As a follow-up to its report of March 1, the University Planning Council Information Technology Committee (UPC-IT) submits the following information regarding information technology priorities for the University of West Florida.

Planning Priorities for Information Technology

Using a list of thirty-five candidate priorities for University-wide information technology, the Committee identified a list of eleven priorities categorized as “should receive significantly greater University resources and funding than at present.” These eleven priorities fall into six general themes, listed below with associated recommendations:

- Web-based services, particularly admissions and registration, for students.
  - Deploy web-based registration.
  - Deploy web-based admissions application process.
  - Continue development of COMPASS system.
  - Continue to deploy COMPASS kiosks.

- Technology-enabled classrooms.
  - Insure all new classroom construction/renovation includes technology.
  - Develop comprehensive plan for classroom technology improvement.

- The capacity of the University data network, dial-in access to it, and connectivity to Internet, Internet2, FloridaNet, and other external networks, and to student residence halls.
  - Insure all new construction or renovation includes full cost of networking.
  - Develop multi-year plan for expansion of the data network.
  - Provide network connectivity to student residence halls.

- Improvement of localized computing support throughout the University.
  - Develop comprehensive plan for providing local computing support.
  - Fund the support program as quickly as possible.

- Distance learning initiatives.
  - Create multi-discipline task force to define distance learning priorities.
  - Begin planning for additional videoconferencing studios.
  - Increase connectivity to the University’s videoconferencing network.

- Database and information delivery systems to meet the needs of the University’s various classes of knowledge workers.
  - Develop data warehouse and OPERA-IS.
  - Develop information systems for the needs of academic department chairs.
• Automate paper-based processes.

The Committee recommends that funding and other resources be identified for the 1999-2000 fiscal year to move forward in all six of these areas.

Specific Recommendations

Recommendations concerning web-based services for students:

a) The University should deploy web-based course registration during the 1999-2000 fiscal year. [Enrollment Services/ITS]

ITS has tested software that provides web-to-mainframe (CICS) communication capabilities, which is required for web-based interfaces to talk to the course registration system. After a successful pilot project, ClientSoft WebBuilder was chosen as the preferred product, and ITS has licensed ClientSoft server and developer licenses at a cost of approximately $45K and has sent two developers to ClientSoft training. A very basic prototype registration interface is being developed to examine various technical issues. Enrollment Services will soon be convening a group to define the functional requirements for the web-based system and to resolve related issues such as advising procedures.

b) The University should enhance the current web-based admissions application process, making it fully automated during the 1999-2000 fiscal year. [Enrollment Services/ITS]

As of yet there is no progress on this issue.

c) The University should continue development of the COMPuterized Access to Student Services (COMPASS) system. Recommended funding for 1999-2000 for software development tools and licenses is $25,000. [Enrollment Services/Student Affairs/ITS]

The COMPASS system continues to undergo development and expansion in association with the StudentsFirst project. November 1999 plans call for releasing COMPASSline (the telephone version of COMPASS) and adding web versions of the SASS audit, address changes, and account balances, all using the ClientSoft web-to-CICS interface. Additionally, customized checklists will be implemented for students related to various processes (obtaining financial aid, what to do before coming to campus, preparing for graduation, etc.).

When COMPASSline is released, we will also release a new web page called the "comprehensive services list." It is intended to inform a student what services are available via web or phone, and the times they are normally available. The introduction of web-to-CICS will make some applications only available during a daily 12-hour window, and this web site will be the mechanism documenting those restrictions.

d) The University should continue to deploy COMPASS kiosks as prioritized by the NAUTICAL Student Services Advisory Committee. Recommended funding for 1999-2000 is $30,000 to provide for three additional kiosks. [Student Affairs/ITS]

Four new kiosks are on order, and the NAUTICAL Student Services Advisory Committee will select the locations for these kiosks when they are ready for deployment. This will bring the total number of kiosks to 5, and at this point there are no plans for additional kiosks beyond that. COMPASS is available from any Internet-connected computer; the purpose of the kiosks is to "showcase" COMPASS at strategic service locations.

Recommendations concerning technology-enabled classrooms:

a) The University should insure that all new classroom construction or renovation projects include network connectivity and multimedia presentation capabilities. [Facilities Planning/ITS]

No update on this. An assessment of the quality of the network infrastructure in the Village II complex will serve as a litmus test for how well the facilities construction process is addressing IT issues.

b) Working with a task force representative of all colleges, the Assistant Vice President for Information Technology should propose to the Deans Council and Provost a comprehensive
multi-year plan for the upgrade of information technology capabilities in classrooms. This plan should provide for the equipping of at least ten classrooms in 1999-2000; estimated cost for 1999-2000 is $220,000. [Academic Affairs/ITS]

ITS delivered the Classroom Technology Initiative proposal during the 1999-2000 budgeting cycle. Strategic planning did not allocate any funding specifically to this project. ITS has invested $30K in classroom technology upgrades so far this year, concentrating on improving basic AV equipment (overhead projectors, slide projectors, etc.) in the classrooms in an attempt to move all classrooms to "Level 0" of the 4-level model. The two computer labs at the Fort Walton Beach campus have been equipped as "teaching labs" that can be flexibly used as either technology-equipped classrooms or open access computer labs.

Recommendations concerning the university data network:

a) The University should insure that all new building or renovation projects include the full cost of telecommunications and data networking. [Facilities Planning]

I am unsure of the status of this. ITS has yet to be consulted regarding budgeting estimates for any building projects.

b) Working with Facilities Planning and Physical Plant, ITS should propose a multi-year plan to insure the ongoing growth in capacity of the university’s data network and its connectivity to external networks. This plan should include: [Facilities Planning/Physical Plant/ITS]

- Bandwidth of the network backbone.
- Continued expansion of the network across campus.
- Operating the network as a robust utility available 24 hours per day 365 days per year.
- Providing adequate network dial-in services.
- Providing high-capacity connectivity to the Internet.
- Participation in SUS networking initiatives such as FloridaNet and Internet2.

No PECO funding for network infrastructure has been allocated in 1999-2000. ITS will fund expansions of Internet connectivity and dial-in capacity using revenue from the 5% tuition increase. Upgrade of the inter-building backbone to 100 Mbps will be slow due to lack of funding. There is at present no initiative to join FloridaNet or Internet2 as this does not give us access to the commodity Internet, just bandwidth for networking research applications which are not currently present at UWF. A search is underway for an Assistant Director for Infrastructure Services; this person's major objective will be to move the network to high-availability "utility" status.

c) The University should work with Housing to provide direct-connect network access to students living in residence halls. [Student Affairs/Facilities Planning/ITS]

At present no funding has been identified for this. Since networking in the Village complexes appears to be on the horizon, a cross-functional team of ITS, Housing, and Capstone staff is working to define support policies and procedures for student residential networking.

Recommendations concerning localized computing support:

a) Working through the UPC-IT Committee, the Assistant Vice President for Information Technology should propose a comprehensive plan for the provision of local computing support throughout all University divisions and colleges. Elements of this plan should include:

- Define the responsibilities of local support providers (LSPs).
- Establish a common position classification scheme and salary scale for LSPs.
- Define the relationships between the duties of LSPs and ITS.
- Define a support program to address the training and development of LSPs.
• Provide central coordination services – such as trouble call dispatching – to aid LSPs.

b) Upon approval by the appropriate bodies, the University should fund the LSP program as quickly as possible.

ITS has purchased a comprehensive work order tracking package that could be extended to the LSPs for use. No progress has occurred on the other issues, and I do not expect to address them prior to Y2K. We expect the report from our consultants to address these issues with specific prescriptions for improvement.

Recommendations concerning distance learning:

a) As soon as possible, the Provost should commission a multi-disciplinary task force to define distance learning goals and objectives by discipline, and distance learning priorities for each college. This task force should also address the support environment for distance learning at UWF, including the roles of faculty and support personnel, and issues of standards for distance learning projects. [Academic Affairs]

The Provost has commissioned a task force led by Dr. Pamela Northrup, although its charge does not exactly match those listed here.

b) Based on the phenomenal success of the new instructional videoconferencing studios, the University should begin planning for additional studios at both the Pensacola and Fort Walton Beach campuses. [Facilities Planning]

Status unknown.

c) The University should immediately make plans to broaden connectivity to its videoconferencing network, through such means as ISDN connectivity and use of local cable providers. Priorities for connectivity include Pensacola Junior College, the Navy, and other Florida community colleges. [ITS]

Expansions of ISDN service have been requested and are in the hands of Telecommunications Services.

Recommendations concerning database and information delivery systems:

a) ITS and OPERA should give priority to the development of the data warehouse and OPERA-IS systems.

University Planning (formerly OPERA) is leading this project, which at present is investigating commercial packages.

b) ITS and OPERA should give priority to the development of information systems to meet the needs of academic department chairs.

This is part of (a).

c) ITS should give priority to the automation of paper-based processes via technologies such as electronic forms, workflow, electronic report distribution, and document imaging.

An RFP is being issued for a document imaging consultant to advise on the purchase and installation of these technologies.
Relationship to University/Divisional Priorities

The relationships of these priorities to University and divisional goals are identified in the following table:

<table>
<thead>
<tr>
<th>Information Technology Priority</th>
<th>University</th>
<th>Academic Affairs</th>
<th>Administrative Affairs</th>
<th>Advancement</th>
<th>President</th>
<th>Student Affairs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web-based student services.</td>
<td>I.A, I.C.4, II.C.1</td>
<td>7.a, 7.b, 7.c</td>
<td>2</td>
<td>1</td>
<td>8</td>
<td></td>
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<tr>
<td>Technology-enabled classrooms.</td>
<td>I.A, I.B.16, II.B, IV.D.1</td>
<td>1.d, 6.a</td>
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<tr>
<td>University data network.</td>
<td>IV.D</td>
<td>8</td>
<td>A.2, B.3</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Localized computing support.</td>
<td>II.D</td>
<td>4.c</td>
<td>2, 4</td>
<td>6, 10</td>
<td></td>
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</tr>
<tr>
<td>Distance learning.</td>
<td>I.A, I.B.16, II.B</td>
<td>1.d, 3, 6.b</td>
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<tr>
<td>Database and information delivery systems.</td>
<td>II.D</td>
<td>2</td>
<td>D.1 – D.5</td>
<td>1</td>
<td>9</td>
<td></td>
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</tbody>
</table>

Additional Information

Work papers related to this report are available in the NAUTICAL system (UPC Information Technology Committee), identified there as the 12-March-1999 report of the Committee.

Submitted by:
Michael Dieckmann for the Committee.