

## **CSU Annual Campus Technology Survey Clarifications - Fiscal Year 2002/2003**

### **Integrated Technology Strategy - Technology Infrastructure Initiative (About this Survey)**

The Integrated Technology Strategy or ITS is a comprehensive technology planning framework and process of the California State University. Approved by the Executive Council and endorsed by the Board of Trustees in 1996, the ITS is systemwide in scope, encompassing all 23 campuses. It is centered around a series of programmatic initiatives designed to improve student learning and the quality of the student experience generally, and to increase levels of personal and administrative productivity. A detailed overview of the Integrated Technology Strategy is available as a downloadable file on the ITS Web site. Point your browser to <http://its.calstate.edu> and click on "ITS Planning and Implementation Process."

The Technology Infrastructure Initiative addresses the baseline utilities, hardware, software and user training and support systems, which are prerequisites for full implementation of the Integrated Technology Strategy. Accordingly, the ITS-TII has the highest priority among the ITS initiatives. It is the technical foundation on which all programmatic initiatives depend. A detailed description of the target environment is available on the ITS Web site <http://its.calstate.edu> by downloading the document entitled *TII Status and Directions*.

### **Support faculty involvement (#1)**

Information about faculty *use* of technology-mediated resources in connection with their teaching is collected in the biennial faculty survey. This survey seeks information about redirection of campus resources (or acquisition of new resources) for the purpose of enabling faculty to engage in the *creation* (including field testing) of such materials. Creation or production of materials in the intended sense will normally require faculty access to some combination of technical assistance, specialized facilities, equipment and application development tools, specialized training, and/or redirection of a portion of the instructional assignment for a specified period. Requiring students to use email or to access Web pages to complete course assignments, for example, does not qualify as "faculty involvement" for purposes of this survey. Personnel years are the principal indicator of campus support. In calculating dollar mounts for this survey do not include imputed costs for administrative or infrastructure services that are necessary, but indirectly related to carrying out relevant activities.

### **Technology-mediated instructional or learning materials (#1)**

For purposes of this survey, "technology-mediated instructional or learning materials" means any instance of the use of computer- or network-based technology to communicate, or to facilitate the acquisition or demonstration of, knowledge or skills associated with an academic program. Examples range from the use of computer-based presentations in classrooms to individual student involvement in research employing sophisticated computer-based simulations; from the required use of e-mail or electronic retrieval of course-related information resources (from a library, online data repository, the World Wide Web, etc.) to participation in courses via the Internet, or televised instruction via satellite or other medium.

### **Automated means (#3)**

This refers to the ability for regular patrons (e.g., enrolled students, university faculty or staff) to request library resources from other libraries without the assistance of a desk clerk or other personnel.

### **PHAROS (#3)**

PHAROS is the name of the web-based, unified information access system developed by epixtech, inc. (formerly Ameritech Library Services) and the CSU. Among other features, PHAROS enables automated processing of end-user submitted requests for materials available from sources outside the local library using the Resource Sharing System (RSS). Detailed information about PHAROS is available at <http://uias.calstate.edu/UIAS.shtml>.

### **CMS PeopleSoft functionality (#4)**

As used in the survey, "CMS PeopleSoft functionality" means the capability to support specific business processes-e.g., "Time & Labor" in the Human Resources Information System or "Accounts Payable" in the Financial Information System-using CMS-developed PeopleSoft software applications. The purpose of this item is to track in broad outline the progress of CMS implementation across the system through the year 2008. Adoption of any functionality is interpreted as an indicator of eventual conversion from the legacy environment to the Common Management System.

### **computers did the university provide (#6.1a)**

Only computer workstations (desktop and laptop computers) purchased and supported by the institution should be counted in responding to questions in Section 6. The decision of whether to include in the current report computers purchased during the 2001/2002 fiscal year, but not yet placed in service, is up to the campus. Differences in campus asset management practices preclude a single inventory standard across all campuses. For this survey, it is important that campuses be consistent from year to year in how this information is reported.

### **Full-time Faculty (#6.1a1)**

Following are head counts and full-time equivalency positions for full-time faculty as reported in the Profile of CSU Employees for Fall 2002 (Office of the Chancellor, Human Resources).

**Full-Time Faculty - Fall 2002**

<b>Campus</b>	<b>Head Count</b>	<b>FTE Positions</b>
Bakersfield	283	283.3
Channel Islands	36	36.0
Chico	572	572.3
Dominguez Hills	295	295.3
Fresno	677	677.3
Fullerton	777	777.0
Hayward	336	336.2
Humboldt	304	304.2
Long Beach	947	947.7
Los Angeles	600	600.8
Maritime Academy	55	55.0
Monterey Bay	134	134.0
Northridge	804	805.2
Pomona	609	609.3
Sacramento	801	801.6
San Bernardino	488	488.0
San Diego	1044	1044.3

San Francisco	785	788.3
San Jose	789	790.4
San Luis Obispo	720	720.3
San Marcos	199	199.0
Sonoma	254	254.7
Stanislaus	273	274.5

### **Part-time Faculty (#6.1a2)**

Following are head counts and full-time equivalency positions for part-time faculty as reported in the Profile of CSU Employees for Fall 2002 (Office of the Chancellor, Human Resources).

#### **Part-Time Faculty - Fall 2002**

<b>Campus</b>	<b>Head Count</b>	<b>FTE Positions</b>
Bakersfield	218	76.0
Channel Islands	42	14.5
Chico	357	166.7
Dominguez Hills	501	171.3
Fresno	535	189.4
Fullerton	913	337.9
Hayward	467	199.0
Humboldt	238	94.4
Long Beach	955	377.1
Los Angeles	539	218.7
Maritime Academy	8	2.4
Monterey Bay	174	70.4
Northridge	1008	400.9
Pomona	448	215.5
Sacramento	798	325.9
San Bernardino	417	168.8
San Diego	895	331.2
San Francisco	808	308.5
San Jose	898	378.4
San Luis Obispo	358	175.0
San Marcos	224	78.1
Sonoma	296	116.3
Stanislaus	178	69.9

### **ITS-TII baseline hardware and software standards**

At the recommendation of a sub-committee of the Information Technology Advisory Committee, ITAC, the standards for hardware and software are being deleted. As a surrogate, currency will be substituted. CSU campuses will use the date of purchase for both PCs and Macintosh platform workstations and software to determine currency. A workstation and its software will be considered current and therefore meeting standards, if the purchase date is later than 3 years prior to the end of the reporting period. That is, for the period under review, FY 2002/03 which ends on June 30, 2003, hardware and software are current and meet

standards if they were purchased in FY 1999/2000 or later.

### **Staff/Administrators (#6.1d)**

Following are head counts and full-time equivalency positions for full- and part-time staff-administrators as reported in the Profile of CSU Employees for Fall 2002 (Office of the Chancellor, Human Resources).

**Staff/Administrators - Fall 2002**

<b>Campus</b>	<b>Full-Time Head Count</b>	<b>Full-Time FTE</b>	<b>Part-Time Head Count</b>	<b>Part-Time FTE</b>
Bakersfield	418	418.7	30	13.8
Channel Islands	171	171.0	5	1.6
Chico	863	866.3	117	67.6
Dominguez Hills	590	590.7	39	18.0
Fresno	1012	1012.9	46	26.6
Fullerton	1171	1176.2	97	60.0
Hayward	730	730.7	82	43.1
Humboldt	598	599.1	86	54.3
Long Beach	1456	1462.0	130	76.5
Los Angeles	939	942.1	56	33.1
Maritime Acad.	115	115.4	9	3.5
Monterey Bay	383	385.3	34	16.1
Northridge	1368	1373.5	118	69.7
Pomona	1006	1008.1	51	26.9
Sacramento	1203	1205.7	87	50.4
San Bernardino	786	790.8	38	15.9
San Diego	1622	1624.9	191	112.2
San Francisco	1289	1292.3	233	127.8
San Jose	1212	1217.3	105	60.7
San Luis Obispo	1063	1064.1	93	59.4
San Marcos	420	422.2	63	37.4
Sonoma	731	731.8	78	46.8
Stanislaus	448	449.3	38	22.7

### **Generally accessible to students (#6.2)**

Include all computer workstations to which students have general access, regardless of organizational ownership; e.g., workstations in university or college/school general purpose computer labs, dual-use classrooms or labs, dormitories or other public spaces. Exclude for purposes of this survey dedicated computer labs intended to support specific instructional, search or research activities; e.g., foreign language or mathematics labs, library information system, etc.

### **classrooms are permanently equipped (#6.2)**

The intent of this item is to track the number of available "smart classrooms;" i.e., those that are equipped with screen/monitor(s), projector, network connections for voice, video and data and a computer workstation or provision for attaching a laptop.

## **"baseline" end-user training (#7.0)**

"Baseline" end-user training focuses on basic computer skills, personal productivity software applications and information systems in common use on the campus.

## **professional development for IT professionals (#7.1)**

Maintenance and operation of the technology infrastructure is dependent on the knowledge and effectiveness of IT professionals. Professional development activities related to baseline technology support services are, therefore, an integral component the technology infrastructure.

## **IT courses (#7d)**

Only completed courses specifically related to the knowledge and skills required of professional IT staff should be included in this survey, whether taken on campus or elsewhere.

## **baseline technical support (#8)**

For purposes of this survey, questions about technical support apply to service for university-provided computer equipment and software, and to network access and commonly used applications. Equipment and applications used for special purposes (e.g., engineering) are above baseline and therefore beyond the scope of this survey.

### **Level 1 Support (#8.1)**

Level 1 support is basic assistance for end users. Technical assistants who provide Level 1 support are normally skilled, but not highly trained employees. Their responsibilities typically include: general user assistance, basic trouble shooting, priority assignment, problem tracking and status reporting. When required, Level 1 assistants refer problems or requests to Level 2 support.

### **centrally or non-centrally (#8.1 - 8.3)**

This survey seeks information about the level of support services available to all or most university employees. The question does not solicit data about whether these services are provided centrally by a single IT department, non-centrally by more than one campus division, or a combination of both.

### **Level 2 technical support (#8.4)**

Level 2 support typically takes place at local campus help desks, repair depots or other appropriate on-site locations and might be provided through campus IT professional staff or contractors. This support includes workstation trouble shooting and coordination with level-three service providers. (*ITS-TII Status & Directions*, Section IV, p. 9)

### **Level 3 technical support (#8.5)**

Level 3 support requires a very high level of expertise as might be provided by professional technicians or personnel from the vendors of the relevant products or technologies. (*ITS-TII Status & Directions*, Section IV, p. 9)

## **high speed connection(#9)**

To qualify as "high speed," a workstation must have a switched (not shared), 100 Mbps (or faster) connection to the campus backbone.

### **Baseline workstation hardware (#10)**

"Baseline" workstation hardware includes computers and peripherals (printers, external drives, scanners, etc.) provided to faculty, staff and administrators to enable them to perform the work assigned to them. It also includes computers and peripherals made **generally accessible to students**.

### **Service level standards/metrics (#10, #11)**

Service level standards/metrics are performance measures defined in formal agreements (e.g., contracts) between a service provider (e.g., campus IT department) and service recipients.

### **Baseline workstation software (#11)**

"Baseline" software includes operating system and commonly used personal productivity application software installed on workstations for faculty, staff and administrators and on computers **generally accessible to students**.

### **campuswide coordinated process (#12)**

"Coordinated process" means that consultation, decision making and implementation are centrally managed for the entire campus.

### **campus entitlement (#14.1)**

Calculation of the initial campus network outlet entitlements (individual jacks) is based on the preliminary engineering design for the Technology Infrastructure Initiative upgrade for each campus under the provisions of the Minimum Baseline Infrastructure Standards (MB). Additions to the initial entitlements are made when new building construction is approved through the CSU Capital Outlay Program. The latest edition of the CSU Telecommunications Infrastructure Planning (TIP) Guidelines defines the baseline quantitative and qualitative standards for network provisioning of new construction. (See table below.)

IN RESPONSE TO QUESTION B14.1, REPORT ONLY OUTLETS ADDED AS A RESULT OF NEW BUILDING CONSTRUCTION APPROVED IN THE CSU CAPITAL OUTLAY PROGRAM BETWEEN 1 JULY 2002 AND 30 JUNE 2003.

### **current CSU performance standards (#14.2)**

To meet current CSU network performance standards, both the cable infrastructure and the network electronics must be capable of dependably delivering at least 100 Mbps bandwidth. The 100Mbps standard is subject to periodic review and recommendations by the Information Technology Advisory Committee. (See table below.)

**Campus Outlet Entitlements as of 30 June 2002**

<b>Campus</b>	<b>Met MB</b>	<b>Below MB</b>	<b>New TIP</b>	<b>Total Entitlement</b>	<b>At Standard (MB + TIP)</b>
Bakersfield	0	6,857	540	7,397	0
Channel Is.	NA	NA	NA	NA	NA
Chico	995	13,522	1,320	15,837	995
Dominguez	0	5,611	1,595	7,206	0
Fresno	0	16,401	0	16,401	0
Fullerton	8,436	6,165	0	14,601	8,436

Hayward	0	10,185	0	10,185	0
Humboldt	0	6,140	34	6,174	0
Long Beach	975	18,139	882	19,996	975
Los Angeles	0	13,915	0	13,915	0
Maritime	873	887	0	1,760	873
Monterey	6,594	6,343	0	12,937	6,594
Northridge	5,463	6,524	150	12,137	5,463
Pomona	1,500	13,333	0	14,833	1,500
Sacramento	0	12,861	1,200	14,061	0
San Bernard.	0	12,000	1,000	13,000	0
San Diego	17,500	6,500	2,050	26,050	17,500
San Fran.	0	23,979	400	24,379	0
San Jose	10,645	4,014	0	14,659	10,645
San Luis O.	16,454	2,982	1,735	21,181	16,464
San Marcos	1,530	3,227	2,119	6,876	1,530
Sonoma	0	7,187	1,900	9,087	0
Stanislaus	3,006	4,053	1,346	8,405	3,006

### **components of the baseline technology infrastructure (C1)**

"Baseline" technology infrastructure capabilities and resources include the following components:

#### **Hardware Access**

- General student computer lab equipment
- Student computer leasing program
- Classroom presentation equipment
- Electronic/studio classrooms
- Hardware for academic support staff
- Training labs
- Faculty workstations
- Kiosks
- Video/graphics production equipment

#### **Software Access**

- Software for direct academic support
- Campuswide software library, including maintenance and upgrades
- Interactive training software
- Networking software
- Campuswide Email system
- Basic electronic library and information resources
- Campuswide users' software tools

#### **Network Access**

- Local area networking and Internet connectivity
- Servers (email, web, news, information resources)
- Remote access (modems, dial-in, wireless, special direct line)w)
- Hubs and routers and network electronics for local area networks

#### **Training End-user training (#7)**

- Basic information competency training for students, faculty, staff
- Student training in common software and networking tools

- Faculty/staff training in common software and networking tools
- Student training in basic applications required by academic disciplines
- Student training in uses of generic campuswide applications
- Advanced training for campus trainers and support personnel

### **Support**

- Campuswide help desk support services
- Training specialists
- Instructional support consultants
- Technicians (equipment, lab, classroom, networking, maintenance)
- Computing lab monitors
- Instructional development specialists
- Curriculum applications development specialists

Source: Integrated Technology Strategy: Baseline Hardware/Software Access, Training and User Support: Final Plan and Guidelines, November 1, 1996.

### **centralized, decentralized or shared (C1)**

"Centralized" means that decisions are made by a central IT department.

"Decentralized" means that decisions are made by organizational units other than the central IT department (e.g., division, college/school, department).

"Shared" means that local decisions are subject to coordination with, and/or concurrence of the central IT department.