INFORMATION TECHNOLOGY PLAN

FY12-13

JUNE 2012
This Information Technology Plan for FY12-13 summarizes some of the key campus technology accomplishments completed during the previous fiscal year, FY11-12, and lists the planned projects for FY12-13, aligned to the IT Vision@2015 themes.

**Accomplishments FY11-12**

The following is a list of accomplishments that were completed during the FY11-12.

**Enabling Education and Research**

- Partnered with academic departments on **course redesign projects** to create online and hybrid options for high-enrollment/bottleneck courses in physics, astronomy, biology, and management.
- Offered a **summer course redesign institute** to assist faculty in developing online and hybrid courses.
- Piloted an **online learning and teaching rubric** to assist colleges in the assessment of online courses.
- Expanded **lecture capture** by supporting the creation of content for online and hybrid courses and the recording of lectures for students to review content.
- Piloted **eText publishing options** for faculty to create, adopt, and publish textbooks.
- Offered support and training to **enhance the use of Moodle**, including a safe exam browser.
- Partnered with Academic Assessment and Faculty Development to promote and develop a **hybrid/online pedagogy (HOP) community of practice**.

**Supporting Data-Informed Decisions**

- Completed the **upgrade of CMS SOLAR Human Resources and Student** to version 9.0.
- Started implementation of the **Student Data Warehouse**.

**Exemplary Service**

- Piloted and subsequently launched the **virtual software library** to increase student access to select course software from any Internet device.
- Piloted hosting **virtual software library** access to students at CSU, Channel Islands.
- Enhanced the **student portal**, thereby increasing the number of role-based options and class schedule imports to student gmail and mobile-device calendars.
- Started implementation of **WebOne, a unified web content management system**.
- Implemented **My Path to Graduation** to link degree plans to course availability.
- Enhanced **student technology support** by implementing an online chat tool.
- Implemented enrollment for the **Early Start Program**.
- Implemented **online transcript ordering**.
- Implemented **new online and hybrid course definitions** in CMS/SOLAR.

**Providing Agile, Adaptable, and Affordable Technology**

- Increased **wireless density and availability** inside of classrooms and other academic spaces.
- Started **encryption of laptops and desktops** that store confidential “Level 1” data.
- Implemented **unified desktop computer management** for administrative divisions, including ability to reduce power consumption for desktop devices.
- Implemented **CSU system-wide Information Security policies** and related procedures.
- Implemented a **business continuity failover environment at Sacramento State University** for key CSUN teaching and learning, and communication technologies in the event of a disaster.
- Designed and built a secure area in an IT data center for **research computing systems**
IT Planning Initiatives FY12-13

This section describes the information technology initiatives for FY12-13, aligned with each of the four themes that emerged as part of the IT Vision@2015 planning process.

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 the summer course redesign institute materials in alternative formats, including self-paced modules.
- Expand the use of an online learning and teaching rubric to assist colleges in their assessment of online courses.
- Develop a self-assessment instrument for faculty to use to assess online and hybrid instruction using the online learning and teaching rubric.
- Expand the use of lecture capture.
- Continue the migration of lab computers to a server-based software and desktop virtualization model.
- Enhance Moodle functionality, including Gradebook and course listing.
- Upgrade to Moodle version 2.0.

Supporting Data-Informed Decisions

- Complete the implementation of the Student Data Warehouse and deliver report portal and initial dashboards.

Exemplary Service

- Implement WebOne for initial set of campus websites.
- Continue enhancements to student portal.
- Implement course wait listing in CMS/SOLAR.
- Select and begin implementation of a new document imaging system with web forms and workflow.
- Implement campus-wide bulk purchasing of hardware and software, wherever possible.
- Expand PeopleFinder to include printable directories.

Providing Agile, Adaptable, and Affordable Technology

- Increase wireless density and availability in campus housing (pending CQF funding).
- Increase the campus Internet capacity (bandwidth) from 1gbps to 10gbps.
- Encrypt all university laptops and desktops that store confidential “Level 1” data.
- Complete a comprehensive business continuity test of the failover environment to Sacramento State University for identified critical CSUN technologies.
- Expand 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 2012. The 2012 Survey analysis will be available in summer 2012.
Conclusion

The implementation of the FY12-13 planned initiatives outlined above will advance our efforts to implement the IT Vision@2015. Strategically, these initiatives will support the broader use of technology in instruction, ready our technology to support mobile access to information and services, and expand access to data and analytical tools. On-going efforts to virtualize computers, leverage the cloud and participate in collaborative services will better position us to reinvest staff to work on new priorities in the future. Finally, enhancements to our network infrastructure, portal and the adoption of new workflow and document management tools will meet University needs to make our services more efficient and effective across all administrative areas.