Information Technology Update

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Agenda

• New organizational structure
• Strengths and weaknesses
• Brief discussion of current projects
• New Learning Management System
• Discussion of budgets and state reporting categories
IT Reporting Structure, January 2011

Office of Information Technology
Walt Milligan

Administrative Info. Svcs.

IT Services and Security

Telecommunications

6 academic supervisors

Business

Engineering IT

Forestry

Ctr. Exper. Comp.

Sciences/Arts I

Sciences/Arts II

~ 47 Full Time Staff ~ 27 Full Time Staff

• Educational Technology Services and Online Learning report to Provost
  10 Full Time Staff

• IT staff are scattered around in other administrative and research units
  15-20 Full Time Staff
IT Reporting Structure, December 2011

- Glenn Mroz (President)
- Walt Milligan (CIO)
- Max Seel (Provost)

- Telecommunications
  - Brenda Helminen
  - 13 FT Staff

- IT Services & Security
  - Dan deBeaubien
  - 38 FT Staff

- Enterprise App Services
  - Jarrod Karau
  - 11 FT Staff

- User Services
  - Javier Fernandez
  - 16 FT Staff

e-Learning Group reports to University Librarian Ellen Marks

4 FT Staff
Many groups have been assimilated into the core User Services Group and back-end technology groups:

- All six academic support groups
- System Administration Services (desktop support for administrative and Auxiliary Services users)
- Auxiliary Technologies (technology support for Auxiliary Services)
- The classroom technology and studio operations portions of the former Educational Technology Services (ETS)
User Services

- Single point of contact for all IT Help requests
  - Including Auxiliary Services, Residence Halls, SAS
  - 487-1111, it-help@mtu.edu
- Walk-in help center completely integrated with Library
- Evening and weekend hours
- New Research and High Performance Computing group
Ticket Statistics

Open and Closed Tickets
As of Wed Dec 7 10:53:31 2011

- Received
- Resolved
- Accumulated

Ticket Counts

Week

Michigan Tech Information Technology
Some things are going quite well

- Most students can log into most computing labs, and most machines have all academic software
- New academic software is available
  - Matlab site license, SPSS site license, AutoCad, etc.
- Almost 200 applications will be installed on most Windows lab machines before the beginning of Spring.
- Student walk-in traffic to Library Help Center is substantial
Positive Outcomes

- Expect to answer over 40,000 help requests this year
- Departmental Liaison program is well-received
- Research Computing Support group (parallel computing, GIS support, and physical lab support)
Positive Outcomes

- Efficient, campus-wide universal printing
  - Expect to avoid printing 2.5 million wasted pages
- We expect substantial efficiencies due to less redundancy
- IT has liberated 13 offices suitable for faculty or graduate students, and 5 larger facilities suitable for research
- New organizations are consistently improving, with far better collaboration
Challenges

This has been a daunting project, and we are struggling in some areas

• We are not satisfied with service levels
  • Need more personal contact, and quicker issue resolution

• Processes of building and deploying computing lab machines need far better quality control

• Back-end issues of reliability

• Faculty and staff desktop management is a challenge
Important Projects

• New Learning Management System (Canvas)
• Considering Gmail and Google Apps for Education
• High Performance Computing in Great Lakes Research Center
• Upgrade wireless infrastructure
• Studying student computing lab philosophy
Learning Management System

- Current Blackboard CE8 product is being phased out in 2013 by the vendor
- Is essentially WebCT v. 6
- Blackboard suggested moving to Blackboard Learn 9
- Issue was studied for almost 2 years
- Most knowledgeable testers concluded that Blackboard Learn 9 was a step backwards from WebCT.
Preference of Faculty Testers

Number of Faculty

Preferred New Learning Management System

Blackboard 9.1  Canvas  Moodle  Sakai

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Preferences of Student Testers

Students: "I prefer Canvas/Blackboard to our current LMS and others that I have used"
Canvas - Schedule

- Signed contract last Thursday
- Believe we can have all courses populated with dynamic rosters and electronic grade submission for Spring semester
  - May not happen until just before the start of the semester
  - Spring participation is optional. People will be able to play with it and leverage training opportunities if they choose to teach with Blackboard CE8
- We will import all WebCT content (except gradebooks)
- Canvas is mandatory, beginning Summer 2012
Overall Campus IT Expenditures (FY09):

- Central IT (including ETS/Online): ~ $8M
- Non-Central IT: ~ $7M
- Total: ~ $15M

This is **7.5%** of total campus expenditures, excluding financial aid. (~ $200M.)

Engineering Top 100 universities are in the **7-12%** range, with 55% of campus IT spending being in Central IT, on average.
Revenues this year are > $700k lower than last year

- $135k in TA basic access fees
- $345k in fee/tuition conversion (14.1 vs 15.0 SCH)
- $150k in cancelled computing course fees
- ~ $100k in soft money chargebacks to departments
IT Expenditures – Salaries

FY11/FY12 Payroll Expenses

- Total Payroll Expenses
- Fiscal Year:
  - FY11
  - FY12
IT has assumed the following marginal increases in academic software this year and moving forward:

- $55k Matlab site license
- $50k Canvas (above Blackboard budget)
- $18k SPSS site license
- $12k MathCAD
- $60k Misc (MSFT, Adobe, others)

Costs are annual
State Spending Reporting Categories

FY11/FY12 Expenses by Program*

*Expenses for Fiscal Years FY11 and FY12 have different values due to changes in accounting between these years.
Conclusions

- Things seem to be going reasonably well
- Service levels will improve slowly and continuously. Should be outstanding next fall