Expanded the collection, retention, and reporting of student data to include enhanced credential data via the Teachers for a New Era (TNE) system.
   - Implemented a new PeopleFinder application relying on SOLAR information.
   - Added Auxiliary employees into SOLAR Human Resources and PeopleFinder.
   - Enhanced the Degree Audit Reporting System (DARS) to include a self-service tool for doctoral and graduate programs.
   - Integrated CSUN ID and password sign-on (via Shibboleth) for the Travel Planning system (Connexxus), Common Financial System (CFS), and the Health Center Appointment Manager system.
   - Provided data loads from SOLAR for the Health Center Appointment Manager system, the Advisor Trac system, and the new HR/IT Training system.

3. Enhanced tools to better support analysis and decision-making.
   - Began implementing a Student Data Warehouse to allow us to more easily analyze data drawn from multiple systems (including the SOLAR student system) to support data driven decision-making, assessment, and planning.
   - Continued to implement features in My Academic Planner by creating roadmaps for colleges and departments. Piloted with two colleges and first time freshmen.

4. Implemented efficient management of desktop/laptop and lab computer environments.
   - Completed transition of desktop and laptop Windows computers in administrative divisions to Active Directory.
• Continued to expand self-help technology resources (e.g. guides, eBooks, tutorials, demonstrations, webpage links) on the IT website for applications supported by IT including Moodle and SOLAR. Created a YouTube channel and posted training tutorials.

• Transitioned to use the IT Help Center as the primary help resource for all administrative divisions and developed integrated processes.

5. Continued to enhance and sustain a secure and reliable infrastructure.

• Updated CSUN’s business continuity plan including a means to support the critical technology services needed for teaching and learning in the event of a disaster.

• Identified and segmented all Payment Card Industry (PCI) devices into one network zone. This applies to systems that process payments or store credit card information.

• Consolidated duplicative services, including domain, virus and patch servers.

• Virtualized over 50% of server applications in the two IT data centers.

• Implemented data center automated monitoring/alerting tool.

• Participated in the CSU Virtual Network Operations Center (VNOC) pilot program in order to assess its benefits as a possible model for monitoring CSUN’s network environment.

6. Continued to lead initiatives that yield potential cost savings and efficiencies.

• Implemented first year operations of the eight-campus CSU Virtual Information Security Center (VISC).

• Gained printing efficiencies in IT by reducing the number of printers and introducing alternative printing options.

7. Measured student, faculty and staff satisfaction and utilization of CSUN technology and technology services.

• Administered the third annual IT survey.
IT PLANNING STRATEGIES FISCAL YEAR 2011–2012

This section describes the information technology initiatives for fiscal year 2011–2012; this list was developed largely from the IT Vision@2015 planning meetings held during the previous year. The initiatives are organized by the four themes that emerged as part of the IT Vision@2015 planning process.

1. Enabling Education and Research

   - Continue to partner with academic departments on course redesign projects to create online and hybrid options for high-enrollment/bottleneck courses.
   - Offer a summer course redesign institute in June 2012 to assist faculty in developing online and hybrid courses.
   - Pilot the use of an online learning and teaching rubric to assist colleges in the assessment of online courses.
   - Expand lecture capture by supporting the creation of content for online and hybrid courses and the recording of lectures for students to review content, thus potentially improving course completion rates.
   - Find and develop eText publishing options for faculty to have the ability to develop texts that will reduce text costs for students.
   - Promote the use of open educational resources (e.g., Merlot and Flatworld Knowledge).
   - Partner with Oviatt Library to promote the use of ScholarWorks as a repository.
   - Continue to offer support and training to enhance the use of Moodle, including the expanded integration of tools and services.
   - Complete the deployment of thin client technology to the remainder of the 230 Smart Classrooms.
   - Provide SOLAR data for scheduling software (Advisor Trac) used by students and advisors.
   - Add online and hybrid course definitions into SOLAR.
   - Partner with Academic Assessment and Faculty Development to promote and develop a hybrid/online pedagogy (HOP) community of practice.
   - Support implementation of the CSUN awarded EDUCAUSE NGLC Grant for a technology-enhanced hybrid course model for GE and other introductory Math courses.
2. Supporting Data–Informed Decisions
   - Complete the upgrade of CMS SOLAR Human Resources and Student to version 9.0.
   - Complete implementation of the Student Data Warehouse and begin report development.

3. Exemplary Service
   - Expand the virtual software library to increase student access to software used in courses.
   - Complete the development of an enrolled student portal, increasing the number of role–based options and class schedule imports to student Gmail and mobile–device calendars.
   - Enhance My Academic Planner to link degree plans to course availability, thus improving demand analysis and supporting student time to graduation.
   - Develop web forms and workflow proof of concept.
   - Expand mobile features with the student portal.
   - Enhance student technology support by implementing an online chat tool.
   - Implement the Early Start Program for first–time freshman class of fall 2012–13.
   - Implement online transcript ordering.
   - Evaluate document imaging and workflow technology options that will support more efficient, paperless processing.

4. Providing Agile, Adaptable, and Affordable Technology
   - Implement unified web content management (WebOne).
   - Increase wireless density and availability in academic spaces and increase access to online resources in the classrooms.
   - Increase wireless density and availability in non–classroom spaces to support the long–term vision of a highly mobile, always connected campus community.
   - Encrypt laptops and desktops that store sensitive and protected Level 1 data.
   - Implement unified desktop computer management for administrative divisions.
   - Reduce utility costs on computers in administrative divisions by implementing computer management strategies that reduce power consumption.
   - Implement the CSU system–wide IS policies on campus including procedures/standards.
   - Implement and test a failover environment at Sacramento State University for key CSUN technologies in the business continuity plan in the event of a disaster.
- Design and build out a secure area in one of the Information Technology data centers for research computing systems and move systems into this new environment.
- Evaluate CSUN’s adoption of private and public cloud services.

METRICS

The IT division continued the annual practice of surveying faculty, students and staff in March 2011 with much of the survey focused on questions related to the IT Vision@2015 planning process. For access to the survey analysis, visit the IT Survey web page: http://www.csun.edu/it/about/survey.html. The 2012 IT Survey for students, faculty and staff will be released in March 2012.

CONCLUSION

The initiatives identified in the Information Technology 2011–2012 plan should enable the University to use technology more effectively to support teaching and learning, improve campus services, make technology more reliable and secure, and use data more effectively. This annual plan also pursues new and innovative technology initiatives such as online, e-text, and cloud-based technologies.