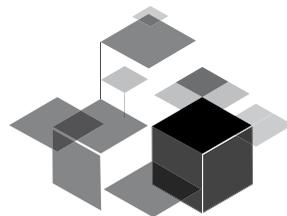




Aligning with the future



# THE **IT** STRATEGIC PLAN



2005–2010



California State University, Chico

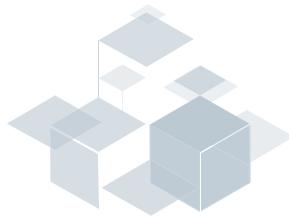


## Introduction

**W**e have witnessed a tremendous growth in the use of information technology across higher education over the past decade. Information technology permeates every aspect of our academic and operational environments, beginning with the first contact a student has with a university Web site, to the learning and administrative systems that become part of their daily lives. Information technology can enhance the student experience, simplify collaboration and communication, empower our daily lives, and inspire us to innovation. It is also true that these new and increasingly complex technologies have the potential to create disruption, duplication, and frustration. A campus can either struggle due to lack of careful planning and coordination or work together to plan a future that aligns technological opportunities with strategic priorities. How campuses experience this increasingly technology-dependent future is their choice.

Fortunately, at CSU, Chico we have a long history of campus collaboration in developing technology plans. Aligning with the future: The IT Strategic Plan builds on a 10-year foundation provided by the Target 2000 (1995–2000) and Beyond 2000 (2001–2005) technology plans. This information technology plan is designed to assure that campus IT priorities and initiatives are targeted to support CSU, Chico's Strategic Plan for the Future, the campus strategic plan. Aligning with the future establishes a comprehensive and dynamic planning process that focuses human and financial resources on achieving our vision of high-quality learning environments supported by effective business processes. Prioritization and coordination of technology planning and implementation will ensure that Chico State students, faculty, and staff have the combination of skills, knowledge, and technology to thrive in a technology-rich future.

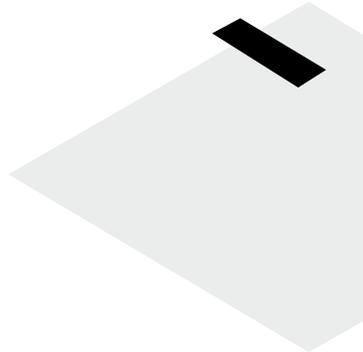
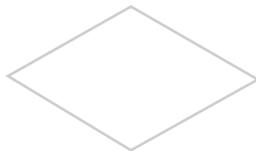
**Bill Post**, Vice Provost for Information Resources and CIO ■■



INFORMATION RESOURCES

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## Vision Statement

*“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 the classroom.”*

—CSU, Chico’s Strategic Plan Priority 3

**A**ligning with the Future, the California State University, Chico strategic plan for information technology connects the university strategic plan to the continuous development of technology to support high-quality learning environments and effective business processes. Our vision is to align technology with the vision, mission, and goals of the University through support for faculty and staff development, the investment in our technology infrastructure, and the wise selection of technological opportunities.

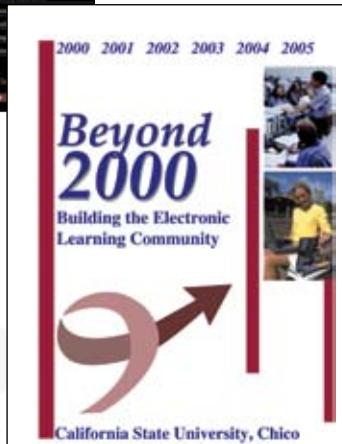
### The CSU, Chico technology plan envisions an environment that provides

- opportunities for innovations in teaching and business practices
- consideration of diverse teaching and learning styles
- online instruction and collaboration free of time and space limitations
- support for the Seven Principles of Good Practice in Undergraduate Education
- flexible state-of-the art learning spaces
- access to training and curriculum development options
- continuous improvement of campus business practices
- tools, training, and resources to assess institutional effectiveness and student outcomes
- capacity for lifelong university connections
- confidence in the value of our electronic learning community

## History—Foundation—Future

**T**he IT Strategic Plan builds on a 10-year foundation provided by the Target 2000 and Beyond 2000 strategic technology plans. The technologies introduced during those 10 years provided the information services and support necessary to expand technology-enabled teaching and learning and to support the administrative computing needs of the campus.

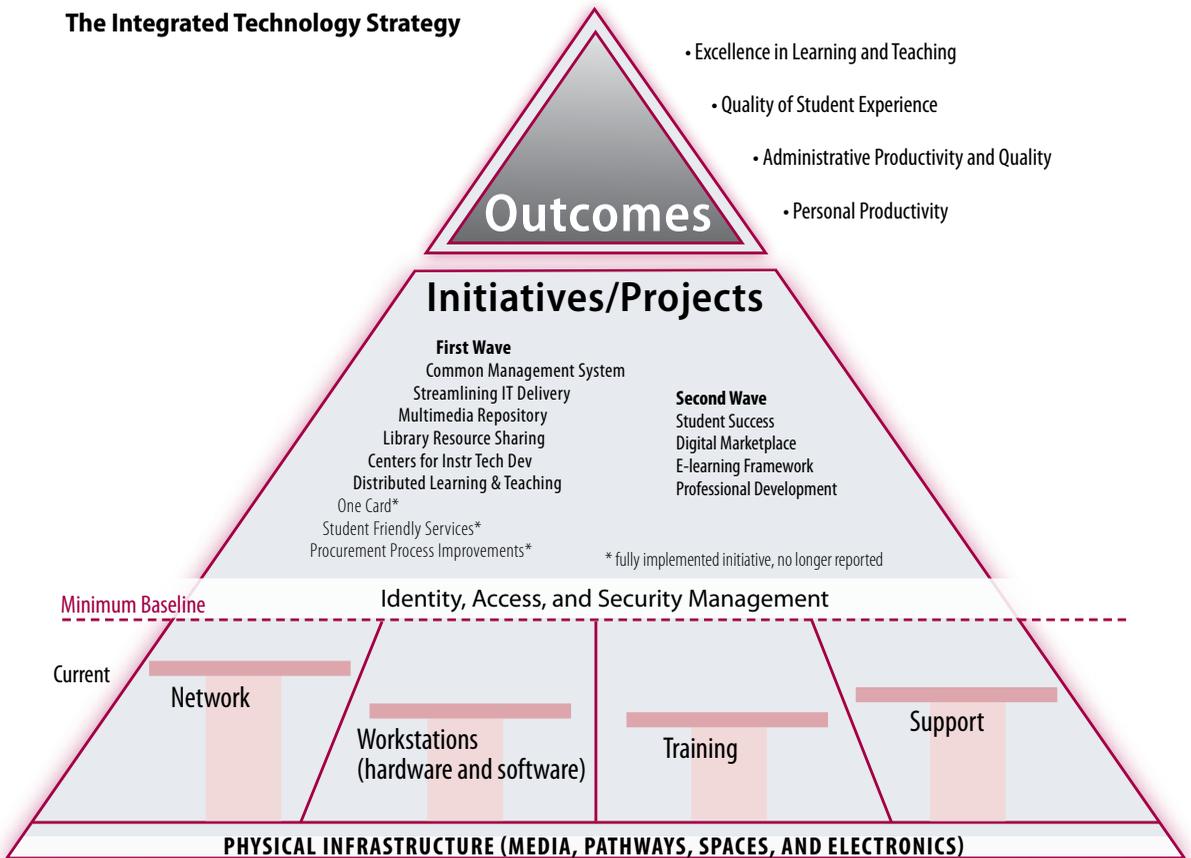
Chico has a rich history of leadership in technology and continues to strive for excellence in delivering services and infrastructure while providing relevant and sustainable technology to support and enhance our teaching and learning environment. Assuring the evolution of our electronic learning community by building and renewing the critical technology infrastructure will continue to be a priority during the next five years. ■



## CSU Integrated Technology Strategy

**D**uring the last decade the California State University has engaged in planning and implementing initiatives centered on an integrated technology strategy, illustrated by the pyramid below. This framework supports an electronic environment that focuses on teaching and learning excellence, administrative productivity and quality, and infrastructure support.

### The Integrated Technology Strategy



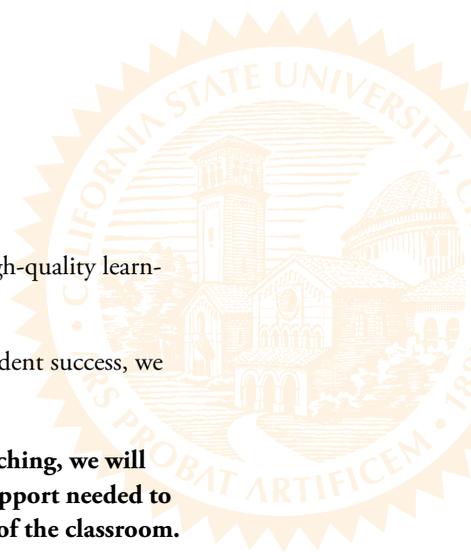
CSU, Chico’s information technology strategic planning effort builds upon the systemwide Integrated Technology Strategy to deliver high-quality learning and administrative services in support of the campus strategic plan. ■■

# CSU, Chico's Strategic Plan for the Future

May 2006

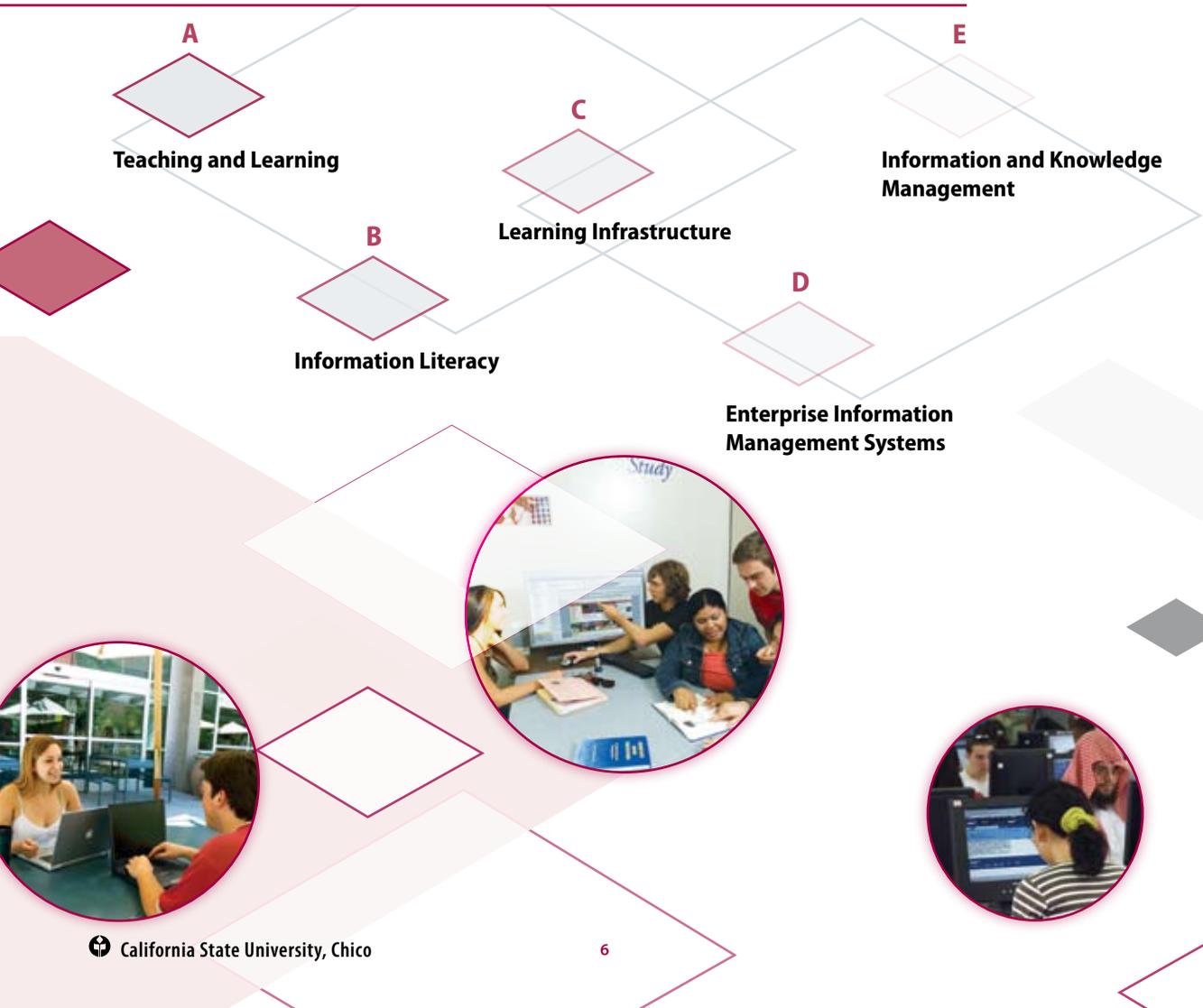
## Our Strategic Priorities

1. Believing in the primacy of learning, we will continue to develop high-quality learning environments both inside and outside the classroom.
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.
- 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.**
4. Believing in the value of service to others, we will continue to serve the educational, cultural, and economic needs of Northern California.
5. Believing that we are accountable to the people of the State of California, we will continue to diversify our sources of revenue and strategically manage the resources entrusted to us.
6. Believing that each generation owes something to those which follow, we will create environmentally literate citizens, who embrace sustainability as a way of living. We will be wise stewards of scarce resources and, in seeking to develop the whole person, be aware that our individual and collective actions have economic, social, and environmental consequences locally, regionally, and globally. ■■



## California State University, Chico Technology Planning Themes

**T**he IT Strategic Plan contains five main themes focusing on the areas of teaching and learning, information literacy, electronic learning infrastructure, enterprise information management systems, and information and knowledge management. These themes consider the natural evolution in products and services necessary to provide a sustainable technology model for the campus learning environment. ■■



## 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

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

### Strategies

#### TIME

Leverage technology to reduce faculty, staff, and student time required by non-learning activities

#### TRAINING

Train faculty, staff, and students on learning technologies, productivity tools, and associated support services

#### DESIGN

Promote the successful integration of pedagogy and technology through faculty development opportunities

#### CONNECT

Create a strong connection between classroom and online learning environments

#### ACCESS

Provide diverse learning environments that offer access anytime, anyplace, anyhow.

#### RESOURCES

Provide electronic resources in all formats to meet the teaching, learning, and research needs of the campus community. ■■



## 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

**E**nsure 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.

### Strategies

#### SKILLS

Incorporate fundamental information literacy skills and concepts into the first-year experience and facilitate integration of information literacy into academic programs

#### KNOWLEDGE

Assure all graduates are confident and competent in their ability to use information resources in their chosen career and are prepared for life-long learning

#### ETHICS

Ensure understanding and application of the ethical principles of authorship, academic honesty, intellectual property, and fair use of information ■■



## THEME C

### 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

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

#### Strategies

##### ACCESS

Guarantee faculty, students, and staff access to secure and maintainable networked personal computing devices

##### SUPPORT

Provide software, hardware, and networking support for faculty, staff, and students

##### TRAINING

Invest in faculty and staff by providing technology training to develop exceptional skill sets and encourage innovative ideas

##### LABS

Support effective design and use of both centralized and decentralized computer labs

##### CLASSROOMS

Provide reliable and quality classroom technology that meets the needs of students and faculty

##### NETWORKS

Expand and manage the network to meet future expectations for voice, data, wireless, and video needs

##### ACCESSIBILITY

Provide adaptive technologies that meet accessibility guidelines (e.g., Section 508, Executive Order 926)

##### SECURITY

Sustain a secure electronic infrastructure that protects services and information ■■

## THEME 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.

#### Strategies

##### SYSTEMS

Support reliable standards-based enterprise-wide administrative and academic systems and services that provide the campus community with effective business processes

##### INFORMATION

Develop a warehouse architecture to collect, store, and deliver information while increasing data security and reducing use of shadow systems

##### INTEGRATION

Maximize integration of enterprise academic and administrative systems to ensure data reliability and consistency, improve security, and reduce shadow systems



## THEME D

### Strategies cont...

#### **COLLABORATION**

Work together to effectively use technology to improve workflow and business processes across the campus

#### **SERVICE**

Expand Web-based technologies to enable self service functionality for administrative and student activities

#### **PATHWAYS**

Support a unified Web presence through pathways that guide users to relevant teaching, learning, and business resources

#### **CONTACT**

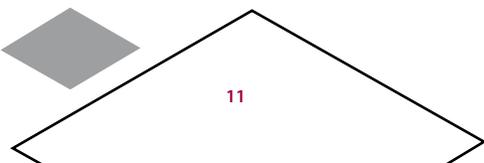
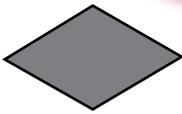
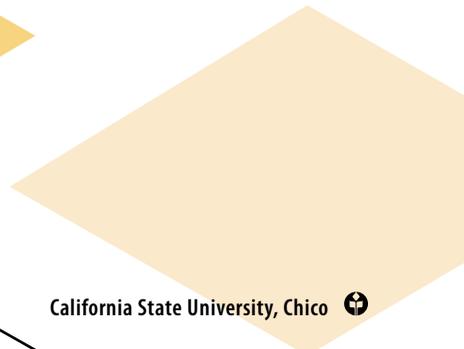
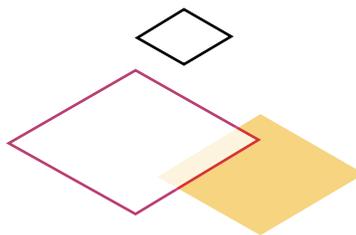
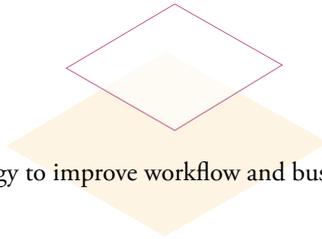
Provide technologies that enable information sharing and collaboration via Email, Internet, and telephony

#### **IDENTITY**

Develop an infrastructure that provides authentication and authorization to enterprise applications while protecting confidential personal and business information

#### **SECURITY**

Establish comprehensive data and technology standards supporting secure academic and administrative activities ■■



## THEME E

### Information and Knowledge Management

*Assess...the effects of technology in fostering student learning and use technology to support the assessment of institutional effectiveness.*

—CSU, Chico's Strategic Plan Priority 3

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

#### Strategies

##### ANALYSIS

Implement integrated technologies for decision support to assure institutional accountability and facilitate data-driven analysis

##### OUTCOMES

Provide technologies that support measurement of learning outcomes, progress toward degree, and institutional effectiveness

##### MEASURES

Introduce technologies that support assessment of institutional performance as well as student learning in targeted courses, within departments and programs, and across the campus

##### TRAINING

Employ standard analytical tools and functional training programs to broaden knowledge of the effective use of measurement and reporting utilities

##### INFORMATION

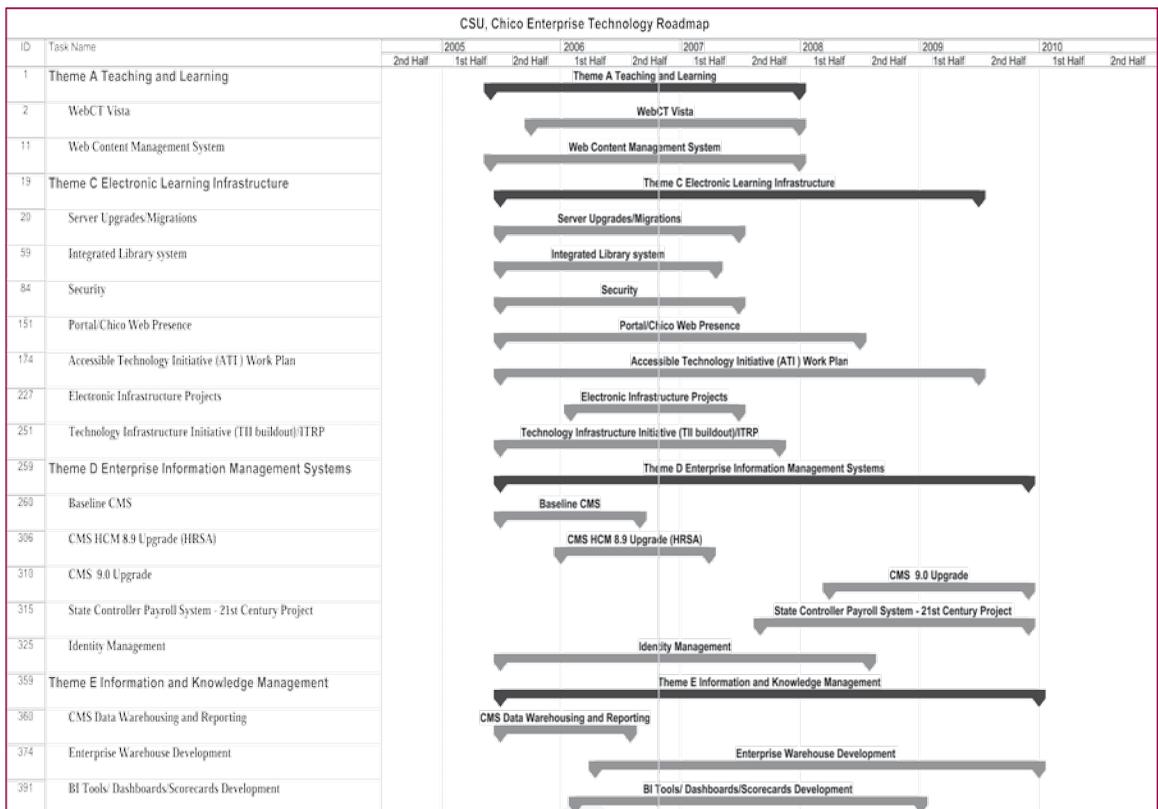
Implement integrated technologies that provide timely and straightforward access to data and reports about the campus and the CSU ■■



# Enterprise Technology Roadmap

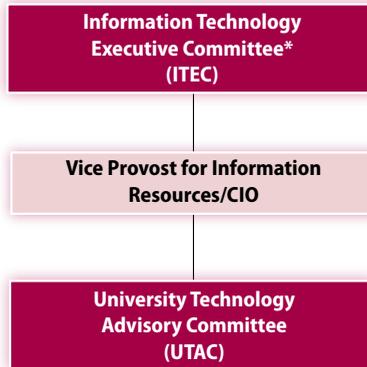
**C**SU, Chico is constantly updating and expanding the enterprise wide technology infrastructure to better support instructional and administrative functions. The number of interrelated projects underway at one time is unprecedented. Due to the dependencies between projects, success requires careful planning and coordination of human and technical resources. ■■

## Ongoing campus initiatives supported by the Chico technology planning process



## Information Technology Advisory and Governance Structure

### California State University, Chico



#### Information Technology Executive Committee (ITEC)

An executive level steering committee providing advice and recommendations to the university president on policy, strategic planning, and resource allocations for campus-wide information technology.

#### Vice Provost for Information Resources/ CIO

The CIO is responsible for the development and communication of a shared vision for the use of information technologies and services essential to the University's mission. Leadership is accomplished through recommending, planning, coordinating, and guiding IT activities and operations in support of the campus strategic plan.

#### University Technology Advisory Committee (UTAC)

A standing advisory committee (formerly B2000) providing advice and recommendations on implementation of IT strategic plan. The committee reports to the CIO and works with Information Resources to resolve most issues, questions, and problems. The committee assists in framing the context and options around strategic decisions and may make recommendations to the ITEC. The UTAC chair also serves on the Information Technology Executive Committee.

#### \*Information Security Committee (ISC)

The Information Technology Executive Committee will fulfill the function of the Information Security Committee as needed to comply with federal and state regulations. ■■

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