



**California State University, Chico**

**2007/2008  
Information Resources  
Performance Report**

**August 2008**

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## 2007/2008 Goals and Accomplishments

The following report highlights several of the many accomplishments achieved by Information Resources in FY 2007/08. They are presented as they relate to California State University, Chico Strategic Priorities.

### ***Strategic Priority 1***

Believing in the primacy of learning, we will continue to develop high-quality learning environments both inside and outside the classroom.

#### **Implemented key library system modules**

Library system end user improvements included introduction of federated searching across the university holdings. Additionally, back office processes including electronic ordering, and electronic resources management were streamlined and functions were integrated for increased efficiency.

- Complete technical services workflow analysis and database cleanup
- Re-engineered book acquisition process
- Introduced library electronic reserves search utility within the ReSEARCH Station

**See Appendix D – Library Annual Report**

### ***Strategic Priority 2***

Believing in the importance of faculty and staff, and their role in student success, we will continue to invest in faculty and staff development.

#### **Restructure IRES units and train staff to more effectively meet the needs of the campus**

Information Resources technical staff were reorganized to align complimentary activities and skill sets providing a more efficient support team.

- Operating system analyst reassigned to provide additional DBA support. Oracle training was provided
- Restructured Web development functions into design and development teams
- Ongoing training for all IRES technical staff to maintain currency

#### **Provide technology training for campus faculty and staff**

Security remains a high priority and in order to develop security awareness on campus, the Information Security Office (ISEC) offered classes covering multiple security topics.

- Delivered monthly New Employee Orientation security presentation as well as providing an information security course as a part of the Supervisory Certificate program
- Provided security awareness and vulnerability scanning tools training for campus technical staff

**See Appendix C – Information Security Office Status Report**

As part of the Chico model for enterprise systems, training continues to be funded for campus technical and functional staff participating on enterprise projects.

- Technical and functional staff attended security trainings, PeopleSoft training, Oracle training, CMS workshops, business intelligence tool training, data warehouse training, and operating system (Linux) training

**See Appendix E – Enterprise Technology Briefing Book**

### ***Strategic Priority 3***

Believing in the wise use of new technologies in learning and teaching, we will continue to provide the technology, the related training, and the support needed to create high quality learning environments both inside and outside of the classroom.

### **Develop descriptions, service level objectives, and performance metrics for the top 15 Information Services**

Information Resources is a service organization therefore performance must be measured against specific service goals. Since these services are integral to our strategic plan, we have incorporated service level objectives into the Action Plan process.

- Over 30 service level objectives were identified with their corresponding performance metrics
- Some of the metrics will appear in the 2007/2008 performance report, others we will begin to collect in July. The completed 2008/09 action plan with service level objectives will be appended to this year's performance report

**See Appendix B – Aligning with the Future 2008/2009 Action Plan**

### **Complete the transition to BlackBoard Vista and improve the quality of the Learning Management System learning environment**

Learning management technology plays a critical role in campus teaching and learning strategies. LMS improvements this year include:

- BlackBoard Vista system became the primary LMS allowing for single sign-on from the portal; Web CT retired
- Monitoring and reporting statistics for BlackBoard Vista were developed to allow better system management, including capacity planning, system stability measurement, and system utilization

### **Partner with stakeholders across the campus to improve and coordinate communication with prospective, current, and past students**

Leveraging communication technology is essential to all campus constituents. While we actively support software applications to work with current and prospective students, a critical focus this year was campus safety.

- Worked with campus stakeholders to evaluate, select, and procure a service to broadcast emergency messages/alerts. Developed a PeopleSoft self-service interface to allow faculty, staff, and students to sign up for the emergency notification system
- Continue to support prospective student communication by funding a Web-based contact management and communication system designed specifically for use within the campus enrollment management and/or admissions function

- Funded acquisition of Student Voice, a communication service which includes data collection tools (both on-line and mobile), specialized reporting platforms, and organizational modules for the execution of student assessment programs
- Developed plans for outsourcing student email to Gmail to improve services. Rollout scheduled for fall 2008

### **Update the campus Information Security Plan using industry standards in preparation for an upcoming audit and increase security on campus information systems**

The Information Security Office conducted a gap analysis of current information security practices against the ISO 17799 standard and gathered documentation from over 20 department managers in preparation for the Information Security Audit.

- Worked with departments to remove protected level one data from their servers and updated the server registration system to reflect changes in the level of data stored on campus servers
- Trained campus server administrators and rolled out an application to scan servers to identify vulnerabilities for remediation
- Developed a pilot system security risk report to better secure systems in preparation for the audit
- Improved current incident handling documentation to account for incident trends including account and Web application compromises

### **Complete the seven-year network infrastructure project (ITRP & TII) and implement free wireless service in the campus core**

In order to expand and manage the network to meet future expectations for voice, data, wireless, and video needs, we completed the following infrastructure projects:

- As part of ITRP 2, the Chancellors Office provided Chico with over 270 wireless access points to replace the current Cisco hardware. This year we deployed wireless access points according to the Wireless Project Plan Phase I to provide free wireless access for campus users. Developed a priority list of areas to deploy the new access points and coordinated with User Services to provide deployment schedule timelines
- Reviewed new construction infrastructure for adherence to campus standards and installed network electronics in the new Student Services Center
- Completed the TII network upgrade successfully and installed and activated new networking equipment in the ITRP funded buildings
- Implemented a sustainable funding model to provide support for network technology

### **Implement best practices for server and storage management to use our resources more effectively and improve reliability and availability**

- Completed server virtualization project. Procured VMWare as the solution for both Windows and Linux virtual environments, purchased hardware, and installed the virtualized environment. Approximately 40 servers were virtualized in the first year of the program, with a cost avoidance of over \$100,000 (based on difference between virtual server costs and physical server replacement costs)
- Implemented RedHat Satellite Server to improve patch management of RedHat Linux servers to ensure timely and accurate patching which enhances efficiency and reduces risk

- Moved to proactive server management with predictive hardware alerts and implemented log file management on both Windows and Linux servers to simplify and automate the searching and monitoring of server logs

### **Develop a Web governance process, redesign Chico's Web site, and begin implementation of a new Web content management system.**

This year we began a unified process for addressing Web Governance, University Web site redesign, uniform and improved Web management, and accessibility compliance. Specifically this year we:

- Established a Web Management Committee, Web Content Committee, and Web Design Team. Goals have been approved by the Web Management Committee and committees are at work
- Selected and implemented a new Web content management system
- Hired a lead Web Designer and lead Web ATI Coordinator. We have also hired a graphic Web design position and an ATI support position

### **Support campus assessment efforts and continue to develop the enterprise data warehouse for informed decision making and improved business processes**

Create an infrastructure for campus assessment efforts by developing data warehouse services that provide a wide range of decision support and operational data is critical in order to support the measurement of learning outcomes, progress to degree, and institutional effectiveness.

- Developed a hardware architecture to support combining financial, human resources, and student administration data into a single data warehouse. System designed to scale for inclusion of multiple campus data sources (e.g., alumni, foundation, health center, security, etc.)
- Collaborated with campus report developers to implement a standardized reporting model utilizing the MS Reporting Service. This business intelligence tool has been rapidly adopted by the developer community to produce reports that meet their operational needs
- Led a team of faculty, functional staff, and technical experts to develop the cost of instruction model by combining human resources, financial, and student administration data. Report utilizes salary and benefits data to allow colleges to analyze instructional costs
- Leader in collaborative effort with sister CSU campuses to assist their data warehouse development by providing data transformation schemas, table layouts and reporting models

# Performance Indicators/Assessment Report

## *Information Resources Performance Indicators*

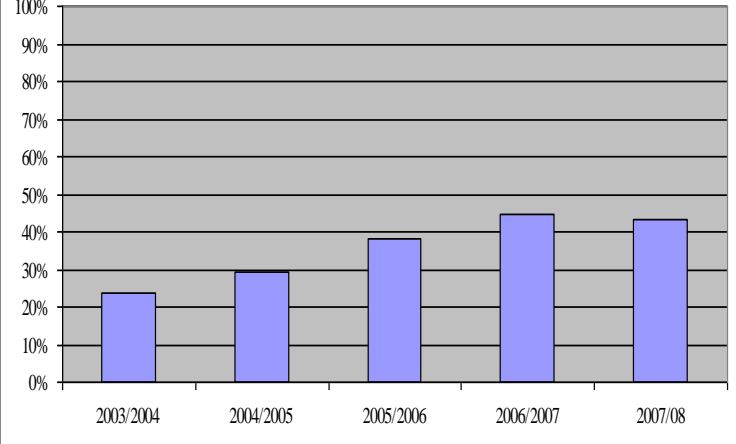
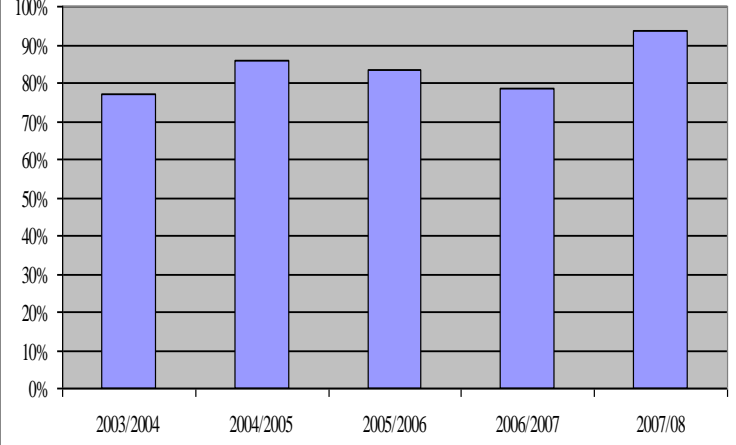
Information Resources collects data to respond to a number of surveys including the annual CSU Measures of Success survey (MOS), the CSU Annual Campus Technology survey, the Library Annual Statistics survey, the Educause Core Data survey, and the Greene Campus Computing Project. This year the Library also participated in LibQUAL +, a nationwide research and development project undertaken to define and measure library service quality across institutions. In addition to the Chancellor's Office and national technology surveys, Information Resources also performs biennial faculty and staff technology use and satisfaction surveys (spring of 1999, 2001, 2003, 2005, and 2007). A new survey will be administered spring 2009. Indicators have been identified from the data collected in the various surveys that provide performance assessment data for Information Resources.

Performance areas identified as supporting the Information Resources strategic plan, Aligning with the Future, Themes A-E include:

- Teaching and Learning – Theme A
  - Learning Management System Utilization
  - Library Resources
  - Library Utilization
- Information Literacy – Theme B
  - Literacy Training
- Learning Infrastructure – Theme C
  - Computer Hardware/Workstations
  - Technology Training
  - Network Performance
  - Smart Classrooms
- Enterprise Information Management Systems – Theme D
  - Security
  - Portal
- Information and Knowledge Management – Theme E
  - Enterprise Warehouse implementation

Assessment indicators have been identified for each performance area in the Action Plan and a subset of performance measures follows. These performance measures serve to demonstrate the importance of information technology in meeting the needs of the campus community through the delivery of support and services.

| <p align="center"><b>Theme A</b><br/><b>Teaching and Learning</b></p>  | <p align="center"><b>Indicators/ Measures</b></p>   |
|--|---|
| <p><b>Learning Management System</b><br/><i>Provide diverse learning environments that offer access anytime, anyplace, anyhow.</i></p> | <ol style="list-style-type: none"> <li>Utilization of Learning Management systems as measured by the percentage of “active” LMS course sections measured against all course sections (with enrollments) offered during the year.</li> <li>Utilization of the Learning Management Systems as measured by the number of unique faculty using the LMS measured against the number of instructional faculty.</li> </ol> |

| <p align="center"><b>Assessment/ Analysis</b></p>  | <p align="center"><b>Graphs</b></p>   |               |            |           |     |           |     |           |     |           |     |         |     |
|--|---|---------------|------------|-----------|-----|-----------|-----|-----------|-----|-----------|-----|---------|-----|
| <p>This last year has seen the final conversion of courses from WebCT to Blackboard Vista. 43% of active course sections utilize the Learning Management system.</p> <p>The percentage of courses utilizing the Learning Management System has dropped slightly. The small drop from 45% to 43% this academic year may be attributed to new capabilities in gathering statistics. New tools and functionality in the updated product should encourage faculty to utilize the LMS for more courses.</p> | <p align="center"><b>Utilization of Learning Management System</b><br/><b>Percentage of Course Sections in LMS</b></p>  <table border="1"> <caption>Utilization of Learning Management System - Percentage of Course Sections in LMS</caption> <thead> <tr> <th>Academic Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/2004</td> <td>24%</td> </tr> <tr> <td>2004/2005</td> <td>30%</td> </tr> <tr> <td>2005/2006</td> <td>39%</td> </tr> <tr> <td>2006/2007</td> <td>45%</td> </tr> <tr> <td>2007/08</td> <td>43%</td> </tr> </tbody> </table> | Academic Year | Percentage | 2003/2004 | 24% | 2004/2005 | 30% | 2005/2006 | 39% | 2006/2007 | 45% | 2007/08 | 43% |
| Academic Year  | Percentage  |               |            |           |     |           |     |           |     |           |     |         |     |
| 2003/2004  | 24%   |               |            |           |     |           |     |           |     |           |     |         |     |
| 2004/2005  | 30%   |               |            |           |     |           |     |           |     |           |     |         |     |
| 2005/2006  | 39%   |               |            |           |     |           |     |           |     |           |     |         |     |
| 2006/2007  | 45%   |               |            |           |     |           |     |           |     |           |     |         |     |
| 2007/08  | 43%   |               |            |           |     |           |     |           |     |           |     |         |     |
| <p>Information Resources has made progress on shifting faculty and students to Vista. This year 94% of faculty used the Learning Management System.</p> <p>The Learning Management System is a critical part of the Chico learning infrastructure. The new Blackboard Vista system provides more functionality and ease of use than the legacy system</p>  | <p align="center"><b>Utilization of the Learning Management System</b><br/><b>Percentage of Faculty Using LMS</b></p>  <table border="1"> <caption>Utilization of the Learning Management System - Percentage of Faculty Using LMS</caption> <thead> <tr> <th>Academic Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/2004</td> <td>77%</td> </tr> <tr> <td>2004/2005</td> <td>86%</td> </tr> <tr> <td>2005/2006</td> <td>84%</td> </tr> <tr> <td>2006/2007</td> <td>79%</td> </tr> <tr> <td>2007/08</td> <td>94%</td> </tr> </tbody> </table>  | Academic Year | Percentage | 2003/2004 | 77% | 2004/2005 | 86% | 2005/2006 | 84% | 2006/2007 | 79% | 2007/08 | 94% |
| Academic Year  | Percentage  |               |            |           |     |           |     |           |     |           |     |         |     |
| 2003/2004  | 77%   |               |            |           |     |           |     |           |     |           |     |         |     |
| 2004/2005  | 86%   |               |            |           |     |           |     |           |     |           |     |         |     |
| 2005/2006  | 84%   |               |            |           |     |           |     |           |     |           |     |         |     |
| 2006/2007  | 79%   |               |            |           |     |           |     |           |     |           |     |         |     |
| 2007/08  | 94%   |               |            |           |     |           |     |           |     |           |     |         |     |

| <p align="center"><b>Theme A</b><br/><b>Teaching and Learning</b></p>   | <p align="center"><b>Indicators/ Measures</b></p>  |
|---|--|
| <p><b>Library Resources</b><br/><i>Provide electronic resources in all formats to meet the teaching, learning, and research needs of the campus community</i></p> | <p>3. Use of Electronic Library Resources as measured by the total number of electronic journal searches performed and the total number of electronic articles reviewed.</p> <p>4. Annual circulation of library materials as compared to annual increase in holdings.</p> |

| <p align="center"><b>Assessment/ Analysis</b></p>  | <p align="center"><b>Graphs</b></p>   |               |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
|--|---|---------------|----------------|---------------|------|----------|----------|------|----------|----------|------|----------|------------|------|----------|------------|------|----------|------------|
| <p>Over one million electronic searches were performed with over 676,000 articles reviewed in 2007.</p> <p>The use of full-text resource searches continues to grow and the article views are very steady. A system wide priority is in place to increase the number of full-text databases available in the electronic core collection.</p>                                       | <p align="center"><b>Use of Electronic Resources</b></p> <table border="1"> <caption>Use of Electronic Resources Data</caption> <thead> <tr> <th>Year</th> <th>Total Searches</th> <th>Article Views</th> </tr> </thead> <tbody> <tr> <td>2003</td> <td>~320,000</td> <td>~630,000</td> </tr> <tr> <td>2004</td> <td>~500,000</td> <td>~850,000</td> </tr> <tr> <td>2005</td> <td>~580,000</td> <td>~1,020,000</td> </tr> <tr> <td>2006</td> <td>~580,000</td> <td>~1,020,000</td> </tr> <tr> <td>2007</td> <td>~680,000</td> <td>~1,080,000</td> </tr> </tbody> </table> | Year          | Total Searches | Article Views | 2003 | ~320,000 | ~630,000 | 2004 | ~500,000 | ~850,000 | 2005 | ~580,000 | ~1,020,000 | 2006 | ~580,000 | ~1,020,000 | 2007 | ~680,000 | ~1,080,000 |
| Year   | Total Searches  | Article Views |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| 2003   | ~320,000  | ~630,000      |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| 2004   | ~500,000  | ~850,000      |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| 2005   | ~580,000  | ~1,020,000    |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| 2006   | ~580,000  | ~1,020,000    |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| 2007   | ~680,000  | ~1,080,000    |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| <p>Borrowing of library materials continued to decline modestly. Differences were significant in the number of government documents and curriculum materials as electronic access to documents and K-12 resources are increasingly available electronically.</p> <p>About 8,500 fewer items were circulated from the main collection. 4701 books were added to the collection.</p> | <p align="center"><b>Library Circulation and Holdings</b></p> <table border="1"> <caption>Library Circulation and Holdings Data</caption> <thead> <tr> <th>Year</th> <th>Circulation</th> <th>Holdings</th> </tr> </thead> <tbody> <tr> <td>2003</td> <td>~200,000</td> <td>~750,000</td> </tr> <tr> <td>2004</td> <td>~200,000</td> <td>~950,000</td> </tr> <tr> <td>2005</td> <td>~180,000</td> <td>~950,000</td> </tr> <tr> <td>2006</td> <td>~160,000</td> <td>~950,000</td> </tr> <tr> <td>2007</td> <td>~110,000</td> <td>~950,000</td> </tr> </tbody> </table>     | Year          | Circulation    | Holdings      | 2003 | ~200,000 | ~750,000 | 2004 | ~200,000 | ~950,000 | 2005 | ~180,000 | ~950,000   | 2006 | ~160,000 | ~950,000   | 2007 | ~110,000 | ~950,000   |
| Year   | Circulation   | Holdings      |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| 2003   | ~200,000  | ~750,000      |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| 2004   | ~200,000  | ~950,000      |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| 2005   | ~180,000  | ~950,000      |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| 2006   | ~160,000  | ~950,000      |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |
| 2007   | ~110,000  | ~950,000      |                |               |      |          |          |      |          |          |      |          |            |      |          |            |      |          |            |

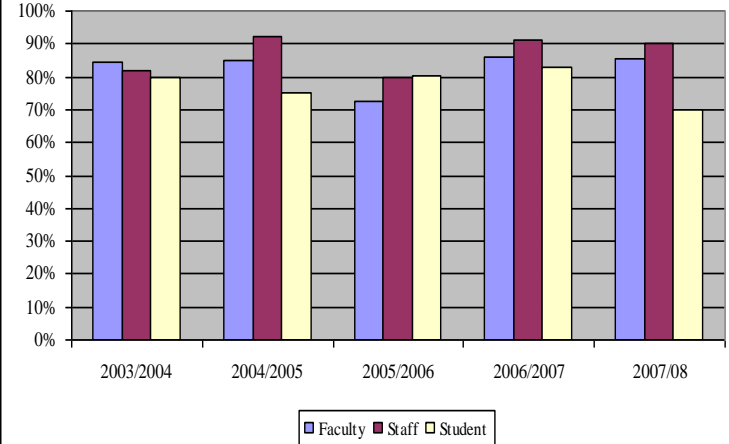
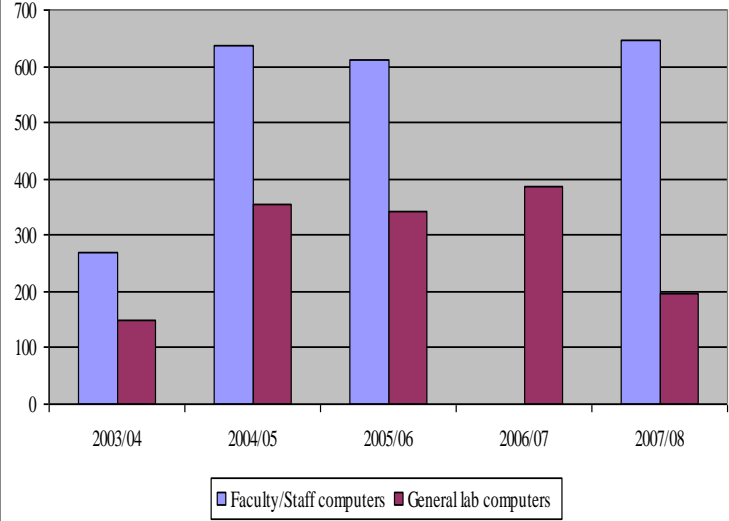
| Information Resources<br>Theme A   | Indicators/Assessment Instrument   |
|--|--|
| <p><b>Library Utilization</b></p> <p><i>Provide electronic resources in all formats to meet the teaching, learning, and research needs of the campus community</i></p> | <p>5. Use of Reserve materials, a comparison of electronic sources versus paper reserve materials.</p> <p>6. Interlibrary loan items borrowed from other libraries by Chico as measured by transactions in Pharos.</p> |

| Assessment/ Analysis   | Graphs  |            |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
|--|---|------------|---------------|------------|-----------|--------|--------|-----------|--------|--------|-----------|--------|--------|---------|--------|--------|---------|--------|--------|
| <p>Over the last few years the use of paper reserve materials has dropped in favor of electronic reserves. In addition, electronic reserves can provide more accessibility than traditional paper reserves. Over 71% of reserve materials use is now in electronic resources.</p> <p>Students are now able to access reserve materials via Blackboard Vista. Within the LMS, faculty can link students directly to online journals and articles which could account for the overall decrease in reserve use.</p> | <table border="1"> <caption>Use of Reserve Materials</caption> <thead> <tr> <th>Year</th> <th>Paper</th> <th>Electronic</th> </tr> </thead> <tbody> <tr> <td>2003/2004</td> <td>19,000</td> <td>51,000</td> </tr> <tr> <td>2004/2005</td> <td>18,000</td> <td>57,000</td> </tr> <tr> <td>2005/2006</td> <td>13,000</td> <td>53,000</td> </tr> <tr> <td>2006/07</td> <td>13,000</td> <td>47,000</td> </tr> <tr> <td>2007/08</td> <td>13,000</td> <td>34,000</td> </tr> </tbody> </table> | Year       | Paper         | Electronic | 2003/2004 | 19,000 | 51,000 | 2004/2005 | 18,000 | 57,000 | 2005/2006 | 13,000 | 53,000 | 2006/07 | 13,000 | 47,000 | 2007/08 | 13,000 | 34,000 |
| Year   | Paper   | Electronic |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| 2003/2004  | 19,000  | 51,000     |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| 2004/2005  | 18,000  | 57,000     |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| 2005/2006  | 13,000  | 53,000     |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| 2006/07  | 13,000  | 47,000     |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| 2007/08  | 13,000  | 34,000     |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| <p>Interlibrary loan transactions increased slightly with over 8,000 items borrowed from system wide sources.</p> <p>The use of interlibrary loan services seems to be unaffected but the rise of electronic journal use. This may change as the number of full-text databases available in the electronic core collection continues to grow.</p>  | <table border="1"> <caption>Borrowing from Other Libraries for Chico Community</caption> <thead> <tr> <th>Year</th> <th>ILL Borrowing</th> </tr> </thead> <tbody> <tr> <td>2003</td> <td>7,180</td> </tr> <tr> <td>2004</td> <td>7,300</td> </tr> <tr> <td>2005</td> <td>8,050</td> </tr> <tr> <td>2006</td> <td>7,980</td> </tr> <tr> <td>2007</td> <td>8,150</td> </tr> </tbody> </table>   | Year       | ILL Borrowing | 2003       | 7,180     | 2004   | 7,300  | 2005      | 8,050  | 2006   | 7,980     | 2007   | 8,150  |         |        |        |         |        |        |
| Year   | ILL Borrowing   |            |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| 2003   | 7,180   |            |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| 2004   | 7,300   |            |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| 2005   | 8,050   |            |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| 2006   | 7,980   |            |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |
| 2007   | 8,150   |            |               |            |           |        |        |           |        |        |           |        |        |         |        |        |         |        |        |

| Information Resources<br>Theme B  | Indicators/ Measures  |
|---|---|
| <p><b>Information Literacy</b><br/><i>Incorporate fundamental literacy skills and concepts into the first year experience and facilitate integration of information literacy into academic programs</i></p> | <p>7. Information Literacy sections either specialized or as a component to University 101.<br/>8. The number of students instructed in Information Literacy either in specialized course or included as part of their University 101 course content.</p> |

| Assessment/ Analysis   | Graphs   |      |                               |           |      |           |      |           |      |           |      |           |      |
|--|--|------|-------------------------------|-----------|------|-----------|------|-----------|------|-----------|------|-----------|------|
| <p>Librarians presented 269 specialized lectures as well as information literacy lectures to sections of University 101 students. Each UNIV 101 section has a two lecture series on information literacy integrated into the curriculum to reinforce learning.</p> <p>Currently there are six information literacy goals addressed through librarian lectures and by the instructors of record. A UNIV101 Blackboard Vista page for instructors has been developed including an information literacy module providing support materials for instruction on information literacy.</p> | <p style="text-align: center;"><b>Information Literacy Sessions</b></p> <table border="1"> <caption>Information Literacy Sessions Data</caption> <thead> <tr> <th>Year</th> <th>Information Literacy Sessions</th> </tr> </thead> <tbody> <tr> <td>2003/2004</td> <td>210</td> </tr> <tr> <td>2004/2005</td> <td>275</td> </tr> <tr> <td>2005/2006</td> <td>270</td> </tr> <tr> <td>2006/2007</td> <td>250</td> </tr> <tr> <td>2007/2008</td> <td>230</td> </tr> </tbody> </table> | Year | Information Literacy Sessions | 2003/2004 | 210  | 2004/2005 | 275  | 2005/2006 | 270  | 2006/2007 | 250  | 2007/2008 | 230  |
| Year   | Information Literacy Sessions  |      |                               |           |      |           |      |           |      |           |      |           |      |
| 2003/2004  | 210  |      |                               |           |      |           |      |           |      |           |      |           |      |
| 2004/2005  | 275  |      |                               |           |      |           |      |           |      |           |      |           |      |
| 2005/2006  | 270  |      |                               |           |      |           |      |           |      |           |      |           |      |
| 2006/2007  | 250  |      |                               |           |      |           |      |           |      |           |      |           |      |
| 2007/2008  | 230  |      |                               |           |      |           |      |           |      |           |      |           |      |
| <p>Over 5,400 students received instruction on Information Literacy through the Library Instruction Program.</p> <p>The drop in student participation to an extent reflects the drop in numbers of librarians available to present workshops.</p>  | <p style="text-align: center;"><b>Information Literacy Program</b></p> <table border="1"> <caption>Information Literacy Program Data</caption> <thead> <tr> <th>Year</th> <th>Students Instructed</th> </tr> </thead> <tbody> <tr> <td>2003/2004</td> <td>5800</td> </tr> <tr> <td>2004/2005</td> <td>7600</td> </tr> <tr> <td>2005/2006</td> <td>6900</td> </tr> <tr> <td>2006/2007</td> <td>6800</td> </tr> <tr> <td>2007/2008</td> <td>5400</td> </tr> </tbody> </table>        | Year | Students Instructed           | 2003/2004 | 5800 | 2004/2005 | 7600 | 2005/2006 | 6900 | 2006/2007 | 6800 | 2007/2008 | 5400 |
| Year   | Students Instructed  |      |                               |           |      |           |      |           |      |           |      |           |      |
| 2003/2004  | 5800   |      |                               |           |      |           |      |           |      |           |      |           |      |
| 2004/2005  | 7600   |      |                               |           |      |           |      |           |      |           |      |           |      |
| 2005/2006  | 6900   |      |                               |           |      |           |      |           |      |           |      |           |      |
| 2006/2007  | 6800   |      |                               |           |      |           |      |           |      |           |      |           |      |
| 2007/2008  | 5400   |      |                               |           |      |           |      |           |      |           |      |           |      |

| Information Resources<br>Theme C  | Indicators/ Measures  |
|---|---|
| <p><b>Learning Infrastructure</b></p> <p><i>Computing Hardware/workstations: Guarantee faculty, students, and staff access to secure, maintainable networked personal computing device.</i></p> | <p>9. Quality of faculty, staff, and student workstations on campus compared to Integrated Technology Strategy (ITS) baseline standards. Hardware and software are current and meet standards if they are purchased three years prior to the end of the reporting period.</p> <p>10. Number of faculty/staff and student (central lab) computers purchased.</p> |

| Assessment/ Analysis  | Graphs   |                       |                         |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
|---|--|-----------------------|-------------------------|-----------------------|-------------|-----------|-----|---------|-----|-----------|---------|-----|-----|-----------|-----|-----|---------|-----------|-----|----|----|---------|----|----|----|
| <p>86% of faculty workstations, 90% of staff workstations, and 73% of centrally provided student workstations meet or exceed the current system wide ITS baseline standards.</p> <p>The campus refresh of computers was limited due to a decrease in funding (one-time dollars) which would account for the decrease in centralized lab workstations currency. Continued scarcity of funding will result in lower standards on faculty and staff machines in the future.</p>                        | <p style="text-align: center;"><b>Quality of Workstations Based on ITS Baseline Standards</b></p>  <table border="1"> <caption>Quality of Workstations Based on ITS Baseline Standards</caption> <thead> <tr> <th>Year</th> <th>Faculty (%)</th> <th>Staff (%)</th> <th>Student (%)</th> </tr> </thead> <tbody> <tr> <td>2003/2004</td> <td>86</td> <td>82</td> <td>80</td> </tr> <tr> <td>2004/2005</td> <td>86</td> <td>92</td> <td>75</td> </tr> <tr> <td>2005/2006</td> <td>73</td> <td>80</td> <td>80</td> </tr> <tr> <td>2006/2007</td> <td>86</td> <td>92</td> <td>83</td> </tr> <tr> <td>2007/08</td> <td>86</td> <td>90</td> <td>70</td> </tr> </tbody> </table> | Year                  | Faculty (%)             | Staff (%)             | Student (%) | 2003/2004 | 86  | 82      | 80  | 2004/2005 | 86      | 92  | 75  | 2005/2006 | 73  | 80  | 80      | 2006/2007 | 86  | 92 | 83 | 2007/08 | 86 | 90 | 70 |
| Year  | Faculty (%)  | Staff (%)             | Student (%)             |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| 2003/2004   | 86   | 82                    | 80                      |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| 2004/2005   | 86   | 92                    | 75                      |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| 2005/2006   | 73   | 80                    | 80                      |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| 2006/2007   | 86   | 92                    | 83                      |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| 2007/08   | 86   | 90                    | 70                      |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| <p>Purchased 646 faculty/staff computers this year (2006/07 figures not available) and 196 central lab computers. Purchase of lab computers was approximately 100 less than normal for the three years previous.</p> <p>Lab computer purchases are down this year which could explain why the currency percentage has decreased. Data suggests that many students are bringing their own computers (laptops) to campus and demand for wireless connections (8991 wireless users) has increased.</p> | <p style="text-align: center;"><b>Number of Computers Purchased</b></p>  <table border="1"> <caption>Number of Computers Purchased</caption> <thead> <tr> <th>Year</th> <th>Faculty/Staff computers</th> <th>General lab computers</th> </tr> </thead> <tbody> <tr> <td>2003/04</td> <td>270</td> <td>150</td> </tr> <tr> <td>2004/05</td> <td>640</td> <td>350</td> </tr> <tr> <td>2005/06</td> <td>610</td> <td>340</td> </tr> <tr> <td>2006/07</td> <td>646</td> <td>390</td> </tr> <tr> <td>2007/08</td> <td>646</td> <td>196</td> </tr> </tbody> </table>   | Year                  | Faculty/Staff computers | General lab computers | 2003/04     | 270       | 150 | 2004/05 | 640 | 350       | 2005/06 | 610 | 340 | 2006/07   | 646 | 390 | 2007/08 | 646       | 196 |    |    |         |    |    |    |
| Year  | Faculty/Staff computers  | General lab computers |                         |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| 2003/04   | 270  | 150                   |                         |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| 2004/05   | 640  | 350                   |                         |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| 2005/06   | 610  | 340                   |                         |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| 2006/07   | 646  | 390                   |                         |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |
| 2007/08   | 646  | 196                   |                         |                       |             |           |     |         |     |           |         |     |     |           |     |     |         |           |     |    |    |         |    |    |    |

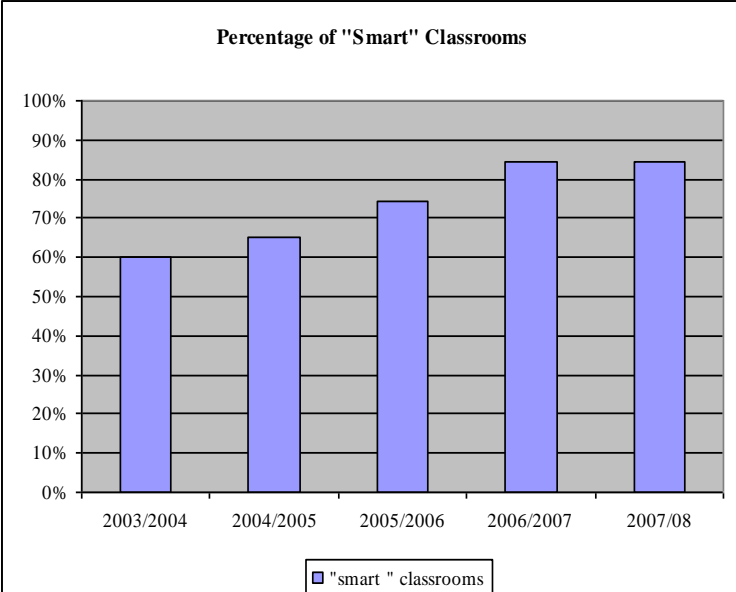
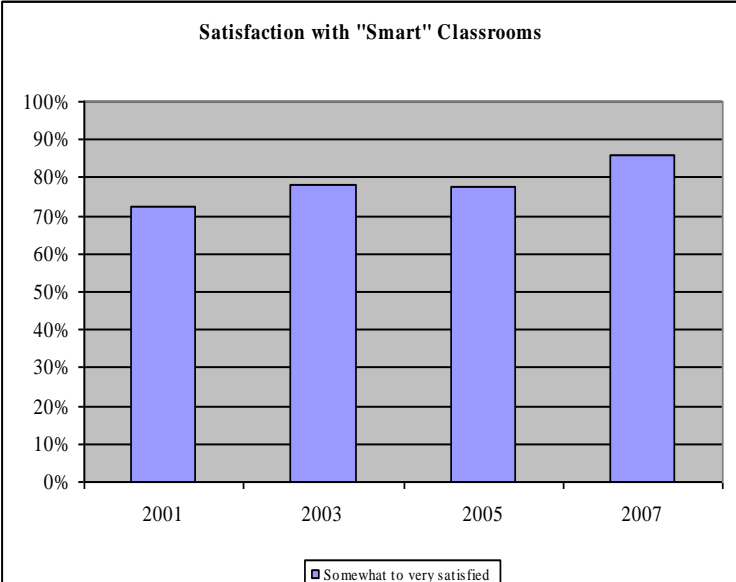
| Information Resources<br>Theme C   | Indicators/ Measures  |
|--|---|
| <p><b>Learning Infrastructure</b></p> <p><i>Training and Support: Invest in faculty and staff by providing technology training...Provide software, hardware, and networking support for faculty, staff, and students</i></p> | <p>11. Instructor-led information technology courses provided to faculty and staff on campus.</p> <p>12. Participants in information technology courses provided on campus.</p> |

| Assessment/ Analysis   | Graphs   |       |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
|--|--|-------|---------|-------|---------|-----|-----|---------|----|-----|---------|-----|-----|---------|-----|-----|---------|-----|-----|
| <p>Over 200 technology courses were provided for faculty and 78 courses were offered to staff. Faculty courses include training on the Learning Mgmt System as well as others provided by TLP. Additional courses were offered to all campus staff on use of desktop tools, CMS/PeopleSoft, and Web authoring.</p> <p>Technology training on campus ranges from LMS and instructional design training for faculty to PeopleSoft courses, office productivity tools, and Web design classes for faculty/staff. Fewer PeopleSoft trainings were offered this year as the system matures.</p> | <p style="text-align: center;"><b>Instructor-Led Technology Courses</b></p> <table border="1"> <caption>Instructor-Led Technology Courses</caption> <thead> <tr> <th>Year</th> <th>Faculty</th> <th>Staff</th> </tr> </thead> <tbody> <tr> <td>2003/04</td> <td>125</td> <td>110</td> </tr> <tr> <td>2004/05</td> <td>50</td> <td>130</td> </tr> <tr> <td>2005/06</td> <td>165</td> <td>115</td> </tr> <tr> <td>2006/07</td> <td>255</td> <td>90</td> </tr> <tr> <td>2007/08</td> <td>230</td> <td>80</td> </tr> </tbody> </table> | Year  | Faculty | Staff | 2003/04 | 125 | 110 | 2004/05 | 50 | 130 | 2005/06 | 165 | 115 | 2006/07 | 255 | 90  | 2007/08 | 230 | 80  |
| Year   | Faculty  | Staff |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| 2003/04  | 125  | 110   |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| 2004/05  | 50   | 130   |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| 2005/06  | 165  | 115   |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| 2006/07  | 255  | 90    |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| 2007/08  | 230  | 80    |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| <p>Over 580 faculty and 200 staff attended technology training on campus in topics noted above this year.</p> <p>As faculty become more familiar with the new LMS, participation in courses and the number of courses has decreased. CMS/PeopleSoft modules in use have not changed significantly this year requiring less training for staff to remain current.</p>   | <p style="text-align: center;"><b>Participants in IT Courses</b></p> <table border="1"> <caption>Participants in IT Courses</caption> <thead> <tr> <th>Year</th> <th>Faculty</th> <th>Staff</th> </tr> </thead> <tbody> <tr> <td>2003/04</td> <td>220</td> <td>210</td> </tr> <tr> <td>2004/05</td> <td>80</td> <td>550</td> </tr> <tr> <td>2005/06</td> <td>660</td> <td>410</td> </tr> <tr> <td>2006/07</td> <td>900</td> <td>260</td> </tr> <tr> <td>2007/08</td> <td>580</td> <td>200</td> </tr> </tbody> </table>             | Year  | Faculty | Staff | 2003/04 | 220 | 210 | 2004/05 | 80 | 550 | 2005/06 | 660 | 410 | 2006/07 | 900 | 260 | 2007/08 | 580 | 200 |
| Year   | Faculty  | Staff |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| 2003/04  | 220  | 210   |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| 2004/05  | 80   | 550   |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| 2005/06  | 660  | 410   |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| 2006/07  | 900  | 260   |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |
| 2007/08  | 580  | 200   |         |       |         |     |     |         |    |     |         |     |     |         |     |     |         |     |     |

| Information Resources<br>Theme C  | Indicators/ Measures   |
|---|--|
| <p><b>Learning Infrastructure</b></p> <p><i>Network Performance: Expand and manage the network to meet future expectations for voice, data, wireless, and video needs</i></p> | <p>13. Wireless access measured across campus.</p> <p>14. Network reliability is indicated by the amount of time the network is available or “uptime”. This measure includes planned and unplanned downtime.</p> |

| Assessment/ Analysis  | Graphs   |         |                      |            |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
|---|--|---------|----------------------|------------|-------------|------------|-----------|-----------|--------|-----------|--------|-----------|--------|------|-----|-----|-----------|-----|------|-----|------|---------|------|------|-----|------|---------|------|------|-----|------|
| <p>Wireless network coverage is in high demand campus wide and Chico is committed to implementing the wireless portion of the ITRP project. The initial phase of the project replaced outdated wireless infrastructure and rolled out new access points.</p> <p>The roll out is projected to be completed during the Spring of 2009. The goal is to provide wireless coverage for 95% of state buildings while providing a flexible platform for delivery of secure and differentiated wireless services.</p> | <p><b>Campus Wireless Access</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Instructional Spaces</th> <th>Library</th> <th>Dormitories</th> <th>Open Space</th> </tr> </thead> <tbody> <tr> <td>2003/2004</td> <td>~1%</td> <td>70%</td> <td>~1%</td> <td>~1%</td> </tr> <tr> <td>2004/2005</td> <td>~5%</td> <td>~95%</td> <td>~5%</td> <td>~1%</td> </tr> <tr> <td>2005/2006</td> <td>~7%</td> <td>~95%</td> <td>~5%</td> <td>~25%</td> </tr> <tr> <td>2006/07</td> <td>~10%</td> <td>~95%</td> <td>~5%</td> <td>~50%</td> </tr> <tr> <td>2007/08</td> <td>~15%</td> <td>~95%</td> <td>~5%</td> <td>~50%</td> </tr> </tbody> </table> | Year    | Instructional Spaces | Library    | Dormitories | Open Space | 2003/2004 | ~1%       | 70%    | ~1%       | ~1%    | 2004/2005 | ~5%    | ~95% | ~5% | ~1% | 2005/2006 | ~7% | ~95% | ~5% | ~25% | 2006/07 | ~10% | ~95% | ~5% | ~50% | 2007/08 | ~15% | ~95% | ~5% | ~50% |
| Year  | Instructional Spaces   | Library | Dormitories          | Open Space |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| 2003/2004   | ~1%  | 70%     | ~1%                  | ~1%        |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| 2004/2005   | ~5%  | ~95%    | ~5%                  | ~1%        |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| 2005/2006   | ~7%  | ~95%    | ~5%                  | ~25%       |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| 2006/07   | ~10%   | ~95%    | ~5%                  | ~50%       |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| 2007/08   | ~15%   | ~95%    | ~5%                  | ~50%       |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| <p>Network uptime was 0.9979 during the past year. Core services and access to the Internet had very high availability.</p> <p>The new equipment installed as part of the Technology Infrastructure Initiative (TII/ITRP) allows for more uptime (reliability) now that installation is essentially complete. Chico is meeting its target for network reliability of .999</p>   | <p><b>Network Uptime</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Uptime</th> </tr> </thead> <tbody> <tr> <td>2003/2004</td> <td>0.9966</td> </tr> <tr> <td>2004/2005</td> <td>0.9979</td> </tr> <tr> <td>2005/2006</td> <td>0.9866</td> </tr> <tr> <td>2006/2007</td> <td>0.9886</td> </tr> <tr> <td>2007/08</td> <td>0.9966</td> </tr> </tbody> </table>  | Year    | Uptime               | 2003/2004  | 0.9966      | 2004/2005  | 0.9979    | 2005/2006 | 0.9866 | 2006/2007 | 0.9886 | 2007/08   | 0.9966 |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| Year  | Uptime   |         |                      |            |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| 2003/2004   | 0.9966   |         |                      |            |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| 2004/2005   | 0.9979   |         |                      |            |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| 2005/2006   | 0.9866   |         |                      |            |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| 2006/2007   | 0.9886   |         |                      |            |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |
| 2007/08   | 0.9966   |         |                      |            |             |            |           |           |        |           |        |           |        |      |     |     |           |     |      |     |      |         |      |      |     |      |         |      |      |     |      |

| Information Resources<br>Theme C   | Indicators/ Measures   |
|--|--|
| <p><b>Learning Infrastructure</b></p> <p><i>Smart Classrooms: Provide reliable and quality classroom technology that meets the needs of the students and faculty</i></p> | <p>15. Percentage of centrally scheduled classrooms that are considered “Smart” classrooms (equipped to support the use of multimedia instructional resources based on ITS baseline standards).</p> <p>16. Satisfaction with “Smart” classrooms as measured through the spring 2007 Faculty Technology survey.</p> |

| Assessment/ Analysis  | Graphs   |      |            |           |     |           |     |           |     |           |     |         |     |
|---|--|------|------------|-----------|-----|-----------|-----|-----------|-----|-----------|-----|---------|-----|
| <p>There are 98 centrally scheduled “Smart” classrooms or approximately 84% of ITS baseline standard defined centrally scheduled classroom space is considered mediated.</p> <p>Chico focused on refreshing the “Smart” classrooms and mediation of the new Student Services Center this year. Thus no new centrally scheduled classrooms were added.</p> | <p style="text-align: center;"><b>Percentage of "Smart" Classrooms</b></p>  <table border="1"> <caption>Percentage of "Smart" Classrooms</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2003/2004</td> <td>60%</td> </tr> <tr> <td>2004/2005</td> <td>65%</td> </tr> <tr> <td>2005/2006</td> <td>75%</td> </tr> <tr> <td>2006/2007</td> <td>84%</td> </tr> <tr> <td>2007/08</td> <td>84%</td> </tr> </tbody> </table> | Year | Percentage | 2003/2004 | 60% | 2004/2005 | 65% | 2005/2006 | 75% | 2006/2007 | 84% | 2007/08 | 84% |
| Year  | Percentage   |      |            |           |     |           |     |           |     |           |     |         |     |
| 2003/2004   | 60%  |      |            |           |     |           |     |           |     |           |     |         |     |
| 2004/2005   | 65%  |      |            |           |     |           |     |           |     |           |     |         |     |
| 2005/2006   | 75%  |      |            |           |     |           |     |           |     |           |     |         |     |
| 2006/2007   | 84%  |      |            |           |     |           |     |           |     |           |     |         |     |
| 2007/08   | 84%  |      |            |           |     |           |     |           |     |           |     |         |     |
| <p>Faculty satisfaction with “Smart” classrooms is high as more lecture spaces are converted. Last year over 85% of faculty surveyed responded that they are somewhat to very satisfied with “Smart” classrooms.</p> <p>Demand for “Smart” classroom space remains high with interest expressed in converting labs and conference spaces.</p>             | <p style="text-align: center;"><b>Satisfaction with "Smart" Classrooms</b></p>  <table border="1"> <caption>Satisfaction with "Smart" Classrooms</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2001</td> <td>72%</td> </tr> <tr> <td>2003</td> <td>78%</td> </tr> <tr> <td>2005</td> <td>78%</td> </tr> <tr> <td>2007</td> <td>85%</td> </tr> </tbody> </table>   | Year | Percentage | 2001      | 72% | 2003      | 78% | 2005      | 78% | 2007      | 85% |         |     |
| Year  | Percentage   |      |            |           |     |           |     |           |     |           |     |         |     |
| 2001  | 72%  |      |            |           |     |           |     |           |     |           |     |         |     |
| 2003  | 78%  |      |            |           |     |           |     |           |     |           |     |         |     |
| 2005  | 78%  |      |            |           |     |           |     |           |     |           |     |         |     |
| 2007  | 85%  |      |            |           |     |           |     |           |     |           |     |         |     |

| Information Resources<br>Theme D   | Indicators/ Measures   |
|--|--|
| <p><b>Enterprise Information Management Systems</b></p> <p><i>Security: Establish comprehensive data and technology standards supporting secure academic and administrative activities</i></p> | <p>17. Security training information tracked by the Security Office.</p> <p>18. Border firewall exemptions. Measures protection from unauthorized access through the network from outside of the campus.</p> |

| Assessment/ Analysis  | Graphs  |  |  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
|---|---|--|--|--|--|-----------|-------------------|--|----|---------|----------------------|-----|-----|--------------------|-----|-----|-------------------------|----|----|-----------------------------------|----|----|-----------------------------------|---|-----|--------------|------------|------------|
| <p>The Information Security Office developed and delivered a security course as a part of the Supervisory Certificate program as well as a security message for the New Hire orientations. In addition, they facilitated two System Security meetings to discuss risk management and security strategies and best practice resources available to campus. Training courses were offered to campus technical staff to support the implementation of the McAfee Foundstone Vulnerability Management tool.</p> | <table border="1"> <thead> <tr> <th colspan="3" data-bbox="683 663 1412 709">Information Security Training</th> </tr> <tr> <th data-bbox="683 751 1166 783">Event Type</th> <th data-bbox="1166 751 1328 783">Attendees</th> <th data-bbox="1328 709 1412 783">Total Time (mins)</th> </tr> </thead> <tbody> <tr> <td data-bbox="683 814 1166 846">Protect Campus from Cyber Threats Course</td> <td data-bbox="1166 814 1328 846">33</td> <td data-bbox="1328 814 1412 846">180</td> </tr> <tr> <td data-bbox="683 888 1166 919">New Hire Orientation</td> <td data-bbox="1166 888 1328 919">80</td> <td data-bbox="1328 888 1412 919">165</td> </tr> <tr> <td data-bbox="683 961 1166 993">Security Processes</td> <td data-bbox="1166 961 1328 993">11</td> <td data-bbox="1328 961 1412 993">270</td> </tr> <tr> <td data-bbox="683 1024 1166 1056">Server Manager Meetings</td> <td data-bbox="1166 1024 1328 1056">38</td> <td data-bbox="1328 1024 1412 1056">90</td> </tr> <tr> <td data-bbox="683 1087 1166 1119">Web Application Security Meetings</td> <td data-bbox="1166 1087 1328 1119">30</td> <td data-bbox="1328 1087 1412 1119">90</td> </tr> <tr> <td data-bbox="683 1150 1166 1182">Vulnerability Management Training</td> <td data-bbox="1166 1150 1328 1182">8</td> <td data-bbox="1328 1150 1412 1182">180</td> </tr> <tr> <td data-bbox="1101 1192 1412 1224"><b>Total</b></td> <td data-bbox="1166 1192 1328 1224"><b>200</b></td> <td data-bbox="1328 1192 1412 1224"><b>975</b></td> </tr> </tbody> </table> | Information Security Training                |  |  | Event Type                               | Attendees | Total Time (mins) | Protect Campus from Cyber Threats Course | 33 | 180     | New Hire Orientation | 80  | 165 | Security Processes | 11  | 270 | Server Manager Meetings | 38 | 90 | Web Application Security Meetings | 30 | 90 | Vulnerability Management Training | 8 | 180 | <b>Total</b> | <b>200</b> | <b>975</b> |
| Information Security Training   |   |  |  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| Event Type  | Attendees   | Total Time (mins)                            |  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| Protect Campus from Cyber Threats Course  | 33  | 180  |  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| New Hire Orientation  | 80  | 165  |  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| Security Processes  | 11  | 270  |  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| Server Manager Meetings   | 38  | 90   |  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| Web Application Security Meetings   | 30  | 90   |  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| Vulnerability Management Training   | 8   | 180  |  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| <b>Total</b>  | <b>200</b>  | <b>975</b>                                   |  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| <p>Over 50 additional servers had well-defined firewall rules implemented this year. The goal is to have all identified network servers implement the border firewall to prevent unauthorized intrusion from the Internet.</p> <p>In 2007/2008 we continued to analyze border firewall exceptions and made significant progress to either eliminate exceptions or build rules which open only pinholes in the firewall.</p>   | <table border="1"> <caption>Firewall Exceptions Data</caption> <thead> <tr> <th>Year</th> <th>Servers Protected by the Border Firewall</th> <th>Servers Not Protected by the Border Firewall</th> <th>Servers with Well Defined Firewall Rules</th> </tr> </thead> <tbody> <tr> <td>2005/06</td> <td>225</td> <td>233</td> <td>0</td> </tr> <tr> <td>2006/07</td> <td>325</td> <td>135</td> <td>50</td> </tr> <tr> <td>2007/08</td> <td>336</td> <td>93</td> <td>101</td> </tr> </tbody> </table>   | Year   | Servers Protected by the Border Firewall | Servers Not Protected by the Border Firewall | Servers with Well Defined Firewall Rules | 2005/06   | 225               | 233                                      | 0  | 2006/07 | 325                  | 135 | 50  | 2007/08            | 336 | 93  | 101                     |    |    |                                   |    |    |                                   |   |     |              |            |            |
| Year  | Servers Protected by the Border Firewall  | Servers Not Protected by the Border Firewall | Servers with Well Defined Firewall Rules |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| 2005/06   | 225   | 233  | 0  |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| 2006/07   | 325   | 135  | 50                                       |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |
| 2007/08   | 336   | 93   | 101                                      |  |  |           |                   |  |    |         |                      |     |     |                    |     |     |                         |    |    |                                   |    |    |                                   |   |     |              |            |            |

| Information Resources<br>Theme D  | Indicators/ Measures   |
|---|--|
| <p><b>Enterprise Information Management Systems</b></p> <p><i>Deliver a portal and pathways to guide users to relevant teaching, learning, and business resources</i></p> <p><i>Expand Web based technologies to enable self service functionality for campus administrative and student activities</i></p> | <p>19. Portal Usage measured by number of unique logins aggregated by day and the total number of logins for the year.</p> <p>20. Portal availability as measured by uptime of the portal application.</p> |

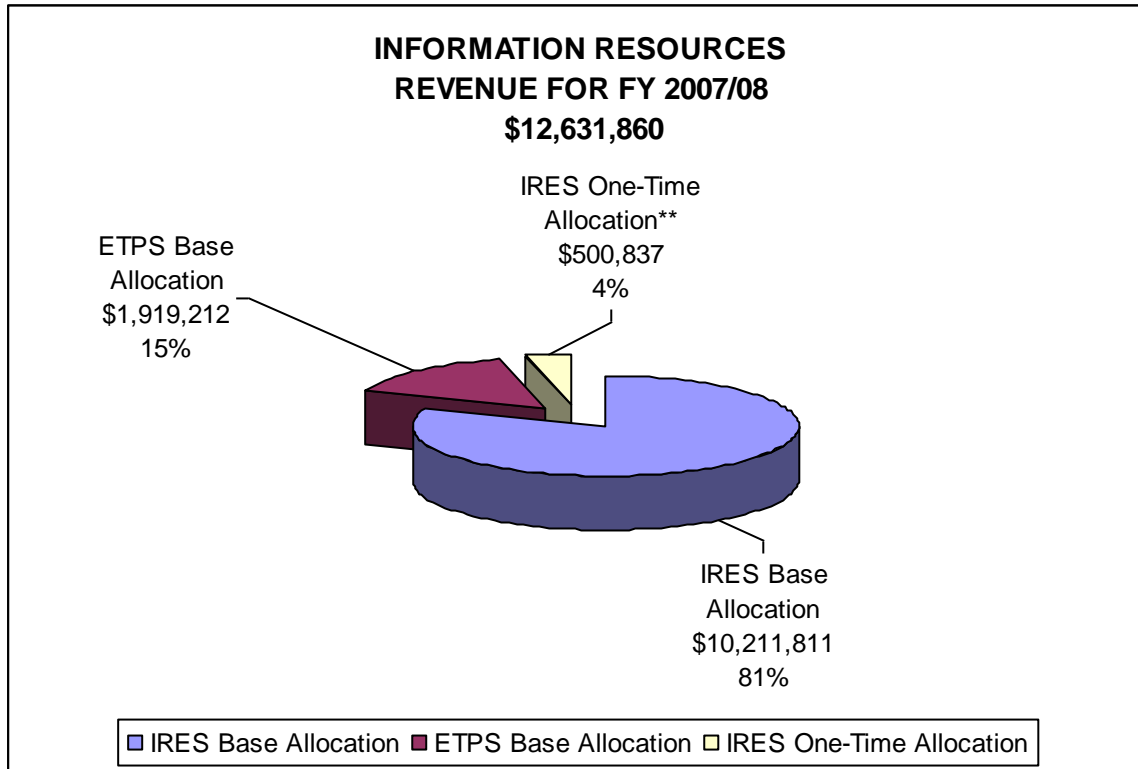
| Assessment/ Analysis   | Graphs  |              |                                   |              |           |            |            |         |            |            |         |            |            |
|--|---|--------------|-----------------------------------|--------------|-----------|------------|------------|---------|------------|------------|---------|------------|------------|
| <p>Portal usage continues to grow as self-service opportunities expand. Students and faculty enter the learning management system for coursework, faculty download class rosters and upload grades to CMS/PeopleSoft, and employees view their payroll and benefits information through the portal.</p> <p>The Chico State Connection portal is the gateway to self-service functionality for faculty, staff, and students. Usage is expected to increase and new tools are being implemented to monitor most used features.</p> | <p style="text-align: center;"><b>Portal Usage</b></p> <table border="1"> <caption>Portal Usage Data</caption> <thead> <tr> <th>Year</th> <th>Unique Logins (aggregated by day)</th> <th>Total Logins</th> </tr> </thead> <tbody> <tr> <td>2005/2006</td> <td>~1,900,000</td> <td>~3,400,000</td> </tr> <tr> <td>2006/07</td> <td>~2,200,000</td> <td>~4,100,000</td> </tr> <tr> <td>2007/08</td> <td>~2,400,000</td> <td>~4,400,000</td> </tr> </tbody> </table> | Year         | Unique Logins (aggregated by day) | Total Logins | 2005/2006 | ~1,900,000 | ~3,400,000 | 2006/07 | ~2,200,000 | ~4,100,000 | 2007/08 | ~2,400,000 | ~4,400,000 |
| Year   | Unique Logins (aggregated by day)   | Total Logins |                                   |              |           |            |            |         |            |            |         |            |            |
| 2005/2006  | ~1,900,000  | ~3,400,000   |                                   |              |           |            |            |         |            |            |         |            |            |
| 2006/07  | ~2,200,000  | ~4,100,000   |                                   |              |           |            |            |         |            |            |         |            |            |
| 2007/08  | ~2,400,000  | ~4,400,000   |                                   |              |           |            |            |         |            |            |         |            |            |
| <p>The Chico State Connection Portal is highly available to the users with uptime this year of 99.97%</p> <p>A major self-service application will be added this year when employees begin using the portal to access their online timecard for reporting absences. As more self-service and links to additional resources are provided through the portal, it is imperative that the application is available on demand.</p>  | <p style="text-align: center;"><b>Portal Availability</b></p> <table border="1"> <caption>Portal Availability Data</caption> <thead> <tr> <th>Year</th> <th>Portal Availability</th> </tr> </thead> <tbody> <tr> <td>2005/2006</td> <td>~99.95%</td> </tr> <tr> <td>2006/07</td> <td>100.00%</td> </tr> <tr> <td>2007/08</td> <td>~99.97%</td> </tr> </tbody> </table>  | Year         | Portal Availability               | 2005/2006    | ~99.95%   | 2006/07    | 100.00%    | 2007/08 | ~99.97%    |            |         |            |            |
| Year   | Portal Availability   |              |                                   |              |           |            |            |         |            |            |         |            |            |
| 2005/2006  | ~99.95%   |              |                                   |              |           |            |            |         |            |            |         |            |            |
| 2006/07  | 100.00%   |              |                                   |              |           |            |            |         |            |            |         |            |            |
| 2007/08  | ~99.97%   |              |                                   |              |           |            |            |         |            |            |         |            |            |

| Information Resources<br>Theme E   | Indicators/ Measures  |
|--|---|
| <p><b>Knowledge Management</b></p> <p><i>Enterprise Warehouse: Implement integrated technologies for decision support to assure institutional accountability and facilitate data-driven analysis...that provide timely and straightforward access to data and reports...</i></p> | <p>21. Enterprise data warehouse report usage (queries run) by faculty, staff, and administrators.</p> <p>22. Number of users of the business intelligence reporting tool, "Insight" during pilot year development.</p> |

| Assessment/ Analysis   | Graphs   |          |                     |         |     |       |      |                |      |
|--|--|----------|---------------------|---------|-----|-------|------|----------------|------|
| <p>The Enterprise Warehouse contains student administration and human resources data refreshed nightly from CMS/PeopleSoft. Over 5,300 queries were run against the warehouse this year.</p> <p>Enterprise Data Warehouse report usage is increasing as the demand for actionable data grows. Financials data will be brought into the warehouse during the next year as the Financials upgrade is implemented. Additional data sources such as Alumni, EOP, etc. will also be added to the warehouse as reporting needs are defined.</p>      | <p style="text-align: center;"><b>Enterprise Data Warehouse Report Use</b></p> <table border="1"> <caption>Enterprise Data Warehouse Report Use (2007/08)</caption> <thead> <tr> <th>Category</th> <th>Usage (Approximate)</th> </tr> </thead> <tbody> <tr> <td>Faculty</td> <td>700</td> </tr> <tr> <td>Staff</td> <td>3100</td> </tr> <tr> <td>Administrators</td> <td>1400</td> </tr> </tbody> </table> | Category | Usage (Approximate) | Faculty | 700 | Staff | 3100 | Administrators | 1400 |
| Category   | Usage (Approximate)  |          |                     |         |     |       |      |                |      |
| Faculty  | 700  |          |                     |         |     |       |      |                |      |
| Staff  | 3100   |          |                     |         |     |       |      |                |      |
| Administrators   | 1400   |          |                     |         |     |       |      |                |      |
| <p>Close to 100 faculty, staff, and administrators are using "Insight" to view human resources and student administration data from the Enterprise Warehouse. "Insight" has reports for Academic Program Review, Institutional Research, Course-Class, Deans, APO, and PS Security.</p> <p>The Warehouse Team works with campus developers to provide Web-based reports from the data warehouse using "Insight", the Chico version of the Microsoft Reporting Service. The service will be formally rolled out to campus during Fall 2008.</p> | <p style="text-align: center;"><b>Insight "Reporting Service" Users</b></p> <table border="1"> <caption>Insight "Reporting Service" Users (2007/08)</caption> <thead> <tr> <th>Category</th> <th>Users (Approximate)</th> </tr> </thead> <tbody> <tr> <td>Faculty</td> <td>26</td> </tr> <tr> <td>Staff</td> <td>50</td> </tr> <tr> <td>Administrators</td> <td>20</td> </tr> </tbody> </table>            | Category | Users (Approximate) | Faculty | 26  | Staff | 50   | Administrators | 20   |
| Category   | Users (Approximate)  |          |                     |         |     |       |      |                |      |
| Faculty  | 26   |          |                     |         |     |       |      |                |      |
| Staff  | 50   |          |                     |         |     |       |      |                |      |
| Administrators   | 20   |          |                     |         |     |       |      |                |      |

# Financial Report

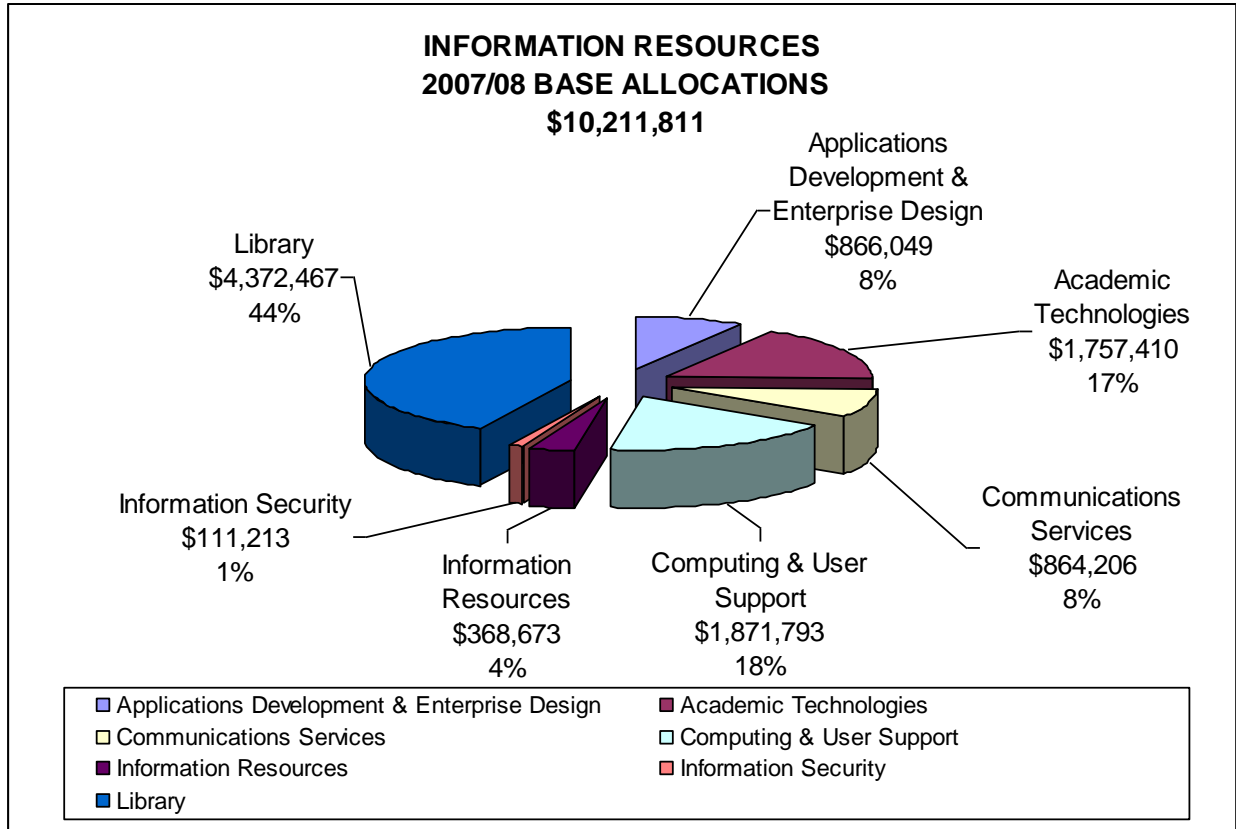
The chart below illustrates Information Resources funding sources for fiscal year 2007/08.



The above chart does not include Reimbursed Activities and Foundation Contracts, Grants and Project funds.

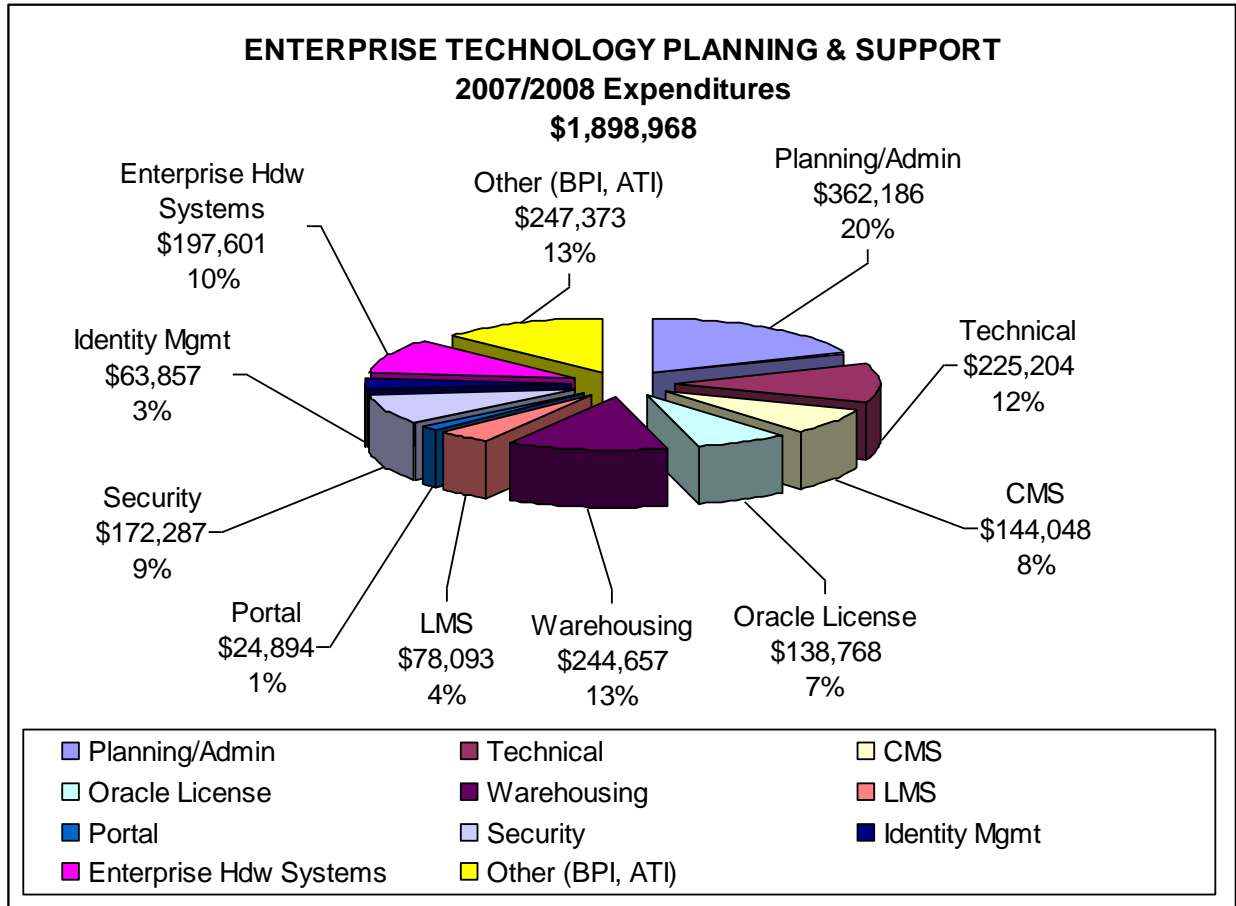
\*\*\$160,000 of the allocated \$400,000 for the Campus Computer Refresh will be carried over to 2008/09.

The chart below illustrates how the Information Resources budget allocation for fiscal year 2007/08 is strategically directed to support and enhance campus technologies.



\*NOTE: Information Resources has received \$851,000 as a continued base allocation to Library Collections via Lottery Funding.

The chart below illustrates the Enterprise Technology Planning and Support budget expenditures for fiscal year 2007/08.



## One-Time Allocation Recap:

| Amount           | One-Time Allocations 2007/08             |
|------------------|--|
| \$70,000         | SBA Performance Based Allocation         |
| \$9,302          | Assessment Coordinator                   |
| \$2,000          | New Faculty Incentive                    |
| \$3,600          | Tenured/Tenure Track Faculty Development |
| \$2,400          | Probationary Faculty Development         |
| \$1,535          | Team Building                            |
| \$12,000         | Additional Work Study                    |
| \$80,000         | Smart Classroom Project                  |
| \$320,000        | Faculty/Staff Computer Project           |
| <b>\$500,837</b> | <b>Provost Funding</b>                   |

One-time funding received by Information Resources was expended as follows:

### Performance Allocation - \$70,000

Performance funds were targeted for those strategic initiatives that required additional funding to get off the ground. The replacement of the campus Web servers was essential to providing improved Web services to the campus community. In the interest of sustainability as well as usability, modern flat panel monitors were installed in the library Information Commons. Faculty and students continue to benefit from the Turnitin contract which helps them take full advantage of the internet's educational potential.

- \$35,000 Web Content Management temporary staff funded – Allowed existing staff to focus on implementation of a Web Content Management System for the university.
- \$10,974 Turnitin Contract – Turnitin's plagiarism prevention system lets faculty quickly and effectively check all of students' submitted assignments to make certain that authors and references receive proper attribution and citation. It can also be used to detect plagiarism. Results are based on exhaustive searches of billions of pages from both current and archived instances of the Internet, millions of student papers previously submitted to Turnitin, and commercial databases of journal articles and periodicals.
- \$55,494 Library Education Room (LER) Remodel (MLIB 226) – The LER remodel creates a space conducive to integrating computers and clickers into workshops. The space will contain 24 laptops with additional spaces for students with personal laptops. The stations are dual purpose so the room can be configured for either workshops or lectures. The room will be broad and shallow to mitigate the "back row" effect; dual projectors ensure excellent viewing from every seat. Funding covered the infrastructure, workstations, chairs, 24 laptops and a new projector screen.

### Assessment Coordinator - \$9,302

- \$3,250 2009 LibQUAL+ - This survey was developed by the Association of Research Libraries to measure users' opinions of library service quality. It is one of the primary assessment tools used by the Meriam Library to collect and interpret feedback data and to help us understand our users' perceptions of the services and collections we provide. Additionally, it allows us to view comparable assessment information from peer libraries.

\$1,652 One tenured Librarian will be attending the Library Assessment Conference: Building Effective, Sustainable, and Practical Assessment taking place in August 2008.

\$4,400 Remaining allocation will be carried over to 2008/09.

### **New Faculty Incentive, Probationary Faculty Development, Tenured Faculty Development & Team Building - \$9,535**

\$2,000 There are two first-year faculty. One faculty attended the American Society for Info. Science and Technology Conference and the other faculty attended the American Library Association Annual Conference.

\$2,400 Four probationary librarians each attended a different conference: American Society for Info. Science and Technology Conference, ALA Conference, Popular Culture Assn / American Culture Assn Conference & SOIL Conference, and California Association of Research Librarians.

\$3,600 One tenured Librarian attended the California Library Association, another Librarian attended the Internet Librarian Conference and two Librarians attended the American Library Association Annual Conference. One Librarian is active in the Science and Technology Section (ACRL STS) and one in the Business Section (ACRL BRASS).

\$1,535 This allocation will be carried over to 2008/09 to fund the Administrative Council / Librarian planning retreat.

### **Smart Classroom Project - \$80,000**

\$80,000 Replaced 23 Dell computers with Energy Smart Minitowers, upgraded workstation cabling in PAC 144, purchased spare overhead projector bulbs and spare projector screens, upgraded 12 projectors, replaced three old AMX controllers with Extron Switchers (96 out of 98 rooms now are configured identically), installed six additional wireless microphone systems for large classrooms.

\$5,000 will be used for clicker receivers following re-evaluation of clicker standardization.

### **Campus Computer Refresh Project- \$320,000**

\$152,500 Purchased 135 computers @ \$1,121.29 each for distribution throughout Academic Affairs.

\$7,500 User Support Services labor cost for management and installation of the project.

\$160,000 The remaining allocation will be carried over to 2008/09.

**NOTE:** In addition to the above, Information Resources has historically received \$851,000 as a continued base allocation to Library Collections via Lottery funding. Lottery funding has been a regular part of the base allocation for the library collection budget to support library materials and printed subscriptions to periodicals. It is, however, labeled one time because of the use of lottery funds to support this critical need for the campus.

## Contracts, Grants and Projects

### Academic Technologies Projects 2007/08

| Organization                                   | State Agencies | Private | On Campus SCSA | Total Income          |
|--|----------------|---------|----------------|-----------------------|
| <b>New Contracts for 2007/08</b>               |                |         |                |                       |
| Calif. Integrated Waste Management Board       | X              |         |                | 50,000.00             |
| California Department of Forestry              | X              |         |                | 1,538.00              |
| Dept. of Corrections & Rehabilitations         | X              |         |                | 4,965.00              |
| Dept. of Education/Infant Nutrition 2008       | X              |         |                | 19,872.00             |
| Getting Connected/Summer Orientation           |                |         | X              | 2,180.00              |
| KCHO 2008                                      |                |         | X              | 1,287.50              |
| State Water Resources Control Board            | X              |         |                | 200,000.00            |
| Student Services Center - Sustainability Kiosk |                |         | X              | 115,000.00            |
| University Housing                             |                |         | X              | 17,500.00             |
| Victor Treatment/Barefoot Films                |                | X       |                | 806.00                |
| <b>Total of New Contracts</b>                  |                |         |                | <b>\$413,148.50</b>   |
| <b>Pre-existing Contracts</b>                  |                |         |                |                       |
| American Language & Culture Institute          |                |         | X              | 2,000                 |
| Calif. Integrated Waste Management Board       | X              |         |                | 67,675.65             |
| Department of Education/Infant Nutrition       | X              |         |                | 9,929.85              |
| Department of Toxic Substance Control          | X              |         |                | 127,470.87            |
| KCHO   |                |         | X              | 2,575                 |
| Mindstorm Creative/Victoria Station            |                | X       |                | 7,465.01              |
| OSHER Foundation                               |                |         | X              | 6,967.09              |
| Rubric for Online Instruction                  |                |         | X              | 1,450.00              |
| State Water Resources Control Board            | X              |         |                | 11,384.17             |
| Western Video Market                           |                | X       |                | 106,082.40            |
| <b>Total Pre-existing Contracts:</b>           |                |         |                | <b>\$343,000.04</b>   |
| <b>2008/09 New Contracts</b>                   |                |         |                |                       |
| Calif. Integrated Waste Management Board       | X              |         |                | 100,000.00            |
| Department of Education/Infant Nutrition       | X              |         |                | 30,000.00             |
| Department of Toxic Substance Control          | X              |         |                | 115,000.00            |
| Dept. of Corrections & Rehabilitations         | X              |         |                | 499,975.00            |
| State Water Resources Control Board            | X              |         |                | 200,000.00            |
| University Housing                             |                |         | X              | 9,000.00              |
| Western Video Market                           | X              |         |                | 110,000               |
| <b>Total New Contracts for 2008/09:</b>        |                |         |                | <b>\$1,063,975.00</b> |

### Communications Services Contracts 2007/08

| Service Agreements  | Type of Service   | Source of Funding                                 | Contract Amount  |
|---|---|---|------------------|
| UBO/UPE, Student Learning Center, Library, FMS, APO, Psychological Counseling & Wellness Center, Grad School, CS Gold | Server Hosting  | State Funded                                      | 9,725            |
| STEPS, CED, UHFS, RCE, Student Health Center, Alumni  | Server Hosting, Network Services, Dial Tone, Voice Mail, Local Calling, DSL | State Auxiliary / Foundation (Sponsored Projects) | 440,687          |
| <b>TOTAL:</b>   |   |   | <b>\$450,412</b> |

### Library Grants, Gifts & Contracts 2007/2008

|   | Grant | Gift | Contract | Amount             |
|---|-------|------|----------|--------------------|
| Ellen Deering Endowment: create database Historic and Rare Maps   | X     |      |          | 2,506.60           |
| Ellen Deering Endowment: identify and catalogue John Nopel's collection of historic Chico and Butte County photos | X     |      |          | 1,982.00           |
| Ellen Deering Endowment: Rare Book Restoration  | X     |      |          | 2,000.00           |
| Ellen Deering Endowment: Shasta County Hospital Archaeological Analysis   | X     |      |          | 880.00             |
| Red Deering Endowment: Nopel Photo Scanning Project   | X     |      |          | 1,675.00           |
| Meriam Library Annual Fund  |       | X    |          | 622.30             |
| Bookplates  |       | X    |          | 400.00             |
| Chico Friends of Butte County Library grant to fund City Directory scanning project                               |       |      | X        | 1,000.00           |
| Library of California Interlibrary Loan Lending Program   |       |      | X        | 3,133.19           |
| <b>TOTAL:</b>   |       |      |          | <b>\$14,199.09</b> |

## Computing and User Support Contracts 2007/08

| Service Agreements  | Type of Service | Source of Funding               | Contract Amount  |
|---|-----------------|---------------------------------|------------------|
| <b>Enterprise Systems (ESYS)</b>  |                 |                                 |                  |
| APO, Alumni, FMS, Grad School, Library, Psychological Counseling & Wellness Center, Student Health Center, Student Learning Center, University Box Office, UHFS | Server Hosting  | State Funded                    | 82,151           |
| CED, STEPS  | Server Hosting  | Foundation (Sponsored Projects) | 10,582           |
| <b>TOTAL:</b>   |                 |                                 | <b>\$92,733</b>  |
| <b>Student Computing (STCP)</b>   |                 |                                 |                  |
| University Housing & Food Service – University Village  | ResNet Support  | State Funded                    | 103,686          |
| AGR   | Lab Support     | State Funded                    | 4,400            |
| BIOL, Career Planning & Placement   | Lab Support     | Foundation Funded               | 7,695            |
| <b>TOTAL:</b>   |                 |                                 | <b>\$115,781</b> |
| <b>Web Development (WEBD)</b>   |                 |                                 |                  |
| Sponsored Programs  | Server Hosting  | State Auxiliary                 | 75               |
| <b>TOTAL:</b>   |                 |                                 | <b>\$75</b>      |
| <b>COMPUTING AND USER SUPPORT GRAND TOTAL:</b>  |                 |                                 | <b>\$208,589</b> |