CINS Unit Goals for FY2003

1. Complete planning for and implementation of CINS move of the CSU central computing facility and associated operations from Woodall Hall to the Technology and Commerce Center. Also, assist the College of Business and the Computer Science Department as they move to the Technology and Commerce Center. Minimize the impact of these moves on CSU operations.

2. Keep administrative systems (applications, operating systems, and Oracle DBMS) at the latest release levels while minimizing impact on CSU operations.

3. Provide consulting and implementation support for CSU efforts to provide effective administrative services for students, faculty, and staff.

4. Provide a secure high-speed local area network (LAN) and PeachNet connection that meet CSU needs in the areas of instruction, administration, service, and research.

5. Provide computer/computer application support that meets the needs of CSU students, faculty, and staff. This includes computer installation/maintenance and installation/support of standard office application software and learning support systems among others.

6. Offer training classes to faculty and staff for popular PC software as indicated by CINS training survey results and known changes in software versions.

7. Upgrade and maintain centrally supported computer labs and classrooms to the highest level affordable and continue to handle outages in these facilities as our top service priority.

8. Continue/increase participation in University System of Georgia committees and represent CSU well. There are numerous opportunities for CINS staff to have a significant impact on development of policies and practices within the USG.

9. Evaluate CINS staff hiring and retention policies and practices and document possible improvements by: 1) developing career paths for technical personnel, 2) examining existing job descriptions, and 3) differentiating between levels of the same job title based on years of experience, education, certifications, and level of responsibility. Work with the H/R Department to develop competitive strategies to improve recruitment/training/retention of information and instructional technology personnel.

Columbus State University
Information Technology
ASSESSMENT OF FY 2002 Level 2 Plan

*GOAL** *INSTITUTIONAL*	*UNIT*	*PLANNING INITIATIVE*	*ASSESSMENT OF RESULTS*
1,3,7	1	Fill the ITSS position vacated by Tim Daniels and provide orientation and training for the person.	ITSS POSITION - The search conducted in Summer 2001 ended without any qualified candidates who were willing to accept the salary (Master's in IT or related field). The position was then frozen due to financial constraints. It is being re-advertised as a technical support specialist (per Unit Goal #38) with lower qualifications and salary.
6	2	Complete development of a comprehensive CSU Strategic Plan for Information Technology.	Complete.
1,4,6,7,9	3	Implement a student computer helpdesk to help students use campus technology. Students trained to use the most common campus software will staff the helpdesk, which will be accessible by phone, email and walk-in.	The student helpdesk was opened at the beginning of the Fall 2001 semester. The helpdesk logged over 150 cases during that first semester. Efforts have been spent trying to publicize the helpdesk as much as possible to make the students aware of its existence. The helpdesk should see more use as students are made aware of it and when we move to the new building because of the
1,4	4	Implement GIL faculty/staff patron extract from the PeopleSoft software system.	Complete.
1,3,4	5	Implement the Universal Catalog and Universal Borrowing modules of GALILEO. Participate in implementation of other GALILEO initiatives such as the online electronic resource locator.	Universal Catalog and Universal Borrowing (now GIL Express) are still works in progress. The University System plans to have them fully implemented this fall. The delay is due to the vendor's inability to solve technical problems.
1,2,3,4,7	6	Implement Banner 5.X Student Records and Financial Aid System.	Complete. The Banner upgrade was implemented in October 2001 and very few problems were encountered. The ORACLE relational data base management system was updated to version 8i and the HP/UNIX operating system was updated to version 11 at the same time.
1,2,3,4,7	7	Implement PeopleSoft Financial System.	Complete. The system was implemented in April 2002 and very few problems have been encountered.
1,4,6,7,9	8	Continue periodic review of all CINS policies and add/revise as needed. Addressing campus wide computer security policies and procedures is especially important.	Much policy research was done this year, particularly in the network access and security areas. No significant policy additions or changes were made.
1,2,4,7	9	Upgrade to Novell NetWare v5.x from v4.11	Netware 5.1 final testing in the CINS test lab is underway. It will be implemented on campus production servers beginning Summer 2002.
1,2,4,7	10	Acquire a software package to monitor the performance of the Oracle Relational Database Management System.	Complete. The Precise SQL, Savant and Pulse products were purchased in July of 2001 along with 6 months of consulting. These products have helped resolve system load problems during peak processing times on the HP 9000/K570 minicomputer.
1,2,7	11	Develop in-house admissions online counseling system integrated with the Banner System.	Commercial systems have been evaluated; they do not meet our functional needs and are too expensive. The project is on hold pending specification of requirements by Admissions Counseling.

1,4,7	12	Remain proactive in the planning for and implementation of technology requirements in CSU buildings under construction or under renovation.	The CINS and ITS departments are working closely with Plant Operations and the designers of the Technology & Commerce Building. Continued efforts are needed to ensure involvement in renovation planning. The agencies do not have representation on the Campus Developments & Improvements Committee.
1,4,6,7,8	13	Continue efforts to develop and implement a budget for annual equipment maintenance and for replacement of 25-30% of our lab, classroom (including instructor stations), PCs that circulate across campus, and library computers.	Complete. Maintenance charges for centrally supported equipment are now built into the CINS budget. The Student Technology Fee has finally provided the stable funding source required to replace a significant portion of the centrally supported PCs.
1,2,6,7,9	14	Redesign/reorganize the CSU main Web site and intranet Web site to focus on prospective students and provide more value for current students, faculty, and staff. Develop an online portal Web site to provide a single point of access for CSU online courses.	The CSU main Web site and intranet Web sites were redesigned and reorganized. The main site was redesigned in conjunction with Public Relations and Enrollment Marketing to focus more on prospective students and visitors. Separate sites were designed for current students, faculty, and staff so as to be more usable by each group. An online portal was created that provides a single point of access for CSU online courses. A virtual tour was created to provide prospective students and interested family and friends with a realistic view of our campus and facilities.
1,2,6,7,8,9	15	Plan and budget for the continuous upgrade of our campus data communications infrastructure and bandwidth to support academic instruction (particularly online learning efforts) and research and administrative systems.	Added 14 HP ProCurve 4108GL Data Switches and one HP ProCurve 2524 to main campus & 6 HP ProCurve 4108GL Data Switches to the CSU CourtYard 2&3 Dorms. Illges, Tucker, Howard, Simon Library, LeNoir, 2 Jordan, Davison, 2 FAH, 2 Richards, Health & Safety, Woodall Test Lab, CourtYard II: M, N, O, CourtYard III: A, B, C. Punched down to Cat5 rated 110 blocks and/or recertified cabling in:Tucker, LeNoir, 2 Jordan, Davison, 2 FAH, 2 Richards, CourtYard II: M, N, O, CourtYard III: A, B, C
1,2,6,7	16	Help develop an imaging system to support the Registrar, Admissions, and Financial Aid Offices.	On Hold. This system would store hard-copy records electronic images and allow access to them from Banner System programs. Project is on hold pending identification of an imaging partner by SCT.
2,7	17	Evaluate Web based e-mail portals and web based calendaring systems.	Several Web based Email and calendaring systems were evaluated FY2002. Web based Email will allow CSU community users to read email from any Internet connected browser. Two products: Schedule Online, and Novell NIMS were deemed the best fit for CSU. Because of cost , CINS developed a calendar of events in-house. This online calendar utilizes the database created by the EBMS system but is totally separate. This calendar will continue to be improved and become the online campus calendar for CSU. There has been a concentrated effort by several entities outside CSU to allow everyone to place their calendar of events on the same page.
1,2,4,6,7,9	18	Develop specifications for, develop/acquire, and implement a network print management system that will enhance services to students and provide a means of recovering costs associated with student printing and photocopying.	Plans to obtain a cost recovery system for printing and photocopying have been scrapped due to budget restraints. The Library is planning to change its public terminals to password access for students. There will be a few public terminals where printing will be routed to the Circulation desk and patrons will pay for their copies.
1,2,7	19	Upgrade wiring closets to include racks, air conditioning, uninterruptible power supplies, and evaluate relocation of data communication equipment.	CINS has a dedicated closet in Davidson. Some of the CourtYard 1 SS2200 Data Switches have been moved to the attic for better protection and climate control. The possibility of moving Data Switches in Buildings A-E to the attic. Most equipment closets on campus are still shared equipment/custodial rooms that are not totally suitable for the task for which they are being used. Work will continue next year. New Racks & new UPSs were installed in FAH, Richards, Davison, Tucker, LeNoir, Library, Jordan, CourtYard III Building A, CourtYard II Buildings M, N, & O. New UPSs were also installed in Howard & Illges.
1,2,7	20	Develop automated process to assign faculty advisors for students.	On hold to determine the possible impact of a similar initiative being discussed by SCT.

1,2,4,7	21	Increase PeachNet bandwidth between CSU and the rest of the world by at least two T1 lines. Increase PeachNet bandwidth between CSU and the rest of the world by at least two T1 line	The PeachNet bandwidth for CSU has increased. The USG OIIT staff is taking a more proactive role in allocating bandwidth throughout the University System as the need arises. As long as CSU shows good stewardship of existing resources, we can expect an equitable (and free) distribution of bandwidth. An announcement is also imminent about the availability of Internet II service for worthy academic/research projects requiring very high bandwidth services.
1,2,4,7,9	22	Replace public photocopiers in the library with book photocopiers. (3@$6,000)	Three new public copiers were purchased to replace four older models. They are not designed strictly for book copying.
1,2,4,7,9	23	Train CINS staff to support Microsoft Windows 2000 Pro client Operating System.	Windows 2000 Pro is now the standard OS for new CSU PC purchases. CINS staff worked diligently planning and testing critical staff and instructional applications. Developed win 2000 pro imaging process. The software team obtained knowledge thru web based postings and test lab
1,3,7	24	Install and provide training in using the new technology at the Music Library and School of Music.	The listening stations, faculty studio recording equipment, and classroom music playback systems installations at the RiverCenter are complete. Training has been made available to faculty and staff.
1,2,4,6,7	25	Plan to provide users a common access control and authentication process that allows a single ID/Password to access all computer systems they are authorized to use.	Novell has upgraded Single-Signon to Novell SecureLogin v 3.0. It is compatible with our campus applications. Banner, EBMS, and ISIS could be brought into the SecureLogin process. Cost: 62.00 per user account retail
1,2,4,7,9	26	Encourage faculty to use technology appropriately in the delivery of instruction.	ITS offered individual training and consultation on appropriate technologies. The number of workshops and service marketing efforts were minimal due to staffing shortage.
1,7	27	Replace the public printers in the library reference area with new, high-volume printer.	Two new printers were purchased for the Library's Reference Area. They were bought with Student Technology Fee monies.
1,2,3,4,7,9	28	Add a CINS technical support position to serve our River Center, CSU Rankin Arts Center, Oxbow Meadows, CSU Coca Cola Space Science Center, and Fort Benning needs.	Although the need for this position is increasing, funds were not available for this position.
1,2,4,7,9	29	ITS will depend on funds formerly identified as CT&T special initiative to replace basic instructional equipment and add new/replacement technologies for circulation and installed usage.	“Advanced Learning Technology” funds were utilized to purchase equipment and supplies, upgrade or create multi-media classrooms, renew the WebCT license, and participate in training opportunities ($99,000).
1,2,4,7	30	Seek training for CINS and ITS staff in WebCT and multimedia technologies.	Both Chris Whitehead and Brent Eaton attended WebCT course development training. Chris Whitehead attended an Optical Media Creation workshop in San Jose, CA, given by Sony Electronics and sponsored by ETTC. An ITS staff member attended the annual WebCT conference, the Rock Eagle Computing Conference, and the TLAT (Teaching & Learning with Advanced Technologies) Conference. The Coordinator of ITS presented at the AECT (Association of Educational and Communications Technology) and Off-Campus Library Support conferences.
1,7	31	Acquire emergency “back-up” equipment for primary auditoriums.	A portable, back-up system for graduation and a speaker/amplifier for FAH events were purchased by the VP for Business & Finance ($2442). Repairs were made to FAH sound system by ITS ($1000) which is in need of major upgrade or replacement.
1,7	32	Develop student production/presentation area. ITS will assign a data projector for this purpose and work with library and CINS personnel to develop instructions and tips for users of production and presentation equipment.	In progress.
1,7,9	33	Continue efforts to open existing computer classrooms for general use when not used for formal instruction. ITS will seek a permanent “by reservation” media facility.	In progress.

1,2,3,7,9	34	Acquire (and train staff to use) Crystal Reports software to support Oracle-based administrative systems.	Kay Jenkins, Brian Endfinger, Don Andrae, Rick Tew, and Flora Aplin attended Crystal Reports Training.
1,7	35	Expand Inventory System to handle economic quantities, re-order points, and automatic re-ordering of supplies.	Cancelled. This development has been cancelled until the PeopleSoft fixed asset and the inventory modules have been analyzed to see if they will satisfy CSU's needs.
1,2,9	36	Continue developing training methods coincident with new technologies.	We have investigated numerous approaches to delivering training including the use of CDs, DVDs, and Web-based. We just completed our first Pegasus Mail training video using a trial version of Flash MX and a more advanced version of Windows Media. Further training videos will require licensed software and additional training.
1,2,9	37	Continue to seek better ways to get faculty instructional software into campus computer classrooms (incl instructor workstations), labs, and circulating computers and laptops.	CINS has invested in two new products that will enhance our capabilities of creating lab images and keeping the lab computers free of problems. Ghost by Norton will replace the IC3 imagecast program we currently use. A product called Deep Freeze will replace our current product PCRDist. These new products are more user friendly and take care of some problems we were experiencing with the other programs. Our policies on software still remain the same.
1,2,7	38	Add technical support specialist in ITS.	Despite an increasing need, this item was not done due to lack of funding.
1,6,7	39	Develop a comprehensive plan for acquisition and use of a campus "one-card" system.	Plans are well under way. Work done with the USG Vice Chancellor for Information and Instructional Technology and representatives from Kennesaw State University and the State University of West Georgia will allow CSU to "piggyback" on a RFP they developed. Funds will probably not be available for this project until FY2004.
1,2,4,6,7	40	Continue Library/ITS/CINS collaboration to plan for a new Information and Academic Support Center: information commons/classrooms/presentation areas/ITS. Use existing lib space on first/ground floors until new facility is built.	In progress. Library has ordered new computers for its Reference Area with ETAC monies, and plans to slowly introduce the Information Commons (i.e. "one-stop shopping) concept by Fall 02.
1,7	41	Provide for routine replacement of lamp bulbs for central pool circulating, assigned, and installed Data/Video and overhead projectors	Funded through "Advanced Learning Technologies" grant in FY02.
1,4,7	42	Audio/Presentation Technician for non-academic sound systems. Provide training and emergency assistance for over fifteen sound systems (auditoriums, gyms, and athletic areas); operate equipment for special events.	Not funded. Critical need continues to grow in quantity and scope of events.
1,7	43	Develop Purchase Card database for maintaining records of purchases made using new CSU purchase card.	A Purchase Card Access database was set up for use in recording departmental credit card purchases, and for the purpose of automating end of the month reports for the Business Services and Accounting Departments. There was a plan to share this database with other CSU departments, but the purchasing procedures change with the implementation of PeopleSoft.
1,7	44	Upgrade the Remedy Help Desk System to v4.5 and implement the "Change Tasking Form."	All Client PCs were upgraded to Remedy Help Desk v.4.5 in 2001. This upgrade included Remedy "Users" from Plant Operations, Grounds Maintenance, Telecommunication/Postal Services, Computer Information and Networking Services, and the technical support person in the Library. The "clients" provide services or technical assistance for faculty/staff at CSU. The program Remedy provides an automated tracking and notification system for all "support" personnel. The Change Tasking (Projects) was modified for use by the internal divisions in the Computer Information and Networking Services to include Data Communications, Network, and Web Team Groups. The program tracks the progress of major projects, complex requests, or internal system maintenance.

1,7	45	ITS will investigate Voyager Media Booking and Remedy for use in equipment booking and maintenance requests.	In progress.

Institutional goals were established in the University Strategic Plan. Unit Goals address the Institutional Goals.

COLUMBUS STATE UNIVERSITY
Information Technology
FY2003, LEVEL 2 PLAN

GOAL*		PLANNING INITIATIVE	COST	PLANNED IMPACT
INSTITU-TIONAL	UNIT			
1,6,7	1 L4	Add technical support specialist in ITS.	25,000 plus fringe	This position would support campus/off-campus academic/non-academic technology facilities/functions that are increasing in number and complexity.
1,6,7	2 C4	Complete a thorough campus network security assessment with help from USG security consultants.	12,000	The USG has hired two security specialists to enhance PeachNet network security and work with campuses to improve their network security. The cost for their services is an approximation.
1,2,3,4,6	3 C3	Add a CINS Web Designer position.	46,000 plus fringe	This position is critical for support of the mushrooming academic and administrative use of Web applications.
1,2,3,6,9	4 C5	Add a CINS technical support position to serve our River Center, CSU Rankin Arts Center, Oxbow Meadows, CSU Coca Cola Space Science Center, and Fort Benning needs.	36,000	CSU off-campus centers need technical support for PCs, file servers, class PCs, specialized software, and dorm networking. Support is now provided by campus-based personnel would receive much better service.
1,6,7	5 L4	Fill the vacant ITSS position and provide orientation and training for the person.	32,000 + benefits	This position is critical to the success of CSU distance learning programs.
6,7	6 L5,7	Add a Audio/Presentation Technician for non-academic sound systems to provide training and emergency assistance for over fifteen sound systems (auditoriums, gyms, and athletic areas); operate equipment for special events.	35,000	Orientation/graduation/lectures/dance recitals/talent shows/ground-breakings and ribbon cuttings are very important to CSU's image, yet facilities must rely for daily events on minimally skilled audio-video operators (if an operator is present at an event). Each facility should have an A/V equipment operator. This technician will provide training, give emergency assistance, and operate systems at key events. At other times he/she will assist with academic support. The one ITS audio expert tries to provide tech support for critical functions and serves as training/emergency assistance provider. ITS cannot meet all academic responsibilities due to non-academic requests for support.
1,6	7 C4	Continue periodic review of all CINS policies. Add and revise as needed, particularly computer network security policies and procedures.	60,000 S/W Lic., Personnel	CSU network security policies/procedures do not address many security issues resulting from recent technology innovations. A network security technician and security monitoring software may be required.
1,6	8 C4	Evaluate alternatives to current computer virus detection software (McAfee ASAP)		A number of good computer virus protection software packages exist. CINS will review them to be sure McAfee ASAP is still the best solution for CSU.

1,2,3,6,9	9 C4	Deploy new CINS tape backup server with tape library.		This will increase the efficiency of nightly tape backups and enhance data recovery capabilities by backing up all network drives in all CINS-maintained file servers.
1,6,9	10 C4	Upgrade to Novell NetWare v5.x or 6.x from v4.11		Netware 5.1 final testing in the CINS test lab is almost complete. It will be implemented on campus production servers during Summer 2002.
1,2,3,6,9	11 C4	CINS plans to evaluate and deploy eDirectory 8.6 and NetMail 3.1 on a limited basis (faculty/staff or a subset). .	$18/user, 15,000 for server.	Novell eDirectory gives CSU a LDAP based directory and allows users to authenticate directly to the campus directory for web and other programs that need to access user information. NetMail 3.1 gives CSU users Web based email/calendaring. Users can access their email from any Internet connected browser anywhere. Netmail also gives CINS SPAM and virus blocking capabilities for the email system.
1,2,3,6,9	12 C4	In conjunction with eDirectory, CINS plans to evaluate Novell's SecureLogin (formerly, Single SignOn).	$60/user of Secure Login	SecureLogin allows users to embed usernames and passwords for other applications (Banner/PeopleSoft/web apps) into the eDirectory to let campus users log in one time and have access all applications.
1,6,7	13 L2,6-7	Implement the Universal Catalog and GIL Express modules of GALILEO. Participate in implementation of other GALILEO initiatives such as the online electronic resource locator.		Implementing these modules continue our commitment to providing a USG-wide integrated/interconnected library system. Provides student/faculty access to millions of books held by libraries in USG libraries.
1,2,6,9	14 C5	Implement Banner 6.X Student Records and Financial Aid System.		Requires upgrade to Oracle 9i and Oracle Application Server 9i and web deployment of all client server forms.
1,2,6,9	15 C3	Help develop an imaging system to support the Registrar, Admissions, and Financial Aid Offices.	2,000	This system would store hard-copy records as electronic images and allow access to them from Banner System programs.
1,6	16 C5	Develop automated process to assign faculty advisors for students.		This will assist in the student academic advisement by automatically assigning a faculty advisor when a student is accepted for admission or change major.
1,2,6	17 C3	Allow students who have Learning Support and Regents Test Deficiencies to register by themselves.		This would keep students from having to go to the Dean of Arts and Letters to register for Regents Test remedial classes and from the University College having to register all Learning Support students.
1,2,3,6	18 C3	Create College of Education data warehouse.		This would allow the College of Development Cost Education to do statistical analysis of information for NCATE.
1,2,6	19 C5	Allow early registration for Fall during the Spring Semester.		Allows students to register for fall classes before going home for the summer and assures more advisors are present than during the summer.
1,2,6	20 C5	Develop in-house admissions online counseling system integrated with the Banner System.		Commercial systems have been evaluated. They do not need our functional needs and are too expensive.
2,3,6,9	21 C3-4	Fully implement EBMS for RiverCenter, Inc. and create an online calendar/repoirt for the Schwob School of Music for checking reservation status for rooms within the RiverCenter.		This will allow RiverCenter faculty/staff to better plan/organize their semester by checking status of rehearsal rooms/classrooms. Online calendar available to all School of Music personnel will enhance the flow of information.
6	22 C3	Put Faculty Evaluations on web.		Allows for immediate analysis of information entered by students and eliminate the departmental secretaries from having to enter the data.

1,2,4,6	23 C3	Application status check for High School counselors		Allows high school counselors to check the admission status of the students who have applied to Columbus State University from their high school.
1,2,4,6	24 C3	Reporting system for CSU Scholarship Application.		Allows the scholarship counselor in Financial Aid the ability to monitor and produce reports for students applying for scholarships at CSU.
1,6	25 C3,5	Add Follett book check to web page after student has completed registration.		Allows students the opportunity to see what books are necessary for classes they have registered for. If they wish they could order them at that time.
1,6	26 C4-5, L4-5,7	Increase participation in campus new facility and renovation planning during the early stages.		Request was made to the Senate Committee on Committees for ITS to be represented on campus Developments & Improvements Committee.
1,6	27 C5,L2, L3-5,7	Continue Library/ITS/CINS collaboration to plan for a new Information and Academic Support Center: information commons/classrooms/presentation areas/ITS. Use existing lib space on first/ground floors until new facility is built.		The support center provides “one-stop shopping” for CSU students, offers students/faculty a central location to use multimedia equipment, and better serves their information needs. To operate effectively, the facilities must be staffed by a combination of Library, ITS and CINS personnel.
1,3,6	28 L4-5,7	Actively lobby for involvement of CINS and ITS in the planning of the new Classroom/Library Building.		Begin investigating plans/status of this project. Groundbreaking is anticipated sometime in 2007.
1,2,6,9	29 C4	Complete design for and begin implementation of a Main Campus Single Mode Fiber Optic Cable System running from each building directly to head-end locations.	1,750,000	What will this cable system do for us??? Should we run both single-mode and multi-mode fiber in “home-run” mode from each building ???
1,6,9	30 C5	Develop and implement a budget for routine replacement of PCs in faculty offices on a 3-year replacement cycle.	100,000	The Student Technology Fee provides a constant funding source for lab PC replacement. The same should be done for faculty PCs using institutional funds. This item should be endorsed by/included in the plan of the VPAA.
1,6,7	31 C1,5, L4-5,7	Develop and implement relocation and installation plans for Technology & Commerce Center: CINS facilities and audio/visual & media presentation areas.		Facility to be operational Spring 2003. Will house CINS primary functions and provide 21 media-equipped instructional areas (lecture halls, Distance Learning hall, classrooms, auditorium, rehearsal room, and conference room)
1,6,7	32 L4-5,7	Develop a budget for audio/visual and media presentation equipment and increase the budget for supplies, training, and personnel (ITS).	175,000	ITS has no equipment or training budget. Special initiative funding filled this gap for several years, but is no longer available. Supplies budget is not adequate to buy lamps needed for data/overhead projectors, videotapes, etc. More student assistant/part-time staff hours are needed to meet delivery and installation service requests. (This does not address full-time staffing needs.)
1,6	33 C4	Plan and budget for continuous upgrade of campus data communications infrastructure and bandwidth to support academic instruction and research and administrative systems.	250,000	The CSU communications network is operating near capacity. Upgrade to higher-speed equipment has begun and should continue. Continued budgeting for routine replacement and maintenance must be provided.
1,3,6,9	34 C5	Update all lab computers and computers of faculty teaching Windows 2000 and Office XP to use these products as standard applications.	146,000	This includes updating all lab computers and computers of faculty teaching Windows 2000 and Office XP to at least Pentium III Class processors. Cost of PCs in student labs provided via the Student Technology Fee.

1,6	35 C5	Upgrade all campus email clients to version 4 of Pegasus Mail.		Some new features are: 1) the ability to create a message in HTML format, 2) large mail folders can be off-loaded to the user's primary PC hard disk drive, 3) text formatting features are savable within the message, and 4) attachments can be forwarded to other users directly from the forward buttons.
1,2,3,6,9	36 C4	Upgrade wiring closets to include racks, air conditioning, uninterruptible power supplies, and evaluate relocation of data communication equipment.	$40,000	Campus data communication equipment, critical to institutional success, must be "hardened" against environmental conditions. Most equipment closets are shared janitorial closets not appropriate for this use.
1,6,7	37 L4-7	Evaluate costs and benefits of GSAMS (Georgia Statewide Academic & Medical System), determining number and placement of sites to support on and off-campus.	50,000 ($25,000/ room).	The GSAMS network using compressed video over telephone lines is critical to the COE's Leadership program delivered to 100+ students in central/south Georgia, and to the partnership with MCG for delivery of Occupational Therapy, Radiologic Science, and MS in Nursing degrees. GSAMS is still the best delivery tool for classes requiring two-way video and audio. At least 2 of the rooms will need replacement equipment within the next year
1,2,6,9	38 C5 L4,5,7	Develop a comprehensive plan for acquisition and use of a campus "one-card" system.		Preliminary planning should continue with an expected initial implementation in FY2004.
6,7	39 L5,L7	Replace sound systems at FAH ($60,000) and Davidson ($40,000). Purchase portable or installed systems for Lumpkin Center and function areas that are appropriate for space ($6,700). Purchase portable lectern/sound system (2,000).	108,700	Aging and/or abused sound systems in major auditoriums/gyms may fail any time and cause embarrassment to CSU, especially for critical/rental programs.
1,6,9	40 C5	Evaluate software that does text matching to **identify instances of potential plagiarism** in submitted documents and provide correct citation information for each suspected instance.		This software will help faculty detect possible plagiarism in papers submitted by students as their own work. The Academic Technology Committee will be asked to lead the evaluation effort and submit a report to the Academic VP.
1,2,6	41 C5	Develop a knowledge base system for the CINS student and faculty/staff help desks.	4,000	Web-based system allows the help desk support team to efficiently respond to technology questions. The staff will be trained to provide information to CSU technology users effectively. Two full-time staff members will be trained professionally to develop/provide help desk solutions to technology users.
1,6	42 L4,7	Encourage faculty to use technology appropriately in the delivery of instruction.		Workshops, and individual assistance by ITS will focus on using technology appropriate to instructional objectives and encouraging non-technology users to incorporate technology into their teaching when appropriate.
1,6	43 C5, L4-5	Continue efforts to open existing computer classrooms for general use when not used for formal instruction. ITS will seek a permanent "by reservation" media facility.		Addition of the Technology and Commerce Center in FY03 should provide opportunities for better use of existing facilities.

2,6	44 C2-3,6	Implement faculty/staff training for Office XP and complete creation of Office 2000/XP training videos by Fall 2002. Train staff to use Crystal Reports software to support Oracle-based administrative systems. Continue developing training methods coincident with new technologies.	15,000	This includes developing and providing Web-based, CD-based, and teleconference–based training. The *ad hoc* reporting tool allows good data access to functional users on PeopleSoft H/R and Financials and Banner.
1,2,6	45 C5, L4,7	Seek training for CINS and ITS staff in WebCT and multimedia technologies.	7,500	Technology is changing rapidly. It is critical for CINS and ITS to support faculty use of new hardware and software for instruction. Faculty members need assistance developing media for instruction both on and off campus.
1,6	46 C5	Train CINS staff to support Microsoft Windows 2000 Pro client Operating System.	3,000	Provide better workstation security and prevent patrons from downloading and installing software. Reduces time needed to monitor/maintain PCs. Commercial training may be involved for one CINS staff member.
1,6,7	47 C5	Continue to seek better ways to get faculty instructional software into campus computer classrooms (incl instructor workstations), labs, and circulating computers and laptops.		CINS software evaluation, installation, testing, and deployment procedures are critical to the success of our instructional programs. to keep presentation technologies compatible with the technologies found in labs and offices.
1,6,9	48 C5	Upgrade the Remedy Help Desk System to v4.5 and implement the “Change Tasking Form.”		Identifies individual tasks in projects as “internal” or “external” to CINS.
6,7	49 L2,4,5, 7	ITS will investigate Voyager Media Booking and Remedy or EBMS for use in equipment booking and maintenance requests.		Equipment booking is currently done manually.

Columbus State University
Executive Summary

The PeopleSoft Financials System was implemented as scheduled in early April after more than a year of preparation. Major releases of the HP UNIX Operating System, Oracle Database Management System, and Banner Student Records and Financial Aid System were installed. An interface was developed to provide faculty/staff information to the GIL Library System.

Members of the CINS Security Committee took an active role on a USG Security Committee that was formed to suggest general computer network security policies, procedures, staffing, and hardware/software tools that will help campuses meet computer network security needs. Work of the USG and campus computer network committees will continue working and should make specific recommendations in FY03. Significant resources will be required in the computer network security area for consulting, personnel, hardware, and software in order to provide reasonable protection of CSU resources and avoid negative publicity.

The first full year of the Student Technology Fee provided the funds needed to make significant progress toward a realistic budget for more timely replacement of instructional equipment and software. Items funded from this fee include a Microsoft campus software currency license, laser printers and electronic journals for the Library, data projectors and instructor PCs for classrooms, specialized software for foreign language and math, and flatbed scanners and CD-RW drives for student use in computer labs. A CINS student help desk, started during Fall 2001, was highly popular with students. As its existence becomes more widely known, use of the help desk should increase significantly. Specifications for a campus one-card identification system that includes a student printing/copying system are being developed for acquisition and implementation in Fall 2004. Other instructional technology needs are being satisfied through responsible application of the proceeds from the fee as well. WebCT software and other technology was available through the Advanced Learning Technology special initiative.

The CSU World Wide Web Home Page (Extranet) was completely re-designed. Demand for Web support from academic and administrative areas is beyond what ITS and CINS can handle. Additional staff and training dollars are required if we are to move forward with campus Web plans. Continuing efforts are planned for FY03 in the Web area to provide information most appropriate for prospective students and others seeking information about CSU via the Extranet and improve communications with students, faculty, and staff via the CSU Intranet.

Campus data communications infrastructure was enhanced by the replacement of several building data communications hubs. Increasing emphasis on Web use for instructional program delivery and planned implementation of the GIL Universal Catalog and GIL Express (Universal Borrowing) modules will require significantly more bandwidth on campus and via PeachNet. The USG has taken responsibility for providing the additional bandwidth as long as CSU remains a good steward of the resources provided.

Staffing remains challenging, particularly for Instructional Technology Services. Mushrooming application of technology requires more positions than are currently available in ITS and CINS and it has been difficult to attract and retain the skilled people needed to fill open positions. Staff training opportunities remain limited for both CINS and ITS staff.