

UW-FOX VALLEY INSTRUCTIONAL & INFORMATION TECHNOLOGY CAMPUS IT PLAN

MISSION STATEMENT

University of Wisconsin Fox Valley (UWFox) is committed to developing and maintaining a dynamic Instructional & Information Technology environment, which effectively supports the mission of the campus. We encourage appropriate use of IT as an important element of high-quality instruction, research, administration, and community service. We recognize that this environment will require up-to-date software and hardware, convenient access to significant information resources, network reliability, and easy connectivity. Through effective user education we enable faculty, staff, and students to use technology as instructional and informational resources, a tool to create knowledge, enhance communication, an effective teaching enhancement, and a method to increase productivity.

GOALS

1. Provide convenient and reliable information access for the entire campus community.

Objectives:

- A. Provide office access to network for all faculty and staff.

Actions:

- 1. Provide every office with a computer that is capable of running the current integrated MS Office/Outlook environment standards as defined by the UWC IT plan. This minimum configuration will not reflect the configuration of machines for current or future purchasing.

- B. Provide general lab access to network for all students.

Actions:

- 1. Provide one appropriate computer per 12 FTE students.

- C. Provide Internet access for all faculty, staff, emeriti and currently enrolled students.

Actions:

- 1. Relevant Internet access policies will be made readily available to the campus community.

2. Allocate adequate resources for Instructional and Information Technology Department.

Objectives:

- A. Provide necessary personnel for the operation of Instructional and Information Technology Department.

Actions:

- 1. Employ at least two full-time technicians and at least one Instructional Technology specialist, with intent of achieving DOA standards in long term (currently 1 technical per 55 FTE).
- 2. Determine and employ appropriate additional personnel, including student workers, considering expertise needed.

3. Determine and employ Student IT workers.
 4. Outsource tasks where appropriate.
- B. Provide necessary equipment for the operation of Instructional and Information Technology Department.
- C. Provide necessary training for Instructional and Information Technology Department personnel.

Actions:

1. Encourage IIT personnel to apply for professional development funding.
2. Provide additional support when possible for special technical training needs and opportunities.

3. Provide user support through Instructional and Information Technology Department, external experts, and local experts.

Objectives:

- A. Assist with identification of funding resources and opportunities.
- B. Provide training and documentation.

Actions:

1. Provide overview of computing resources during new faculty/staff orientation.
 2. Provide training sessions on the basics of standard applications at least once a semester for faculty/staff.
 3. Hold ongoing training sessions on a variety of topics (e.g., file management, Internet, listserv's) for faculty/staff.
 4. Provide computer skill workshops for students as needed and feasible.
 5. Provide user manuals and documentation for software to faculty and staff.
 6. Provide user manuals for common hardware to requesting faculty and staff.
 7. Notify campus personnel about new campus resources.
- C. Address computing environment issues.

Actions:

1. Provide information about ergonomics, lighting, and other health-related issues in the computing environment.
 2. Seek resolution of computing environment problems.
- D. Develop and maintain an IIT Dept. "help desk" to assist campus users.
- E. Encourage local "experts".

Actions:

1. Encourage faculty and staff to become available as local experts.
2. Identify and make available a list of computer hardware and software experts on campus.
3. Support experts in maintaining their level of competence for the benefit of the campus community.

4. Encourage faculty and staff receiving new hardware or software to add their names to the list of experts.

F. Encourage and support faculty and staff attendance at technical seminars and events.

Actions:

1. Share information about upcoming events.
2. Promote and organize group attendance at selected events.
3. Establish funding mechanisms as appropriate to support above activities.

4. Provide technical support for instructional technology equipment.

Objectives:

A. IIT Dept. will provide reliable network and client PC's.

Actions:

1. Network will function at very high reliability.
2. Client PC's will function at high reliability.
3. IIT department will provide preventive care on a regular basis.

B. IIT Dept. will provide service in a timely fashion.

Actions:

1. During normal workday, respond to network problems within 2 hours; restore functionality within 4 hours of response.
2. During normal workday, respond to client hardware and software problems within 24 hours; restore on-site within 2 days, or off-site within 7 days.
3. IIT Dept. will develop and conduct a program of preventative maintenance to PC's and IIT equipment on a regular basis.
4. Assist and carry out purchase of new hardware and software as follows:
 - a. Determine specifications of necessary equipment within 7 days of request.
 - b. Provide price quotes from state-approved vendors within 2 days of determining specifications or within 7 days if quotes must be obtained via competitive bidding.
 - c. Place orders within 2 days after receiving price quotes.
5. Install new hardware and software within 14 days of receipt.
6. Service priorities will be set based on the number of people and/or the severity of the problem.

5. Ensure ongoing support and updating of instructional technology resources.

Objectives:

A. Gather and analyze relevant information annually.

Actions:

1. IIT Dept. shall provide an annual report to the Dean and the Budget Committee. The report shall include:
 - a. inventory of computing resources, including type of CPU's and printers;
 - b. an inventory of and key information about other peripherals, such as scanners, multimedia projectors, etc.;
 - c. an inventory of installed, supported software, and a list of newly purchased and surplus instructional technology equipment.
2. IIT Dept. will provide the Dean, the campus IITC, and Budget Committee with a summary of anticipated major changes to the computing environment, such as Colleges-wide and campus-wide conversions to new network systems or new fundamental programs.
3. As a part of the campus budget development process, the Assistant Dean of Administrative Services will provide the Director of IIT with a summary of computer and IIT-related budget items requested by departments for review and evaluation.

B. Address the identified needs.

Actions:

1. Seek external support whenever possible to obtain new or to enhance existing IIT resources.
2. In budget planning and administration, recognize that technology needs will require an annual commitment of funds, rather than a sporadic effort.
 - a. Anticipate replacement of 25% of faculty and staff computers each year through all revenues combined, projecting 4-year functional utility of newly purchased computers, with priority given to replacing the least-capable machines each year.
 - b. Anticipate periodic upgrades that will require an annual commitment of funds to address the projected lifetime/utility of peripherals or technology.
 - c. Anticipate periodic software upgrades that will require an annual commitment of funds.
3. Pursue funding for replacement of student lab computing equipment such that equipment is no more than 5 years old.
4. IIT Department representatives will meet with campus academic departments that utilize discipline specific information technology to assess current and projected needs in order to develop a long range plan to replace discipline specific information technology through the submission of lab mod proposals or through other funding sources
5. Whenever possible, grants and budget allotments for new hardware should include requests for appropriate software.

6. Support instructional staff in their involvement with information technology.

Objectives:

- A. Support instructional staff in their efforts to incorporate information technology into their instruction.

Actions:

1. Provide Professional Development funding for attendance at workshops, seminars, etc.

2. Provide release time or compensation for significant efforts to incorporate technology into coursework.
 3. Facilitate instructional use of technology through adequate staff support.
- B. Provide 0.25FTE release time to faculty involved in ongoing consulting services to Instructional and Information Technology Department.

7. Pursue and develop beneficial technological relationships with other entities.

Objectives:

- A. Have a cooperative relationship with UW Colleges, UW System, and non-UW System entities, especially small colleges.

Actions:

1. Seek and share information.
 2. Seek and provide assistance when reasonable.
 3. Encourage and support Colleges-wide user groups and other interactions.
- B. Develop mutually beneficial relationships with area businesses and industries to promote charitable contributions of computing resource to achieve Plan goals.

8. Provide the equipment, facility, and technical support requirements for distance education.

Objectives:

- A. Maintain adequate computing equipment to support distance education (for both synchronous and asynchronous modes) initiatives on campus.

Actions:

1. Ensure that equipment available to instructors involved in distance education is capable of supporting the typically intense computing needs of that medium.
 2. Ensure that equipment intended for the reception of distance education instruction on campus is regularly maintained and upgraded, whether supported by campus or Central resources.
 3. Ensure that Distance Education equipment available meets requirements of the receiving K-12 schools.
- B. Upgrade existing campus network wiring to support increased bandwidth requirements of distance education.

Actions:

1. Verify that campus data cabling meets or exceeds IEEE cat. 5 specifications.
 2. All new computers will be purchased with 10/100 Mbps NICS (Network Interface Cards.) All current computers should be upgraded to 10/100 Mbps NICS if capable, and all hubs to 10/100 Mbps when needed.
- C. Address distance education in facilities planning.

Actions:

1. When planning new facilities, consider the potential for including distance education.
2. When remodeling current facilities, consider the feasibility of upgrading to enable distance education.

D. Provide adequate technical and administrative support for distance education equipment and facilities on campus.

Actions:

1. Provide on-site support when originating synchronous DE classes from the campus and provide a response time of 5 minutes or less upon notification of a problem to synchronous DE courses.
2. Ensure that technical support for distance education initiatives does not come at the expense of support for ongoing campus computing activities.
3. Work with Central administration to achieve the staffing needed to support distance education on campus.

E. Coordinate campus distance education plans with Central administration.

Actions:

1. Encourage the campus distance education liaison to maintain an open channel with Central administration regarding their plans for distance education as they establish requirements on campus.
2. Communicate any relevant campus plans impacting distance education equipment, facilities, or technical support to Central administration.

F. Pursue opportunities to deliver distance education courses to K-12 schools, other institutions, and businesses.