

DRAFT

Faculty Senate Standing Committee on Technology Planning

Annual Report for Academic Year 2008-2009

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The Standing Committee, referred as TPC in this report, had a charge to produce an annual "Evaluation of Campus IT as a summation of the state of information technology at UWG over the previous academic year." In reviewing what university units will be included in this report, the TPC membership recommended to include three entities (1 academic, 2 administrative): Ingram Library, Information Technology Services, and Distance and Distributed Education Center. Annual reports from the previous academic year were accessed and used as data.

Each unit reported significant activities in acquiring and using various technologies to support their mission and goals. Below are highlights relevant to the work of TPC from the annual report of each academic or administrative unit:

Ingram Library

- Implemented the LibStats program to record statistical and question data for public service points.
- Developed and taught sessions entitled *Library Refresher for Grad Students* to reintroduce graduate students to the electronic research environment.
- Used Google Analytics to gather statistics regarding the use of its web site. This allows the library to review usage patterns, on and off campus percentages of use, and the status of individual connections. This will support web page/site development and review.
- Implemented a new web site and placed 67 collection finding aids available online for first time through LibGuides.
- Digitized photographs from the Benjamin Long Collection and included them in the Digital Library of Georgia.

Information Technology Services

- Assisted in preparing the IT systems (networking, phones, AV) for the new Callaway Annex and Coliseum buildings which opened in the fall of 2008.
- Advocated for the technology infrastructure in the Coliseum.
- Implemented a state of the art live audio/video scoreboard system in the Coliseum's arena.
- Supported the planning and engineering of IT support systems for the new Greek Village and Stadium complexes coming online in the fall of 2009.

- Implemented the Nortel PBX core and voice mail computer upgrade in December 2008.
- Installed the Nortel Contact Center software in June 2009 to provide more advanced call center operations and reporting capabilities for ITS, Financial Aid, and the Registrar Offices.
- Replaced outdated extreme networking technology in the Boyd Data Center.
- Expanded the capacity of the wireless network on campus and established one on the Newnan campus.
- Redesigned the server and storage infrastructure to use a virtualization strategy.
- Undertook the assessment of environments in the UWG Data Center and satellite closets.
- Developed, upgraded and planned numerous applications and web sites.

Distributed and Distance Education Center

- Facilitated increased in enrollment in distance courses (51-100% online) from this year's total estimated at 14,836, up from 10,293 in FY08. Unique headcount in students taking distance courses also rose from an average of 2,633 in FY08 to 4,908 on FY09.
- Implementation of a variety of delivery methods (e.g., CourseDen, videoconferencing, Wimba's Live Classroom, synchronous delivery, etc.) for distance education courses.
- Supported the migration of former WebCT 3.0 courses to CourseDen (WebCT) Vista 8 effective January 2009, which was housed on a centralized USG server, under the direction of the Board of Regent's GeorgiaVIEW Initiative.
- Implemented a new online course evaluation tool called Course Eval allowing easier access to course-specific data and more granular comparative analysis.

Each unit reported successful implementation of activities that supported the university mission and goals despite dwindling resources resulting from the global financial crisis. For this, TPC commends each unit's leadership team for its efforts and resourcefulness in serving the needs of the university community – faculty, staff, and students.

An area that TPC would like to see developed is the increased collaboration between units and academic departments in documenting how the acquisition and use of these technologies impact student learning and enhanced faculty productivity in and out of the classroom. Also, now that the university has a permanent Chief Information Officer, it is time to explore the importance of developing different levels of communication and collaboration among unit staff by roles and/or functions.

Finally, the TPC recommends to the Faculty Senate to revisit the Standing Committee's charge of completing an annual report. The TPC membership believes that a reporting structure needs to be built into the departmental annual reports that can be harvested every three years by the Office of Institutional Planning to support strategic planning activities.