

**1999 Planning Summary  
for  
University Information Technology Services**

| <b><u>Goal</u><sup>1</sup></b>   | <b><u>Indicators of Progress</u></b>  | <b><u>Evidence</u></b>   |
|--|---|--|
| Life-cycle funding, modernization and local support. (Actions 1-3)         | Modernization complete with life-cycle funding models in place by June 30, 2000.  | <ul style="list-style-type: none"> <li>• Campus computing inventory evaluated for modernization.</li> <li>• All desktop equipment within a three-year life cycle (233 MHZ or greater CPU).</li> <li>• Modernization of 66% desktop equipment on campus.</li> <li>• Seed funding provided for some RCs for LSP support.</li> <li>• University now budgeting to support life-cycle replacement; equipment replacement accounts in place for all academic units.</li> </ul> |
| Reliable access to network resources on campus and off. (Action 5)         | Enhanced connectivity on campus and off; customer satisfaction  | <ul style="list-style-type: none"> <li>• 73% net increase in modems by fall semester.</li> <li>• 2,139 new campus network connections (total 13, 120 with 38% capable of 100 Mbps),</li> <li>• Satisfaction rating with computer network services 95%.</li> </ul>  |
| Faculty, staff, and student training and support. (Actions 8, 11, 20 & 23) | NETg licensing agreement for technology-based training; STEPS/PROSTEPS classes; expanded support through Center for Teaching and Learning; expanded LSP services. | <ul style="list-style-type: none"> <li>• 545 NETg CDs distributed at IUPUI.</li> <li>• 10,022 faculty, student, and staff enrollments in UITS classes.</li> <li>• Satisfaction rating for STEPS/PROSTEPS</li> </ul>  |

<sup>1</sup> Includes references to Information Technology Strategic Plan action items.

Support for course tools development and initiatives in distributed education. (Actions 12, 13, and 18)

Online learning options available and supported at IUPUI; course development resources available.

- classes 99 %.
- 5,000 hours of instructional technology support through CTL.
- Ameritech grant obtained to promote faculty innovation, mentoring, and support for best practices.
- Establishment of online learning technologies service area (manager Jay Fern appointed).
- Oncourse implementation as a production environment (600 active sections fall semester at IUPUI).
- Support provided for other applications also: WebCT, Front Page.

Enhancements to classroom technology (Actions 21 and 22)

Renovation and modernization of classroom technology and portable equipment inventory.

- Equipment installations and renovations completed include two classrooms in the School of Nursing, permanent monitors and VCRs installed in 15 other classrooms.
- Extensive modernization of mobile equipment inventory (portable equipment); 20,997 class sections supported with mobile equipment last year.
- Renovation and modernization of LE101 and other LE classrooms' technology
- Overall customer satisfaction with UITS instructional and student computing services, 95%.

## University Information Technology Services

### Goals for 2000

Expanded development and support for the design, development, or innovative application of information technology to teaching, research, and service.

- Establishment of Indiana Pervasive Computing Research initiative at IUPUI
  - Ameritech Fellows Program first and second round projects identified and funded
  - Support for campus multimedia development available through Teaching and Learning Information Technologies (TLIT) division; improved infrastructure for Web content.
  - Support for faculty engaged in high performance computing and advanced visualization

Improved campus access to UITS staff and services.

- Relocation of UITS Support Center to central campus location by April 2000.
- Planning continues for Communications Technology Complex, with groundbreaking by year's end.

Planned improvements and life-cycle equipment upgrades to classroom technology.

- Environmental upgrades to Lecture Hall and creation of an informal learning prototype in LE and ES.
- Improvements to circulating and spare equipment stores, including upgrades to Windows and Macintosh computers and availability of laptops for faculty to check-out.
- Upgraded equipment in three LE classrooms.

Student Information System/Human Resources Management System (SIS/HRMS)

- SIS Admissions Phase 1 (Recruitment, Contact, and Event Management) in production by April 1.
- SIS Admissions application and evaluation modules available fall 2000.
- HRMS Phase 1 electronic documents (Personnel Action Form and payroll voucher) in production fall 2000.

### Selected Information Technology Accomplishments, Awards, and Honors Supporting IUPUI Planning Goals 1999

- ❖ First phase of campus desktop computing modernization complete with life-cycle funding models in place by June 30, 2000. (*Student Learning; Responsibilities of Excellence*)

- ❖ Enhanced network connectivity on campus and off; 73% net increase in modems by fall semester; 2,139 new campus network connections (total 13,120 with 38% capable of 100 Mbps). (*Responsibilities of Excellence*)
- ❖ Expanded faculty, staff, and student training and support through NETg agreement, expanded STEP/PROSTEPS program, CTL, and LSP services. (*Responsibilities of Excellence; Student Learning*)
- ❖ Oncourse deployed as a production environment University-wide; other online learning options available and supported; course development resources available. (*Student Learning*)
- ❖ Renovation and modernization of classroom technology and mobile technology inventory during the year, including 2 classrooms in the School of Nursing and 15 others on campus, as well as renovation of LE101 and other LE classrooms. (*Responsibilities of Excellence; Student Learning*)
- ❖ UITS surveys and assessments indicate increased user satisfaction with services at the same time costs are contained -- See attached tables. (*Accountability and Best Practices*)
- ❖ Lilly Endowment grant of \$30M to establish the Indiana Pervasive Computing Research (IPCRES) Initiative and support the development of six research centers on the IUB and IUPUI campuses. (*Responsibilities of Excellence; Centrality*)
- ❖ Award from Ameritech for \$1,000,000 for the establishment of the Ameritech Fellows Program to fund innovative applications of information technology in teaching and learning. (*Student Learning; Best Practices*)
- ❖ *CIO* Magazine names IUPUI a 1999 CIO Web Business 50/50 Award winner, hailing the Support Center's Eclipse Interface a model of excellence in Web development. The Association of Support Professionals names the Eclipse Interface among the top 20 Web Support Sites. (*Responsibilities of Excellence*)
- ❖ Knowledge Base (KB) honored with awards from *PC World*, International Online Competition of the Society for Technical Communication, *Windows* magazine, Netscape, *Yahoo! Internet Life*, and *USA Today*. (*Responsibilities of Excellence*)