

CSU Annual Campus Technology Survey Clarifications - Fiscal Year 2003/2004

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>.

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 2003/2004 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 2003 (Office of the Chancellor, Human Resources).

Full-Time Faculty - Fall 2003

Campus	Head Count	FTE Positions
Bakersfield	307	307.00
Channel Islands	67	67.00
Chico	525	525.00
Dominguez Hills	310	310.67
Fresno	648	648.62
Fullerton	757	757.00
Hayward	330	330.22
Humboldt	289	289.19
Long Beach	964	965.47
Los Angeles	600	600.47
Maritime Academy	56	56.00
Monterey Bay	126	126.00
Northridge	835	835.79
Pomona	596	596.00
Sacramento	811	811.23
San Bernardino	480	480.00
San Diego	978	978.00
San Francisco	792	795.84
San Jose	738	738.76
San Luis Obispo	698	698.10
San Marcos	217	217.08
Sonoma	267	268.71
Stanislaus	283	284.67

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 2003 (Office of the Chancellor, Human Resources).

Part-Time Faculty - Fall 2003

Campus	Head Count	FTE Positions
Bakersfield	157	56.64
Channel Islands	86	27.39
Chico	356	164.48
Dominguez Hills	480	165.83
Fresno	523	191.98
Fullerton	859	317.86
Hayward	429	179.89
Humboldt	193	179.89
Long Beach	877	346.27
Los Angeles	450	188.74
Maritime Academy	11	3.65
Monterey Bay	142	62.34
Northridge	991	384.59
Pomona	474	229.49
Sacramento	726	309.96
San Bernardino	399	162.62
San Diego	723	276.15
San Francisco	708	274.71
San Jose	828	357.41
San Luis Obispo	362	177.26
San Marcos	178	59.18
Sonoma	219	85.62
Stanislaus	187	72.55

ITS-TII baseline hardware and software standards (#6.1b,e)

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 for this survey. That is, for the period under review, FY 2003/2004 which ends on June 30, 2004, hardware and software are current and meet standards if they were purchased in FY 2000/2001 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 2003 (Office of the Chancellor, Human Resources).

Staff/Administrators - Fall 2003

Campus	Full-Time Head Count	Full-Time FTE	Part-Time Head Count	Part-Time FTE
Bakersfield	418	414.38	42	17.18
Channel Islands	219	219.00	4	2.25
Chico	849	852.69	105	60.48

Dominguez Hills	622	622.85	46	18.86
Fresno	980	981.12	46	27.85
Fullerton	1166	1170.60	97	60.25
Hayward	725	725.41	75	39.65
Humboldt	565	565.85	95	59.88
Long Beach	1456	1461.21	156	92.25
Los Angeles	923	925.21	57	34.42
Maritime Acad.	117	117.25	10	4.42
Monterey Bay	358	358.72	36	18.73
Northridge	1417	1422.87	116	69.57
Pomona	1014	1015.75	58	31.63
Sacramento	1226	1227.90	89	50.44
San Bernardino	803	806.96	46	22.47
San Diego	1584	1585.10	135	82.28
San Francisco	1287	1290.49	248	136.99
San Jose	1233	1237.54	115	64.26
San Luis Obispo	1072	1072.72	103	66.89
San Marcos	446	447.33	53	32.42
Sonoma	749	749.17	81	49.49
Stanislaus	421	422.61	43	25.61

Generally accessible to students (#6.2g)

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 (#6.2j)

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.

Listed below are the instructional space counts used in computing the ratio of "smart" to conventional classrooms for each campus. For purposes of this report, only permanent facilities on main campuses are included; off-campus centers and instructional spaces classified as "temporary" are excluded.

Permanent, Main-Campus Instructional Spaces By Space Type*

Campus	0001	0002	0004	0005	TOTAL
Bakersfield	48	7	2	0	55
Channel Islands	25	3	0	0	28
Chico	125	0	1	0	126
Dominguez Hills	71	11	0	0	82
Fresno	116	20	9	0	145

Fullerton	164	23	6	0	193
Hayward	89	13	7	0	109
Humboldt	48	10	2	0	60
Long Beach	180	4	17	0	201
Los Angeles	141	18	10	0	169
Maritime Acad.	5	2	0	0	7
Monterey Bay	30	4	1	0	35
Northridge	184	7	19	0	210
Pomona	138	10	2	1	151
Sacramento	159	18	24	0	201
San Bernardino	80	11	30	1	122
San Diego	182	15	1	0	198
San Francisco	148	16	17	0	181
San Jose	155	0	1	0	156
San Luis Obispo	126	13	0	0	139
San Marcos	34	13	0	0	47
Sonoma	45	11	14	0	70
Stanislaus	42	12	1	0	55

Source: *CSU Space and Facilities Database, March 2004*

*Space type code: 0001: lecture; 0002: lecture service; 0004: seminar;
0005: seminar service

"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.

access restricted (#13.h)

Some form of authentication (e.g., password, IP recognition or media access control) is

required in order to gain wireless connectivity to the campus network.

network outlets (#14.1 & 14.2)

An "outlet" is a single jack or live receptacle, usually mounted on a faceplate, which provides a connection to the network for a single computer. One faceplate may contain more than one outlet.

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 2003 AND 30 JUNE 2004.

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 2003

Campus	Met MB	Below MB	New TIP 2002	New TIP 2003	Total Entitlement	At Standard (MB + TIP)
Bakersfield	0	6,857	540	188	7,585	960
Channel Is.	298				928	928
Chico	995	13,522	1,320	400	16,237	1,516
Dominguez	0	5,611	1,595	0	7,206	4,420
Fresno	0	16,401	0	557	16,958	12
Fullerton	8,436	6,165	0	350	14,951	14,436
Hayward	0	10,185	0	0	10,185	0
Humboldt	0	6,140	34	0	6,174	0
Long Beach	975	18,139	882	0	19,996	975
Los Angeles	0	13,915	0	136	14,051	136
Maritime	873	887	0	900	2,660	2,660
Monterey	6,594	6,343	0	1,672	14,609	8,266
Northridge	5,463	6,524	150	0	12,137	12,136
Pomona	1,500	13,333	0	0	14,833	1,500
Sacramento	0	12,861	1,200	0	14,061	3,100
San Bernard.	0	12,000	1,000	0	13,000	13,000
San Diego	0	17,500	2,050	1,100	26,650	2,700

San Fran.	0	23,979	400	200	24,579	3,400
San Jose	10,645	4,014	0	3,000	17,659	13,300
San Luis O.	16,454	2,982	1,735	0	21,171	17,283
San Marcos	1,530	3,227	2,119	906	7,782	2,256
Sonoma	0	7,187	1,900	3,000	12,087	12,000
Stanislaus	3,006	4,053	1,346	108	8,513	3,552

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

- Basic information competency training for students, faculty, staff
- Faculty/staff training in common software and networking tools
- Student training in basic applications required by academic disciplines
- Student training in common software and networking tools
- 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,

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.