



INFORMATION TECHNOLOGY PLAN

FY13-14

JULY 2013

In 2010, the University developed a five-year vision for information technology, IT Vision@2015, which provided some long-range goals and an information technology framework to set annual priorities. Each year, the Division of Information Technology develops an annual operating plan to develop and deploy solutions to support University priorities and move forward to realize the IT Vision@2015.

This document summarizes the IT accomplishments for the past year and the priorities for the upcoming twelve months. The priorities are listed for each of the IT Vision@2015 themes.

Accomplishments FY 2012-2013

The following list highlights accomplishments that were completed during the FY2012-2013.

- Initiated **myCSUNtablet**, starting with seven academic programs, coordinating setup, training, and support for 70 faculty and 60+ advisors in preparation for rollout to over 1,000 students in fall 2013.
- **Expanded the use of lecture capture** by installing lecture capture stations in 10 large lecture classrooms and offering downloadable personal lecture capture software for faculty and students.
- Doubled the size of the **Course Redesign Institute** this year; 26 faculty from 19 different departments spent two weeks learning how to redesign their courses for hybrid or online delivery.
- Launched an **e-text initiative** to encourage faculty to develop digital teaching materials; as of June 2013, 25 faculty chose to participate, developing in iBooks Author, SoftChalk and other tools.
- Upgraded **Moodle** to provide enhanced functionality including the ability to drag and drop files directly into courses, duplicate resources and activities, and control access to activities.
- Begun transitioning campus web pages into **Web-One**, CSUN's unified approach to improve accessibility and navigation and increase consistency to CSUN's web presence.
- **Enabled administrative enhancements for student success**, including implementation of **waitlisting** in SOLAR to enhance the student enrollment experience and implementation of an online form with automated workflow routing for students to use to "**change their major or minor**", replacing a paper-based process.
- Supported enhancements of CSUN's technical infrastructure, including increasing the **campus Internet capacity** (bandwidth) from 1gbps to 10gbps, increased **wireless density and availability in campus** housing and a new **EduRoam wireless network** that enables users to connect to the Internet using their CSUN user ID and password when visiting any EduRoam institution.
- Implemented quarterly campus-wide bulk purchasing of desktop/laptop hardware.
- Completed a **comprehensive business continuity test** of the failover environment to Sacramento State University for identified critical CSUN technologies.

IT Planning Initiatives FY 2013-2014

The next twelve months priorities will continue progress in many areas of the IT Vision in alignment with institutional priorities, introducing the use of tablets (iPads) in courses, expanding the use of lecture capture, enhancing the student data warehouse, and increasing support for course redesign will enable **student success**. Projects to support mobile information and workflow automation will contribute to **employee success**, campus **sustainability** goals and support a **future less dependent on state funding**. Continued investment in network infrastructure, server infrastructure and data storage support the goal **to increase research activity and sponsored programs**.

The information technology initiatives for FY 2013-2014 are listed below, arranged by each of the four IT Vision@2015 themes.

Enabling Education and Research

- Launch and support the **myCSUNtablet** initiative with the outcome to reduce costs and increase the quality of learning materials for students. Initial rollout to integrate iPads into 7 academic programs with 70 initial participating faculty and 60 advisors with approximately 1100 initial students is scheduled for fall 2013, initial assessment of the first semester to be completed by January 2014, and a plan for expansion of myCSUNtablet programs in Spring 2014.
- Continue to evolve the Academic Technology department to **support faculty using technology in their classes**, to enrich teaching and reduce student costs. Examples include expansion of the use of **eText** to adopt, assemble and create materials in concert with the myCSUNtablet initiative and as a stand-alone initiative to support device neutrality
- Broaden adoption of **in-class lecture capture** and raise awareness of the potential to use **out-of-class lecture capture** to “flip” the classroom.
- Support faculty development and **course redesign by delivering material in multiple formats** (e.g., 2-week intensive hands-on course, 2-day high level overviews, and 2-hour focused sessions on flipping and other strategies).
- Launch **myCSUNmobile apps**, including Add/Drop class, Moodle, Campus maps, and employee/student directory.
- Implement a **Veterans’ portal interface** to simplify the process for veterans to verify eligibility and use their GI educational benefits on campus.
- Implement an intuitive online process (**AAWS**) for extended education students to apply and enhance the review of their applications for more efficient decision making.

Supporting Data Informed Decisions

- Work with Academic Affairs and Student Affairs, implement and/or upgrade CSUN’s multiple **eAdvisor software** tools (Education Advisory Board, My Path to Graduation, The Early Warning System) and begin to evaluate the effectiveness of the tools to speed CSUN student time to graduation and increase student retention rates.
- Participate with CSU campus consortium of nine campuses (led by Fullerton) to create **student success dashboards**, graphs and charts to display IR and CMS data in real time, with the outcome to increase access to CSUN’s data and enhance student learning.
- Pilot Moodle **learner analytics** functionality and its capabilities to provide data to help faculty track and evaluate student learning outcomes.

Exemplary Service

- Complete the **migration of university administrative web sites to Web-One**.
- Move forms and services online with automated workflow routing and electronic signatures (e.g. travel approval and reimbursement).
- Enable new campus technologies (e.g. myCSUNbox cloud file storage, OnBase document imaging), to move towards a **more efficient and more sustainable office environment**, with paper-less meetings and online document collaboration.
- Implement a secure, **cloud based storage and collaboration solution** (myCSUNbox) for students, faculty and staff to provide synchronized access to data across multiple computing devices.
- **Expand myCSUNmobile apps** (e.g. class payments, news and events, notifications, indoor wayfaring).

Agile, Adaptable and Affordable Technology

- **Upgrade the network infrastructure** to improve capacity to better support mobile devices.
- Continue to consolidate and **virtualize servers** and **migrate some services to the cloud**.
- Upgrade **faculty and staff email**.
- Coordinate with faculty to **support research infrastructure** in protected campus data centers and/or cloud services.