

CSU Annual Campus Technology Survey Clarifications - Fiscal Year 2005/2006

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.

incorporation in their classes of an asynchronous (online) learning component (B2d1)

The practice of substituting some form of asynchronous, or online, learning for a face-to-face meeting in a classroom is increasingly common. Where such activities are regularly scheduled for an entire term, the instructional space thus vacated can be reassigned for use by other classes. The purpose of the survey question is to find out what CSU campuses are doing to encourage faculty who employ such "hybrid" instructional modalities to do so in a way that permits the campus to plan alternative use of unoccupied rooms.

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 2005/2006 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 CIM data warehouse data of 10/31/2005 (Office of the Chancellor, Human Resources).

Full-Time Faculty - Fall 2005

Campus	Head Count	FTE Positions
Bakersfield	307	310.1
Channel Islands	90	90.0
Chico	500	500.3
Dominguez Hills	287	287.2
East Bay	316	316.0
Fresno	642	642.9
Fullerton	749	749.0
Humboldt	290	290.0
Long Beach	950	953.7
Los Angeles	566	568.1
Maritime Academy	53	53.0
Monterey Bay	123	123.2
Northridge	785	785.2
Pomona	554	554.0
Sacramento	767	767.5
San Bernardino	447	447.6
San Diego	937	937.0
San Francisco	770	772.3
San Jose	714	714.5
San Luis Obispo	671	671.5
San Marcos	218	218.5
Sonoma	260	261.1
Stanislaus	280	281.6

Part-time Faculty (#6.1a2)

Following are head counts and full-time equivalency positions for part-time faculty as reported in the CIM data warehouse data of 10/31/2005 (Office of the Chancellor, Human Resources).

Part-Time Faculty - Fall 2005

Campus	Head Count	FTE Positions
Bakersfield	155	57.8
Channel Islands	131	51.0
Chico	424	194.9
Dominguez Hills	377	130.4

East Bay	416	187.9
Fresno	499	188.2
Fullerton	1067	434.6
Humboldt	217	91.1
Long Beach	982	387.5
Los Angeles	560	229.9
Maritime Academy	23	10.5
Monterey Bay	143	68.3
Northridge	1015	395.4
Pomona	502	251.0
Sacramento	685	290.9
San Bernardino	402	166.8
San Diego	812	295.6
San Francisco	780	316.5
San Jose	986	397.5
San Luis Obispo	384	190.8
San Marcos	186	67.6
Sonoma	222	87.0
Stanislaus	200	78.4

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 2005/2006 which ends on June 30, 2006, hardware and software are current and meet standards if they were purchased in FY 2002/2003 or later.

Staff/Administrators (#6.1c,d)

Following are head counts and full-time equivalency positions for full- and part-time staff-administrators as reported in the CIM data warehouse data of 10/31/2005 (Office of the Chancellor, Human Resources).

Staff/Administrators - Fall 2005

Campus	Full-Time Head Count	Full-Time FTE	Part-Time Head Count	Part-Time FTE
Bakersfield	416	417.0	37	16.6
Channel Islands	250	250.0	6	3.9
Chico	828	832.8	121	69.8
Dominguez Hills	586	587.5	32	16.1
East Bay	701	702.4	71	38.8
Fresno	943	943.3	49	28.5
Fullerton	1161	1166.8	89	55.2
Humboldt	558	560.2	83	53.5
Long Beach	1402	1407.3	132	80.4
Los Angeles	873	876.3	48	30.3

Maritime Acad.	124	124.1	11	5.1
Monterey Bay	369	370.0	37	15.7
Northridge	1405	1412.5	98	60.0
Pomona	954	955.3	77	39.8
Sacramento	1204	1206.5	79	46.5
San Bernardino	823	829.1	43	24.2
San Diego	1565	1567.2	111	68.4
San Francisco	1307	1309.8	244	137.6
San Jose	1219	1223.5	109	59.6
San Luis Obispo	1044	1044.5	97	62.8
San Marcos	439	439.8	55	33.6
Sonoma	739	739.3	85	51.3
Stanislaus	418	421.0	52	29.0

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 Type*

Campus	0001	0002	0004	0005	TOTAL
Bakersfield	52	7	2	0	61
Channel Islands	33	3	0	0	36
Chico	117	0	0	0	117
Dominguez Hills	94	12	0	0	106
East Bay	99	0	0	0	99
Fresno	144	20	9	0	173
Fullerton	177	20	6	0	203
Humboldt	57	10	3	0	70
Long Beach	189	4	15	0	208
Los Angeles	148	18	10	0	176
Maritime Academy	13	2	0	0	15
Monterey Bay	24	2	2	0	28

Northridge	195	11	15	0	221
Pomona	146	5	0	0	151
Sacramento	167	18	24	0	209
San Bernardino	110	13	27	1	151
San Diego	184	16	1	0	201
San Francisco	162	15	17	0	194
San Jose	155	0	1	0	156
San Luis Obispo	129	13	0	0	142
San Marcos	70	13	0	0	83
Sonoma	48	5	13	0	66
Stanislaus	49	15	1	0	65

Source: *CSU Space and Facilities Database, March 2006*

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

defined currency standards for servers (#6.3m1)

The server refresh cycle is 3 years so currency means that a server is less than 3 years old.

"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 2005 AND 30 JUNE 2006.

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 2005

Campus	Met MB	Below MB	New TIP 2002/03	New TIP 2003/04	New TIP 2004/05	Total Current Entitlement	At Standard (MB+TIP)	% Standard
Bakersfield	0	6,857	540	188	0	7,585	2,456	32.4%
Channel Is.				928	1000	1,928	1,928	100.0%
Chico	995	13,522	1,320	400	0	16,237	1,794	11.0%
Dominguez	0	5,611	1,595	0	0	7,206	6,286	87.2%
East Bay	0	10,185	0	0	0	10,185	0	0.0%
Fresno	0	16,401	0	557	0	16,958	12	0.1%
Fullerton	8,436	6,165	0	350	200	15,151	14,524	95.9%
Humboldt	0	6,140	34	0	0	6,174	0	0.0%
Long Beach	975	18,139	882	0	927	20,923	20,790	99.4%
Los Angeles	0	13,915	0	136	0	14,051	17,378	123.7%
Maritime	873	887	0	900	0	2,660	2,660	100.0%
Monterey	6,594	6,343	0	1,672	0	14,609	8,444	57.8%
Northridge	5,463	6,524	150	0	351	12,488	14,862	119.0%
Pomona	1,500	13,333	0	0	200	15,033	6,843	45.5%
Sacramento	0	12,861	1,200	0	120	14,181	7,800	55.0%
San Bernard.	0	12,000	1,000	0	0	13,000	13,000	100.0%
San Diego	0	17,500	2,050	1,100	2,100	22,750	4,400	19.3%
San Fran.	0	23,979	400	200	80	24,659	3,440	14.0%
San Jose	10,645	4,014	0	3,000	3,500	21,159	13,300	62.9%
San Luis O.	16,464	0	2,982	0	0	19,446	16,914	87.0%
San Marcos	1,530	3,227	2,119	906	3,200	10,982	5,700	51.9%
Sonoma	0	7,187	1,900	3,000	0	12,087	13,400	110.9%

Stanislaus	3,006	3,796	1,346	108	0	8,256	7,764	94.0%
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adaptive computer workstations (#15a2)

Workstations that have been modified or specifically engineered, either through hardware or software to meet the needs of persons with audio, visual or kinesthetic disabilities.

students with disabilities who were eligible to use adaptive technology (#15b1)

Eligibility for assistive technology is determined by the presence of a documented disability that results in functional limitations that can be alleviated with specialized software or hardware. Determination of eligibility is made by the campus Disability Services office.

learning objects (#15f6)

Any digital resource that can be reused to support learning.

help (#17b 1-9)

Assistance provided directly to end-user in response to specific requests.

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 lineups)
- 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, 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.