Information Resource Committee (IRC)  
Report for 2014-2015

The Information Resource Committee (IRC) moved forward with the recommendations submitted with its 2013-2014 Executive Summary Report, addressing the following action items:

ACTION ITEM 1: Review, participate and complete the Educause Core Data Services (CDS) Survey

Over the course of the Fall 2014 semester, the members of the IRC worked together to complete and submit the Educause Core Data Services (CDS) survey. The CDS survey is highly regarded for providing essential and verifiable data that serve to identify technology benchmarks and trends throughout higher education. It is organized into a set of both required and optional modules:

- IT Organization, staffing and financing
- IT support services
- Education technology services
- Data centers
- Communications infrastructure services
- Information security
- Information systems and applications
- Develop common tools to measure success of distance courses

Our active participation in this annual survey will provide FGCU with access to critical comparative data from peer institutions of higher learning with to establish benchmarks and identify trends that may be used to soundly inform technology recommendations, strategic planning, management recommendations and administrative decisions within our University.

IRC RECOMMENDATIONS ACTION ITEM 1:

1. Review the results of the 2014-15 CDS Survey and report on the findings
2. Complete and submit the 2015-16 CDS Survey
ACTION ITEM 2: Work with FGCU Human Resources on a pilot project to address IT staffing classifications used at FGCU in relationship to their SUS classifications

In November 2014, IRC members met with human resource representatives of FGCU in order to initiate a project to create a new classification system for IT staff. The current classifications lack clarity in describing what job functions IT employees were responsible for, and did not clearly specify minimum requirements, or salary ranges.

By working with Human Resources, the IRC is hoping to collaboratively implement a new technology job classification system that will aid in future recruitment of staff, as well as give current staff room to grow in their positions while outlining clear career paths with qualification expectations.

The Directors and Assistant Directors of each of the University’s primary technology units are actively contributing to this pilot project:

- Mary Banks, Sven Hahues and Neal Snyder: Business Technology Services (BTS)
- Mario Bernardo: Library Technology Systems
- Pat O’Connor-Benson: Academic & Event Technology Services (AETS)

IRC RECOMMENDATIONS ACTION ITEM 2:

1. Continue to work with Human Resources to complete the pilot project.
2. Immediately following the pilot, Human Resources continue the classification review project by including all other IT focused employees.

ACTION ITEM 3: Update 2010-2015 Strategic Plan for Technology (SPT) & Develop 2015-2020 SPT.

The 2010-2015 Strategic Plan for Technology (SPT) was reviewed and updated to accommodate changes for academic year 2014-2015. Listed below is a summary of accomplished goals and progress made on goals that cross AY boundaries or have a multi-year implementation.

Priority Technology Funding items completed or progress made on strategic plan:

- AETS – Over $650,000 in new and upgraded academic technology installations were completed including:
  - All student computing in AB7 classrooms and labs
  - Mac computers located in Reed Hall and Arts Complex classrooms and labs
  - Teaching podium systems upgraded to “digital” technology in the Arts Complex and Broadcast Building.
• AETS – The *Lecture Capture Pilot* was successfully launched during the Fall 2014 semester with four classrooms equipped with integrated sound and video technology and three FGCU professors participating by recording and posting their in-class presentations for student supplemental instruction, delivery of “flipped classroom” pedagogy and live, remote, synchronous guest lectures and course lessons.

• AETS – Virtual Lab for Students “seating capacity” was expanded in the Fall, 2014, to accommodate increased number of remote accesses.

• AETS – Third staffing shift added (6:00am – 3:00pm) to allow for access to classrooms when courses are not in session so that appropriate computing and multimedia technology issues can be addressed and resolved for uninterrupted delivery of instruction.

• AETS – In response to survey data, hours of the Mac Computing Lab were extended by 15 hours each week.

• AETS – Actively participated in all Emergent Technology Institute (ETI) construction planning sessions, provided recommendations as needed, and submitted all estimates as they related to the installation of academic technology.

• AETS – Successfully tested, upgraded and transitioned web content management system from RedDot to OpenText.

• LIB – One additional Thursday - Sunday evening (second shift) full time support staff position added to allow enhanced support of library technology and lab issues.

• LIB – Additional OPS desk technology coverage added during peak 10am-3pm Mon –Fri library lab usage due to increase in enrollment and Friday class scheduling.

• LIB 10 seat Mac lab added in library.

• LIB Duplex library lab printing capabilities enhanced.

• LIB Quick kiosk lab printing expanded for faster student quick printing turnaround – allowed more efficient use of longer use library lab computers and made possible serving more students in the library labs.

• LIB - A mobile printing solution was developed and implemented to allow printing to library lab printers from mobile devices.

• BTS Telecom – Adopted new SIP/H.323 analog standards and gateway configuration

• BTS Telecom – Upgraded voicemail/messaging to include outbound digital faxing.

• BTS Telecom – Upgraded all telephone firmware and replace 200 telephone handset to Gb Ethernet connections and HD sound.

• BTS Telecom – Installed campus core siren as part of the campus-wide emergency notification system.

• BTS completed the Restricted Data Policy and the FTP Policy governing use of confidential and restricted data at FGCU.

• BTS began multiyear rollout of a Data Loss Prevention program

• BTS updated the wireless in Merwin Hall and increased wireless coverage in the Library annex.

• BTS continues to roll out Secure PC to Administrative Services, having completed almost all departments in the division

• BTS Implemented the following new systems:
  - Accutrack used for scheduling tutoring appointments
  - Digital Measures used by Lutgert College of Business for accreditation tracking
  - iModules an Alumni relations and giving management system
  - AutoAudit an audit tracking system
o Maxient a student judicial case tracking system
o Clockworks a scheduling systems used by adaptive services
o MyStudent body a drug and alcohol awareness program

- Complete changes necessary to comply with Florida Virtual Campus catalog modifications
- Complete programming changes necessary to make the graduation survey mandatory for all students
- BTS completed Document imaging rollout for Office of the Registrar, First Year advising and Graduate Admissions
- BTS offered 5 training session during the annual “Soar into Spring” event hosted by the Staff Advisory Council
- BTS replaced the manual Undergraduate Admissions process of entering transcripts into Banner with an automated load
- BTS established and lead a data standards data group who is responsible for creating data policies and procedures
- WEP - Total attendance at training reached 335. Training covered a variety of topics including SPoI, Canvas, Adobe Connect, Rubrics and Course design.
- WEP - Reviewed and tested both new and updated technology including iOS and Android Apps for Canvas, Canvas Speedgrader, Canvas Poll and Touchcast Video capture and editing.
- WEP - The Canvas Poll App, both developed and supported by the Canvas vendor (Instructure, Inc.) was adopted for use in 2014-2015 by faculty.
- WEP - 1,333 students completed the annual Student use of Technology survey. The results of the survey were used to update and enhance Canvas LMS training offered to FGCU faculty and evaluate the LMS settings and LMS service and support practices. DL specific questions were added to this year’s survey to improve our understanding about the decisions students make regarding the choice to enroll in a DL or F2F section and their preference for having a DL option for their remaining courses.
- WEP - Using SIS exports provided by BTS, FGCU courses were successfully uploaded to the FLVC Catalog, Florida’s statewide DL course catalog.

RECOMMENDATIONS ACTION ITEM 3:

1. Update the 2015-2020 strategic plan for technology and report on accomplishments.

For the 2015-2020 Strategic Plan for Technology please see Appendix A – Strategic Plan for Technology.

ACTION ITEM 4: Submit technology funding priority report

The technology funding priority report was submitted to the Budget Committee in February of 2015. The report is available in Appendix B – IRC's Technology Funding Priority Report 2015

IRC RECOMMENDATIONS ACTION ITEM 4:

1. Update the technology funding priority report in 2015-2016.
Respectfully submitted:

Florida Gulf Coast University Information Resources Committee
Mary Banks, Co-Chair, Assistant Vice President, Business Technology Services
Mario Bernardo, Assistant Director, Library Technology
Dr. Robert Beatty, Dean, Lutgert College of Business
Sven Hahues, Director, BTS Network Services and Helpdesk
David Jaeger, Co-Chair, Director, Web, e-Learning and Publication Services
Dr. Ken Watanabe, Associate Professor, Department of Physics – Faculty Representative
Pat O’Connor-Benson, Director, Academic & Event Technology
Clinton Nitz, BTS Computer Support Specialist – SAC Representative
Neal Snyder, Director, Telecommunications
Robert Vines, Director, Institutional Research and Analysis
Alexander Erlenbach, Student Government Representative