Indiana State University

2005 - 2006 Administrative Annual Report

Information Technology

Year in Review

Achievements

As you have heard, increasing public awareness of Indiana State University's accomplishments is crucial to building student enrollment, influencing policy makers, and developing a place of pre-eminence in the Midwest. What do you consider to be your department's accomplishments for the 2006-07 year that will contribute to this effort? (Please list in priority order and limit to no more than 8.)

Overall • Raised the level and image of ISU in its use of technology in support of research and instruction through: o Publication of 10 articles or books; o Delivery of 10 national presentations; o Delivery of 12 regional presentations; o Award of three national awards from ACM-SIGUCCS in the area of publications; o Invitation by EDUCAUSE for an ECAR paper on the support of research computing; and o Nomination for the WCET-WOW award for work in the area of innovative instructional and research support. User Services • Continue to enhance learning spaces on campus with additional technology-enhanced classrooms. These additions bring the total number of technology-enhanced classrooms to 92. • Moved the Help Desk call center back to the Indiana State campus with calls answered by students which create additional experiential learning opportunities. • Partnered with Lenovo as the primary vendor for the laptop initiative. This included the distribution of 300 laptops to faculty and staff. Technology Infrastructure • Doubled available Internet bandwidth from 45 Mb to 90 Mb. • Implemented Network Admission Control systems resulting in a 97% reduction in the number of security related port disconnects during the 2005-2006 academic year. • Fully implemented identity management system facilitating automated (zero day) user account creation and removal. Institutional Computing Services • ICS upgraded several systems during the year including Banner, Blackboard, Cognos, DARS, Luminis (MyISU), Nolij, SalePoint, and TouchNet. A new application, CAS, was implemented to allow students to learn how non-ISU coursework should count at ISU. OCR/ICR was implemented for use in the Office of Admissions. Nolij documents were moved to the SANS environment flawlessly. HP servers were reduced from 4 to 3 by moving databases and applications. Center for Instruction, Research, and Technology • The Center continued to enhance high-end computational resources related to faculty research including: o The addition of an "Intel" high performance computing cluster to support complex mathematical calculations and rendering; o The expansion of the "AMD" high performance computing cluster to over 100 processors supporting research in computational chemistry, physics, bioinformatics, computer science and life science; o The addition of 8 terabytes of storage to support large data set storage for research in bioinformatics, geography, geology, and anthropology. o The completion of twelve academic programming projects including: ? Child Art (PI – Brad Venable); ? CrimeTrack (PI – David Skelton); ? Brubaker Rotation Cubes (PI – Brad Brubaker); ? Wet Process Lab Controls (PI – Gerald Cockrell); ? CIM Robotics Web Integration iLearnTek (PI – Larry Heath); ? Immigrant Voices (PI – Keri Berg); ? Dyslexia and ADHD Diagnoses Through Eye Tracking (PIs – P.G. Aaron and Liz O'Laughlin); and ? GASPIPE - Parallel Protein Sequence Analysis (PI – Gary Stuart) o Research and development of applications supporting high performance networking (Internet 2). • The Center assisted or wrote $5,926,334.59 in external grants during the 2005-2006 school year; $1,407,445 has been awarded to date. Awarded grants include: o Pixar; $99,000.00; Visualization Development Using Pixar Animation Software; PI - Paul Brown; o Lilly Endowment; $800,000; Sullivan CAPE; PIs – Jan Wright and Kenneth Janz; o

Indiana Space Grant Consortium; $15,590; Promoting Visualization in Small Museum Settings: The VizRoom; PI - Meredith Beilfuss, Co-PIs – Kenneth Janz and Ed Kinley; o Techpoint Foundation; $9,934; SCRaP Computer Recycling Program; PI - Susan Boyd; o Dartfish Corporation; $8,684; Dartfish Premier Training Center Designation Grant; PI - Al Finch, Co-PIs – John McNichols and Paul Brown; o Department of Energy; $91,000; Laser-Induced Ultrafast Magnetization in Ferromagnets; PI - Guo-Ping Zhang; and o Purdue University / NSF; $383,336.55; Onyx Server for Visualization; PI – Paul Brown, Co-PI – Kenneth Janz.

Enrollment

What steps did you take this year to aid ISU in overcoming enrollment challenges?

OIT/CIRT participated in over 10 outreach efforts with the Office of Admissions including Experience Indiana State, State-line Hospitality Day, Sycamore Preview Day, Discover ISU, and Explore ISU. In addition, OIT continues to improve the electronic delivery of enrollment services through Talisma and other Web based services. OIT also participated in the enrollment task force meetings and laptop scholarship programs.

Action Steps

Do you have any further progress you would like to report?

The goals and objectives contained in the University Information Technology Plan 2005-2007 were formally used to guide the activities of OIT. The completion of the various tasks were reported in the numerous publication prepared by our department. The goals for Information Technology were reviewed, updated, and published in the University Information Technology Plan 2005-2007. The full plan can be viewed online at the following URL: http://www.indstate.edu/oit/irts/pubs/Information%20Technology%20Plan_05-07.pdf The plan is fully aligned with the strategic direction of the University and the plan activities are defined in sufficiently broad language to accommodate and dovetail with the long range stated goals of the institution: experiential programs, programs of eminence, and community engagement and economic development. The plan strategies have been selected on the premise that: 1) information technology represents a core competency for the institution; 2) information technology is pervasive in its reach and scope; and 3) information technology (particularly in the areas of infrastructure, application and functionality, currency, and emerging technologies) play an integral part in support of teaching, learning, research, and service delivery. To that end, the following eight technology strategies have been adopted as the baseline activities • Improve and enhance technology delivery and maximize institutional investment through the consolidation and coordination of support services and procurement. • Support technology-based institutional goals by anticipating and providing for the current and future infrastructure needed to support the teaching and learning and administrative functions of the institution. • Support eminence for ISU through the use and application of new and emerging technologies in instruction and research. • Position ISU as technology leader (locally, regionally, and nationally) and support technology-based engagement and outreach activities in service to the community. • Increase campus involvement in technology planning and decision-making through expanded collaboration and governance. • Deliver world-class quality service to students, faculty and staff in support of their use and application of technology. • Position the institution for the future through investment in human capital. • Provide continuity and continued currency for existing technology. These strategies/goals, along with the related projects/tasks not only support the primary institutional goals, they will support the core values of service, access and success, and innovation and excellence.

Assessment

What are two ways in which you evaluated the quality or effectiveness in your area last year?

What changes did you make based on those assessments?

The Office of Information Technology and the Center for Instruction, Research and Technology have conducted numerous surveys and focus groups and is actively engaged in the development of formal and measurable goals and objects for all units. In addition, OIT/CIRT is actively engaged in formal assessment through the collection, tracking, and reporting of performance metrics. The results of those efforts are formally published in our 2006 Technology Profile which can be found at: http://www.indstate.edu/cirt/pubs/profile/Tech%20Profile2006.pdf The personnel associated with the Office of Information Technology (OIT) actively work to improve the quality of service and support we provide to our campus. This commitment is formalized and articulated as one of the primary goals in the Information Technology Plan 2005-2007. OIT/CIRT uses quantitative monitoring and reporting of it performance. To address monitoring and reporting, OIT personnel aggressively measure, collect, and compile a comprehensive set of performance metrics that fall into two distinct areas: • metrics that reflect Indiana State specific (production) activities that can be used to internally measure and track performance longitudinally (semester to semester and/or year to year); and • performance data that can be used to compare the technology-related activities at Indiana State with the activities and performance of a peer group of institutions (source EDUCAUSE Core Data Survey). The Indiana State Technology Profile 2006, is the third annual edition of the publication that serves to document the internal metrics that we began collecting in 2004 - 2005. The Profile provides a wealth of information related to organization, budget, service levels, and service delivery in areas such as help desk, computer labs, audio visual services, and training, as well as a significant amount of data relating to campus infrastructure. By providing annual comparative data, we are striving to improve communication with our various campus constituencies and to publicly document our service and support quality and performance.

Budget

As you know, ISU is facing significant budget challenges. Finding ways to overcome these while increasing efficiency requires innovation. How are you overcoming your budget challenges this year?

Continue to look for ways to enhance and diversity the revenue stream. We have looked at saving money through the leveraging of multi-year maintenance contracts. In addition, OIT/CIRT has started to move from purchase to lease strategies for equipment. OIT/CIRT did not replace staff positions as they became vacant before the HR hiring freeze was put into place. This banking of staff salaries were used in the budget reductions as well.

Strategic Initiatives

Development Activities

What role might your unit play during the silent phase of the comprehensive fundraising campaign?

Support the technology needs of the fundraising campaign.

Future Goals

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Have you considered any action steps your department could make to enhance Indiana State University's reputation as a University of choice? If so, please indicate what you are planning to do and tell us which area of planning your steps fall under.

• Improve and enhance technology delivery and maximize institutional investment through the

consolidation and coordination of support services and procurement. (TCH, EM, and IE) • Support technology-based institutional goals by anticipating and providing for the current and future infrastructure needed to support the teaching and learning and administrative functions of the institution. (TCH, EM, and IE) • Support eminence for ISU through the use and application of new and emerging technologies in instruction and research. (EL, TCH, EM, and IE) • Position ISU as technology leader (locally, regionally, and nationally) and support technology-based engagement and outreach activities in service to the community. (EL, TCH, IM, EM, and IE) • Increase campus involvement in technology planning and decision-making through expanded collaboration and governance. (TCH and IE) • Deliver world-class quality service to students, faculty and staff in support of their use and application of technology. (TCH, EM, and IE) • Position the institution for the future through investment in human capital. (TCH, EM, and IE) • Provide continuity and continued currency for existing technology. (TCH, EM, and IE)