

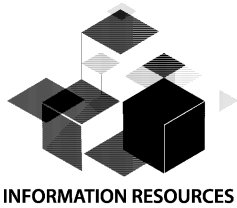
Appendix A



California State University, Chico
Office of the Vice Provost for Information Resources

Aligning with the Future 2007-2008 Action Plan Outcomes Summary

August 2008



Theme A – Teaching and Learning

Provide support for the redesign of curricula to maximize our investment in technology and assure students access to the electronic resources that support curricula.

Enhance the teaching and learning experience by supporting diverse and innovative use of a state of the art learning management system.

CSU, Chico's Strategic Plan Priority 3

Create a high quality learning environment focused on student success by providing faculty with the technology tools and support necessary for the delivery of instruction.

| | Action Item Outcomes | Campus Benefit | Completion Date |
|---|---|--|-----------------------|
| ✓ | WebCT Vista- Portal pointing to Vista | Switching to Vista being primary LMS | August 2007 |
| ✓ | WebCT Vista - SATA Drives - Phase II | More cost effective use of our hard drives | August 2007 |
| ✓ | WebCT Vista - Redhat upgrade (3.x - 4.x) | Technical upgrade for currency | August 2007 |
| ✓ | WebCT Vista - Oracle10g upgrade(9.2 - 10.2) | Database upgrade for currency | November 2007 |
| ✓ | Assisted faculty in redesigning Vista classes and converting to new LMS | Reduces time spent on non-learning activities and creates more efficient instruction | Fall 2007 |
| ✓ | Exemplary Online Instruction award given for 2007/2008 | Support faculty in course rebuilding for better instruction | Spring 2008 |
| ✓ | Provided faculty with technical training on LMS | Improved information and computing literacy | Spring 2008 /on-going |

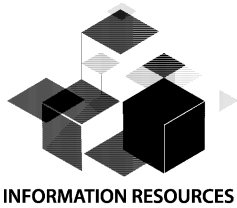
Theme B – Information Literacy

Assure that all students achieve basic and discipline-based information literacy skills and that students understand their responsibilities related to the ethical use of information.

CSU, Chico's Strategic Plan Priority 3

Ensure student success throughout their university experience, promote critical thinking skills, and create life-long learning behaviors by providing the basic skills and training necessary to expose students to available sources of information, its relevance and reliability, and the ethical use of that information.

| | Action Item Outcomes | Campus Benefit | Completion Date |
|---|--|---|-----------------|
| ✓ | Add all electronic journals to library catalog | Allows student to perform searches for both monographs and journal articles with one search | June 2008 |
| ✓ | Assist in redesign of Information Literacy curriculum for University 101 | Facilitate integration of information literacy into academic programs | Fall 2007 |



Theme C – Electronic Learning Infrastructure

Assure that all students, faculty, and staff have access to appropriate information and instructional technology both inside and outside of the classroom.

CSU, Chico's Strategic Plan Priority 3

Accommodate the technology needs of faculty, students, and staff by implementing, maintaining, and continuously refreshing the basic building blocks of the technology environment.

| | Action Item Outcomes | Campus Benefit | Completion Date |
|---|--|--|-----------------|
| ✓ | Portal upgrade | Improve ability to customize portal by implementing a new layout manager, thereby improving ability to target information. New channels for targeted announcements allow us to build services not available before | July 2007 |
| ✓ | Smart Classrooms | Improve the quality of the classroom learning environment and increase support efficiency through improved operational and support tools | August 2007 |
| ✓ | Integrated Library system | More efficient internal process and improved services for users. Federated searching of multiple databases simultaneously. Catalog results displayed in order of relevance. Clearer display of journals and holdings with multiple formats (e.g. electronic, paper and microform). Easier to select, collect and email records. One search for electronic reserve materials and paper reserve materials rather than two. Google Scholar thru research station (linking technology) | August 2007 |
| ✓ | Clickers Implementation Pilot | Student engagement in the classroom | August 2007 |
| ✓ | 06-07 Desktop Computer Refresh | Provide cost savings through bulk procurement of desktop computers; improve security by taking old insecure computers out of service | August 2007 |
| ✓ | Faculty and staff password management (Chico Password Station/Avatier) | Provide self-service password management for faculty and staff while increasing security through stricter password rules. Reduce Help Desk password reset calls | August 2007 |
| ✓ | Infrastructure Terminal Resources Project | Provide baseline standards in selected buildings to support applications and services across the campus | October 2007 |
| ✓ | Enterprise Directory Project – LDAP Upgrade | Provide technical architecture that is resilient, scalable, and provides high level of performance. Conform to Chico hardware/operating systems standards, reduce support costs, and improve the quality of LDAP support | November 2007 |
| ✓ | Data Center Switch Migration | Faster speeds, more secure, newer equipment | December 2007 |



Aligning with the Future - Action Plan Outcomes 2007/2008

| | | | |
|---|---|---|---------------|
| ✓ | Confluence Wiki/Enterprise | The wiki provides a simple tool for users to share (contribute and view) information over the Web | December 2007 |
| ✓ | Library 2.0 – Multisearch, Library Channel blog, Library Wiki, Featured Lists | Improved user interface for Library Web site | January 2008 |
| ✓ | Security Gap Analysis - ISO17799 Compliance | Identify gaps in our information security program as it relates to ISO 17799 so we can prioritize our efforts to prepare for the audit | January 2008 |
| ✓ | Implement campus wide Emergency Notification System | Develop communication tools for the campus to effectively communicate with Students, Faculty and Staff | March 2008 |
| ✓ | Juniper Border Firewall | Protect campus desktops and servers from the Internet | March 2008 |
| ✓ | Server Virtualization | Improve cost effectiveness for maintaining servers. More efficient utilization of server resources reducing both the growth of physical servers and the electricity they use. This cost savings should be passed on to departments to reduce the cost of hosting services. Virtualization will also improve ability to test and stage server upgrades | June 2008 |
| ✓ | ATI Web Accessibility - phase II - Year 1 Compliance | Improve accessibility of Web pages for students with visual disabilities | June 2008 |
| ✓ | Retire use of SSN – Remove from LDAP, Active Directory, Registry | Improved security of personal data | June 2008 |



Goal Area D – Enterprise Information Management Systems

Assure that all learning and business processes and administrative services are supported by an effective and reliable information technology infrastructure.

Assure that our student services and other university services are continuously improved through the wise use of technology.

CSU, Chico's Strategic Plan Priority 3

Information systems that support the university community will be maintained and enhanced to meet academic and business process requirements, provide technology tools that maximize faculty, student and staff time, provide access to institutional data for effective decision making, enable access to student services, and employ security standards that protect the privacy and confidentiality of all data.

| | Action Item Outcomes | Campus Benefit | Completion Date |
|---|--|---|-----------------|
| ✓ | CMS - Oracle 9.2.0.8b Upgrade (Fin & HRSA/HCM) | Test the upgrade to the CMS databases | September 2007 |
| ✓ | Web Content Mgmt - Phase I vendor review | Provide an easier Web page update tool for non technical staff and tool to improve management of entire Web sites. Easier to develop and maintain Websites with consistent look and feel that will be more accessible than before | November 2007 |
| ✓ | Mac Parallels | Enable Mac users to run Windows applications on Mac (i.e. campus applications that don't have a Mac version) | July 2007 |
| ✓ | Office 2007 support - Phase I | Test new Office software that when rolled out to campus will provide improved desktop security, productivity, centralized application support | August 2007 |
| ✓ | Benefits Admin | Forms for benefits will be generated through PS. COBRA notification will be processed through PS, Ben Admin process will update benefit records | January 2008 |



Theme E – Information and Knowledge Management

“... use technology to support the assessment of student outcomes and institutional effectiveness.”

CSU, Chico’s Strategic Plan Priority 3

Promote continuous improvement in institutional effectiveness and student outcomes by implementing technologies that support academic and administrative assessment of programs, systems, and initiatives.

| | Action Item Outcomes | Campus Benefit | Completion Date |
|---|--|--|-----------------|
| ✓ | Upgrade RDS from v8.0 to 8.9 | Rework v8.0 queries and reports for seamless reporting from PeopleSoft post upgrade | March 2007 |
| ✓ | Academic Program Review - WASC Reporting | Allow departments to prepare their annual program review by using Web reports instead of manually. Provides up-to-date information by real-time pulls from the RDS rather than the static data (one time pull from RDS) they received via disk. Automates some of the manual processes (such as pivot tables) that were required the old way | November 2007 |
| ✓ | RDS security upgrades | Increase security of the HR/SA warehouse data by applying security best practices (e.g. firewall rules, etc) | February 2008 |
| ✓ | Business Intelligence Tool – Phase 1 | Review BI tools, and test tools for creating Web reports from the data warehouse | January 2008 |