

Committee Name:

**Senate Committee – Privacy, Electronic Commerce and Financial Institutions
(SC-PECFI)**

Appointments

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Clearinghouse Rules

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Committee Hearings

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Record of Committee Proceedings

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IV. Campus Infrastructure

Through their individual monthly meetings and a common meeting in August 1999 (the IT Planning Summit), the Provosts, Business Officers and Chief Information Officers have identified the following strategic directions and goals for the Campus Infrastructure for 1999-2001:

- A. Increase Access to Technology Resources in Support of Education
- B. Implement More Effective Information Technology Staffing Models
- C. Improve Faculty and Student Training and Education in Information Technology
- D. Build Partnerships which Leverage Information Technology Investments beyond the University

A. Increase Access to Technology Resources in Support of Education

1. Increase funding for student computing and other technology needs

Existing campus resources are not sufficient to meet student demands for Information Technology services. Based on student survey data, UW System institutions have identified the following priority student technology areas for additional resources based on student demands:

- Additional student computer workstations
- Training for students in using technology, especially more advanced applications
- Staffing for computer labs, help desks, and student training
- Access to IT services from off-campus
- Site licenses for software
- Multimedia production capabilities
- Disk space for student web pages and e-mail messages

The student technology fee, established in 1993 at UW-Madison and in 1995 at all other UW institutions, provides annual funding for campuses based on a student fee of 1.7% at UW-Madison (of a total special student fee of 2.5%) and 2% at all other UW System institutions. The student technology fee supports student computer workstations, improved networking, training, staff support, printing costs, and software support. These two programs together provide only \$62 per student for technology systemwide. This fee is not sufficient to cover all the technology needs of UW students. In contrast, the average student technology fee at those public four-year institutions that charge such a fee is \$120. In order to meet student demands for new technology resources, UW System institutions will explore both internal and external sources for additional funding.

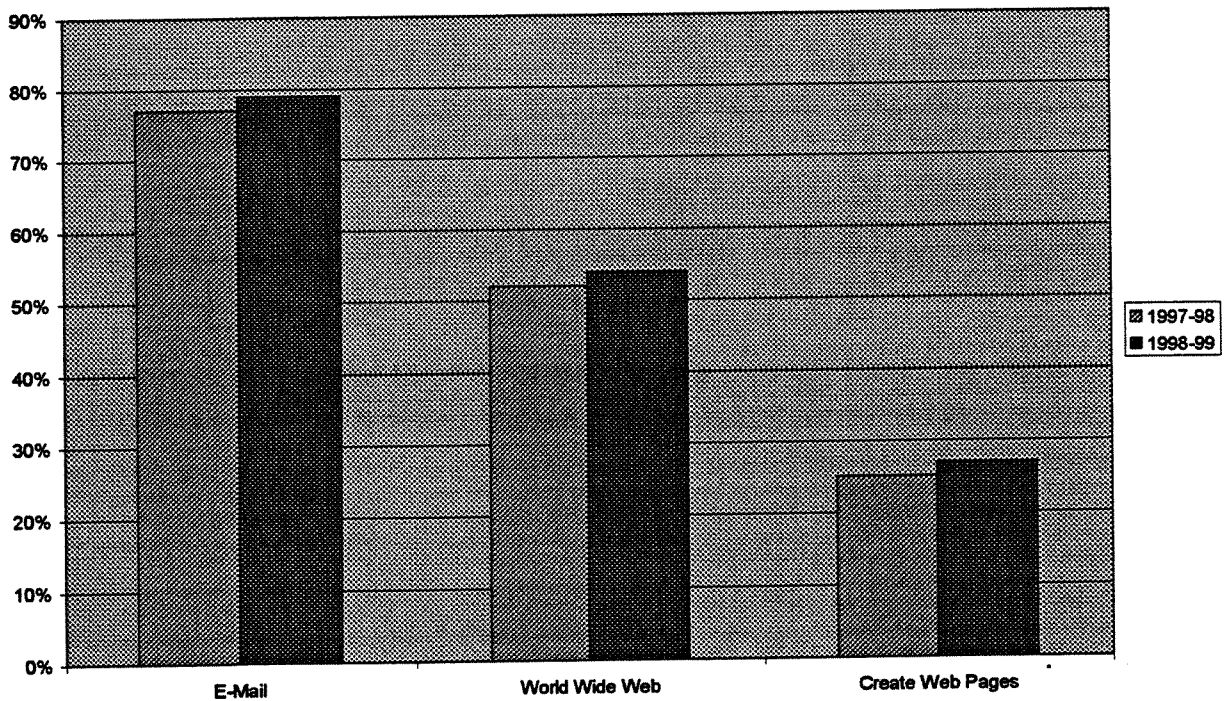
2. Improve Student Access to Technology

Access to computers, the World Wide Web and e-mail has become an essential part of a college education. Students use these technology tools to write term papers, access course materials and web sites, use specialized software packages, access research information at their library or worldwide, contact their professors, submit assignments, and have discussions with other students. UW System institutions are striving for ways to sustain and

improve student access to these technology tools both on-campus and from off-campus locations.

Figure 11 below, from the 1998 and 1999 *UW System Survey of Computing Resources*, shows that UW System faculty increasingly use technology in their classes. In the 1999 report, 79% of faculty reported using e-mail in courses, 54% having students use the web, and 27% having a course web page.

Figure 11
Tools Used in the Classroom



Source: UW System Survey of Computing Resources, 1998 and 1999

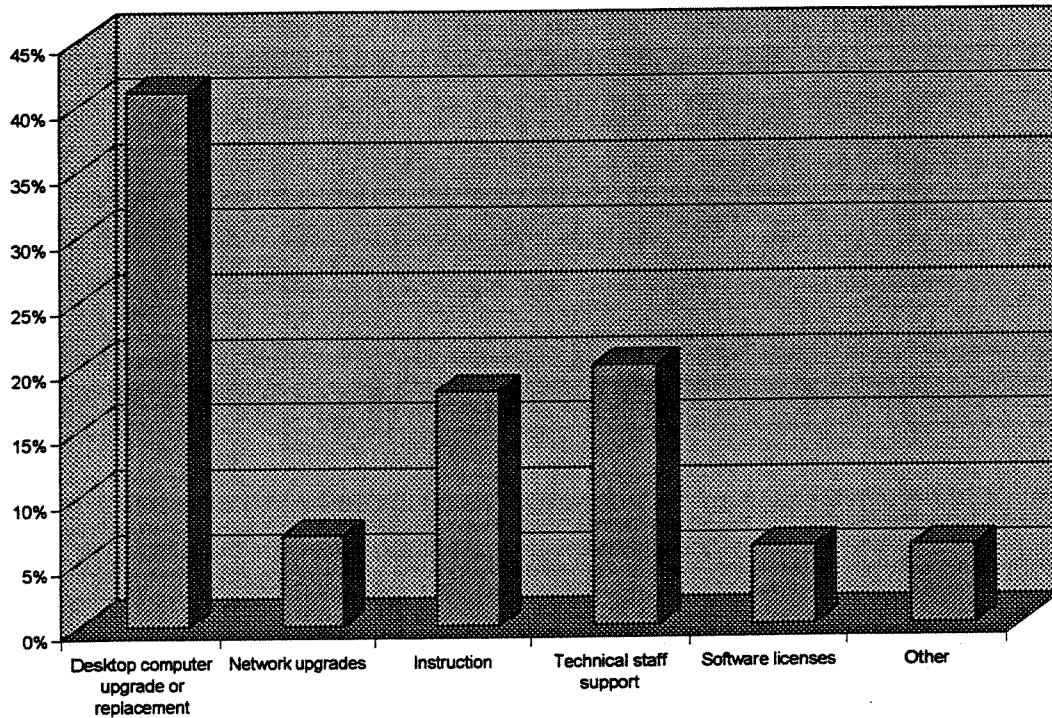
As a first step to improve student access to technology, the UW System Information Technology Management Council (ITMC), will undertake a study on how to improve student access to technology throughout the UW System. This study will examine ways to maximize student computing resources on campus, explore options for increasing student ownership of computers, examine ways to improve student access to information from both on- and off-campus, and identify other student access issues. In addition to this study, some UW System institutions are examining the feasibility of requiring student ownership of computers. These institutions may develop pilot programs testing such a policy for individual schools or colleges.

3. Improve Faculty/Staff Access to Technology

UW System institutions continue to struggle to provide faculty and staff with access to modern technology. In order for faculty and staff to incorporate technology into the curriculum and enhance student-centered learning, faculty need to have access to modern technology, such as multimedia computer workstations, scanners, printers, recordable CD-ROM, and other technologies.

Unlike student technology, which has funds dedicated to this purpose, UW System institutions have largely funded faculty technology through base reallocations. As a result, many faculty do not have access to technology comparable to what their students are using. Figure 12 (page 46) from the *1999 UW System Survey of Computing Resources*, shows that desktop computer upgrade or replacement is by far the top technology priority for improvement listed by UW System faculty and staff.

Figure 12
Highest Faculty/Staff Priority for IT Improvements



Source: 1999 UW System Survey of Computing Resources

4. Assess the use of technology in teaching and learning

Systematic evaluation of the effectiveness of technology in teaching and learning offers many advantages. It can:

- Help develop and refine strategies for using instructional technology.
- Help ensure quality instruction.
- Help to improve student learning by identifying problems, barriers and alternative options.
- Help other teaching faculty to understand the possible benefits and tradeoffs.
- Help other teaching faculty from repeating common mistakes.

Assessment of the technology-enhanced learning will be done on a number of fronts including systemwide projects through organizations such as the Undergraduate Teaching Improvement Council (UTIC), the Learning Technology Development Council (LTDC) and systemwide grant programs such as the Curricular Redesign Program. In addition, UW System

institutions are also using campus grants and other funds to support assessment of courses by individual faculty and campuswide efforts.

For example, UW-Madison undertakes a variety of assessment tasks including: 1) conducting formative evaluation of original software, 2) assisting in user interface testing, 3) developing and implementing summative evaluation methods and instruments, 4) helping faculty perform appropriate analysis of data, and 5) summarizing evaluations in written reports for faculty. This work is aided by a nationally tested evaluation instrument called the "Flashlight Current Student Inventory" which is being implemented broadly across campus in partnership with the Teaching Academy.

In addition, as part of its strategic plan, the Undergraduate Teaching Improvement Council (UTIC) will be developing better ways to assess student learning through the use of instructional technology, and better ways to disseminate best practices and innovations in teaching and learning.

B. Implement More Effective Information Technology Staffing Models

The number one Information Technology need identified by UW System institutions is the need for additional trained IT staff. UW System institutions have developed the following planning goals to address this need:

1. Improve recruitment, retention, and hiring process

UW System institutions, just like public and private institutions across the nation, are facing a severe shortage of qualified Information Technology (IT) staff to provide technical support to students, faculty and staff. There are a number of reasons for this problem:

- The number of IT professionals is not adequate nationwide. Nationwide, 10% of information technology positions are unfilled. A survey of UW System institutions showed a similar vacancy rate for IT positions.
- Salary levels offered at public institutions of higher learning for IT professionals are not competitive with the private sector.

In order to improve recruitment, retention and hiring of IT professionals, UW System institutions are planning the following:

- Emphasize programs to retain staff
- Establish formal training programs
- Make training part of the annual review process (have specific training goals and objectives for all IT staff)
- Retrain staff in areas in which they have an interest
- Make sure staff know about internal opportunities
- Work with the Department of Employee Relations and UW System personnel staff on improving hiring processes and on promotion and reclassification for existing staff
- Continue use and expansion of Broadbanding

2. Continue and expand student training initiative

In Summer 1998, the UW System sponsored a pilot training program for student workers in IT departments at UW System institutions. The success of this pilot program, along with successful ongoing programs at UW-Milwaukee and UW-Madison, led to a 1999-2001 Biennial Budget initiative

which, if approved, adds new IT student workers and trains new and existing IT student workers at UW System institutions. Students would receive training to meet campus needs to support the installation and maintenance of desktop computers, classroom technology and campus computer networks, and provide technical and help-desk support for faculty, students and staff. This program would not only help meet the need for additional trained IT support staff, but also build a pool of additional potential employees to address the growing UW and private sector IT staffing shortage.

Training for student workers will be provided in a number of ways: by individual campuses, collaboratively between campuses, by local technical colleges, and through private sector companies. Student workers will be awarded certificates reflecting successful completion of training and on-the-job experience. Retention of student workers will be addressed through competitive wages, contracts committing students to working for the university in exchange for training, and other mechanisms such as tuition stipends as needed.

3. Explore K-12 support/internship opportunities

UW-Milwaukee has been meeting with the local school system to initiate a project to identify middle and high school students who would like to learn about technology and maybe even pursue a career in this field. The school system is very excited about the idea and plans are starting for an intern program whereby students could become involved with their university counterparts in learning about being IT professionals. This would also give the individual schools a trained person to support technology on their campuses and enhance distance education programs by providing site support. It is also hoped that many of these students would enroll at UW-Milwaukee or other UW System institutions and participate in the IT Student Training Program. If this program is successful, other UW System institutions plan to copy this model.

4. Expand training programs for current staff

One of the best ways for UW System institutions to maintain a strong Information Technology support staff is to provide training to existing IT staff. UW System institutions are planning to expand training for IT staff in new areas such as Vendor-specific training (Peoplesoft, Oracle, Novell, Lotus Notes, Unix, NT, and Windows Operating Systems) and retraining of existing

staff interested in moving into IT. This will keep IT staff up-to-date on the latest IT innovations and changes and provide high quality support at UW System institutions.

5. Develop continuing education opportunities for IT Managers

UW System institutions and their Chief Information Officers will increase continuing education opportunities for IT Managers through State-sponsored training and through the private sector. Important continuing education areas for IT Managers include leadership development, project management and supervisory workshops, in addition to IT skills development and updates.

6. Share IT expertise among institutions

IT staff and functional staff from those initial institutions implementing the PeopleSoft Student Information System (UW-Madison, UW-Oshkosh, UW-Platteville, and UW-Whitewater) have shared their expertise with each other and will continue to share their expertise with UW institutions that move to implement PeopleSoft. IT and functional staff from many UW System institutions are participating in the MILER project to leverage PeopleSoft expertise from the initial campuses.

In addition, future sharing of IT expertise among institutions is planned through the following measures:

- Have each UW System institution identify their areas of expertise that they would be willing to share
- Keep a web-based record of expertise (like the Community of Science)

7. Investigate opportunities for increased use of outsourcing/consultants

The UW System and its institutions have made and will continue to make extensive use of consultants in developing administrative systems such as the Student Administration System, the Financial System, and the planned Data Warehouse.

C. Improve Faculty and Student Training and Education in Information Technology

1. Continue development of Learning Technology Development Centers at each UW System institution

All UW institutions will continue to expand their on-campus services in supporting faculty in integrating technology into the curriculum. Ongoing funding received from the State in the 1997-99 Biennium is being used to address local critical needs such as staffing and technology. For example, additional support personnel are being hired at several institutions particularly in the area of instructional design and faculty development. UW System institutions will also continue to reallocate funds to shore up much needed technology resources in the learning technology centers at all campuses.

2. Expand faculty training and support in using web-based learning tools

The UW Learning Technology Development Council (LTDC) will continue to encourage systemwide activities to enhance the effective development and use of Web-based learning tools. In June 1999, the LTDC held the first of a series of conferences precisely directed at web-based learning. The expansion of this effort is being conducted in concert with UW-Extension utilizing the Pyle Center and with the UW System development of a systemwide support mechanism for web-based learning systems. Issues such as copyright and intellectual property rights will be addressed to facilitate instructional use of this system. Concurrent with this will be the development of statewide image databases using the soon-to-be installed Library Automation system.

3. Develop regional and systemwide training for faculty and IT support staff

The Learning Technology Development Council (LTDC) and the Undergraduate Teaching Improvement Council (UTIC) are planning to develop a grant program supporting curriculum development initiatives with a systemwide, disciplinary focus similar to the Student History Network and BioWeb. LTDC and UTIC will assist in finding curricular and professional developmental strategies for these groups.

The Distributed Learning System (DLS) will be used to provide additional professional development opportunities. Additional LTDC conferences on effective uses of technology in learning, similar to the June 1999 conference on web-based learning tools, will be conducted in the future.

4. Utilize CBT (computer-based training) and other models to improve IT training and education for students, faculty, and staff

The University of Wisconsin System purchased a systemwide contract in 1998 for CBT (computer-based training) software which provided 30 end-user titles and 300 technical titles per institution. This software allows students, faculty and staff to receive training, at their own pace, on software tools such as desktop operating systems, Microsoft Office products, and Netscape. CBT software also meets training needs of IT technical staff in areas such as Microsoft servers, Novell servers, and Oracle. UW System institutions are working collaboratively to share best practices in using these tools and to share support resources to provide access via the World Wide Web.

Training staff from UW System institutions have also begun to meet and communicate through e-mail to share best practices in providing training to students, faculty and staff. Initial meetings led to an awareness of shared challenges such as marketing, optimal situations for computer based training use, and an acknowledgement of the importance the learner's need for safe learning environments for CBT use to be successful. Future plans include distribution of a CBT System pre-packaged marketing information resource to all representatives, creation of an e-mail listserv which allows information to be shared, development of a systemwide utility to support CBT for all campuses, and plans for institution representatives to meet at least once a year for a conference which enables each institution to learn from the other.

5. Support students with disabilities in use of technology

Access to technology is a critical issue for UW students and employees with disabilities. As UW institutions adopt technology to enhance teaching and learning, it is essential that they not create new barriers for individuals with disabilities. To cite just a few examples:

- Web pages must be designed so that an individual with a visual impairment can access them using a reader or other adaptive device
- Software and hardware purchasing must consider accessibility issues

- Computers with appropriate adaptive devices for individuals with physical limitations must be planned for and conveniently located

At the recommendation of the President's Advisory Committee on Disability Issues, a Working Group on Access to Technology for Individuals with Disabilities has been formed. The working group includes staff with experience in technology as well as staff with experience in disability services. The working group is drafting a report to provide guidance to UW System and campus IT planning committees and others concerned with addressing access to technology.

D. Build Partnerships which Leverage Information Technology Investments beyond the University

1. Schedule CIO Roundtables with non-UW CIOs

The Chief Information Officers (CIOs) from UW System institutions have scheduled three joint roundtables with CIOs from other state agencies and private companies from around the State. These meetings, to be held in Milwaukee, Eau Claire, and Oshkosh, will provide benefits to all participants in sharing best practices in dealing with IT issues, sharing information on new developments in IT, and potentially sharing resources such as staff expertise and technical services.

2. Share support services (such as web-based learning support) with non-UW educational institutions (K-12, private colleges, etc.).

UW System institutions plan to offer support services, such as support for web-based learning tools including Web Course in a Box, Blackboard CourseInfo, WebCT, and Lotus Learning Space to other institutions of higher education, local school districts, and CESAs on a cost recovery basis. This service will make providing services to UW System institutions more cost effective and also meet a growing need for non-UW educational institutions. UW System institutions also regularly provide advice to local school districts on web based learning.

3. Share Y2K support/advice with other government entities

UW System institutions worked with the State Department of Administration (DOA) in identifying experts in areas affected by the Year 2000 issue from UW System institutions. These Y2K experts from the UW would then be available to answer questions from other Wisconsin government entities and attend State-organized workshops. UW System institutions are also serving as resources to their local communities, both in providing services needed to insure Y2K compliance and in participating in local meetings and conferences to inform local businesses and the public of Y2K issues.

4. Expand Technology-enabled Education

UW System institutions are participating in several initiatives that require collaboration on a regional and statewide basis. One such project supported in part by external funding from AT&T has allowed UW-Extension to begin regional collaborations on teacher professional development. These involve several UW institutions, their regional CESAs and local K-12 schools. The VIT²AL project provides an annual support of over \$800,000 for the professional development of in-service teachers in the use of technology to support curriculum.

Technical, curricular and teacher professional development support for a Milwaukee Public Schools (MPS) project called The Connected Community of Learners (CCL) was provided by the University of Wisconsin-Milwaukee and the University of Wisconsin-Madison. This project, with curricular and teacher professional development emphases in the effective uses of technology, has expanded from a pilot of 60 students in the summer of 1998 to involve an estimated 600 students this past summer. MPS is investigating plans to incorporate the program into the regular MPS curriculum. The Division of Continuing Education at UW-Extension, leveraging a grant from AT&T, provided partial financial support and coordinated UW System participation.

A number of non-UW institutions have begun to take advantage of the services of the Web-Based Learning Support System (WBLSS) to support online learning. For example, for-credit courses in teacher professional development have been hosted by the WBLSS and delivered by private colleges in Wisconsin to MPS teachers. Current plans call for the Wisconsin Association of Independent Colleges and Universities (WAICU) to use the WBLSS resources for both hosting services and for professional training.

The UW System is also participating with the TEACH Video Education Technology Evaluation Committee to discuss ways in which the various distance technologies used in the K-12 Schools, the UW System, and the Wisconsin Technical College System can complement each other and interact to deliver teacher training and curricular resources to the classroom.

High Definition Television (Digital TV) and other digital technologies are changing the way we educate people. The Federal Communications Commission projects that 70% of all U.S. homes will have digital television

sets by 2006. Foreseeing the imminent convergence of the television set and the computer, the University of Wisconsin Extension has aligned Wisconsin Public Television's new Digital Innovations Unit with UW Learning Innovations to take advantage of digital broadcasting to deliver multi-layered interactive educational programs to the TV/computer in workplaces and homes.

Appendix 1

Major IT Projects Planned at UW System Institutions Over the Next Two Years

In each odd numbered year, UW System institutions submit information technology plans to UW System Administration. These plans serve an important role in the planning for the use and future directions for information technology at each UW System institution. In addition, these plans serve as the basis for systemwide information technology planning, culminating in the annual UW System IT Plan submitted to the Board of Regents. Attached are the Major IT Projects planned at UW System institutions over the next two years.

Appendix 1

Major IT Projects Planned at UW System Institutions over the Next Two Years

| Institution | Project | Description |
|---------------|---|---|
| UW-Eau Claire | Infrastructure Enhancements | Enhance the infrastructure including adding the residence halls to the network, upgrading other parts of the network, augmenting off-campus access, upgrading and enhancing back office services (such as email, web, and global file servers), and continuing development of administrative systems. |
| | Classroom Enhancements | Four major lecture halls and two other classrooms will be totally renovated to level three technology spaces by 2001. In addition, as part of a capital remodeling project, 14 Phillips Science Hall classrooms will be modernized to include common technologies. Further, two years of classroom modernization funding will enhance technology capability and replace aging systems. |
| | Distance Education, DLS, WWBLS | During this biennium, UW-Eau Claire will review the relationships of distance education, Web-based learning systems and traditional classrooms. Included in the review will be the creation of a comprehensive plan addressing the development, integration and support of technology in diverse learning modes including expanded helpdesk support and continued faculty/staff professional development. |
| UW-Green Bay | PeopleSoft Administrative Systems | Implement Financials, Purchasing, and Accounts Receivable modules by July 2000. Implement Student Administration System by July 2001. |
| | Voyager Library Information System | Complete migration from KeyNOTIS library system to Voyager library system by January 2000. |
| | Web-based Learning Systems | Begin offering asynchronous on-line courses using WebCT utility. Continue development of web-enhanced curricula and provide instructional design assistance and training for the faculty. |
| UW-La Crosse | PeopleSoft Shared Financials migration project with UW System | UW-La Crosse will migrate its administrative mainframe computing financial system to the Shared Financial System (SFS) with UW System with a production date of July 1, 2000. |
| | PeopleSoft Student Administration (SA) system implementation | UW-La Crosse will implement the PeopleSoft SA system to replace the legacy application system beginning summer of 2000 with a production date fifteen to eighteen months later. |
| | Network/Servers upgrades | UW-La Crosse plans to convert many functions from UNIX servers to NT servers which require both hardware upgrades and additional software licensing. In addition, several UW-LaCrosse buildings will be rewired to Category 5E. Various switches and hubs will be replaced as part of this project. |

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| UW-Madison | Provide Systems Supporting Web-Based Learning | <p>One initiative already well underway at UW-Madison is the preparation for production rollout of the web-based learning system utility (WebCT). An integrated web-based learning environment for students and faculty will be created to allow access to relevant information and services such as registration, advising, courses and library. UW-Madison will also begin working with the product called Instructional Management System (IMS), which is a consortially-developed system for managing information and learning resources necessary to offer distance learning programs.</p> |
| | Continue to Enhance Network Access | <p>UW-Madison is planning a series of projects to expand its network services to support learning technologies, distance education and research. Project components include offering high-speed access to residential locations through Digital Subscriber Line (DSL) service and cable modems, expanding the dial-in modem pool, improving network security (including the investigation of Public Key Infrastructure (PKI) technology) and creating a universal directory service.</p> |
| | Continue Migration to Distributed Applications | <p>UW-Madison will continue to migrate its mainframe administrative applications to the new distributed environment and to plan for the eventual demise of the mainframe service. Major projects will include enhancing student web access to course registration, grades and degree audit information; and replacing the Human Resources and Payroll systems.</p> |
| UW-Milwaukee | PeopleSoft | <p>UW-Milwaukee will implement the PeopleSoft Student Administration System and participate in the systemwide PeopleSoft Shared Financial System project.</p> |
| | Distributed Learning System | <p>In conjunction with the UW System, UW-Milwaukee will offer a hosting utility for online courses developed with Web Course in a Box and CourseInfo. These services will be offered to other UW System institutions, K-12 school districts, CESAs and private higher educational institutions. A pilot project to outsource the development of 10 online courses will be conducted with eCollege.com. An RFP will be bid to develop an online campus that will offer student services in addition to providing the hosting of online courses. Credit courses will be offered over local cable TV stations and via Internet video. Web-based technology training using the CBT product will be offered to all students, faculty and staff, and the possibility of extending the service to all UW System institutions will be investigated.</p> |
| | Stabilize Technology Resources | <p>UW-Milwaukee will endeavor to make more efficient use of technology staff who are distributed across the campus in multiple departments. Stable funding sources for technology will also be secured.</p> |

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| UW-Oshkosh | PeopleSoft SIS: Enhancing the Implementation | The University went live with PeopleSoft's SIS on July 20, 1999. This was a "vanilla" implementation. Over the next two years, the University must continue to invest in its PeopleSoft implementation so that the promise of a system based on open standards and distributed computing is fully realized. Major components of this two-year project are: creating a Data Warehouse to support ad hoc queries and reports; writing critically-needed reports and interfaces that are not part of the delivered product; fully implementing off-campus Web access to support and expand student self-service and self-access; completing the cut-over of Financial Aid from the legacy system to PeopleSoft; enhancing security through a firewall; and installing future PeopleSoft releases and fixes. |
| | Voyager Library System | Along with the other UW Libraries, UW-Oshkosh's Polk Library will implement Endeavor's Voyager library system in 1999-2000 (as a Phase 3 library, Polk Library will make the cutover in January 2000). Polk Library along with the libraries from UW-Green Bay, UW-Platteville, and UW-Superior, have joined to form a "Hub" maintained by UW-Madison's DoIT. Considerable work will be required to implement the Hub and to codify service and governance issues. During the next two years the Library will allocate \$180,000 for workstation upgrades (library users and staff). The implementation of Voyager will allow a complete review of current Library policies and procedures. |
| | Help Desk | The IT Division will implement an Academic Computing Help Desk in 1999-00. The Help Desk will address those hardware, software, and e-mail concerns that constitute the substantial majority of current requests for Academic Computing assistance. The Help Desk will incorporate problem tracking and resolution software. |
| UW-Parkside | Computer and Student Information System conversion | UW-Parkside will convert its ES9000 mainframe to an SP2 and upgrade its Student Information System in order to serve students better. This will also improve the registration and alumni tracking systems. UW-Parkside has written a Title III grant to develop a data warehouse to better serve underrepresented populations. |
| | Voyager Library System | UW-Parkside will install a new library system allowing students, faculty and staff better access to the information around the world. |
| | Learning Technologies | UW-Parkside will create a teaching technology center staffed by an instructional designer to assist faculty in developing courses on the web. |
| UW-Platteville | Continue Implementation of PeopleSoft | During the next two years the campus will migrate to PeopleSoft version 7.5 and implement a degree audit system. In addition, the campus will implement the I-Campus Connection module which will provide the campus with web-based access to PeopleSoft functionality, including online registration. |
| | Network Data Infrastructure | Phase II of the campus network plan will upgrade non-administrative areas of the campus to allow increased network service to the campus to support increased academic and administrative services to the campus, including PeopleSoft Shared Financials and the SIS System. Since PeopleSoft will not support VMS after version 8, it will be necessary to begin planning for a migration away from VMS to another operating system for core applications. |
| | Web-based Learning Tools | The Library and the Office of Information Technology will continue to work with campus faculty and the Learning Technology Development Council to take advantage of the utilities being provided by UW System Administration. These new web-based learning systems (e.g. Web Course in a Box) are an important way to enhance on-campus classroom instruction. |

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| UW-River Falls | Upgrade Network Infrastructure | <p>Actually begun in 1999, UW-River Falls will be completely replacing its network backbone infrastructure over a 2-3 year period. The basic strategy used is to provide Gigabit Ethernet switching at the core with 10Mb/100Mb switching to the desktop. Additionally, new servers with greater speed and capacity will be installed to support critical network-based services such as electronic mail, web-based applications (e.g. Web Registration), file storage and authentication.</p> <p>Planning for the campus' move to PeopleSoft Student Administration will be a significant focus during the upcoming year. Actual implementation of the PeopleSoft SAS is planned to occur within 2-3 years. This will be a major focus for the whole campus over the next 3+ years.</p> |
| | Migration to PeopleSoft SAS | <p>Actual implementation of the PeopleSoft SAS is planned to occur within 2-3 years. This will be a major focus for the whole campus over the next 3+ years.</p> |
| | IT Education and IT Access | <p>Incorporating many sub-tasks, this project will enhance the campus' level of education for faculty, students and staff in information technology, provide access to electronic Library collections, build the base of technology enhanced classrooms, initiate "open access" for student laptops and bring all residence halls on-line with direct 10Mb/100Mb network connectivity for each "pillow".</p> |
| UW-Stevens Point | Enhance our infrastructure to support the student body of the future | <p>Plans to meet future needs for distance education delivery include developing three additional distance education classrooms, renovating the existing control room in University Telecommunications, and working toward interconnecting with the existing networks of PK-12's and the Technical Colleges. UW-Stevens Point Extension/Outreach also anticipates expanding technology-enabled education by extending collaborative efforts associated with the Collaborative Degree Program, "Communiversity" Project, Community-Based Master's Programs, the Paper Academy, and expanding Internet-accessed instructional materials as a component of the synchronous delivery of courses. UW-Stevens Point will continue to explore, develop and utilize Web-based learning systems such as CBT and WebUniversity and also continue to develop and utilize IT learning opportunities to accommodate differences in skill levels of students and to meet the needs of students with disabilities (Technology Tutoring Program, Talking Book Program, etc.). The UW-Stevens Point Library plans to extend its wireless Internet presence and WiscNet to Portage County agencies and offices, UW-Extension, Public Library, and the City of Stevens Point.</p> |
| | Re-engineer campus processes | <p>UW-Stevens Point will continue to implement new processes and reengineer existing ones to provide value-added, cost-effective services that reflect best practices. The goal is to provide services that do not require intervention by other staff or students, thereby allowing for anytime-anywhere use of services. This will also support Distance Education.</p> |
| | Faculty Development in Instructional Technology | <p>UW-Stevens Point will continue to develop and expand professional development and training opportunities in technology for faculty and staff. The campus has committed \$200,000 each year for the next three years for Faculty/Staff Technology Professional Development.</p> |

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| UW-Stevens Point | Prepare for electronic commerce and utilize electronic transfer of funds | Electronic commerce and the acceptance of credit cards are essential to providing the services necessary to support Distance Education. Each institution should be using electronic transfer of funds (both sending and receiving). UW-Stevens Point plans to lay the infrastructure to support electronic commerce and electronic transfer of funds, and will begin using electronic transfer as soon as it is ready. |
| UW-Stout | Network Upgrade | UW-Stout is adding MLS (multi layer switching) and new supervisor engines to the network to attempt to remain on the leading edge and to provide users with layer 3 switching. |
| | E-Mail Improvements | UW-Stout will add three new Exchange servers for mail. One of these for the faculty/staff, one for students, and the third to take over if one of the first two fails. |
| | Remote Access | Remote access will be greatly enhanced. UW-Stout will migrate from the current configuration which is 80 33K modems, to 192 56K modems on eight T-1's |
| UW-Superior | Implementation of PeopleSoft SA | UW-Superior will continue to plan, develop, and implement the PeopleSoft SA. Significant attention and leadership will be given to fully implementing the program as available thus far, to preparing for new enhancements within the system, and, to making appropriate changes on campus to facilitate application and use of the product. |
| | On-line Course Development | Building upon strengths already existing within a number of entities on campus and coordinating and cooperating with off-campus initiatives, significant attention will be devoted to the further development, delivery, and support of on-line courses. |
| | Implementation of "GroupWare" | UW-Superior will implement a campus-wide "GroupWare" system. Microsoft Exchange will likely be the system implemented. Faculty and staff will begin migrating from other e-mail and calendar systems during 1999-2000. Students will be migrated the following year. |
| UW-Whitewater | Completion of the implementation of PeopleSoft application systems of Shared Financials, Human Resources, and Student Administration | UW-Whitewater has decided on taking an integrated approach to the selection and implementation of its key administrative information systems, and PeopleSoft's products are chosen to accomplish this objective. Because of the magnitude of this project, a phased-in implementation plan has been adopted. In July 1999, the Shared Financials was in full production, while the Human Resources System followed immediately to go live in October. Prototyping for various components of the Student Administration System (SIS) continues to progress steadily. In Fall 1999, the campus will begin "prospecting" potential applicants using the SIS module. The full production date for SIS is set in January 2001. Meanwhile, several collateral systems, i.e., Resources 25/Schedule 25, and CORE are also being brought up. |

Appendix 1

Major IT Projects Planned at UW System Institutions over the Next Two Years

| Institution | Project | Description |
|---------------|---|---|
| UW-Whitewater | Improvement of IT support and training for faculty, staff, and students | <p>Quality IT support for all constituent groups of the campus is key to the successful deployment of technology for academic and administrative activities; and just-in-time training of users is an integral part of IT support. To accomplish the twin objectives, the campus will continue to pursue an aggressive course of action on several fronts: 1) strengthen the user training program by dedicating 2 FTEs for coordinating and conducting a structured user training program for both general and specialized applications; 2) enhance the quality and scope of training by utilizing expertise of IT and non-IT staff members; 3) encourage the use of self-paced, computer-based training materials by users and IT staff; 4) step up training requirements for IT staff and student assistants working in desktop and lab/classroom support; 5) adopt appropriate technology, i.e., desktop support management software, Network Application Launcher, etc., to improve work efficiency; 6) support faculty/academic staff in technology-based courseware development efforts by providing training and expert consultation; and 7) organize training sessions on basic hardware/software skills for under-prepared students.</p> <p>A formal review process of the current campus network design, traffic pattern/ load, and capacity utilization has already been underway. Assessment of user needs in the next two to three years will also be part of the study. Based on the need and capacity analysis, major network technology vendors will be solicited for submitting upgrade/migration proposals which will then be reviewed by a third party consultant for recommendation of the most optimal option. A funding plan will also be developed for the implementation of the network upgrade.</p> |
| UW Colleges | Enhancement of campus network infrastructure to support intranet- and/or Internet-based administrative, teaching, learning, and research activities | <p>Each UW Baccalaureate institution has a Learning Technology Development Center which has a mission of supporting faculty instruction in a rapidly changing technological environment. The UW Colleges does not have such a center, in part because of the diseconomies for scale and geographical friction associated with 13 small campuses scattered around the state. However, the need exists. The newly created Instructional Technology staff position at the Madison headquarters, coupled with a significant re-training/re-focusing of the single Distance Education support staff position at each of the campuses into a combined DE/Instructional Technology staff position, will be a beginning in providing these desperately needed support services to our faculty.</p> |
| | Learning Technology Support | <p>The UW Colleges is migrating during Summer 1999 to an Exchange/Outlook environment across all campuses. While the hardware and training costs are significant, the benefits of such a rich, common environment are enormous. Benefits are expected to include: more efficient network traffic flows, significant reduction in IT staff physical interaction with client machines, and easier and more efficient communication, training and support for faculty, staff and students.</p> |
| | Exchange/Outlook Migration | <p>Evidence from industry suggests that the cost of processing a typical business form can be reduced to 1/10th by migrating from paper to electronic forms. Attendant benefits include: error reduction, more efficient use of staff, more efficient auditing and better report generation. The UW Colleges will vigorously investigate the migration to e-forms during the biennium.</p> |
| | Electronic Forms | |

Appendix 1

Major IT Projects Planned at UW System Institutions over the Next Two Years

| Institution | Project | Description |
|--------------------------|--|--|
| UW-Extension | Learning Innovations Learner Relationship Management System | <p>UW-Learning Innovations continues to reengineer its course and student support structure to provide top quality learner support services to our clients and UW partners. During FY99, the registration system was redesigned, the lesson/course tracking and learner tracking components were completed, a web registration form was designed and implemented and a catalog/scheduler component with E-Commerce capability was completed. For FY 2000, the following components will be developed: a learner information and advising database; a co-development project with HELP's student information system; web/data interfaces for all applications; expanded catalog functions to provide course progression information to developers, advisors, and administrators; web and client/server reports; telephony/enhanced call tracking features; documentation/training manuals; and modifications to meet client/UW partner needs.</p> |
| | UW-Extension Instructional Technology Services Program | <p>UW-Extension has substantial involvement in distance education and learning technology activities and partnerships. By repositioning its units involved in these efforts, UW-Extension will offer a coordinated array of services to help the UW and other clients to build their capacity in instructional technology and distance learning. The array of services to be provided will be designed to compliment those offered by the campus Learning Technology Development Centers, the UW System Office of Learning and Information Technologies, and Learning Innovations. The services will focus on professional development for faculty and staff; with attention to program design, development, and delivery; technology impact analysis; and a clearinghouse function for information resources.</p> |
| UW System Administration | UW-Extension General Education Administration Programs Upgrades Upgrade Network Operating System Reconstitute System Administration Web Site | <p>UW-Extension will work toward replacing or upgrading its primary financial service and human resources systems as part of the UW's Systemwide effort. These projects will include participation in the implementation of a new Systemwide Financial System, the Systemwide Appointments, Payroll, and Benefits System and associated data warehousing, workflow, and implementation processes.</p> <p>The outcome of this project will be a foundation for supporting secure remote access to LAN resources. This will create the basis for System Administration common directory services.</p> <p>The outcome of this project will be logically separated functional web sites with policies pertaining to the content of each site.</p> |
| | Implement Data Management Policies across System Administration to Support Web Site Functions | <p>Since it is at the department level where the information is created and customer needs are best understood, the outcome of this project will be that departments have custodial responsibilities for information from identification through distribution.</p> |