Information Resources Committee
Report to Florida Gulf Coast University’s Planning & Budget Committee
Spring, 2013

Executive Summary

In September, 2012, the Provost and Vice President for Academic Affairs, Dr. Ronald Toll, charged the Information Resources Committee (IRC) with the following action items.

ACTION ITEM 1: Update the Strategic Plan for Technology, technology funding priorities requests and technology resource benchmarks.

The original 2010-2015 Strategic Plan for Technology (SPT) was reviewed and updated again this year to accommodate changes in the current technology environment and to reflect a new 5 year horizon. The IRC reviewed all 6 major goals and their corresponding action items. The SPT Appendix B represents the new updated plan for 2013-2018.

There was considerable progress on actions items in the last year yet budget constraints were prevalent. Due to the popularity for smart phones, a couple action items for mobile apps were combined.

Priority Technology Funding items completed or progress made:

- BTS - Business Applications procured document imaging (BDM) system and began initial rollout in Financial Aid
- BTS - Business Applications Worked with Academic Affairs to implement SunGard’s Degree Works which will be used as an academic advising tool, student academic planner and enrollment management package. We are schedule to go live in production for fall 2013.
- AETS and WEP have acquired and configured the new Canvas LMS.
- BTS - Business Applications has acquired a document management system for Banner and will be piloting the first application with Financial Aid.
- AETS replaced (190) obsolete classroom and lab computers. This represents approximately 19% of the total academic computer installations on campus.
- AETS upgraded 7% of obsolete classroom multimedia teaching stations. NOTE: funding to replace 20% had been requested. Replacement technology was focused in Ben Hill Griffin classrooms.
- AETS upgraded the multipurpose Sugden Welcome Center’s multimedia system.
- AETS migrated 50% of academic network servers to a virtual environment.
- AETS purchased and installed additional course-related software licenses including Adobe Connect and SigmaPlot.
- Library completed migration of (275) library employee and lab computers to Windows 7.
- Library repurposed (25) computers to populate each library study room and microfilm area.
- Library upgraded servers to newer technology with greater capacities and added virtual servers for new server service applications (ex: systems management, mobile printing)
• BTS - Network Services and Help Desk acquired and installed replacement network load balancers that support both the academic and administrative technology needs of campus.
• IRC completed a Disaster Whitepaper that outlined several stages of preparation needed on campus and updated the IRC’s Technology Funding Priorities to reflect funding required to initiate the first stage. This is a unified approach to disaster planning that will be used by all technology departments to secure university data offsite. See Appendix G for full report.

Strategic Plan for Technology action items completed or progress made:

• BTS - Business Applications began implementation of Banner Workflow using the Human Resource Employee Exit and new background check process and initial projects.
• BTS - Business Applications Completed implementation of the Phase I of admission’s customer resource planning module (BRM) and the reporting module, Phase II
• AETS launched the AETS Virtual Lab for Students in Fall, 2013. (http://itech.fgcu.edu/vlab.asp)
• AETS upgraded operating system on all classroom personal computers to Windows 7.
• AETS continues to provide needed support for audio and video editing projects with technician services available to faculty and students by appointment through the Mac Lab, located in Reed Hall 256.
• AETS, Library and BTS technology administrators have participated in planning process for a University-Wide Disaster Recovery Plan.
• With the selection of Instructure’s Canvas, FGCU’s learning management system services have been migrated to ‘cloud’ technology.
• A pilot course was successfully delivered to test ‘no additional cost’ lecture capture technology for asynchronous instruction and/or lesson reinforcement.
• Library deployed and configured new library mobile web site and configured access for multiple database resources mobile apps.
• Library deployed phase 1 IR (Institutional Repository) and Special Collections project hardware and software, Mac and PC workstations, data storage, and scanning equipment.
• Library printing from mobile devices capability is in testing phase and completion to production anticipated by April 15, 2013
• AETS donated 142 obsolete computers to not for profit organizations.
• Library donated 30 obsolete computers to not for profit organizations.
• BTS – Network Services and Helpdesk donated 439 obsolete computers and 300 obsolete monitors to non-profit organizations.
• BTS – Network Services and Helpdesk provide 50 classes covering 18 different topics on the various uses of Microsoft office products as it directly relates to support of the goals of the university constituents.
• BTS – Network Services and Helpdesk upgraded 657 faculty and staff desktops from Windows XP to Windows 7.
• BTS – Network Services and Helpdesk deployed 169 new computers to faculty and staff.
• BTS – Network Services and Helpdesk aided over 1640 student walk-ins with various computer support issues even though no funded support for this service is available.
• BTS – Network Services and Helpdesk purchased and installed a wireless controller to enhance wireless network access on campus.
- BTS – Network Services and Helpdesk installed and configured an additional 75 access points and 48 switches to support the newest phase of housing.
- BTS – Network Services and Helpdesk installed a new 1 GB internet connection to support the increased Internet demands of the university.
- BTS – Network Services and Helpdesk acquired and installed rate shapers that allow us to see the quantity and types of traffic flowing to and from the internet so that we can help prioritize the traffic during peak loads and ensure academic needs are met.
- BTS – Network Services and Helpdesk increased support for the Mac user base on campus by purchasing the Apple Campus agreement for use by all technology departments.

RECOMMENDATIONS ACTION ITEM 1: Reformat the Strategic Plan for Technology and clarify the action items.

See Appendix A for prioritized funding requests; Appendix B for updated Strategic Plan for Technology; Appendix C for technology resource benchmarks, Appendix G for the full version of the IRC DR Whitepaper.

ACTION ITEM 2: Review the Student Technology Fee’s legislative language and provide data reflecting last year’s expenditures.

According to current Florida Statute: “Each university Board of Trustees may establish a technology fee of up to 5 percent of the tuition per credit hour. The revenue from this fee shall be used to enhance instructional technology resources for students and faculty. The technology fee may not be included in any award under the Florida Bright Futures Scholarship Program established pursuant to ss. 1009.53-1009.538.”

The implementation of a 5% per credit hour tech fee was approved by the Florida Gulf Coast University Board of Trustees on June 16, 2009. We were able to collect data for the last three years and last year the total amount of the Tech fee was $1.79 million. The amount of money raised by the Tech fee has increased at about 12% per year. Three major areas across the campus technology departments were funded with the money raised from the Tech fee. Campus Internet access, committed contracts from technology departments, and technology support were the major items funded.

RECOMMENDATIONS ACTION ITEM 2: Allocation of technology fee current and future revenue to be determined by FGCU Vice Presidents.

See APPENDIX D for expenditure details.
ACTION ITEM 3: Update the Strategic Plan for Technology based on identified needs associated with an increase in the number of distance learning and hybrid offerings over the next 3 to 5 years.

Technical and non-technical forces shape change in hybrid and distance learning. The influential technical forces shaping change at FGCU include the Canvas LMS, creation and availability of digitized content, and systems integration. The non-technical forces impacting change include pedagogical innovations, academic integrity, space, policies, budget, and retention. These technical and non-technical forces provided the foundation to the updates in the FGCU Strategic Plan for Technology that specifically address the potential expansion of hybrid and distance learning course offerings over the next 3 to 5 years. In combination with these forces, the updates take into account an approach to hybrid and distance learning that is built on flexibility, affordability, quality teaching, and productive technology use to offer a range of options for student learning.

The following is a summary of the anticipated needs associated with an expansion of hybrid and distance learning course offerings.

1. Identify and implement a video server to manage, deliver, and share video resources.
2. Identify and implement a Portal with Single sign-on to enhance integration across systems
3. Enhance capacity and service reach of the Virtual Server Lab
4. Enhance the collection of data that will improve student learning and retention
5. Enhance LMS integration with core and peripheral technology and services
6. Accommodate growth in the use of synchronous meetings
7. Reduce the time to have a fully online course ready in short notice
8. Enhance the ability to ensure academic integrity among students assessed online
9. Increase the capacity of FGCU Library’s LibGuides service
10. Enhance presentation recording capabilities
11. Enhance e-competency training for students

RECOMMENDATIONS ACTION ITEM 3: Trending hybrid and distance learning needs will be incorporated into next year’s updated Strategic Plan for Technology.

See Appendix B for updated SP for Technology; Appendix E for details regarding Strategic Plan for Technology action items associated with expansion of hybrid and distance learning course offerings.

ACTION ITEM 4: Provide an overview of current and future classroom and lab technology trends and their anticipated impact on higher education in general and FGCU in particular.

In order to accommodate FGCU’s continued enrollment growth during a period of budget reductions and construction restrictions, it is important to optimize the design, use and delivery of classroom technology. This design must allow for ease of use among numerous and varied pedagogies while continuing to provide opportunities for a high rate of student interaction, retention and learning. Many
technologies are already in place here at FGCU and are being utilized with great success. However, looking forward, it is important that we continuously monitor trends and implement innovative technologies that will serve to advance our Mission and foster the steady “advancement of knowledge.”

Following is a summary of academic technology trends that are noted for consideration here at FGCU:

- **‘On Demand’ live stream lectures and instruction** for synchronous remote course delivery from any classroom on campus
- **‘On Demand’ lecture capture** in any classroom, providing for asynchronous course instruction and/or supplemental lesson reinforcement. This technology would also allow for the trending concept of the “flipped classroom learning model.”
- **Virtual computer classrooms** – making any space on campus a potential computer classroom.
- Incorporate the use of **wireless, mobile devices** (smart phones, tablets, etc.) into the classroom technology environment.
- Begin the transition to **‘hi-definition’ video** for all presentation systems.
- Enhance the **mobility and flexibility of instructor teaching stations**.
- Introduce instructor-controlled, **student presentation stations in SCALE-UP classrooms**, allowing for more extensive collaborative learning.
- Incorporate more **smart technology** by upgrading current smart boards and sympodia to provide for more efficient access to these educational tools.

A table detailing target course delivery types and the implementation requirements for each of these suggested technology trends is located in **Appendix F** of this document.

**RECOMMENDATIONS ACTION ITEM 4**: Trending classroom and lab technology suggestions will be incorporated into the next year’s updated Strategic Plan for Technology.

*See Appendix B for Strategic Plan for Technology; Appendix F (technology classrooms of the future.)*

Respectfully submitted:

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