

## TECHPLAN 2002

### HUMBOLDT STATE UNIVERSITY INFORMATION TECHNOLOGY PLAN ANNUAL UPDATE

The Humboldt State University Information Technology Plan, **TechPlan 2000**, was approved by the University Executive Committee on March 16, 2000. Part of **TechPlan 2000** stated that

*The Standing Committee on Information Technology will review this plan annually and issue an update which shall consist of*

- *The previous year's accomplishments;*
- *Updates to the Themes/Goals/Objectives grids; and*
- *Priorities and schedules for the following twelve months.*

**TechPlan 2001** was the first annual update. It was approved by the University Executive Committee on April 6, 2001.

**TechPlan 2002** is the update for calendar year 2002. It was approved by the University Executive Committee on March 5, 2002.

## OVERVIEW

The campus has made excellent progress toward accomplishing the objectives identified in **TechPlan 2000**. A number of objectives have been met. Others will be subsumed under larger, systemwide California State University projects, such as the Common Management System, Telecommunications Infrastructure Initiative, and the new Faculty Professional Development for Academic Technology projects. In order to devote the necessary resources to these projects, it is time for the University to freeze all non-critical modifications to legacy administrative software and limit the amount of effort it places into its Continuous Process Improvement (CPI) program.. This document updates **TechPlan 2000** in light of these realities. It consists of three parts:

### **TechPlan 2002 Update on Accomplishing Humboldt's Vision/Goals**

Humboldt State University remains committed to using information technology effectively in four primary areas which represent the "Themes" of its Information Technology Plan:

- Provide for a comprehensive information competency program.
- Support the instructional program.
- Provide technology tools to faculty, staff, and students.
- Work within the California State University.

This section updates the Themes/Goals/Objectives grids from the original Information Technology Plan (**TechPlan 2000**) and its previous update (**TechPlan 2001**). The grids have been updated to show both last year's accomplishments from **TechPlan 2001** as well as the activities which still remain to be accomplished in order to meet the objectives in **TechPlan 2000**.

### **Implementation**

This section provides time lines for the highest priority activities to be accomplished under **TechPlan 2002**.

### **Glossary**

This section provides a glossary of acronyms and abbreviations used in this document and previous plans.

This document does not contain a budget section because budgets will be presented through the planning documents for the major projects.

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## **TECHPLAN 2002 UPDATE ON ACCOMPLISHING HUMBOLDT'S VISION/GOALS**

The statements of "Theme," "Needs Assessment," and "Vision/Goal" which appear in this section all are from Humboldt's Information Technology Plan adopted on March 16, 2000. The grids from that Plan are updated to identify the accomplishments over the past twelve months and those activities that still must be accomplished in order to meet the objectives from the original **TechPlan 2000**. The update to these grids was developed through meetings with each constituent group on campus hosted by the group's representative(s) on the Standing Committee on Information Technology.

A number of objectives are identified as having been "met." In some cases, these objectives represent on-going activities for which no specific, major new initiatives are planned over the next twelve months. For example, if the objective was to "develop a program" and the program exists, even though there may be continuing activities associated with it, the objective is considered to be met. An objective to "provide opportunities" also is considered to be met if the structure now exists to provide those opportunities. Further, some Humboldt State University objectives have been subsumed under California State University projects. For example, parts of Humboldt's objectives for workflow enhancements will be accomplished through the Common Management System (CMS) project and some of its objectives for communications improvements will be implemented through the Telecommunications Infrastructure Initiative (TII). Also, some objectives for faculty development, advancing the utilization of instructional technology, and supporting the instructional infrastructure will be met by Humboldt being a pilot site in a new CSU initiative, Faculty Professional Development for Academic Technology (FPDAT). However, even for those objectives identified as having been met, remaining or on-going activities are listed in order to ensure that the campus continues to support and track those services associated with the objective. All mention of Year-round Operations (YRO) has been dropped because two successful summer semesters have been supported, and incremental growth will be accomplished without extraordinary effort.

A report on the current status of student computing and communications services at Humboldt State University can be found at:

**<http://www.humboldt.edu/~help/guides/status.html>**

<b>Theme: Provide for a comprehensive information competency program.</b>		
<b>Needs Assessment:</b> Humboldt State University takes pride in being a technology-intensive environment. In order to ensure that its investments in technology generate the benefits expected, the users of that technology must be knowledgeable. However, students, faculty, and staff arrive on campus with widely varying levels of computer, information, and networking knowledge and skills.		
<b>Vision/Goal:</b> <i>All students, faculty, and staff at Humboldt State University will possess an appropriate level of information competency.</i>		
<b>Objectives</b>	<b>Accomplishments during Calendar Year 2001</b>	<b>Remaining/On-going Activities</b>
(1) Implement an information competency program for students.  This is an on-going activity. Departments normally review the information technology needs of their students during their program reviews. Incremental improvements will continue in the orientation programs, Library site, etc., but no specific new initiatives are planned at this time. Therefore, this objective is considered to have been met.	<ul style="list-style-type: none"> <li>Continued incremental improvements in new student orientation programs, Help Desk programs and the Help Desk Web page, and Library support services.</li> <li>The Library, using two Information Competency grants from the Chancellor's Office, implemented Web student competency programs for the History and Geography Departments.</li> </ul>	<ul style="list-style-type: none"> <li>Define "functional" information competency for each major and ensure students have achieved it before graduation.</li> <li>The Library will continue to work with academic departments to support the development of student competency programs.</li> </ul>
(2) Provide development opportunities for faculty.	<ul style="list-style-type: none"> <li>A course management systems specialist position was created and orientation programs initiated for faculty.</li> <li>A CD was developed and distributed to all new faculty describing the available support services.</li> <li>An on-line survey to identify faculty development requirements was developed.</li> </ul>	<ul style="list-style-type: none"> <li>Participate as a pilot campus in the detailed planning for the implementation of the faculty development proposal put forth by the CSU Academic Technology Advisory Committee (ATAC).</li> <li>Revise in response to the faculty surveys and re-offer the Scholar's Workshop program.</li> <li>Provide direct administrative support to the faculty development office from Instructional Media Services.</li> </ul>
(3) Formalize training programs for staff.	<ul style="list-style-type: none"> <li>Staff training requirements for the Common Management System (CMS) were developed and a training program designed.</li> <li>Human Resources offered new, Web-based training via Playback Media.</li> </ul>	<ul style="list-style-type: none"> <li>Develop an orientation program for new staff.</li> <li>Develop basic training programs for standard office software suites.</li> </ul>
(4) Develop a technology currency program for information technology staff.	<ul style="list-style-type: none"> <li>A survey document was developed to identify IT staff training requirements.</li> <li>A work group was created within the Information Technology Council (ITC) to design a training program from the survey results.</li> <li>Made agreement to allow more general use of the training/software testing/video conferencing facilities established for the implementation of the Common Management System.</li> </ul>	<ul style="list-style-type: none"> <li>Implement a development program to bring each staff member to the appropriate level of skills and maintain them.</li> <li>Modify the CMS training facility to support staff development and technology testing.</li> </ul>

<b>Theme: Support the instructional program.</b>		
<b>Needs Assessment:</b> Humboldt State University must ensure that the necessary information technology infrastructure is in place to support instruction. It has exceeded its target of one computer available on campus for each ten students, but all of these computers are not at current technology levels, there are restrictions on who can use what equipment and when, and the support available for maintaining these resources is uneven across the campus		
<b>Vision/Goal:</b> <i>Students and faculty will have access to both interdisciplinary and discipline-specific computing resources to support their instructional and research computing needs.</i>		
<b>Objectives</b>	<b>Accomplishments during Calendar Year 2001</b>	<b>Remaining/On-going Activities</b>
(1) Leverage existing computing resources to expand access.	<ul style="list-style-type: none"> <li>• Established the Help Desk as a Level 1 service provider for all faculty, staff, and students in order to provide relief to unit information technology consultants and other support staff.</li> <li>• Began surveying faculty on their experiences in the interdisciplinary computing laboratories.</li> <li>• Expanded the available hours of operation for computing laboratories during the summer.</li> <li>• Set the Spring2002 agenda for the Instructional Technology Advisory Group (ITAG) to address the issues of               <ul style="list-style-type: none"> <li>◦ Ensuring to the extent possible that the same baseline software is installed in every computing lab.</li> <li>◦ Installing discipline-specific software in more labs to increase accessibility for students.</li> <li>◦ Ensuring the “right” hardware and software is supported (Mac vs. Wintel, WebCT vs. BlackBoard, FrontPage vs. DreamWeaver, etc.)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Develop resource-sharing agreements covering campus student computing laboratories to allow broader access to and campus-wide support of existing laboratories. Assess the mix of interdisciplinary and discipline-specific computing laboratories and determine if the mix is appropriate or if adjustments should be made.</li> <li>• Develop a method for directing students to laboratories with open seats.</li> <li>• Determine how many computing laboratories HSU needs and where they will be located.</li> </ul>
(2) Improve courseware development capabilities and courseware support services.	<ul style="list-style-type: none"> <li>• Created a course management software position in Instructional Media Services (IMS).</li> <li>• Implemented BlackBoard during Summer 2001. Had 29 courses registering 600 students ready to go for Fall 2001.</li> <li>• Continued to participate in technology fairs with community colleges and K-12 school districts.</li> <li>• Broadened participation in programs that make use of CSU facilities such as the Center for Distributed Learning (CDL) on the Sonoma campus and its MERLOT project.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop resource-sharing agreements covering existing courseware development and multi-media laboratories to allow broader access to and campus-wide support of existing laboratories.</li> <li>• Address impediments that limit faculty use of technology mediated instruction, including workload issues, copyright, intellectual property, compensation, etc. (continuing activity).</li> <li>• Address impediments that limit Humboldt offering of distance education, with special focus on performing a pilot with Hoopa High School.</li> <li>• Perform market research to identify community distance learning needs and match to HSU strengths (continuing activity).</li> </ul>

<p>(3) Ensure electronic access to library information resources.</p> <p>This is a continuing activity, but the objective is considered to have been met through the implementation of the Endeavor Voyager library automation system and the Library's continuing participation in a wide range of on-line information services and subscriptions.</p>	<ul style="list-style-type: none"> <li>Library continued to expand the availability of electronic resources, including locally maintained electronic resources.</li> </ul>	<ul style="list-style-type: none"> <li>Library will continue to expand the availability of electronic resources, including locally maintained electronic resources.</li> <li>Implement wireless roaming in the Library.</li> <li>Improve access to on-line Library materials by community members.</li> </ul>
<p>(4) Design a "classroom of the future" and implement appropriate technology for use in the classrooms.</p>	<ul style="list-style-type: none"> <li>Upgraded ten smart classrooms and implemented an additional nine.</li> <li>Upgraded most equipment available for check-out.</li> </ul>	<ul style="list-style-type: none"> <li>Establish a mechanism for on-going refresh of existing facilities (existing facilities were built using one-time funds).</li> <li>Evaluate cost/effectiveness and usability of portable, wireless computing labs for use in lecture rooms.</li> </ul>
<p>(5) Enhance ability to support research computing.</p> <p>This is an on-going activity for which no specific new initiatives currently are planned. Therefore, this objective is considered to have been met.</p>	<ul style="list-style-type: none"> <li>Upgraded the processor, memory, and disk of the instructional/research computing facility.</li> <li>Reduced the dependence on CSU Speciality Centers because of the availability of current data/research on the Web.</li> </ul>	<ul style="list-style-type: none"> <li>Continuously review the mix of equipment and software available to support research and enhance as resources allow.</li> <li>Ensure implementation of the Technology Infrastructure Initiative will provide faculty with high-speed access to Internet 2.</li> </ul>

<b>Theme: Provide technology tools to faculty, staff, and students.</b>		
<b>Needs Assessment:</b> Technology is not just a fact-of-life, it is the “survival” tool of the current age. Unless effective technology services are available, Humboldt State University’s students, faculty, and staff cannot be successful.		
<b>Vision/Goal:</b> <i>All students, faculty, and staff at Humboldt State University will have access to the information technology tools and services each needs to be successful in his or her academic and professional pursuits.</i>		
<b>Objectives</b>	<b>Accomplishments during Calendar Year 2001</b>	<b>Remaining/On-going Activities</b>
<p>(1) Be an aggressive implementor of the <i>Assured Student Access to Computing and the Network Initiative</i>.</p> <p>This is a continuing activity but major new initiatives are not planned. The objective is considered to have been met.</p>	<ul style="list-style-type: none"> <li>• Developed campus agreement on Web page compliance with ADA requirements. Revised University policy to indicate clearly the University’s commitment to provide accessible Web sites. Began redesigning some courseware and Web sites to meet these guidelines.</li> <li>• Implemented assistive technology access software in a number of computer labs in anticipation of rolling the software out campus-wide.</li> <li>• Provided loaner microcomputers for Residence Hall students with financial need.</li> <li>• Worked to keep the interdisciplinary computing laboratories current: <ul style="list-style-type: none"> <li>◦ Replaced CPU boxes in FH202, GH215, GH218, HGH229, JH212, Lib121, SH118, and SH119.</li> <li>◦ Upgraded servers in Gh215, GH 218, HGH105, Lib121, and SA364</li> <li>◦ Upgraded components of SA364 and SH001.</li> <li>◦ Installed new LCD projectors in FH202, GH215, HGH105, HGH229, JH212, Lib121, SA364, SH118, and SH119 (all three-gun projectors have been replaced in Academic Computing labs).</li> <li>◦ Upgraded air conditioning in FH202.</li> </ul> </li> <li>• Extended staff coverage hours in the Academic Computing labs on evenings and weekends.</li> <li>• Established a “rover” position in the Help Desk to tour the computer labs and provide assistance to users.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue maintaining currency in the Academic Computing laboratories through a regular process of upgrades and enhancements.</li> <li>• Include training for Web accessibility and retrofitting existing Web sites as part of the staff development program.</li> </ul>
<p>(2) Provide a rich set of classroom management tools for faculty use.</p> <p>This is a continuing activity but major new initiatives are not planned. The objective is considered to have been met.</p>	<ul style="list-style-type: none"> <li>• Acquired and implemented BlackBoard as an alternative to WebCT for those faculty who wish to use it.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to monitor the development of new technologies and implement as appropriate and funding allows.</li> </ul>

<p>(3) Automate, or improve automation of business processes where appropriate.</p> <p>ITS will continue to work with offices to put forms on-line where workflow features may not be available through the Common Management System. This is a continuing activity and the objective is considered to have been met.</p>	<ul style="list-style-type: none"> <li>• Rolled out on-line forms for purchase orders.</li> <li>• Brought up on-line work orders for Plant Operations testing.</li> </ul>	<ul style="list-style-type: none"> <li>• Roll out on-line work orders for Plant Operations.</li> </ul>
<p>(4) Provide enhanced support for institutional research.</p> <p>This is a continuing activity but major new initiatives are not planned. The objective is considered to have been met.</p>	<ul style="list-style-type: none"> <li>• Implemented new database server, allowing ITS to improve access to data in a more timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that the needs for institutional research are met through the Common Management System (CMS) project.</li> </ul>
<p>(5) Improve general communications capabilities of the campus.</p> <p>This is an on-going activity for which no new initiatives separate from the Telecommunications Infrastructure Initiative are planned. The objective is considered to be subsumed under the TII.</p>	<ul style="list-style-type: none"> <li>• Upgraded processors, memory, and disk in both the e-mail and Web servers. Increased student storage space.</li> <li>• Implemented Web-based service that allows activation and change of passwords for accounts via a secure and encrypted connection.</li> <li>• Continued testing of alternative connection facilities, including wireless and DSL.</li> </ul>	<ul style="list-style-type: none"> <li>• Acquire new campus license for virus protection software.</li> <li>• Initiate a study through the Information Technology Council to provide a road map for the support of server operating systems in the future.</li> <li>• Update the University Web policy to increase usability and flexibility.</li> </ul>
<p>(6) Improve communications capabilities for "remote" sites.</p>	<ul style="list-style-type: none"> <li>• Rolled out "800" call-in service to voice mail.</li> <li>• Residence Halls implemented new telephone service to students.</li> <li>• Developed in-house support capability for personal data assistants (PDAs).</li> </ul>	<ul style="list-style-type: none"> <li>• Provide ISP and wireless services for on-campus locations not connected to the backbone.</li> <li>• Provide off-campus ISP services for selected business functions.</li> <li>• Improve communications services to off-campus locations (e.g., Marine Laboratory, First Street Gallery, etc.).</li> <li>• Implement improved network security for both voice and data (continuing activity).</li> </ul>
<p>(7) Improve technology support services across the campus.</p>	<ul style="list-style-type: none"> <li>• The Information Technology Council (ITC) under the Standing Committee for Information Technology (SCIT) identified common desk-top support requirements and practices and established the Help Desk as the Level 1 support provider.</li> <li>• Information Technology Council work group developed guidelines for classifying software that should be acquired campus-wide, by a particular unit, or through a consortium purchase.</li> <li>• Tested the disaster recovery plan for central servers and communications switches.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a sustainable funding approach for desktop/laptop computer refresh.</li> <li>• Establish a formal Level 2 support structure and integrate it with the Level 3 support services which will be implemented for CMS.</li> <li>• Provide a centralized back-up service for departmental services/micros.</li> </ul>

<b>Theme:</b> Work within the California State University.		
<b>Needs Assessment:</b> Humboldt State University is part of The California State University. It needs to be an active participant in CSU initiatives in order to take advantage of this relationship while ensuring local needs are met.		
<b>Vision/Goal:</b> <i>Humboldt State University will be an active participant in implementing The California State University's Integrated Technology Strategy.</i>		
<b>Objectives</b>	<b>Accomplishments during Calendar Year 2001</b>	<b>Remaining/On-going Activities</b>
(1) Participate in the Technology Infrastructure Initiative.	<ul style="list-style-type: none"> <li>Completed 75% working drawings.</li> <li>Actively participated in CSU planning for directory services and authorization/authentication services.</li> <li>Updated campus Appropriate Use Policy to conform to CSU guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Complete working drawings and bid document during Spring 2002.</li> <li>Begin construction of the <i>Baseline Telecommunications Infrastructure</i> during summer 2002, complete during 2003/04.</li> <li>Extend backbone services, most likely via wireless technologies, to temporary buildings.</li> <li>Implement wireless, "roaming" capabilities on campus, particularly within the Library.</li> <li>Integrate campus Dynamic Host Configuration Protocol (DHCP), Domain Name Service (DNS), and Simple Message Transfer Protocol (SMTP) with CSU-standard authorization/authentication services.</li> </ul>
(2) Participate in the Common Management System Project (formally Collaborative Management Systems).	<ul style="list-style-type: none"> <li>Hired project director.</li> <li>Established the technical implementation team and the three functional area teams (HR, FIS, SA).</li> <li>Established project offices and began implementing a software training and testing facility with video conferencing service.</li> <li>Developed first year project budget.</li> <li>Selected implementation consultants (Cedar) and began formal project readiness assessment.</li> <li>Began training technical implementors.</li> </ul>	<ul style="list-style-type: none"> <li>Implement PeopleSoft applications as a "Wave Two" campus: <ul style="list-style-type: none"> <li>Human Resources – initiate February 2002</li> <li>Financials – initiate October 2002.</li> <li>Student Administration – initiate February 2003.</li> </ul> </li> <li>Interface HSU local systems to PeopleSoft.</li> </ul>
(3) Become a leader in the CSU in Faculty Development in Academic Technology (new objective).	<ul style="list-style-type: none"> <li>Became a pilot/test site for developing programs to promote faculty development in the area of instructional technology. This is a one-year planning/performance effort to design a program in response to a proposal developed by the CSU Academic Technology Advisory Committee. The program is called Faculty Professional Development for Academic Technology (FPDAT).</li> <li>Identified permanent office space for the faculty development office, along with the commitment to provide support services out of the Courseware Development Center.</li> </ul>	<ul style="list-style-type: none"> <li>Establish an on-going, fully funded program for faculty professional development in the use of academic (instructional) technology.</li> </ul>

<p>(4) Pursue grants from within the California State University.</p>	<ul style="list-style-type: none"> <li>Continued significant involvement in CSU groups, with participation in FPDAT (above) as an example.</li> </ul>	<ul style="list-style-type: none"> <li>Establish a response structure to allow HSU to compete more effectively for grants made available as part of the implementation effort for the CSU/ITS (continuing activity).</li> <li>Participate more actively in systemwide bodies in order to improve HSU's competitive position for CSU grants and increase HSU's influence over CSU planning (continuing activity).</li> </ul>
<p>(5) Continue to support local applications systems until replaced by CSU systems.</p> <p>This is a continuing activity, but no new major initiatives are being planned because of the imminent implementation of the CSU's PeopleSoft software. Therefore, this objective is considered to be completed.</p>	<ul style="list-style-type: none"> <li>Implemented Banner Web for Faculty and Advisors.</li> <li>Implemented computing support for mid-semester evaluations and notifications.</li> <li>Implemented student fee payment via credit card over the Web.</li> <li>Implemented Web-searchable scholarship database.</li> <li>Provided improved computing support for financial aid processing for summer semester.</li> <li>Developed recruiting/application forms for graduate students via the Web.</li> <li>Installed degree audit/student advising module (DARS) for testing by Enrollment Management.</li> <li>Installed new central database server supporting five times the throughput of the previous host.</li> </ul>	<ul style="list-style-type: none"> <li>Restrict modifications to legacy systems to those projects that can be classified as "mission critical" or "production critical," e.g., incorporating federal financial aid changes and supporting projects which may increase Humboldt's enrollments are "mission critical," ensuring bugs in the admissions system are corrected is "production critical."</li> <li>Complete implementation of DARS.</li> <li>Implement a database to support service learning opportunities involving faculty, staff, students, and the community.</li> </ul>

## IMPLEMENTATION

The highest priority activities from the grids' **Remaining/On-going Activities** in the previous section are listed in the tables below with a target completion term ("By Fall" means "By the beginning of Fall semester;" "During Fall" means "Before the end of Fall semester"). It is expected that staff will work on all of these projects simultaneously, so their order within the tables does not imply any relative priority.

- General Projects. Information Technology Services has long supported a Continuous Process Improvement (CPI) program which has been used to identify and implement initiatives and projects to improve the teaching, learning, and administration at Humboldt State University, primarily through funding within the ITS base budget. With the advent of calendar year 2002, the redirection of ITS resources to the support of the Common Management System (CMS) and Telecommunications Infrastructure Initiative (TII) projects means that ITS will need to concentrate its efforts on those projects and not accept new CPI projects. Existing programs will continue to be supported, so there will be incremental changes and improvements to the support of student information competency, information technology staff professional development, support for courseware development, etc. The projects listed below are mainly carry-overs from last year's list. For the most part, they were delayed a year because their implementation will require coordination with either or both of the CMS and TII projects.

Completion	Project
During Spring 2002	<b>Security.</b> Update the campus virus protection software licenses. License will be funded from the Central Campus Computing account.
During Spring 2002	<b>Instructional Support.</b> Present recommendations from the Instructional Technology Advisory Group to the Faculty Advisory Committee for the Center for the Support of Instructional Technology on rationalizing academic support technology (standardized baseline and discipline-specific software in the computing labs; mix of Macintosh, Windows, and dual-platform machines in the labs; appropriate mix of course development and management tools – WebCT vs. BlackBoard, FrontPage vs. DreamWeaver, etc.
During Spring 2002	<b>Faculty Support.</b> Establish a permanent faculty development office in the Library and provide it direct administrative support from Instructional Media Services.
During Spring 2002	<b>Smart Classrooms.</b> Build two additional Schedule25 smart classrooms in Founders Hall and upgrade the sound systems in selected, existing smart classrooms using Instructional Technology Lottery Funds.
During Spring 2002	<b>Digital Television.</b> Continue conversion for analog to digital, high-definition television equipment in Media Production using Instructional Technology Lottery Funds.
During Spring 2002	<b>Information Competency.</b> Establish a mobile (wireless) training lab environment in the Library.
During Spring 2002	<b>Web Usability.</b> Update the University Web policy.
During Spring 2002	<b>Web Accessibility.</b> Begin a major effort to improve accessibility by the disabled to University Web pages.
During Spring 2002	<b>Conservation.</b> Work with Associated Students to determine if and how a conversion to 100% post-consumer content recycled paper in the computer laboratories will proceed.

By Summer 2002	<b>Wireless.</b> Develop a plan for providing wireless services on campus, with particular emphasis on providing roaming services in the Library.
By Summer 2002	<b>ISP.</b> Develop a plan for providing ISP services to the on-campus community where other communications options do not exist.
By Summer 2002	<b>Technology Currency Program.</b> Develop a professional development program for information technology staff.
By Summer 2002	<b>Desktop Support.</b> Develop a plan for better coordinating end-user support on the campus, including implementing service level agreements (SLAs) to ensure performance.
By Summer 2002	<b>Staff Information Competency.</b> Develop a training program for staff to ensure they have the basic information competencies necessary in order to utilize CMS.
By Fall 2002	<p><b>Lab Refresh.</b> Continue maintaining currency in the Academic Computing laboratories by:</p> <ul style="list-style-type: none"> <li>• Working with Natural Resources &amp; Sciences to upgrade the lab in NHW244 to meet the needs of the new Computing Sciences degree program.</li> <li>• Adding air conditioning or improving cooling in FH202, JH212, Lib121, Lib310, NHW244, SA364, and SH00.</li> <li>• Replacing 200 older monitors.</li> <li>• Upgrading networks in selected labs to improve bandwidth and adding wireless capability in each lab to support disabled access.</li> <li>• Upgrading memory in Lib310, SH001, and SH118.</li> <li>• Replacing the server in SH119 and improving server back-ups in other selected labs.</li> <li>• Remodeling GH215, FH202, and SA364 to be ADA compliant.</li> <li>• Recommissioning Unx123 as an open student lab which allows guests (including children) to accompany students in the lab (but not use the computers).</li> <li>• Replacing chairs in GH215, SA364, and SA118..</li> </ul>
By Fall 2002	<p><b>Telecommunications and Network Charges.</b> Develop a proposal to bring equity to the charging for and controllability to the costs for</p> <ul style="list-style-type: none"> <li>• Data network connect charges that account for the loading placed on the network and the amount of effort required to administer the connection;</li> <li>• Long distance calling;</li> <li>• Credit card usage; and</li> <li>• Operator-assisted dialing.</li> </ul>
During Fall 2002	<b>Graduate Student Support.</b> Implement electronic filing of Master's Theses through the Library.
During Fall 2002	<b>Distributed Learning.</b> Pilot a program of delivering distance education to Hoopa High School.

- Local Administrative Projects. It is necessary to place a freeze to the extent possible on the support of existing administrative systems. This means the campus must restrict modifications to legacy systems to those projects that can be classified as "mission critical" or "production critical" (e.g., incorporating federal financial aid changes is "mission critical," ensuring bugs in the admissions system are corrected is "production critical") and also avoid investments in new administrative support applications that will be superseded by the Common Management System. The campus has a new database server and stable software to extend it through to cut-over to CMS.

Completion	Project
By Summer 2002	<b>Vital Records.</b> Review the status of back-ups for non-computerized vital records and develop a plan for either performing a retrospective conversion to include them in the CMS project or implement other back-up processes to ensure their safety and integrity.
On-going	<b>Application Support.</b> Provide analyst support for mission critical and production critical modifications to legacy systems. These include mandated accounting and student records changes, financial aid processing updates, meeting Athletics' compliance and reporting requirements. Other projects will be accepted only if they can be implemented by student interns with minimal oversight by the analysts, and then only on a charge-back basis for the intern time.
On-going	<b>Incremental Process Improvements.</b> Be alert to possible process improvements that can be implemented using student interns. Examples for 2002 include: <ul style="list-style-type: none"> <li>• Establishing a process for plagiarism review.</li> <li>• Completing the conversion to Web-based collection of grades and course evaluations.</li> <li>• Providing an on-line voting option for Associated Students.</li> </ul>
On-going	<b>Electronic Forms.</b> Roll out, to the extent reasonable, paperless (on-line) processes using the on-line forms software already available on campus. Determine what other forms should be considered for conversion to on-line processing. An example for 2002 is: <ul style="list-style-type: none"> <li>• Providing electronic support for the submission and tracking of grant applications.</li> </ul>

- CSU Integrated Technology Strategy Projects. This document will not provide detailed information on the Common Management System (CMS) and Telecommunications Infrastructure Initiative (TII) projects because that information is better provided through the project Web sites. See:

Common Management System: <http://www.humboldt.edu/~cms>

Technology Infrastructure Initiative: <http://www.humboldt.edu/~tii>

Completion	Project
During Spring 2002	<b>Common Management System (CMS).</b> Complete submittal of readiness assessment and secure authorization from the Chancellor's Office to proceed with the project.
During Spring 2002	<b>CMS.</b> Complete construction and equipping of the software training and testing facility.
During Spring 2002	<b>CMS.</b> Begin implementing Human Resource software during February 2002.
During Fall 2002	<b>CMS.</b> Begin implementing Financial software during October 2002.
During Summer 2002	<b>Telecommunications Infrastructure Initiative (TII).</b> Award construction contract. Begin construction for completion by Fall 2003.

During Spring 2002	<b>Faculty Professional Development for Academic Technology (FPDAT).</b> Participate in the systemwide effort to develop a plan for implementing the faculty development proposal put forth by the Academic Technology Advisory Committee.
During Spring 2002	<b>Server Operating System Support.</b> Develop a road map for future support of server operating system software on campus and integrate it with the need to support server functions in both CMS and TII.
During Spring 2002	<b>Help Desk.</b> Develop Help Desk staff to provide Level 1 and Level 2 support across all initiatives.
During Fall 2002	<b>FPDAT.</b> Serve as a pilot campus for testing elements of the systemwide faculty development plan.

## Glossary

Not all of the abbreviations and acronyms listed below will appear in each year's update of the Information Technology Plan. In the interest of completeness, entries are not removed once they have appeared in at least one year's document.

AC	Academic Computing
ATAC	Academic Technology Advisory Committee (a CSU systemwide committee)
AUP	Appropriate Use Policy
BATS	Basic Access to Hardware/Software, Training, and Support
BFA	Banner Financial Aid (system)
BRIO	a relational database query tool
BTI	Baseline Telecommunications Infrastructure (plan)
CAHSS	College of Arts, Humanities, and Social Sciences
CBT	a company providing computer based training on CSU contract
CDL	Center for Distributed Learning, a CSU service center located on the Sonoma campus
CMS	Common Management System (formally Collaborative Management Systems)
CNRS	College of Natural Resources and Sciences
CNS	Communications & Network Services (now Telecommunications & Network Services)
CPI	Continuous Process Improvement
CPS	College of Professional Studies
CSU	California State University
CSIT	Center for the Support of Instructional Technology

DARS	Degree Audit Records System
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name Service
DRP	Disaster Recovery Plan
FAC/CSIT	Faculty Advisory Committee for CSIT
FPDAT	Faculty Professional Development for Academic Technology
FCDC	Faculty Courseware Development Center (sometimes just "CDC")
FTES	Full Time Equivalent Students
GRE	Graduate Records Examination
HOP	Humboldt Orientation Program
HSU	Humboldt State University
HVAC	Heating, Ventilation, Air Conditioning
IMS	Instructional Media Services
ISC	Information Security Coordinator
ISP	Internet Service Provider
ITAG	Instructional Technology Advisory Group
ITC	Information Technology Consultant
ITRC	Information Technology Resource Center
ITS	Information Technology Services (formally Computing & Telecommunications Services)
ITS	Integrated Technology Strategy (CSU)
IVR	Interactive Voice Response (system)
LAN	Local Area Network
MERLOT	Multimedia Educational Resources for Learning and Online Teaching, a repository maintained by the CDL
OSA	Office of Student Affairs
SCIT	Standing Committee on Information Technology
SIS	Student Information System
SLIC	Service Learning Internet Community
SMTP	Simple Message Transfer Protocol
TII	Technology Infrastructure Initiative

TIMP	Telecommunications Infrastructure Master Plan
TIP	Telecommunications Infrastructure Planning (guidelines)
TNS	Telecommunications & Network Services (formally CNS)
UCC	University Curriculum Committee
UCS	University Computing Services
UIAS	Unified Information Access System
UMS	Universal Messaging System
URL	Universal Record Locator
URPBC	University Resource Planning and Budget Committee
VMS	Voice Mail System
WAN	Wide Area Network
YRO	Year Round Operations
4CNet	CSU intercampus backbone data communications network