

CSU Annual Campus Technology Survey Clarifications - Fiscal Year 2006/2007

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.

Resource Sharing System (RSS) (#3)

The RSS patron-initiated borrowing system, a component of the UIAS (Pharos) system, enables automated processing of end-user submitted requests for materials available from sources outside the local library. More information 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 2006/2007 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 10/31/2006 (Office of the Chancellor, Human Resources).

Full-Time Faculty - Fall 2006

Campus	Head Count	FTE Positions
Bakersfield	305	310.1
Channel Islands	103	103.0
Chico	525	525.2
Dominguez Hills	291	292.2
East Bay	330	330.7
Fresno	674	675.0
Fullerton	816	816.2
Humboldt	300	300.1
Long Beach	979	980.5
Los Angeles	560	561.5
Maritime Academy	52	52.0
Monterey Bay	129	129.3
Northridge	803	803.8
Pomona	561	561.0
Sacramento	775	775.1
San Bernardino	462	463.4
San Diego	968	968.1
San Francisco	787	789.8
San Jose	724	724.5
San Luis Obispo	697	699.0
San Marcos	228	228.6
Sonoma	265	265.9
Stanislaus	288	290.5

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 10/31/2006 (Office of the Chancellor, Human Resources).

Part-Time Faculty - Fall 2006

Campus	Head Count	FTE Positions
Bakersfield	172	66.0
Channel Islands	133	56.4
Chico	435	201.4
Dominguez Hills	358	127.2
East Bay	398	179.8
Fresno	544	206.4
Fullerton	1098	440.7
Humboldt	236	96.9
Long Beach	1081	436.5
Los Angeles	615	251.9
Maritime Academy	18	9.8
Monterey Bay	146	69.3
Northridge	986	399.3
Pomona	540	267.4
Sacramento	766	314.2
San Bernardino	430	178.0
San Diego	774	291.6
San Francisco	844	334.7
San Jose	1023	419.5
San Luis Obispo	388	197.6
San Marcos	238	86.8
Sonoma	255	97.4
Stanislaus	221	90.9

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 2006/2007 which ends on June 30, 2007, hardware and software are current and meet standards if they were purchased in FY 2003/2004 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 10/31/2006 (Office of the Chancellor, Human Resources).

Staff/Administrators - Fall 2006

Campus	Full-Time Head Count	Full-Time FTE	Part-Time Head Count	Part-Time FTE
Bakersfield	456	458.4	44	21.2
Channel Islands	282	282.3	2	1.5
Chico	875	879.6	112	64.9
Dominguez Hills	575	576.1	32	16.1
East Bay	719	720.8	78	43.1
Fresno	988	988.5	52	30.2
Fullerton	1219	1225.9	81	50.1
Humboldt	569	570.5	93	56.9
Long Beach	1483	1489.9	157	94.1
Los Angeles	871	873.4	38	23.4
Maritime Acad.	130	130.2	11	5.2
Monterey Bay	376	377.0	38	16.0
Northridge	1429	1436.7	95	55.4
Pomona	990	990.7	76	38.1
Sacramento	1275	1277.4	85	50.8
San Bernardino	854	860.3	48	24.1
San Diego	1638	1640.4	111	67.3
San Francisco	1380	1383.7	269	152.5
San Jose	1266	1269.5	115	63.5
San Luis Obispo	1105	1105.7	84	54.2
San Marcos	479	480.9	52	31.5
Sonoma	746	746.3	81	49.9
Stanislaus	470	472.5	41	22.0

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	31	3	0	0	34
Chico	116	0	0	0	116
Dominguez Hills	94	12	0	0	106
East Bay	89	3	7	0	99
Fresno	144	20	9	0	173
Fullerton	178	19	9	0	203
Humboldt	57	10	3	0	70
Long Beach	181	4	12	0	197
Los Angeles	153	18	12	0	183
Maritime Academy	13	2	0	0	15
Monterey Bay	24	2	2	0	28
Northridge	195	11	15	0	221
Pomona	147	5	0	0	152
Sacramento	167	18	24	0	209
San Bernardino	108	13	27	1	149
San Diego	184	16	1	0	201
San Francisco	162	15	17	0	194
San Jose	162	0	9	0	171
San Luis Obispo	129	13	0	0	142
San Marcos	70	13	0	0	83
Sonoma	49	5	12	0	66
Stanislaus	49	15	1	0	65

Source: *CSU Space and Facilities Database, March 2007*

*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 2006 AND 30 JUNE 2007.

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 2006

Campus	Met MB	Below MB	New TIP 2002/03	New TIP 2003/04	New TIP 2004/05	New TIP 2005/06	Total Current Entitlement	At Standard (MB+TIP)	% Standard
Bakersfield	0	6,857	540	188	0	0	7,585	2,456	32.4%
Channel Is.				928	1000	0	1,928	1,928	100.0%
Chico	995	13,522	1,320	400	0	0	16,237	1,866	11.5%
Dominguez	0	5,611	1,595	0	0	0	7,206	6,286	87.2%
East Bay	0	10,185	0	0	0	0	10,185	11,284	110.8%
Fresno	0	16,401	0	557	0	0	16,958	569	3.4%
Fullerton	8,436	6,165	0	350	200	163	15,314	14,524	94.8%
Humboldt	0	6,140	34	0	0	0	6,174	6,600	105.9%
Long Beach	975	18,139	882	0	927	320	21,243	12,606	59.3%
Los Angeles	0	13,915	0	136	0	0	14,051	17,378	123.7%
Maritime	873	887	0	900	0	0	2,660	2,660	100.0%
Monterey	6,594	6,343	0	1,672	0	0	14,609	5,264	36.0%
Northridge	5,463	6,524	150	0	351	500	12,988	16,371	126.0%
Pomona	1,500	13,333	0	0	200	0	15,033	20,000	133.0%
Sacramento	0	12,861	1,200	0	120	2,000	16,181	12,500	77.3%
San Bernard.	0	12,000	1,000	0	0	1,500	14,500	16,080	110.9%
San Diego	0	17,500	2,050	1,100	2,100	2,100	24,850	8,400	34.0%
San Fran.	0	23,979	400	200	80	400	25,059	4,500	18.0%
San Jose	10,645	4,014	0	3,000	3,500	0	21,059	4,500	18.0%
San Luis O.	16,464	0	2,982	0	0	0	19,446	16,914	87.0%
San Marcos	1,530	3,227	2,119	906	3,200	0	10,982	6,200	56.5%
Sonoma	0	7,187	1,900	3,000	0	1,000	13,087	14,400	110.0%
Stanislaus	3,006	3,796	1,346	108	0	0	8,256	7,764	94.0%

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.