

2015
enhancing
LEARNING

keeping UP
staying
SAFE

TECH
PLAN

going
GREEN

PROGRESS REPORT on ACTION PLAN FOR 2010-2012

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2010/2011 Technology Council

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Tech Plan 2015

Executive Summary

Vision. Technology is used by faculty, staff and students to enhance learning, support the preservation, creation and transmission of knowledge, and, support institutional management functions.

Purpose The purpose of the technology plan is to guide the ongoing development and evolution of technology in support of the university's mission and strategic directions. Technology planning is a collaborative effort to ensure that resources are used wisely to achieve equitable access to information technology for the good of the whole university community. Beyond equitable access, the technology plan should be aligned with university strategic directions.

Process The Technology Council is responsible for developing the plan with input from all constituencies and for monitoring annual progress. A five year planning horizon has been effective for setting strategic directions and managing change to minimize disruption. The five year IT strategic plan is complemented by annual IT action plans prepared by the IS Division.

Guiding Principles: UW-Green Bay is committed to adopting common tools that ensure resources are used wisely to achieve equitable access to information technology for all students, faculty and staff. The University is committed to safeguarding all personally identifiable information we obtain about individuals. Whether computer applications are hosted on campus or hosted externally, the data must be secure from unauthorized access. A central core database managed by data custodians ensures data integrity, data security and protection of privacy. When considering acquisition or implementation of a new technology the university evaluates the benefits in relation to the total cost of ownership. Technology should be used to reduce costs and improve services wherever possible. When considering acquisition or implementation of new technology it is also important to evaluate the carbon impact on the campus. Technologies that reduce energy consumption and conserve resources should be deployed whenever possible.

Tech Plan 2015: The objectives for Tech Plan 2015 were developed using information gathered from the faculty, staff and students, and researching technology trends in higher education. The objectives have been organized under four broad themes:

- Enhancing learning - supporting the core educational mission of the university through the use of technology
- Keeping up - maintaining the UWGB technology environment and keeping up with advancing technology in higher education to remain competitive.
- Staying Safe - maintaining a safe and secure technology environment for students, faculty and staff to engage in their studies and work.
- Going Green - follows the lead of the university in its efforts to be more environmentally respectful and energy efficient and to use resources wisely.

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Progress on IT Action Plan for 2010-2012

I. Enhancing Learning

This theme focuses on supporting the core educational mission of the university through the use of technology.

Objective 1.2: Convert additional classrooms to full technology installations to support the growing use of technology for teaching.

Result: New instructional technology has been installed in remodeled lecture room Rose Hall 250 while planning continues for new technology in the Wood Hall classrooms. The Wood Hall remodeling project will provide full technology in all of the Wood Hall classrooms. Each will be equipped with a computer, video projector, hi-resolution document camera, Blu-Ray/DVD/VCR player, and a confidence monitor. The remodeling and installation is scheduled to wrap up in the summer of 2011. Equipment removed from Wood Hall has been used to create partial technology installations (PC, projector, screen, DVD/VCR, speakers, document camera connection) in four rooms previously served with portable equipment. Those rooms are ES 302, 310, 320 and TH 312. Lab Mod proposals have been submitted to fund video projector replacements in several MAC Hall classrooms as well as replacement of distance education systems in MAC and IS.

Objective 1.3: Improve the reliability and usability of classroom technology by standardizing instructional technology installations/interfaces to improve ease of use and support.

Result: TEAM has implemented Exton Global Viewer Enterprise application to improve ease of use for faculty and reliability of classroom technology.

Objective 1.4 : Assist faculty in using technology tools to detect plagiarism.

Result: During the fall semester the LITC designed a Qualtrics survey to better understand the scope of plagiarism at UWGB and to solicit ideas for addressing plagiarism. The LITC plans to send the survey to faculty and students in spring 2011 and make recommendations based on the results of the survey.

Objective 1.5: Support faculty experimentation with instructional technology inside and outside the classroom environment, including delivering instruction to mobile devices.

Result: Five faculty are piloting lecture/capture technology. Andy Kersten is experimenting with an iPad provided by IS Division. The library has 10 laptops available for check-out in the library and also for use with the hi-tech meeting room, CL125.

Objective 1.8: Expand lecture capture technology to support teaching and program delivery.

Result: A lecture capture pilot was conducted during the fall semester and is continuing in the spring semester. We have done a cost analysis with self hosting and studied the benefits and challenges of lecture capture from both the student and faculty perspective. A progress report on the pilot project will be presented to the Chancellor's Leadership

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Council March 1. Ultimately, the outcome of the pilot will provide direction for lecture/capture in the future.

Objective 1.10: Increase the quantity, quality and scope of digital video and audio equipment available to faculty and students and provide assistance in digitizing content (text, music, video, images) for curricular purposes.

Result: Through the use of student technology fees, Media Services has acquired updated video and audio recording equipment which is available to students for check out. With this equipment, along with the editing facilities available in Media and in the General Access Lab specialty rooms, students can create video and audio material for their class work and receive the necessary support from our staff. Further, Media Services collaborates with the Learning Technology Center to support the use of video and audio material by faculty and instructional staff in the classroom.

Objective 1.13 Use web based conferencing to facilitate online meetings, student/faculty/staff interactions and collaboration among work groups.

Result: A team of campus representatives, including Kathy Pletcher, conducted an RFP for web conferencing software to support instruction. The committee has concluded its review and is preparing to award a contract for a product that integrates with D2L. Web conferencing software is important for supporting the online learning environment including blended learning. This software can also support administrative web conferencing. The goal would be to have the web conferencing software ready for use during summer school 2011.

II. Keeping up: Maintaining and enhancing usability of current systems

Keeping technology up-to-date is a high priority of the university. The following objectives focus on technical upgrades and enhancements that either save people time, improve access or improve usability. This section also includes objectives that align our technology development with trends in higher education to remain competitive.

Objective 2.1: Maintain 2-3 year upgrade cycle for desktop software.

Result: The User Support staff have fully tested Windows 7 and Office 2010 for deployment in the late spring and early summer of 2011.

Objective 2.2: Maintain 3-4 year replacement cycle for desktop hardware.

Result: The annual replacement planning for desktops and servers is underway; notices regarding computer replacements were sent out to program assistants in January. Depending on State budget constraints we may move to a 4-5 year replacement cycle for desktop hardware.

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Objective 2.3 Maintain classroom equipment, including repair or replacement of failing and outdated equipment, as well as evaluating new classroom technology.

Result: TEAM has implemented Exton Global Viewer Enterprise application to improve ease of use for faculty and reliability of classroom technology. New instructional technology has been installed in remodeled lecture room Rose Hall 250 while planning continues for new technology in the Wood Hall classrooms. The Wood Hall remodeling project will provide full technology in all of the Wood Hall classrooms. Each will be equipped with a computer, video projector, hi-resolution document camera, Blu-Ray/DVD/VCR player, and a confidence monitor. The remodeling and installation is scheduled to wrap up in the summer of 2011. Equipment removed from Wood Hall has been used to create partial technology installations (PC, projector, screen, DVD/VCR, speakers, document camera connection) in four rooms previously served with portable equipment. Those rooms are ES 302, 310, 320 and TH 312. Lab Mod proposals have been submitted to fund video projector replacements in several MAC Hall classrooms as well as replacement of distance education systems in MAC and IS.

Objective 2.5: Expand and upgrade wireless data networking technology

Result: In November we submitted a comprehensive plan to the Provost entitled "Academic Buildings and Residence Life Network Upgrade Proposal." The plan was approved by the Provost and in December a purchase order was issued for Aruba wireless equipment for Residence Halls and phase 1 of the academic buildings. Implementation is targeted for summer of 2011.

Objective 2.7: Expand the virtual student center to include customer relations management software (Talisma.)

Result: The Talisma project has been underway since summer 2010 and will go into production in March, 2011. Initially, the software will assist with recruitment of both traditional and non-traditional students; later, the CRM will support retention goals.

Objective 2.8: Participate in UW wide research discovery pilots and assist in recommending a solution for an integrated search interface with google-like ease.

Result: As part of the Council for University of Wisconsin Libraries (CUWL) the library participated in a trial of the resource discovery tool WorldCat Local and tested the usability of the UW Forward search engine. CUWL has submitted a funding request to the UW Common Systems Group for a resource discovery tool for all UW libraries. The project has been approved for up to \$300,000. CUWL will begin preparing for an RFP.

Objective 2.13: Implement Microsoft's SCCM as a Windows desktop management and reporting tool for imaging, updates, inventory, and application virtualization.

Result: Microsoft SCCM for Windows desktop management has been expanded for imaging, application and driver updates which improves services to the users and reduces manual updates.

Objective 2.14: Evaluate VOIP contract for potential cost savings and telephone service improvement.

Result: The State VOIP contract is being reviewed by TEAM manager.

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III. Staying Safe

The third theme focuses on maintaining a safe and secure technology environment for students, faculty and staff to engage in their studies and work.

Objective 3.1: Maintain currency on all university core and administrative software applications.

Result: Systems are current.

Objective 3.2: Maintain university network, server hardware and software.

Result: The network will be updated as part of the “Academic Buildings and Residence Life Network Upgrade Proposal.” We have updated two Macintosh servers that are used to administer all campus Mac workstations. The Linux server for Computer Science was updated during the fall semester. The Raiser’s Edge server and software was updated in December .

Objective 3.4: Implement Person Registry and Identity Management systems

Result: Completed summer 2010

Objective 3.7: Upgrade backbone and ResNet on a 5 year cycle.

Result: ResNet will be upgraded as part of Academic Buildings and Residence Life Network Upgrade during summer 2011.

Objective 3.9: Secure space and facility to serve as a redundant data center in the event that the primary data center is damaged or destroyed.

Result: A secure space for back-up data center has been identified.

IV. Going Green

The university has identified “Going Green” as a high priority and has engaged in efforts to be more environmentally respectful and energy efficient. The IS Division has already made strides in implementing Green IT. Throughout the university workstations are automatically powered down at night and on weekends; CRT monitors have been replaced with LCD monitors; computers are purchased with high efficiency power supplies; software installations are done during off peak hours at lower rates. In the data center a successful virtualization project has reduced the number of physical servers from 80 to 55 and the data center temperature has been increased from 68 to 71 degrees. These and other efforts have already reduced power consumption by 20 percent. There is more than can be done. The following objectives will help support the university’s goal of Going Green.

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Objective 4.1: Continue virtualization of servers and data storage systems to reduce energy consumption in data center.

Result: The VMWare virtualization server environment has been upgraded to version 4.1 to stay up with the latest features for our virtualized server environment. Currently there are 57 virtualized servers running on 6 physical servers.

Objective 4.3 Develop best practices for reducing printing and toner consumption

Result: In support of Green IT we created a hi-tech conference room and have begun implementation of GreenPrint technology to reduce printing across campus. We are piloting solid ink printers in the GCA labs, and User Support staff are working with departments to reduce personal printers.

Objective 4.3: Implement Web content management system to support electronic forms and workflow.

Result: Web CMS implementation began in October and will continue through spring semester..

Objective 4.7: Increase the number of hi-tech conference/meeting rooms to encourage paperless meetings.

Result: CL 125 has been converted to a hi-tech conference room. The Library has 10 laptops for use in the conference room.