University Senate

Information Technology Update

Walter W. Milligan
Chief Information Officer
Professor, Materials Science and Engineering

December 7, 2011

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

~ 47 Full Time Staff

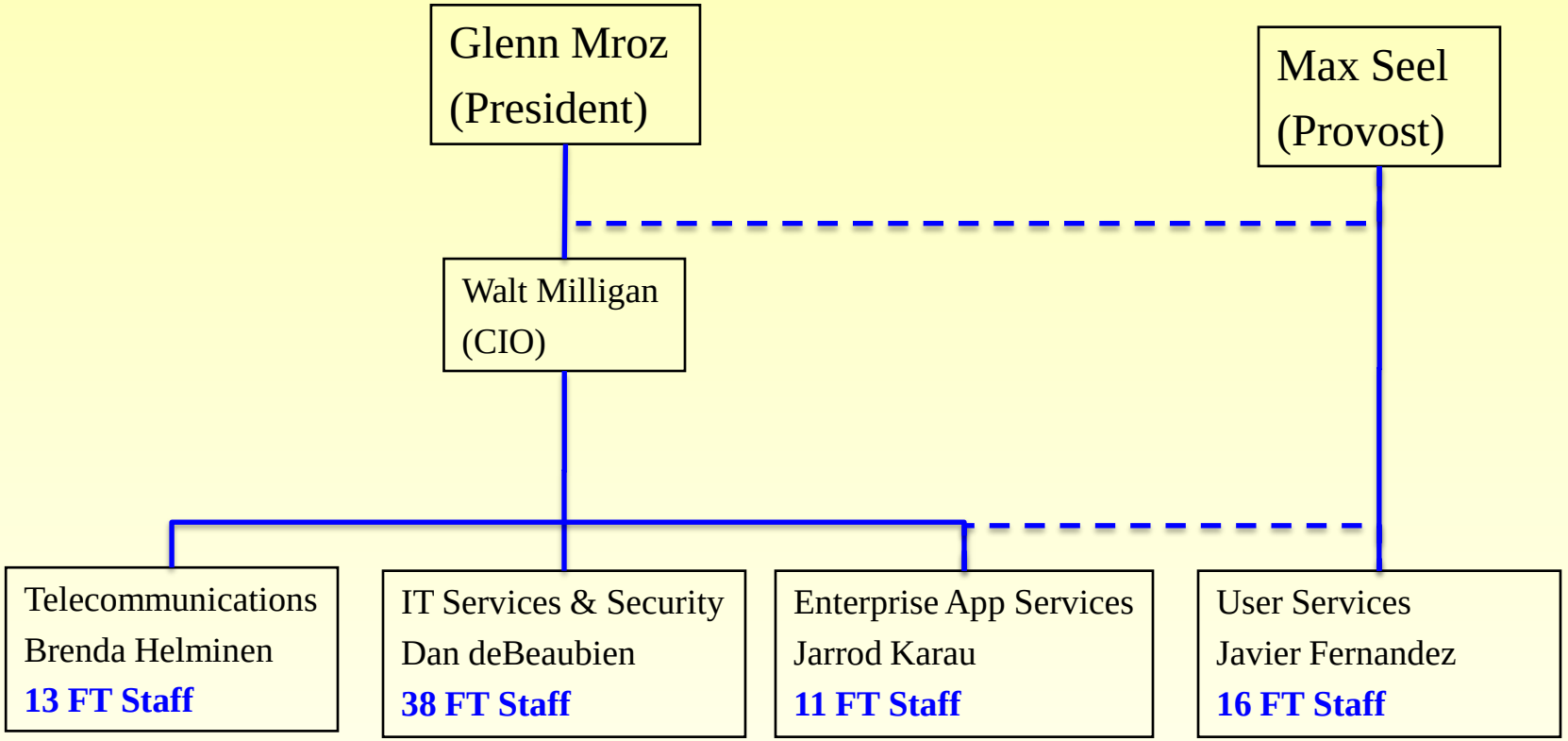
6 academic supervisors

- Business
- Engineering IT
- Forestry
- Ctr. Exper. Comp.
- Sciences/Arts I
- Sciences/Arts II

~ 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



e-Learning Group reports to University Librarian Ellen Marks

4 FT Staff

IT Reporting Structure, July 2011

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)

“Help Desk”

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

Positive Outcomes

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

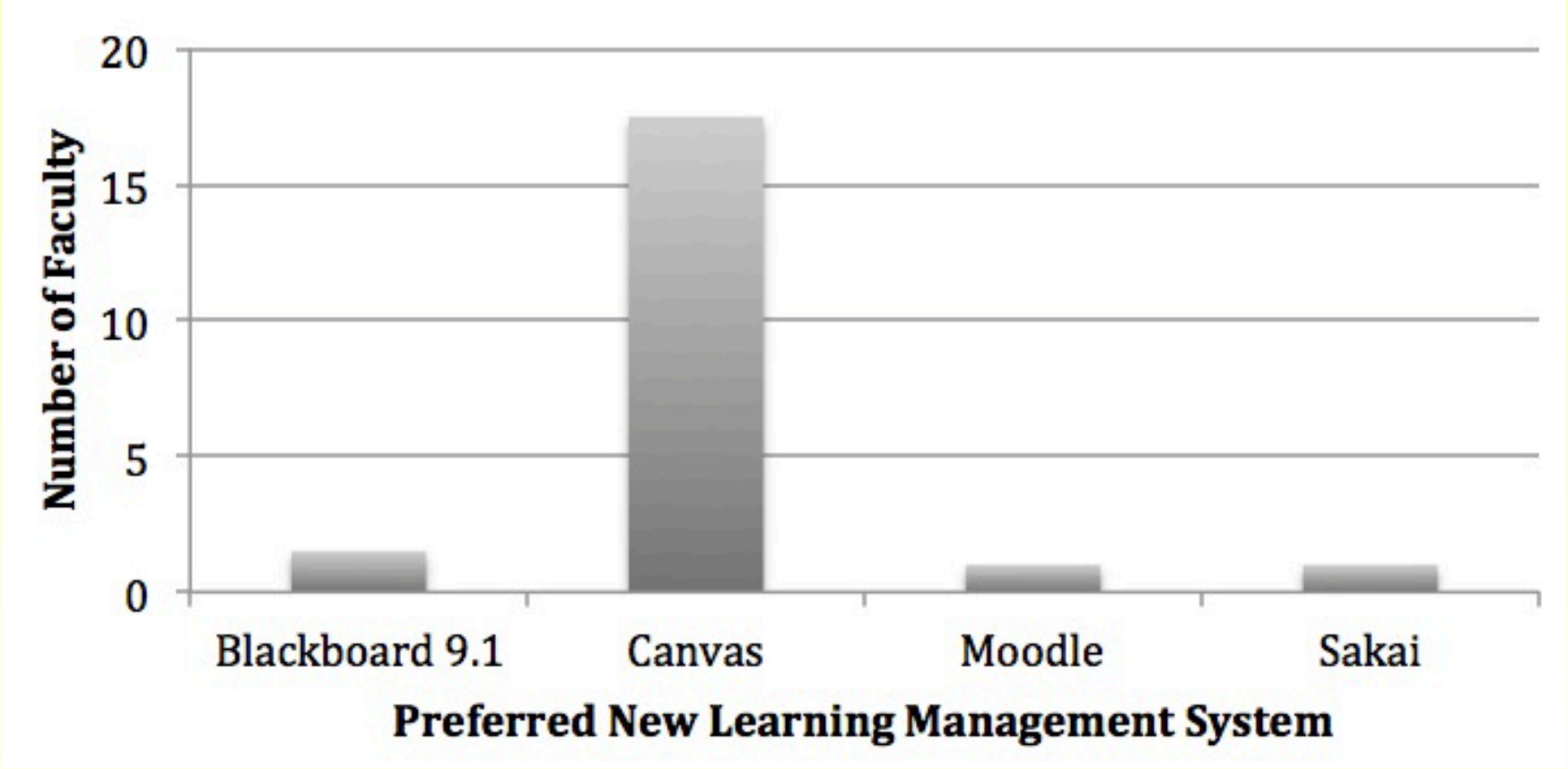
Important Projects

- **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

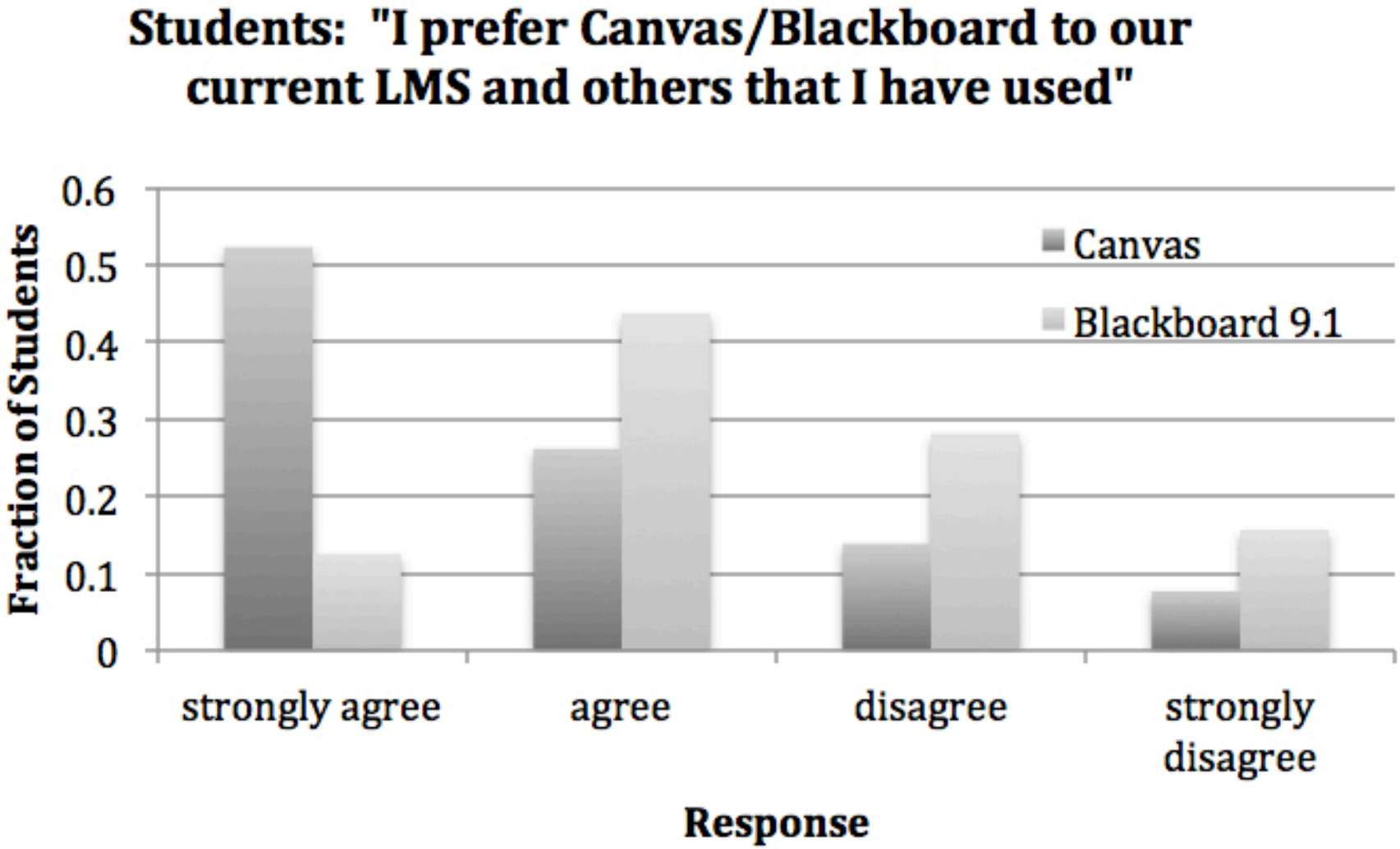
Learning Management System

- 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



Preferences of Student Testers



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

IT Expenditures

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.)

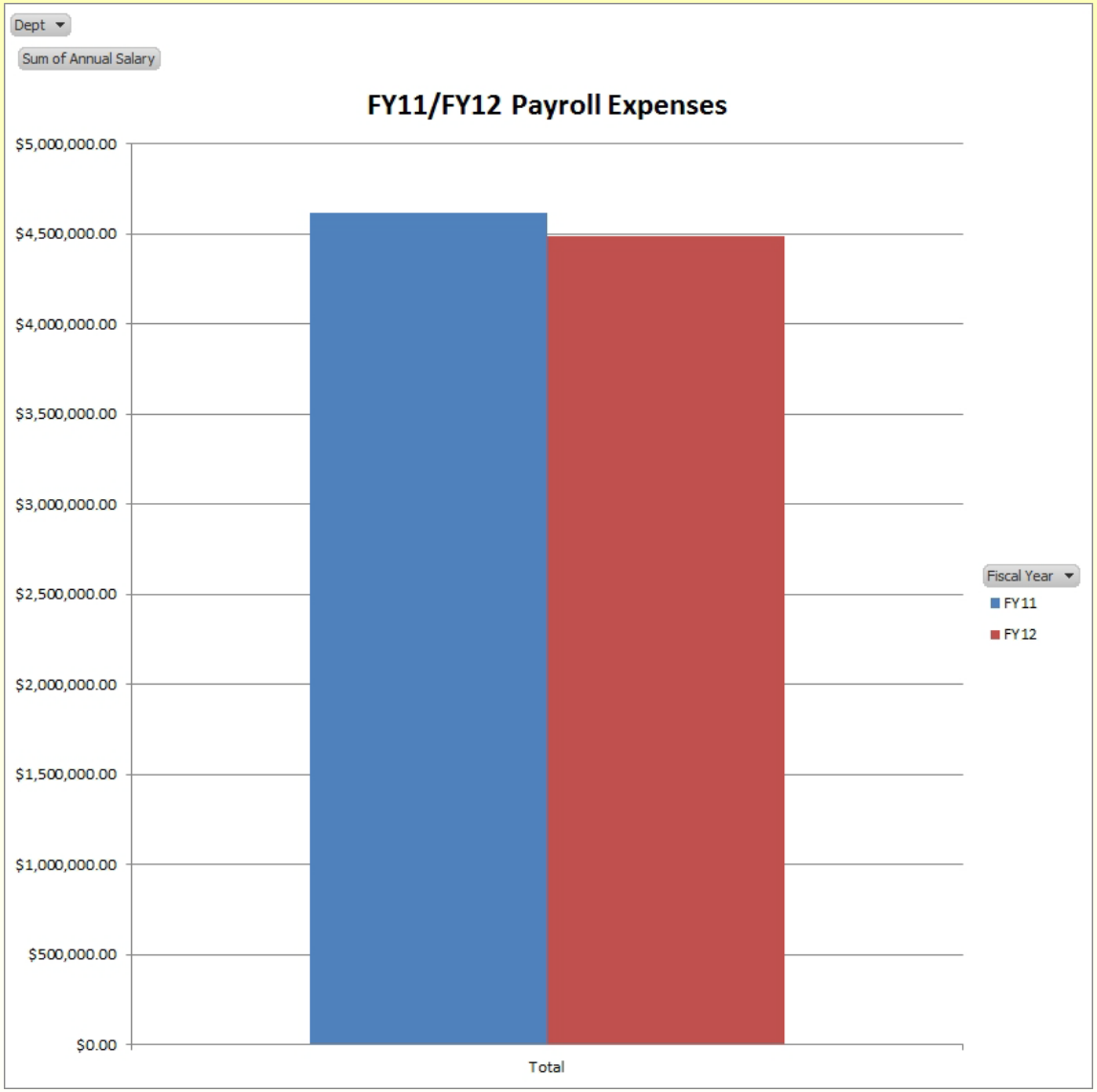
Engineering Top 100 universities are in the **7-12%** range, with 55% of campus IT spending being in Central IT, on average.

IT Revenues

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



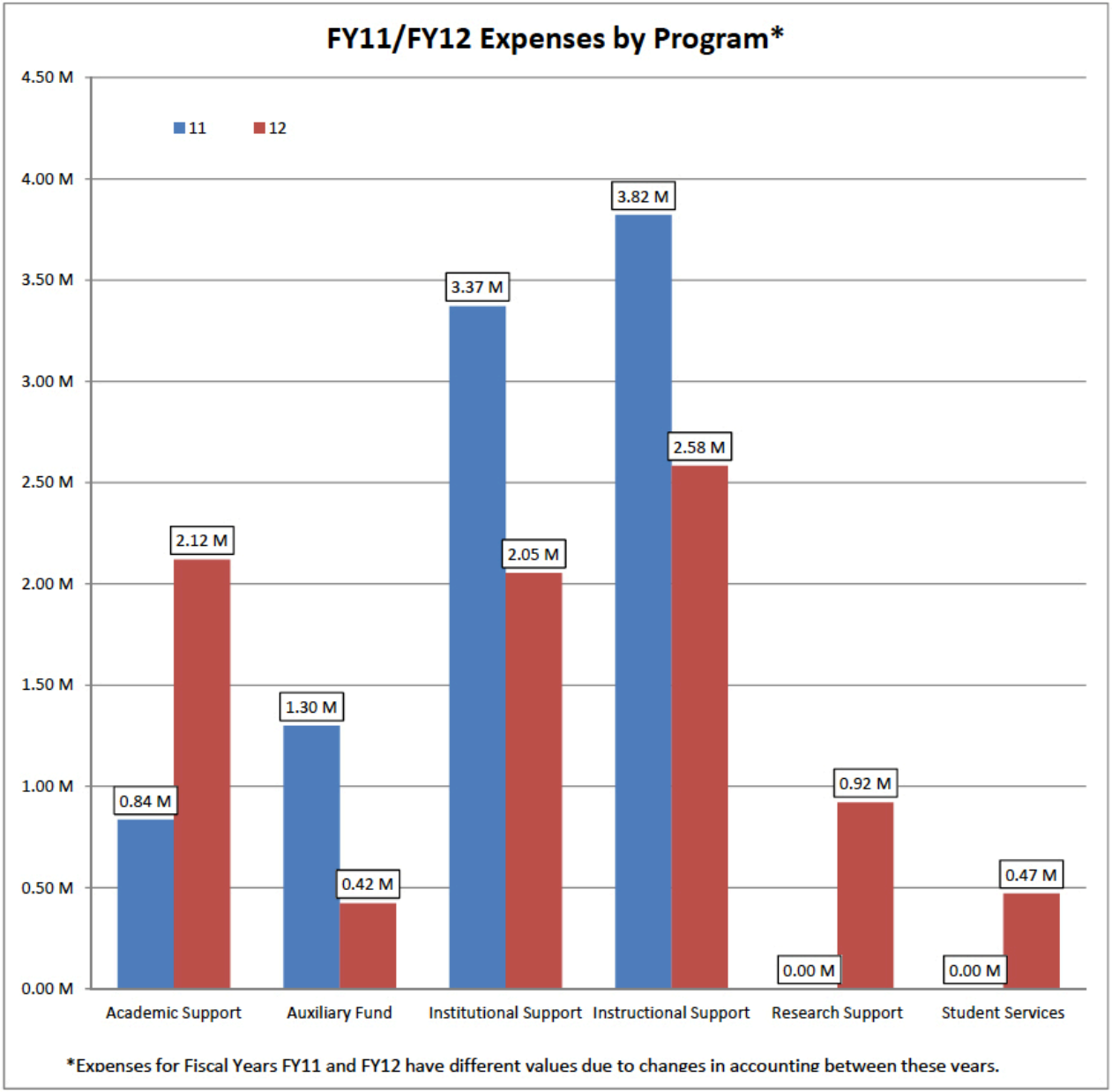
IT Expenditures - Software

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



ıtion Technology

Conclusions

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