

Office of Information Technology Annual Report – 2003

The Office of Information Technology (OIT) provides leadership and support of information and instructional technology for the College of Education. The department provides programs and services for students, faculty, staff, and administration that support the vision and mission of the college. OIT manages IT services through three locations at Aderhold, River's Crossing, and The Ramsey Center. Services are developed and provided through three teams:

- Client Services, Infrastructure, and Standards
- Instructional Services
- Applications and Special Projects.

Highlighted Accomplishments

In FY2003, OIT focused on improved customer service, application development, process and procedure development, and standards compliance. The top six accomplishments were:

- Development and implementation of a strategic plan for OIT.
- Development of a three year instructional technology plan for COE.
- Implementation and management of the student technology fee 2002 and 2003.
- Reorganization of OIT into three units streamlining support and project management.
- Expanded support and development of flexible delivery of instruction through WebCT and Horizon Live.
- Continued support of project-based learning opportunities for faculty and students through equipment check-out and training for development of multi-media projects for demonstration and assessment.

Strategic Plan Changes

OIT adopted a strategic plan in January, 2003. Development of the strategic plan was led by the OIT leadership team using data gathered in a college-wide OIT survey of programs and services. The team used the data to develop vision, mission, strategies for success, and objectives for OIT, <http://www.coe.uga.edu/oit>.

Vision: The Office of Information Technology will be a key contributor to advancing the College of Education's strategic plan. We will be renowned for leadership and expertise in information and instructional technology; for the promotion of partnerships and collaboration to achieve excellence in the use of technology; for collaborative leadership in the development of new models for flexible delivery of instruction; and for responsiveness, reliability, and customer service.

Mission: The mission of the Office of Information Technology is to provide leadership and support to the College of Education through best practices in the effective

use of technology for teaching and learning, research, outreach, and administrative programs.

Strategies:

- Focus on the customer through service and programs
- Develop and maintain high standard of reliability in systems and services
- Expand our development and support of flexible delivery of instruction
- Apply technology to automate process and procedure
- Attract, retain, and develop a quality technology staff
- Develop ongoing, multiple communication opportunities for planning, information, and promotion
- Define roles and responsibilities for OIT staff and organize to facilitate delivery of programs and services

Strategic Plan Progress – Unit Level

The reorganization of OIT created three teams organized around projects that contribute to achieving the mission and vision of the unit. Each team is led by a manager recognized for leadership, team building, and collaboration. FY 2003 objectives were identified and implemented using a project management model with action items, timeline, resource needs, and expected results. The units have accomplished their objectives and are on target for year-end expectations.

Instructional Services Team

The instructional services team provides support to WebCt, Horizon Live, Classroom Technology, Media Services, and Video Services. Highlights of accomplishments include:

- Continued support of synchronous and asynchronous delivery of instruction. Instructional Services supports over 250 active WebCT environments within the college. Spring 2003, 76 students joined the SETWEB program for a total enrollment of 215. Summer, 2003, 131 students joined the program. Technology Seminars were delivered throughout the year with a focus on providing instruction to faculty as they develop courses or resources delivered online.
- Videoconferencing services offered through GSAMS and ISDN to students at Fort Valley and Gwinnett Center. IP videoconferencing supported faculty grants and scholarships.
- Print and non-print services for the college provided through Media Services. Customers took advantage of photocopying, faxing, binding, and lamination services. Student Technology Fee dollars were used to upgrade the equipment for checkout by students including digital cameras, storage devices, video cameras, laptops and transcribers. Over 2,500 items were checked out during FY 2003.
- Automation of equipment check-out and classroom scheduling. Research has been completed on the application to be used for this opportunity and will be launched college-wide during fall 2003.

- Upgrade to the videoconferencing unit in 631 to provide access to any video site through the Internet. The conferencing room will serve as a multimedia room for presentations, instruction, showcase, and web and video collaboration.
- Redesign of Media Services area to facilitate customers. The area has several collaborative work areas and will have wireless connectivity in fall, 2003. Students and faculty will have access to comfortable, connected work space for team projects and research.
- Video production services and lab support for student and faculty production. Six editing suites have been upgraded with software and storage improvements. The video message board will be upgraded with plasma monitors, improved distribution technology and expansion to the Bone Appetit area and Media Services Fall 2003.
- Video production of professional quality videos for the Clarke County Partnership, the Dance Department, Convocation Ceremonies, and various faculty generated requests. The unit is in the process of developing opportunities for video streaming to support flexible delivery of instruction and communication of college-wide initiatives.
- Adoption of a multimedia approach for professional development and creation of resources for students and faculty that can be accessed through the Web for just-in-time training. Examples include digital video files that capture how to work with WebCT or how to upgrade browsers.
- Participation and leadership with UGA committees to evaluate applications for flexible delivery and develop implementation process of Vista. Continued work with teams from other colleges has created the opportunity for the College of Education to be recognized as a leader in the field of distance education.
- Continued research and assessment of new applications that resulted in a successful pilot of Horizon Live, a synchronous online delivery solution, and plans for a richer use of video and multi-media in training and instruction.

Applications and Special Projects

The Applications and Special Projects team supports the college through the development of online tools and resources, design and maintenance of the COE web site, guidance for software compliance, NCATE web support, and management of Student Technology Fee. Highlights of accomplishments include:

- Development and launch of an online Faculty Activity Report. The tool captures data from individual faculty and creates department, school, and college reports.
- Development of online VITA creation for faculty with pilot August, 2003.
- Development of an online course evaluation instrument. The tool was launched in spring, 2003. During the pilot, 38 faculty used the instrument to evaluate 73 courses. Improvements to the instrument will be implemented following recommendations from a Faculty Senate sub-committee fall, 2003.
- Continued support and development of the NCATE web site. The design and use of the site for support of the accreditation process has been recognized as exemplary for communication of documentation.

- Continued maintenance of the College of Education web site. This site has over 7,000 pages to maintain and records 375,000 visitors to the site each month.
- Design of College of Education web site with improved customer focused approach to resources and services. Web team is currently seeking input from customers and will launch the new site January, 2004.
- Support of the transition of classroom and lab scheduling to the Instructional Services team. This unit will provide valuable contribution to the process development and customer requirements of the new web based scheduling system.
- Support and maintenance of faculty requested sites that support information sharing of grants, scholarships, and programs.
- Representation on university-wide software committee. Recommendations from this committee have led to a campus agreement with Microsoft, ALA agreement with Novell, Element K license for all staff and a software compliance process. The team lead will represent COE as our software compliance facilitator beginning Sept. 2003.
- Published OIT newsletter distributed once every semester. The newsletter highlights OIT projects, personnel, and services.

Client Services, Infrastructure and Standards

The Client Services, Infrastructure and Standards team supports instructional labs, networking services, server support, security, e-mail, Help Desk, classroom computers, systems documentation and IT standards for the college. This team is critical to providing secure access to information from any location. Their focus has been improved customer service, documentation, cross-training for staff, and improved networking reliability. Highlights of accomplishments include:

- Timely response to 25,000 phone and 12,500 walk-in technology support requests. An additional 13,000 office visits for faculty and staff supported computer and computer peripheral technology.
- Ongoing support and maintenance of over 3,000 computers and peripheral devices.
- Set-up and software installation of 354 new computers in classrooms, labs, and offices.
- Maintenance, installation, training, and support of technology purchased through Student Technology Fee (\$266,896.00 – hardware, software, infrastructure).
- Development of a three-year replacement plan for lab and classroom technology.
- Data management plan including server back-up, disaster recovery, cross training of personnel, documentation, and server/infrastructure maintenance agreements.
- Development of standards for desktop computers, laptops, peripherals, and lab computers. The unit developed a web interface to facilitate purchase of PC and Apple standard.
- Provided guidance and interface to MSD for faculty and staff software purchase.
- Facilitated price and system technology quotes for COE faculty and staff to support instruction, research, and grant development.
- Managed COE e-mail system serving 1,028 faculty, staff, students, and administrators.

- Developed specifications, installed technology and supported technology in nine computer labs located in Aderhold, The Ramsey Center, River's Crossing.
- Maintained 1,543 computer/networking drops and added 45 new drops to support access to information in the college.
- Designed, ordered and currently installing a wireless network creating ubiquitous access to information and implementing best practices in technology to support preparation for future teachers and administrators who will work in wireless environments in schools.
- Managed 17 servers providing security for data.
- Participated in university committees developing standards for networking and security.
- Developed and delivered training opportunities for IT staff.
- Provided systems support for Instructional and Applications team.
- Upgrade to networking infrastructure at Aderhold, The Ramsey Center, and River's Crossing improving network speed and reliability.

In summary, OIT has identified strategies and objectives required to create an environment where students, staff, faculty, and administration have the access to information and technology resources they need to successfully prepare future teachers and administrators. Additionally, these resources provide the means for faculty to contribute new knowledge through research, service, and outreach.

This environment is critical to recruiting quality faculty and candidates to the College of Education. Our students must be prepared to integrate technology into educational practice and our faculty requires the resources and tool to model this integration.

Grant generation requires in kind contribution. A strong technology infrastructure with appropriate support and access to information resources is one way to attract funding to our college and university.

OIT services and programs support and contribute to National Council for Accreditation of Teacher Education (NCATE) standards as well as national technology recommendations by the International Society for Technology in Education (ISTE) and program specific standards.

Strategic Plan Progress – Institutional Level

OIT has contributed to the University's progress toward strategic goals by providing access to information, a quality infrastructure, appropriate technology tools, professional development, security for data used in communication and research, effective budget management, and flexible delivery of instruction. Highlights of accomplishment include:

- Development and support of flexible delivery of instruction through WebCT and Horizon Live delivered courses, UGA at Gwinnett (videoconferencing services), Fort Valley program (videoconferencing services and computer support). Flexible delivery provides a means to attract students who prefer a non-traditional approach of anytime, anyplace learning and increases enrollment for the university.

- Participation or leadership role in cross-campus technology committees such as Executive Directors of Information Technology, Directors of Information Technology (DITS), Distance Learning VISTA Evaluation and Implementation Team, UGANET, Networking Teams (NLM), Novell Task Force, Web Design and Support Teams (DWEEB), Distance Education Interest Group (DEIG), and Software Task Force.
- Development of COE Technology Fee Request with input from Faculty, School Directors, and COE Technology Advisory Committee to provide appropriate technology for COE students.
- Support of grant applications through provision of technology/resources contributing to income generation for COE.
- Creation of COE web site containing information on faculty, accomplishments, and programs that contributes to the recruiting of quality candidates.
- Development of web based resources for cohort programs and various learning communities led by our faculty.
- Participation in screening committees for IT positions at The University of Georgia including Chief Security Officer and Director of Business Development and Planning.

Public Service and Outreach Contributions

The staff of OIT has contributed to numerous public service and outreach initiatives through creation of web based resources, application development, computer support and infrastructure. Highlights of accomplishment include:

- Technology support of conferences, meetings, faculty presentation, student showcase such as Center for Undergraduate Research Opportunities (CURO) Symposium, TLA, and Tech Expo.
- Participation on cross-campus team to showcase technology resources and expertise at The University of Georgia. Development of presentation opportunities through Gwinnett Co. Chamber of Commerce Technology Group to pilot. The goal is to recruit students and to develop partnerships with business representatives for career opportunities for graduates.
- Creation of web resources for Georgia Children's Literature Program. This program is led by COE faculty and encourages reading and literacy through the promotion of books identified as exemplary through The Ga. Child Lit Book Awards.
- Support of the Clarke County Schools partnership through video production. Future support includes technology professional development for teachers.
- Technology support of the Salary Survey providing comparative data for analysis of colleges of education faculty and administration salaries.

Short-Term Goals

OIT develops goals and objectives based on a model for continuous improvement. The following short-term goals have been identified as a means to improving customer service and systems reliability, expanded flexible delivery of instruction, automation of business applications and continuous access to information for teaching, learning,

research, outreach and service. The following projects are representative of our short-term goals for the department.

- Successful implementation of wireless network including installation, communication to community and training of customers.
- Increased web based resources for technology training and support provided through OIT web site.
- Increased web based resources for instruction provided through OIT web site.
- Pilot of online VITA creation.
- Pilot of WebCT VISTA.
- Increased use of IP based videoconferencing.
- Timely and within budget FY 2003 Technology Fee implementation.
- Development of a software compliance process for the College of Education.
- Delivery of technology integration professional development for faculty through OIT and IT collaboration.
- Completion of the new College of Education web site.

Assessing Effectiveness

The effectiveness of an IT department is based on continuous evaluation of services through multiple measures. A survey of department programs and services was completed in 2002. The data from the survey has guided the development of the OIT strategic plan along with objectives and action plans. The following list defines the ongoing and future assessment plans for OIT:

- Development and delivery of online OIT assessment of programs and services to be delivered and analyzed every six months.
- Customer feedback following project implementation and Help Desk support.
- Tracking of reliability of networking services.
- Security audits - 2002 networking scan indicated above average security
- Strategic planning results analysis.
- Successful implementation of Technology Fee – Timely install and within budget.
- Presentation of results of survey and Student Technology Fee to College of Education Technology Advisory Committee.

Student Retention/Graduation

Candidates preparing for a career in education in 21st century classrooms, health facilities, hospitals or training environments must demonstrate technology competency in the areas of productivity, information literacy, communication, problem solving, computer skills, and social concepts and ethics. OIT programs and services provide the environment for faculty to create opportunities for students to learn these skills. Our retention strategy is to support this digital learning environment in order to attract, retain, and graduate students with the skills required of NCATE, ISTE and other accreditation agencies.

Access to information for research and learning are also important for the success of our students as they fulfill program requirements. OIT's support of technology, secure and reliable systems, Media Services, and support of flexible delivery of instruction contribute to the graduation rate of our college. Highlights include:

- Nine instructional computer labs.
- Networking and infrastructure supporting e-mail, file storage, and printing.
- Media Services for equipment check-out, print, and non-print services.
- Videoconferencing and video production services.
- Technology supported classrooms (Video, Network, Computer, Projection, Internet).
- Flexible delivery support (WebCT, Horizon Live, project-based learning, web resources).

