



# 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 (Connexus), 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 Flatword 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.