

# **University of Wisconsin Green Bay**

## **IT 2007 Action Plan**

**Approved by  
Technology Council, March 6, 2006  
Leadership Team, April 13, 2006  
Chancellor's Cabinet, May 2, 2006**

### **Background: Tech Plan 2010**

Tech Plan 2010 was developed by the Technology Council during the 2004/05 academic year with input from the campus community and was approved by the Chancellor's Cabinet in May 2005. Throughout the planning process faculty, staff and students reaffirmed that technology is a critical part of their day-to-day activities in the pursuit of learning, the creation, preservation and transmission of knowledge, and management of business operations. There was general agreement that technology objectives must be designed to serve student learning and university strategic directions. Information gathered between April and October, 2004 from the faculty, staff and students through web surveys, open forums and constituent group meetings was used to develop specific objectives. The objectives are organized under three broad themes:

- Faculty/Staff Investment: helping people make better use of technology
- Technology Investment: maintaining and enhancing usability of current systems
- Technology Investment: new initiatives

The first theme focuses on people--assisting them to use the current technology more effectively. The second theme focuses on staying up-to-date on hardware platforms and software applications. The third theme challenges the campus to stretch a bit and explore new technologies. The objectives establish campus technology priorities through the year 2010. The "IT 2007 Action Plan" identifies the projects and activities for the period 2005-2007. A second action plan will be developed in 2007 to guide technology projects and activities for 2008-2010.

## IT 2007 Action Plan

### 1. Faculty/Staff Investment: helping people make better use of current technology.

Throughout the process of gathering information for the technology plan the Technology Council heard faculty and staff say they felt it was more important to learn to use our current technology more effectively than to add more technology. As a result, Tech Plan 2010 has identified helping faculty and staff make better use of technology as the number one goal area. The objectives are divided into two categories: learning environment and work environment. Under each planning objective are listed actions that will be taken in support of the objective.

#### Learning Environment

- 1.1 Objective: Provide faculty and staff development opportunities on implementing technology that is adaptive to student learning styles (e.g. video, online discussion, group collaboration, text messaging, simulations and games, etc.)  
Actions: The Learning Technology Center and the Instructional Development Council will sponsor programs for faculty and staff on the relationship of different technology tools to student learning styles in 2006 and 2007.
- 1.2 Objective: Improve availability of hi-tech classrooms.  
Actions: Upgrade MAC 103 to a hi-tech classroom. *Completed 1/06*  
Upgrade SA 411 to hi-tech classroom in 2006  
Upgrade several smaller classrooms to hi-tech classrooms by 2007
- 1.3 Objective: Improve reliability and usability of classroom technology  
Actions: Replace 12 projectors in MAC Hall in 2006.  
Replace all document cameras in MAC Hall by 2007.  
Ensure availability of whiteboard markers each year.  
Standardize classroom technology control system by 2007.  
Install Interactive Response System in Rose Hall 250 in 2006.  
Develop a plan for expansion and standardization of Interactive Response Systems across campus by 2007.
- 1.4 Objective: Assist faculty and staff in using technology tools to detect plagiarism.  
Actions: Unit Chairs consider licensing TurnItIn.com by 2007.  
Learning Technology Center will assist faculty in using TurnItIn.com.
- 1.5 Objective: Assist faculty and staff incorporate copyrighted material into course content.  
Actions: Learning Technology Center (LTC) will offer programs on using D2L to provide access to curriculum material that is copyright protected in 2006.  
Library will manage online reserves for faculty- ongoing.  
LTC and Library will collaborate to integrate e-reserves into D2L courses, 2006.

- 1.6 Objective: Provide assistance for faculty who wish to expand use of electronic portfolios in the curriculum.  
Actions: User Support will provide technical assistance to faculty/academic units-ongoing.
- 1.7 Objective: Support faculty experimentation with instructional software inside and outside the classroom environment.  
Actions: Pilot tablet PC in a summer course in 2006.  
Investigate and possibly pilot POD casting in 2006.  
Investigate and possibly pilot video streaming in 2006.
- 1.8 Objective: Support faculty experimentation with scholarly software  
Actions: Investigate possible scholarly software including pricing in 2006.  
Explore and/or create options for obtaining funding in 2006.  
Provide opportunities for experimentation with software application in research in 2007.

### **Work Environment**

- 1.9 Objective: Provide opportunities for thinking about technology at a “meta-level.” Beyond navigating a system, how might we use technology to transform what we do?  
Action: User Support will visit departments, upon request, and evaluate how technology might be used to improve work processes.
- 1.10 Objective: Establish two “work groups” per year to discuss best practices in technology.  
Actions: Create steering and operating committees on electronic imaging. *Created 3/06*  
Other group(s) such as the administrative assistants? Administrative forms?
- 1.11 Objective: Provide opportunities for keeping up with the literature and technology practices in the field.  
Actions: Faculty are encouraged to have a professional development goals by 2007.  
Academic staff are encouraged to identify technology skills goals in their performance review for 2006.  
Classified staff are encouraged to establish technology skills goals as part of their annual performance review for 2007.  
Library will advise faculty on the use of RSS feeds for curriculum by 2007.
- 1.12 Objective: Provide opportunities for communicating and collaborating with colleagues across distance and time through file sharing, critiques, discussion groups, etc.

## **2. Technology Investment: maintaining and enhancing usability of current systems**

Keeping UWGB technology up-to-date is a high priority of the faculty, staff and students. This section of the plan lists objectives that focus on technical upgrades and enhancements that either save people time, improve access or improve usability. The objectives are divided into three groups: learning environment, work environment and infrastructure. Many of the objectives fall within the Infrastructure group and most of these will be carried out by the Information Services staff.

### **Learning Environment**

2.1 Objective: Reduce data entry time for faculty by supporting electronic grading and transfer of grades between systems.

Actions: Support PeopleSoft gradebook and provide faculty assistance in its use - ongoing.  
Support grade import from test scan system to PeopleSoft gradebook - ongoing.  
Support grade import from D2L gradebook to PeopleSoft gradebook - ongoing.  
Support grade import from excel spreadsheet to PeopleSoft gradebook - ongoing.

2.2. Objective: Increase electronic resources available to faculty for research.

Actions: Implement federated searching for electronic library resources. *Completed 6/05*  
Implement OCLC Group Catalog in 2006.  
Expand and promote UW Digital Collections - ongoing  
Support and refine federated searching by 2007.  
Reallocate more acquisitions dollars from print to electronic resources in 2006.

### **Work Environment**

2.3 Objective: Improve functionality, usability, and access to information through web interfaces.

Actions: User Support will assist units to conduct usability reviews of web sites by 2007.  
User Support will upgrade the campus browser to IE version 7 by 2007.

2.4 Objective: Coordinate strategies and infrastructure to manage, support and interface with centrally hosted administrative systems, including: deployment, training and troubleshooting.

Actions: Develop a campus wide plan for ImageNow document imaging software application in 2006.

## Infrastructure

- 2.5 Objective: Maintain 2-3 year upgrade cycle for desktop software.  
Actions: User Support will evaluate the Macintosh operating system for possible upgrade in 2006.  
User Support will evaluate the MS operating system for possible upgrade to Vista in 2007 or 2008.
- 2.6 Objective: Maintain 3-4 year replacement cycle for desktop hardware.  
Actions: Upgrade one-third of desktop computers each year – ongoing.
- 2.7 Objective: Maintain classroom equipment, including repair or replacement of failing and outdated equipment, as well as evaluating new classroom technology.  
Actions: Replace classroom desktop computers each year - ongoing  
Replace projectors in MAC Hall in 2006.  
Replace document cameras by 2007.  
Install DVD players in hi-tech classrooms by 2007.
- 2.8 Objective: Upgrade campus fiber optic cable plan with single mode fiber optic cabling that is capable of carrying higher bandwidth network services.  
Actions: Build case in 2006-07 with State to fund the fiber optic upgrade 2008/9.
- 2.9 Objective: Upgrade campus backbone and ResNet on a 5 year cycle.  
Actions: Upgrade campus backbone. *Completed 8/05*  
Upgrade ResNet. *Completed 8/05*  
Upgrade Core Switch by 2007
- 2.10 Objective: Maintain currency on all campus core and administrative software applications.  
Actions: Upgrade PeopleSoft SIS to 8.9 in 2006.  
Evaluate PeopleSoft SIS version 9 vs. Fusion for future upgrade
- 2.11 Objective: Maintain campus network server hardware and software.  
Actions: Replace one-fourth of servers each year – ongoing  
Evaluate MS Longhorn server OS in 2007 for deployment in 2008.
- 2.12 Objective: Implement security protocols and policies.  
Actions: Send IT staff to technical training for security management – ongoing  
Name IT Security Officer. *Completed 5/05.*  
Evaluate and deploy anti-spyware software in 2006.  
Evaluate host-based intrusion protection systems in 2006 and deploy in 2007.  
Investigate next-generation firewall in 2007.
- 2.13 Objective: Discourage illegal file sharing and downloading of copyrighted material.  
Actions: Develop education program for students and faculty by 2007.

2.14 Objective: Build infrastructure to integrate commonly used, centrally hosted applications on the core software image.

Actions: Create client image with common applications – ongoing  
Deploy updates to image via the network - ongoing

2.15 Objective: Expand wireless data networking technology

Actions: Add wireless Access Points throughout Library and Union, and in open areas in MAC Hall, Studio Arts, Wood Hall, Environmental Sciences and Lab Sciences. *Completed 8/05*  
Expand wireless to Student Services Building in after renovation.

### **3. Technology Investment: New Initiatives**

The campus must continue to explore and adopt new technologies over time. It is important that the exploration of new initiatives include business case studies that show the value of the new initiatives relative to the campus mission and the cost. The value analysis should include such items as improving learning, improving access, reducing workload, improving business processes, improving efficiency, or improving effectiveness. The cost analysis should include the staff resources needed to implement and provide ongoing support, hardware and software costs, and potential savings that could be realized as a result of the initiative.

#### **Learning Environment**

3.1 Objective: Explore expansion of curriculum offerings through Distance Learning technology.

Actions:

3.2 Objective: Explore repositories for faculty developed materials and sharable content.

Actions: Work with UW System LOR group, CUWL committee on digitization and Minds@UW to explore options for repositories.

3.3. Objective: Explore delivering video over the Internet, so that every classroom has the potential to be a distance learning classroom, and every network connection could be a conference center.

Actions: Pilot IP video in MAC Hall 137 in 2005-06.

Expand IP video to other classrooms in 2007.

3.4 Objective: Explore digitizing content (text, music, video, images) to increase access to curricular and co-curricular materials for students and faculty.

Actions: Explore development of content repositories for Podcasting in 2006.

- 3.5 Objective: Explore the use of new technologies in instruction, such as: simulation technology, 3-d modeling, tele-immersion technology, advanced data modeling and computer applications  
Action: Experiment with group collaboration tools outside D2L, such as BaseCamp, text messaging and other online discussion tools.
- 3.6 Objective: Research models for web surveys that can be used by students in a variety of courses.  
Actions: Pilot survey software in spring 2006.  
Expand and promote the use of survey software in 2006/7.
- 3.7 Objective: Explore the degree of interest among the academic programs to pursue a laptop program for students/faculty.

### **Work & Service Environment**

- 3.8 Objective: Develop a virtual student service center incorporating all student services in an online format.  
Actions: Explore Q&A service applications such as IntelliResponse in 2007
- 3.9 Objective: Develop e-commerce applications to improve service to constituents and to increase opportunities for revenue growth.  
Actions: Implement online tuition payments. *Completed 8/05*  
Expand online payments in 2006.  
Implement online transcripts in 2007.
- 3.10 Objective: Explore the use of technology to improve communication with all constituents including the public.  
Actions: Develop “parent net” for parent-to-parent communication by 2007.  
Explore Q&A service applications such as IntelliResponse in 2007.
- 3.11 Objective: Develop best practices for electronic records management, relative to retention of email, web documents and file-share documents.  
Actions: Form a workgroup to review legal requirements and practical approaches to electronic records management and deliver a report by 2007.
- 3.12 Objective: Explore developing an e-journal to publish faculty/staff/student papers online.  
Actions:
- 3.13 Objective: Explore developing an electronic archive for preserving the scholarly record of UWGB faculty.  
Actions:

- 3.14 Objective: Explore content management systems and work flow systems to improve overall efficiency of moving “paperwork” across campus.  
Actions: Invite CMS vendors to campus to review products in 2006.  
Participate in UWS review of CMS products in 2006.  
Determine cost/benefit of a CMS for UWGB by 2007.
- 3.15 Objective: Explore use of digital signature technology to support workflow and web-based transactions.
- 3.16 Objective: Explore the idea of a “digital freshman face book” to assist freshman in getting to know their classmates.
- 3.17 Objective: Explore the feasibility of implementing a campus wide, integrated ticketing service  
Actions: Review current ticketing applications, needs, and costs in 2006  
Determine financial alternatives for a campus wide ticketing service to meet these needs in 2006  
Make decision to implement campus wide ticketing service in 2006 or 2007