

GOAL 4. USING TECHNOLOGY TO ADVANCE ALL ASPECTS OF UNIVERSITY LIFE

Academic Technology for Student Centered Learning

Enhance student learning through the increased and effective use of on-line and web-enhanced courses and reward faculty for improving student learning through the use of technology

- Clickers are being adopted across the campus for in-class quizzes, instant responses to lectures, etc. In Chemistry, the electronic data collection available through clicker use saves sufficient time relative to paper tests to allow use of the quizzes every day. Time spent in class is approximately half of what would be required for a paper version of the test. They have shown excellent student involvement and a 10% increase in test scores over previous classes.
- Simulations are being used in nursing and other real world applications are being made through integrated technology use. For example, Dr. Shapiro (Psychology) is currently co-authoring a book on technology to teach 7-revolution materials in class. The class includes new web-based resources, including epsilen.com, (an education platform that organizes information from the New York Times), and gsi.csis.org, which provides information and video links from the Center for Strategic and International Studies.
- The Madden Library has a strong presence on Facebook, tutorials in Blackboard, an increased number of ebooks, LibGuides (research guides for specific subjects and courses), an assignment research calculator that helps students plan their research papers, and streaming audio for specific courses, especially in Music
- Hybrid and online capabilities for a number of classes are being developed across the campus including courses in chemistry, dance, theatre arts, kinesiology, nursing, political science, history, psychology, biology, curriculum and instruction, counseling, child family and consumer sciences,
- Faculty from many departments are exploring the use of MySpace, Facebook and Twitter in the classroom.
- Of the 43 new courses approved to be offered Fall 2008, 29 were web-enhanced
- A number of new techniques are being used. For example KAC 80T, Body Shop, is a new on-line activity class taught in partnership with the Student Recreation Center (SRC). The theoretical content (how to exercise, benefits of exercise, how to use commercial gym equipment) is covered in 3 on-line modules, and the exercise itself is done in the SRC, and attendance is monitored with the card-swipe system. Collaboration with the SRC staff has been excellent, and attendance and compliance with assignments has considerably exceeded that of traditional KAC courses.
- Faculty maintain web pages for use in their courses that enable students to check the course schedule, and obtain handouts and homework solutions. Many use Web-assign, Web Work or similar automated homework grading systems, or PDF annotator. Turnitin.com is used to check plagiarism on papers.
- Exemplary practices in school classrooms are filmed to provide case studies for credential and master's classes to discuss in face-to-face and online classroom instruction in the Kremen School of Education and Human Development.
- A number of instructors have developed instructional video clips which have been uploaded to Blackboard courses.
- AcceleratorOnline (one of the University Business Center's small business training programs) utilizes technology to deliver training to rural areas. To date, more than

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- 400 small businesses and entrepreneurs have completed the business plan development course online.
- Elements of the use of technology are being included in new probationary plans in some departments.
 - Advanced wireless network connectivity was expanded to all classrooms.

Services for Improved Efficiencies & Satisfaction

Embrace and adopt technology to improve the lives of all members of the university community and help them to manage their workloads

- A new Pay-for-Print system was launched to make printing and copying easier for students. Print jobs can be submitted and picked up at any of the sites
- A new electronic fund transfer for employee reimbursement has been implemented.
- Several enhancements to People Soft including Absence Management and Training Administration.
- A new system to enhance student course planning called Degree Completion Planner has been configured for undergraduate degree roadmaps offered by Craig School of business and Lyles College of Engineering. This tool will be deployed to students and advisors in Fall 2009.
- Public computers in the Madden Library allow users to choose a Mac or PC environment
- Additional laptops for student checkout have been provided through the library.
- Self-check machines provide self-service checkout of books and other library materials
- The Division of Graduate Studies is moving to place all of the workshops provided to faculty and students on-line so they can be accessed at any time.
- The campus streaming video system provides webcasts with live captioning or transcripts as appropriate.
- The Lyles School of Engineering is using the Blackboard Community System for 'Intranet' based collaboration
- Theater upgrades this year include 12 new ROBE Intelligent Lights (concert-style moving light), Smart Fade Intelligent Light Console, Q-Lab Sound design software, and 2 new Genie lifts
- Social Work uses the International Chat Room to advise students of opportunities available to them.
- Faculty in several departments have voted to go paperless in the distribution of course syllabi/course outlines. The Department of Linguistics has committed itself to a paper-less environment. It is now conducting all official business electronically and its action has become the model for other College and campus entities such as the College's Council of Chairs, the College of Arts and Humanities Technology Committee, and the Associate Dean's Council.

Continue to explore innovative uses of technology to ensure efficient, timely and convenient on-line services that allow all members of the university community to manage routine administrative processes

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- New process was developed by CIS to bring detailed articulated transfer course work from DARs to PeopleSoft. Course work from over 11,000 currently enrolled undergrad students was migrated to PS. This allows the university to effectively enforce prerequisites on all courses and for all students.
- Undergraduate Studies and Campus Information Systems have made progress on designing a system to track changes in undergraduate courses and programs online utilizing Bizflow. It will be piloted with the College of Health and Human Services (7 departments) in Fall 2009.
- Sale and distribution of student parking permits via online services planned for Summer 2009.
- The Dean of the Division of Graduate Studies has met one-on-one with every program coordinator to improve the on-line Advancement to Candidacy forms, the one-step admission process, and insure that all programs Student Outcomes Assessment Plans are on-line.
- The UBC web site has been used to streamline the reservation process for utilizing the facility. Application forms are now available online. In order to enhance environmental responsibility, efforts are under way to make the reservation process completely virtual.
- Departments are making department graduate applications, university applications, and advancement to candidacy forms available online and conducting mass email recruiting using customized emails.
- Education Career Services only uses online portfolios, eliminating the need for paper copies. Some departments are also initiating online portfolios in their courses.

Communication and Collaboration

Improve and expand the university's web presence

- Newly designed library web site provides better access to resources and meets accessibility standards.
- New interface to the library catalog provides a Web 2.0 environment for users
- The Clean Up the Web campaign identified over 900 web accounts-633 of these were actually web sites. Of these, 204 were inactive and were removed, leaving 429 verified active web sites. The majority of these have been moved to the campus Web standard.
- The campus top-level sites are being redesigned and the Google Search Appliance is being installed to improve access to university information.
- A number of departments are updating, redesigning and developing new content for their websites.
- The HR websites that interact with the public are now available in Spanish.

Remove barriers to the use of technology by faculty and staff and provide new structures that support collaboration

- Students can contact a reference librarian through instant messaging
- A group of 18 faculty completed and a second group of 20 faculty members joined the eScholars program, which is designed to support faculty members in the development of online or web-enhanced courses or technology-enhanced instructional

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- modules. These faculty members are experienced online teachers and will be able to serve as mentors to other faculty.
- The technology training catalogue moved to the PeopleSoft module for registration and recording of employee professional development
 - TLT has been collaborating with other campus units on online training. For example, working with Health and Safety in the production of online modules presented through Blackboard and linked to PeopleSoft training records
 - Completed an inclusive evaluation of new collaboration environments with representatives from all major stakeholders. Zimbra was selected and adoption will take place during Summer 2009.
 - Expanded campus wireless network access to all state buildings on campus.
 - A rebid of the PBX replacement project was completed as well as a four-month design process that included representatives from all departments and schools. Implementation of the new system is scheduled to begin in June 2009.
 - A new virtual capability for systems and storage was created to enhance the stability, reliability and speed with which new services can be deployed.

Integrity and Security of Technology Systems and Information

Enhance security policies to provide better user awareness and establish appropriate processes for managing information

- A thorough and inclusive review was completed of Chancellor's Office proposed policies and standards.
- The president's memo on Confidentiality of Data was update to address concerns with mobile devices and encryption.
- New policy was created to better define Data Classification.

Enhance security tools to increase awareness of vulnerabilities and mitigate exposure of sensitive information

- Campus Intrusion Detection Systems (IDS) were enhanced to identify threats and rapidly isolate security compromises.
- Vulnerability Scanning was expanded to cover the entire campus and identify potential vulnerabilities in schools and colleges upon request.
- Formal processes were established for security incidents on critical services.
- The new co-location facility for housing departmental servers in a central location with appropriate environmental and security protections has increased the physical security and availability of departmental servers.

Universal Access

Expand accessible technology for the entire campus community

- The Accessibility Awareness Fair drew 90 participants from across campus.
- The ATI Regional Meeting drew 80 registrants.
- All of the training for faculty emphasizes accessibility, and specific sessions are offered on producing accessible documents, producing accessible PowerPoints, and testing web sites for accessibility. Training materials for the development of accessible materials have been organized in the Blackboard Faculty Forum to provide easy access.

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- Digital Campus is supporting the use of LecShare to produce accessible PowerPoint presentations. In addition to managing access to Automatic Sync transcript and captioning services, TLT is testing the integration of DocSoft captioning into the course capture system used in distance learning classrooms.
- As of March 2009, 238 obsolete sites on campus web servers had been removed. Of the remaining sites, 180 were on the campus web standard and 171 still needed to be moved to the standard. The status of the remaining 50 sites was still under consideration.
- On time book orders were up from 31% Fall 2008 to 49% Spring 2009
- The campus hosted a CSU Accessible Technology Initiative Regional Meeting with over 30 in attendance. Additional workshops attracted 50 participants.
- 138 faculty, staff, and managers with responsibility for web sites attended the Web Summit

Submitted by:

*Dennis L. Nef, Interim Provost and Vice President for Academic Affairs
Senior Technology Leadership Team*

Contributors:

*Charles Boyer, College of Agricultural Sciences and Technology (CAST)
Vida Samiian, College of Arts and Humanities (CAH)
Benjamin Cuellar, College of Health and Human Services (CHHS)
Luz Gonzalez, College of Social Sciences (COSS)
Robert Harper, Craig School of Business (CSB)
Andrew Rogerson, College of Science and Mathematics (CSM)
Paul Beare, Kremen School of Education and Human Development (KSOEHD)
Michael Jenkins, Lyles College of Engineering (LCOE)
Peter McDonald, Henry Madden Library (HML)
Lynda Harding, Director of Teaching, Learning and Technology (TLT)
Karen Carey, Graduate Studies
Anne Burkholder, Scheduling Office
Colleen Torgerson, Interim AVP and Dean of Undergraduate Studies
Paul Oliaro, Cynthia Matson, Ellen Junn, Lynda Harding, John Briar, Richard Boes, Brent Auernheimer(STLT)*