

CALIFORNIA POLYTECHNIC STATE UNIVERSITY  
San Luis Obispo, California 93407

**Minutes of a Special Meeting of the Academic Senate Executive Committee  
to Discuss Information Technology Systems**

Tuesday, October 17, 1995

University Union 220 3:10 pm

**RECEIVED**

NOV 30 1995

**Academic Senate**

Members and Guests Present: Bowker, Burgunder, Clover, Dana, Walsh, Gooden, Grimes, Greenwald, Hale, Hannings, Kennedy, Lutrin, Martinez, D. Smith, Wilson, Zingg.

- I. Minutes: none
- II. Communication(s) and Announcement(s): none
- III. Reports: David Walch's observations were based on his two months of working with ITS as Interim Associate Vice President. He noted that staff was insufficient and not commensurate with the increasing demand being made of ITS. (ITS has retrenched approximately 10 positions in the past 3-4 years.) The area deserve stable and consistent leadership. Budget planning has not been consultative but attempts are being made to be more consultative. Priorities for ITS projects need to be established and advisory committees should be involved in setting those priorities.

Some of the "hot button" issues include: UNIX RFP; Hayward partnership; ODEN (data warehousing) project; switch procurement; modem access; determination of baseline services; policy development.

Baker charged Walch with studying the relationship between Information Technology Systems and the Library. He will complete extensive interviews within the next week or so and hopes to have his report completed in November.

IV. Discussion

Q, Do you envision the person in charge of ITS being a Vice President? It's my impression that the President does not lean toward making this a VP position.

Q What is the timetable? As noted Walch hopes to have his report to President Baker by late November. Q, Do you envision having someone in place by next fall? Yes.

Q, Regarding budget. What is the amount currently being spent on campus computing? A CSU survey is collecting this data right now and it will be analyzed by the end of October. Q, Is there no line item for a separate central instructional computing area for the university as a whole? It was highly centralized in the past and the Vice President would dole it out. (Smith) Instructional computing is spread out across the campus. (Clover) Since Munitz became Chancellor, money has not come to the campus earmarked or based on a formula but rather as a lump sum. When ITS was moved to Academic Affairs, there was an attempt to solve the conflict between instructional and administrative computing. One strategy was to change names. (Wilson) Last spring there was a CSU effort to look at CSU computing. A major problem identified was that too much was being used for administrative computing as compared to instruction. It's my impression that 99% of main frame use is for administrative computing. A lot of departments are handling their own computer needs.

Dana pointed out that the question of how much resources are going into the classroom as opposed to into the instructional program as a whole is a better way to look at what's happening.

Joe Grimes distributed two documents: a memo regarding "UNIX RFP Budget Issues" and the "Instructional Computing Strategic Plan: A Networked Instructional Environment." He commented on several of the goals as follows: Goal 1--Access. This is being accomplished for faculty offices as funding is possible. 1.1 is the modem access issue. ITS has been asked to put in an authentication device to monitor the use. 1.3 Currently this is available in one classroom located in the busines building. Goal 2--Integration Universal email is a priority. Goal 3--Skills. Seminars for faculty and staff, RPT Recognition of upgraded skills, and Expert person

to person help are the major areas of concern. Goal 4--Simplicity. Greater ease in use of facilities is very important. Goal 5--Process. clearly described decision-making and financial responsibilities for the university, colleges, departments and students is the most important issue.

If a UNIX upgrade is put in place, many goals or problems will be taken care of. The President feels we need to take care of this issue. It may be that funds would be taken out of student fees. Spring quarter will be the earliest that equipment will arrive.

The IACC position on organizational structure: The ITS group is discussing this but hasn't arrived at a decision. Members do feel that all aspects should remain in one unit. Coordination and communication between ITS and the Library should be enhanced. This tie should be such that movement from one to another is more easily accomplished. Duplicated effort should be eliminated. Both the Library and ITS should be service-oriented. It's mandatory that we have a vision so we are ready to handle future needs. ITS leadership should be person who is capable of such this vision. This position should report through the Academic Vice President. Some of the service components could be distributed to more of the colleges. The financial responsibility issue needs to be addressed. Staff of the Library and ITS are of utmost importance to the university and they need and deserve stable leadership.

Q. Do we have any off campus accounts? Yes, we have a business financial data base which is used by most other campuses in the system. Other CSUs provide services that Cal Poly takes advantage of.

In regard to the next main frame, the last payment on the IBM bill is in 1998. We need to start looking now at what we want to do.

Q (to Walch). Do you think a process for making this decision being set up for maintenance expiration and next main frame? This is already started. (Grimes) IACC probably will not be heavily involved in maintenance discussions but will be included in discussions about main frame.

Q regarding telephone. (Grimes) The PacBell contract ends September 1997. We will have to pay major penalties if we try to change before then. Communication Services within ITS has researched the options and accepted two proposals which do differ from each other in a number of ways. They are being looked at now.

I would like to hear from IACC about whether or not they are satisfied with the processes in place and about what they want from the Academic Senate. Support. Greenwald will work with Dana to develop a resolution.

Grimes: We are going to push for a review of the strategic plan by the IRMPPL this year.

V. Adjournment: MSP to adjourn at 4:52 pm.

Submitted by



Sam Lutrin, Secretary, Academic Senate

Memo Exec 10/1/95

State of California

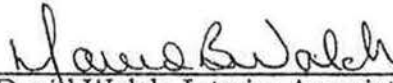
California Polytechnic State University  
San Luis Obispo, CA 93407

Memorandum

To: Warren J. Baker, President


Date: October 5, 1995

Via:

  
David Walch, Interim Associate VP  
Information Technology Services

Copies: Paul Zingg  
IACC  
Unix Team

From:

  
Joseph Grimes, Chair  
UNIX Team

Subject: UNIX RFP Budget Issues

As you are acutely aware, the use of UNIX operating system resources on this campus is increasing exponentially. This is a result of faculty and student efforts to be technically current and more productive. Information technology usage has been encouraged and supported by the administration of the campus, and, as we discussed, it will be critical to the success of the Cal Poly plan. If the UNIX solution for the campus is not adequately financed, the UNIX environment will become so inefficient that current faculty and student users will become discouraged and discard this productive tool.

The purpose of this memo is to formalize what I believe was the IACC's, Charlie Crabb's, and Bob Koob's understanding of future UNIX requirements. In simple terms, there are current unmet mandatory requirements and it is a certainty that upgrade paths will be needed to meet the expanded needs of the future. These obligations include specific services such as e-mail, general system characteristics such as enhanced security and simplicity, and support services such as maintenance and training. The UNIX team (including Ken Burton, Robert Clover, Ed Garner (currently on leave), Johanna Madjedi, and myself as chair) and the IACC believe that these requirements must be met and financial resources found to fund them. I believe that Charlie Crabb and Bob Koob were in complete support. Without RFP responses from the vendors, we are unable to determine a realistic budget for our mandatory requirements, but my personal opinion is that the most optimistic current year and projected campus budget allocations for UNIX will be far from adequate. My estimate of initial year cost is somewhere between \$400,000 and \$600,000.\* Because of initial training and other first year vendor support, it is anticipated that follow-on yearly cost will be in the range of \$375,000 to \$475,000, but upgrades (increased usage) and enhancements (data warehouse services) will increase the follow-on yearly cost.

We need to start now exploring ways to find appropriate funding for this substantial instructional resource. Possible supplemental funds could be garnered from such areas as student fees, a charge for modem pool access so current funds used to support the modem pool could be made available for the UNIX support, vendor partnerships, and/or increased funds from the academic budget of the campus. I would like to discuss this matter with you, David Walch and other appropriate people as soon as possible.

\* This estimate would be pro-rated for the first year depending on the date of procurement. It is my current estimate that delivery will commence on approximately April 1, 1996.

News-Exec 10/17/95

## **Instructional Computing Strategic Plan: A Networked Instructional Environment**

June, 1995

Developed and Approved by: **Instructional Advisory Computing Committee**

John Cotton, College of Architecture  
Bob Clover, ITS  
Charles Dana, Academic Senate  
Douglas Genereux, College of Agriculture  
Joe Grimes, College of Engineering, *Chair*  
Jim Huffman, ASI  
Jonathan Long, ASI  
Wayne Montgomery, Library  
Wes Mueller, former Chair, IACC  
Kent Morrison, College of Science and Mathematics  
Mary Shaffer, Recording Secretary  
Doug Smith, College of Liberal Arts  
Allan Weatherford, College of Business  
Tom Zuur, Administrative Advisory Computing Committee

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*send comments to [iacc@oboe.calpoly.edu](mailto:iacc@oboe.calpoly.edu)*

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### **Introduction: The Need for an Instructional Computing Plan**

In the next decade, computing technology will provide us with even greater teaching, learning, and research opportunities than it has in the last. For most instructors and students, the computing revolution of the last decade was symbolized by desktop computers: isolated machines loaded with word-processors, spreadsheets, graphics and computation programs.

Even though this first revolution is not complete since many of our faculty and students still do not have easy access to such machines or the opportunity to learn to use them fully, the next computer revolution already is underway. Instructional computing in the next decade will be symbolized not by isolated desktop machines, but by communication between those machines, among office and office, classroom and library, teacher and student, the campus and the world. The next revolution is less about the technology of computation than about access to information and ways of sharing it. Consequently, the next revolution involves most members of the university community, not only those who in the past have been primary users of technology.

Appropriate availability of information technology resources is essential to the Cal Poly campus. Access to appropriate information technology resources should be available to any member of the campus community, in any place, and at any time. The cost of the information technology resources should be shared by the colleges and departments, students, industrial partners, and the campus centrally. This document addresses the specific recommendations of the IACC regarding information technology in the specific areas of access, integration, skills, simplicity, and process. Because information technology is advancing at an exponential pace, this document must be considered a strategic goals document that will be somewhat out of date as soon as it is completed, thus needing continual revision.

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**Goal 1: ACCESS**

*Providing easy access to hardware and software for everyone in the campus community*

**1.1 Communication ports all over campus.**

Access to computers should be available in laboratories and classrooms throughout the campus. This access should be in the form of stationary computers or plug-in ports which will accommodate users with personal portable computers. Ultimately every location on campus that any member of the university community finds to be a suitable place for pursuing the education enterprise should have access to the network.

**1.2 Access from off-campus, anywhere, any time.**

Students, faculty, and staff should have ready access anywhere off-campus to any centrally accessible computers, software, or information that is available to them while they are on campus. The university should strive to make its infrastructure compatible with the highest bandwidth generally available for remote connectivity.

**1.3 On-line high-demand displays in classrooms.**

Classrooms should be equipped with the necessary resources to allow faculty or students to display information technology activities (for example, World Wide Web documents, computer-assisted design techniques, or library searches) to the class.

**1.4 University-provided computers and connectivity for faculty/staff.**

Faculty must be provided with computers, software, and other information technology resources which are current and appropriate for courses that they are currently teaching.

**1.5 Assured access to computers and connectivity for students.**

The university should put in place the necessary infrastructure to assure that all students have adequate access to computers and campus network resources. This infrastructure should encourage and support student ownership or leasing of personal computers, but should also include maintenance of a number of general and special purpose computing laboratories on campus.

**1.6 Current data presentation terminals on campus and throughout the community outside of Cal Poly.**

Administrative data and other accessible campus information should be available to appropriate individuals both on campus and throughout the community

**1.7 Reliable security.**

Access must be provided as described above in a way that will not compromise the privacy and proprietary nature of the data of other users.



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**Goal 2: INTEGRATION***Integrating information technology with the campus instructional environment***2.1 Easy communication tools and file transfer for everyone on campus.**

The networked computing system should provide an easy-to-use interface for communication among individuals in the campus community and with others outside the campus. This interface should provide transparent transmission and receiving of email messages and other files, and should allow simple downloading of files to the user's local computer.

**2.2 Universal email.**

All students should receive email accounts upon admission, and all staff upon hiring. Group email aliases made from class and employee rosters should be automatically created and updated by the system. Colleges, academic departments, and instructors should use email rather than paper for memos, forms, and handouts whenever possible and appropriate.

**2.3 High-demand functionality throughout the system.**

The networked computing system should have adequate bandwidth and coverage of university facilities to allow: (1) the delivery of real-time audio, video, color graphics and collaboration to appropriate locations, and (2) remote real-time processing by compute servers for intensive computational needs of software run on connected personal computers.

**2.4 Transparent integration of Kennedy Library services with other campus academic technology.****2.5 On-line campus, community, and individual calendars.****2.6 All Internet services.**

The campus network resources should allow direct connectivity to all off-campus computing resources available via CSU Net including World Wide Web and News.

**2.7 Relevant administrative data for faculty.**

The campus network resources should provide easy access by all faculty to a transparent interactive integrated data base that gives needed control for course management. This should include enrollment data, prerequisite checking, textbook/software ordering, assigning of grades and whatever other tasks bear on course management.

**2.8 Professional application software.**

The campus network resources should provide a uniform and transparent system for providing access by all members of the campus community to software applications that are: (1) deemed important to the educational mission of the university and (2) beyond the normal range of software that individuals would be expected to own as personal copies. Appropriate central management of professional application software in the form of key serving or comparable technology should be instituted.

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**Goal 3: SKILLS**

*Providing paths for learning information skills and for moving curricula into the new media*

**3.1 Computer literacy education for students.**

The campus will continue to provide education in the use of computer-based academic tools for all students, both within and beyond General Education requirements.

**3.2 Seminars(Training) for faculty and staff.**

The campus should promote training for all interested faculty members to further their knowledge of information technology. This training should be provided for people at all levels of development at times which are convenient for the faculty members. This training may come in the form of peers, campus professionals, seminars by campus professionals, or training programs presented by off-campus professionals

**3.3 RPT Recognition for upgraded skills.**

Faculty who develop their own information technology skills, train other faculty members in the use of information technology, or develop instructional tools which incorporate information technology must receive professional development recognition in the RPT process. In some cases, this will mean modifying department retention and promotion criteria to recognize the new media.

**3.4 Easy access to on-line training tools, such as tutorials.**

Where available, all campus information technology resources should have an on-line tutorial or help menu to assist the user with problems which are encountered.

**3.5 Institutional support for learning studies and for projects which revise existing curricula to use new technology productively.**

**3.6 Expert person-to-person help in plain language from a single source for supported information technology resources.**

The campus should provide central assistance for problems which arise by a single office on the campus. Users should be able to communicate with one help desk when they encounter problems

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**Goal 4: SIMPLICITY**

*Making use of campus technology as simple as possible*

- 4.1 User-friendliness a primary concern in all decision making about any part of the system
- 4.2 Simple tools for creating instructional modules
- 4.3 Simple tools for searching the Internet
- 4.4 Complete transparency/interoperability across platforms
- 4.5 Consistent interfaces across platforms and in all locations
- 4.6 Written documentation in plain Language, printed and on-line



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**Goal 5: PROCESS**

*Creating an ongoing process for continuity of operations and evolutionary change*

5.1 A process is necessary in order to insure that day to day operations are smooth as evolution to the goals of strategic plan occurs.

The process will function properly if the current information technology state of the university is fully understood, if the strategic goal for information technology in the future is recognized, and if there is a mechanism in place that will allow the university to continue to function smoothly as it moves from present information technology state to the strategic goal for information technology in the future.

5.2 Publicly available strategic plan.

The university should maintain and make accessible to all members of the campus community a current strategic plan that contains all of the relevant information for organizations and individuals so they will be able to plan computing activities and development projects.

5.3 Clearly described process for revising the information technology strategic plan.

5.4 Clearly described process for modifying the current working environment to fit the strategic plan (i.e., how is compliance with the plan to be insured and how will a smooth transition from current information technology state to strategic planned state of the future occur?).

The ingredients of this process include, for example:

- A mechanism for measuring the success of implementing the strategic plan.
- An ongoing working relationship existing between active faculty members and ITS.
- Users will be given adequate notification of changes to the user interface.
- Changes to the user interface occurring only during quarter break and must be introduced clearly to all affected users.

5.5 Commitment to openness across platforms and vendors to allow for future growth and change.

5.6 Clearly described decision-making and financial responsibilities for the university, colleges, departments, and students (i.e., who decides and who pays for each piece of the system?).

5.7 Clearly described process for optimizing coordination among campus groups and divisions charged with implementing the strategic plan.

5.8 The process must fully support the other goals of this document.