Columbus State University
Information Technology
ASSESSMENT OF FY 2003 Level 2 Plan

GOAL INSTITUTIONAL*	*UNIT*	*PLANNING INITIATIVE*	*ASSESSMENT OF RESULTS*
1,6,7	1 L4	Add technical support specialist in ITS.	An entry-level Instructional Technology Support Specialist was hired in July 02. The ITSS position has proven especially valuable to the dept. as the person hired is a CSU alumni who previously worked with GSAMS and other ITS services.
1,6,7	2 C4	Complete a thorough campus network security assessment with help from USG security consultants.	A thorough network security assessment was completed through a collaborative effort between CSU and the USG Office of Information and Instructional Technology (OIIT) at no cost to CSU. This effort identified several areas of campus network security that needed immediate attention and others that require a longer-term view. It also set the stage for expanding this effort, with participation of many others on campus, to include campus security beyond the computer network. The assessment also provided substantial input to our efforts to develop CINS security-related policies and procedures.
1,2,3,4,6	3 C3	Add a CINS Web Designer position.	This task was completed with the hiring of Jay Knape as the Technical Project Manager for the web on August 8, 2002
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.	This position was not funded. CINS service to off-campus locations continues to lag behind on-campus users. This position will be an absolute requirement when the Art and Theatre Departments move to an Uptown location.
1,6,7	5 L4	Fill the vacant ITSS position and provide orientation and training for the person.	Position was not funded. WebCT courses are growing exponentially, especially with the decision that Computer Science will move to WebCT from e-College. A person to work with faculty in the design and support of web-based courses is an increasingly important “unmet need”.
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.	Position was not funded. Need continues to grow with the increased usage of facilities for CSU functions and rental to outside groups. Outsourcing of audio for 2 graduations and some special events has been helpful. ITS personnel continue to expend considerable time on non-academic events, reducing capabilities to meet academic requests.
1,6	7 C4	Continue periodic review of all CINS policies. Add and revise as needed, particularly computer network security policies and procedures.	Don Andrae, Jean Bittinger and Loretta Marshall developed security policies for CINS during the 2002-2003 year and presented a draft to the Director of CINS for approval and implementation. Policies for hardware installation, software installations, acceptable use, PC re-distributions, hardware purchases and software purchases was re-created. File Server Policy and Procedures were developed during 2002-2003 year and put in place.

1,6	8 C4	Evaluate alternatives to current computer virus detection software (McAfee ASAP)	This task was completed under terrific time pressures. After evaluation of several alternatives to our computer virus protection program, CSU has signed another two-year agreement with McAfee Associates for their ASAP service at a significantly higher price than we paid for the earlier contract. Although the service to which we subscribe is somewhat more expensive than other solutions we evaluated, it still provides the best protection available for our environment.
1,2,3,6,9	9 C4	Deploy new CINS tape backup server with tape library.	In May 2002, we deployed a Dell PowerVault 128T Tape Library unit capable of storing up to 2TB of data (4TB compressed) on a maximum of 20 LTO tape cartridges. This device operates by communicating with a backup server that runs a backup software engine. The backup server software is configured to backup it's own local data, as well as to remotely backup several other servers across the network. Currently, we are using this tape library to backup 12 of our 43 file servers. The critical file servers that are not backed up to the tape library are using internal single-tape drives to back themselves up. These servers could not be included in the tape library routine because they were too old and slow.
1,6,9	10 C4	Upgrade to Novell NetWare v5.x or 6.x from v4.11	In March 2003, we installed two of our first NetWare 6.1 servers. The first server (NWCERT) is considered the master/primary server. This server provides accurate time and directory services to all of the other Novell servers in the network. The second server (LAB0) provides students with storage space, email, and serves many applications to CINS-managed computer labs. Both servers were new purchases. NWCERT was purchased to serve the roles of primary certificate server, eDirectory, and time server to all other servers. LAB0 was purchased as a replacement for the current student file server, to meet the students' needs for increased storage. Future plans are to add two more brand new NetWare 6.1 servers to the network. These servers with replace existing critical servers. The existing critical servers will then be reinstalled with NetWare 6.1 to replace 2 lower-end servers. We will use this approach until we have replaced all current servers with NetWare 6.1 servers, provided that these servers meet NetWare 6.1 hardware requirements.
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).	Novell eDirectory has been implemented as a part of two new Novell Netware 6.1 file servers and is being installed on other servers as time permits. NetMail 3.1 has been evaluated, but will not be used because of a planned implementation of the iPlanet Messaging System as part of Campus Pipeline's Luminis product.
1,2,3,6,9	12 C4	In conjunction with eDirectory, CINS plans to evaluate Novell's SecureLogin (formerly, Single SignOn).	Initially, we were very interested in evaluating and possibly deploying SecureLogin in hopes that we could provide a solution on campus that would allow all users to only need one username and password to access different systems. After developing the security policies, this product did not fit within the guidelines established. The ability of one password giving an unauthorized user access to all systems available to that password did not comply with their security policies.
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.	The UC and GIL Express are at a standstill because of Endeavor's lack of persistence. CSU has been represented on the GALILEO Steering Committee, the GALILEO Electronic Resources Locator Committee and the GALILEO Electronic Collection Development Committee.

1,2,6,9	14 C5	Implement Banner 5.X Student Records and Financial Aid System.	Upgrades to Banner 5.X Student Records and Financial Aid System were completed December of 2002. The upgrades to Oracle 9i and Oracle Application Server 9ias were completed in March
1,2,6,9	15 C3	Help develop an imaging system to support the Registrar, Admissions, and Financial Aid Offices.	This has been put on hold until SCT solidifies their partnership with an imaging company and the funds become available.
1,6	16 C5	Develop automated process to assign faculty advisors for students.	Due to the large number of upgrades and patches to the Banner Student and Financial Aid System, this project has been moved to the 2004 Strategic Plan.
1,2,6	17 C3	Allow students who have Learning Support and Regents Test Deficiencies to register by themselves.	This project was completed for the Spring 2003 registration and improvements made for the Summer and Fall 2003 early registrations.
1,2,3,6	18 C3	Create College of Education data warehouse.	This project was completed in March of 2003 and the College of Education has been updating the data base so that they will be able to do the statistical analysis when necessary.
1,2,6	19 C5	Allow early registration for Fall during the Spring Semester.	This project was completed during the Spring 2003 semester and seems to be working quite well.
1,2,6	20 C5	Develop in-house admissions online counseling system integrated with the Banner System.	This project has been delayed because of the large number of upgrades and patches to the Banner Student and Financial Aid System.
2,3,6,9	21 C3-4	Fully implement EBMS for RiverCenter, Inc. and create an online calendar/report for the Schwob School of Music for checking reservation status for rooms within the RiverCenter.	EBMS system was implemented at the RiverCenter, Inc.
6	22 C3	Put Faculty Evaluations on web.	This project has been delayed due to the large number of upgrades and patches to the Banner Student and Financial Record System.
1,2,4,6	23 C3	Application status check for High School counselors	This project has been delayed until additional data has been gathered as to the number of high school counselors who would have the ability to check information on the web.
1,2,4,6	24 C3	Reporting system for CSU Scholarship Application.	This project was completed during Fall 2002.
1,6	25 C3,5	Add Follett book check to web page after student has completed registration.	This project has been delayed until information can be obtained from Follett for the interfacing with Banner web.

1,6	26 C4-5, L4-5, 7	Increase participation in campus new facility and renovation planning during the early stages.	New guidelines for facility planning were adopted by the Board of Regents this year. A key point regarding technology planning is the requirement that the campus ACIT representative sign off on the technology aspects of all new facility and major renovation plans. Well before this action by the BOR, personnel from Plant Operations, Instructional Technology Services, and Computer Information and Networking Services had agreed that the three departments would work together to assure appropriate technology is planned for and implemented in all new and renovated facilities at CSU. ITS Coordinator was appointed to the campus Developments & Improvements Committee (at her request). Library Director and ITS Coordinator provided information for the Performing Arts Complex (on their own initiative). Master Planning report meetings were attended. CINS and ITS are participating in planning Jordan Hall renovations.
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.	Library and ITS personnel were actively involved in working with programming consultants for the facility. A Year 3 request to continue funding for this building was submitted by Plant Operations. An Information Commons area was created in the Library to begin introducing students to the concept of one-stop information shopping (although CINS staff were not available to co-staff the area due to resource limitations).
1,3,6	28 L4-5,7	Add something about getting involved in the planning of the new Classroom/Library Building.	Library and ITS personnel were actively involved in working with programming consultants for the facility. A Year 3 request to continue funding for this building was submitted by Plant Operations. An Information Commons area was created in the Library to begin introducing students to the concept of one-stop information shopping (although CINS staff were not available to co-staff the area due to resource limitations).
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.	Single Mode Fiber Optic Cable has been installed between Woodall Hall and the Center for Commerce and Technology (CCAT). Design documentation is unfinished. This is the first step in a project to connect all buildings on campus with CCAT using single-mode fiber optic cable in order to increase our capability to operate at ever-increasing transmission speeds for data, video, and voice communications.
1,6,9	30 C5	Develop and implement a budget for routine replacement of PCs in faculty offices on a 3-year replacement cycle.	This effort has been discussed with our VPAA and a plan is being formulated to make it happen. The plan should be completed during 2003.
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.	CINS staff members, led by Flora Aplin, have spent a tremendous amount of time and energy to assure that the move of offices and the CSU data center move to the new Center for Commerce and Technology. Office moves for the Department of Computer Science, The Abbott Turner College of Business, and the CINS Department will take place in early-mid May. The data center will move in early June. ITS staff worked with CSU faculty to gather input and with AV Designers to refine the technology plans for the 12 media-equipped classrooms, 4 lecture halls (1 distance learning), and auditorium. Training in the media systems will be provided by the contractor. Funds are being sought for additional technology in CINS computer classrooms, ATCOB and Computer Science conference rooms and lecture halls.

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).	Special Initiative technology funding was not available in FY03. ITS budget for FY03 lost repair funds (has not had dept. equipment funds for several years). Over thirteen Data Projector lamps in older projectors were replaced, leaving dept without any new Sharp 1200 lamps (lamps @ $260 each). 35 newer projectors require $400+ lamp.
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.	Several enhancements to the CSU communications have occurred this year, mostly upgrades to higher-speed equipment in academic buildings using proceeds from the Student Technology Fee. We are currently maintaining data communications equipment adequately. As with faculty PCs, we need to continue to work to identify budget dollars for the routine replacement of data communications equipment.
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.	Updated all instructional and open student labs to Windows 2000 operating system and Office XP software package. 400+ PCs were upgraded.
1,6	35 C5	Upgrade all campus email clients to version 4 of Pegasus Mail.	Automatically pushed down upgraded Email package to all networked desktops. Upgraded standard email package on all campus PCs from Pegasus Mail version 2.55 to version 4.02a. This was done for 2200+ desktop PCs.
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.	Added Rack in FAH 141 IDF/ETTC Server Air Conditioning room. FAH 2nd floor Category 5e cabling reinstalled to run to FAH 141. The progress here is minimal and the effort needs to be intensified.
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.	CSU continued to need 5 GSAMS sites to meet the requests of COE graduate courses, MCG programs, and other events (although locations changed). The CVI site was removed due to environmental problems. The Turner site was relocated to Jordan Hall. A second site was created in Illges Hall to serve MCG classes (using equipment on-hand and from CVI site). At the end of FY03, the Houston County GSAMS sites funded by CSU will be reduced to one. Bibb County was investigated as a possible target audience / receive site.
1,2,6,9	38 C5 L4,5,7	Develop a comprehensive plan for acquisition and use of a campus "one-card" system.	Budget difficulties encountered in FY03 and projected to continue at least through FY2004 caused us to postpone further work on this item this year. The USG has established the Blackboard (formerly AT&T) One-Card System as an institutional standard. CINS will work on developing a plan so that CSU is ready to acquire and implement the system as soon as funds and staff time are available.
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).	The 12-year old FAH Auditorium sound system was upgraded through the design and work of ITS Technician ($8213 obtained for equipment replacement). Additional equipment should be replaced. The Davidson system continues to need replacement. A sound system was installed in the Pres. Room, Lumpkin Center ($2700) and portable equipment purchased for events in Lumpkin ($3652). (Funded by VP Business)

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.	The lead work on this project was done by Dr. Susan Georgecink, Director of the Writing Center in the Department of Language and Literature. The selected product, TURNITIN.com, was used on a trial basis by several faculty during Fall semester and was deployed campus-wide for Spring semester. The product is being evaluated by several institutions within the USG and is likely to become the system standard for this type product.
1,2,6	41 C5	Develop a knowledge base system for the CINS student and faculty/staff help desks.	The student web page has a list of Frequently Asked Questions (FAQs) that we can build on. Information has been gathered for the FAQ's for Faculty and Staff and needs to be organized to place on the web. We can possibly use some of the same information for both sites.
1,6	42 L4, 7	Encourage faculty to use technology appropriately in the delivery of instruction.	Workshops, and individual assistance provided by CINS and ITS continued to focus on using technology appropriate to instructional objectives. Provision of media-equipped classrooms and faculty use of technology has encouraged non-technology users to incorporate technology into their teaching.
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.	The high demand for computer classrooms and security concerns obviated the need to promote the use of these classrooms for more general use. Library 005 is now scheduled by ITS on a "by reservation" basis. It serves as a viewing room for use by faculty who need data or video projection occasionally.
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.	Microsoft Office comprehensive classes are regularly scheduled for faculty and staff. Internet viewable videos have been created and are available from the CINS training web site. Programmers periodically help faculty and staff implement procedures for using Crystal Reports. The training staff member analyses the different technology needs of each department on campus and creates and schedules classes that reflect the needs of the University. New technologies are incorporated into solutions for each department as needed.
1,2,6	45 C5, L4,7	Seek training for CINS and ITS staff in WebCT and multimedia technologies.	CINS staff members attended training sessions at two USG conferences: Annual Computing Conference at Rock Eagle and Teaching and Learning with Advanced Technologies in Athens. ITS' Media Production Supervisor attended the national WebCT, Rock Eagle, and USG Teaching & Learning conferences. Funding did not permit other ITS development activities.
1,6	46 C5	Train CINS staff to support Microsoft Windows 2000 Pro client Operating System.	Dedicated support personnel to learning Windows 2000 operating system, tested campus applications and issues related to campus network functionality with Windows 2000 extensively before upgrading to Windows 2000.
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.	An efficient method was designed for lab image deployment. By using Ghost and DeepFreeze Pro, we are able to respond effectively to last minute changes and needs of instructional faculty in any lab. The time required for lab image deployment has been reduced from 1-2 days to 1-4 hours. This has eliminated the need for CINS to require faculty to provide a 1 month notification for lab changes and software installations.

1,6,9	48 C5	Upgrade the Remedy Help Desk System to v4.5 and implement the "Change Tasking Form."	All clients were upgraded to User v. 4.5, but the server was not upgraded. We elected to investigate upgrading the server directly to ARS 5.0 and not to upgrade HelpDesk application at this time because of extensive customizations and no way to import changes. Remedy Delta Training is requested for the server upgrade.
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.	Investigation has not proceeded as quickly as anticipated due to other commitments.

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

Columbus State University
Information Technology
FY2004 Level 2 Plan

*GOAL** *INSTITUTIONAL*	*UNIT*	*PLANNING INITIATIVE*	*COST*	*PLANNED IMPACT*
1,2,3,6,7,8	1 C2-5,7 -9	Demonstrate to the CSU administration that technology support for new facilities is just as important as other support such as custodial, public safety, and building maintenance.		New and newly-renovated spaces at CSU all have significant technology components and that trend is likely to continue. The funding of adequate technical support from CINS and ITS for these facilities is critical to their effective use.
1,6,7	2 L4	Fill the vacant ITSS position and provide orientation and training for the person.	$35,000 + fringe benefits	Major responsibilities: assisting faculty with instructional design; providing technical training and support for traditional and distance learning technologies including WebCT. Position is especially critical to support Computer Science and other faculty moving to WebCT from cancelled e-college contract.
1,2,3,6,9	3 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 + fringe benefits	CSU off-campus centers need on-site technical support for PCs, file servers, class PCs, specialized software, and networking (offices and dorms). Support is now provided by campus-based personnel. This position would provide much better service to our off-campus centers.
6,7	4 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 + fringe benefits	Orientation/graduation/lectures/dance recitals/talent shows/ground-breakings and ribbon cuttings are very important to CSU's image, yet facilities rely for daily events on minimally skilled audio-video operators. Each facility should have an A/V equipment operator to provide training, give emergency assistance, operate systems at key events, and assist with academic support. The ITS audio expert provides 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.
1,3,6	5 C3,7	Add a CINS Web Designer position.	$35,000 + fringe benefits	This position is needed for support of the growing academic and administrative use of the web.
1,3,6	6 C3,7	Add a network support position in CINS.	$32,000 + fringe benefits	In the past two years the number of file servers supported by CINS has more than doubled. The need for immediate application of vendor patches has also greatly intensified in order to meet security requirements.
1,3,6	7 C3,7	Add a web developer position in CINS.	$32,000 + fringe benefits	Many of the objectives set by CINS to help others on campus reach their goals for implementation of web-based applications cannot be met in a realistic timeframe by existing staff. Addition of this position would begin to close the gap between demonstrated need for web development support and the resources CINS has available.

1,6,7	8 L4-5,7	Develop a budget for audio-visual and media presentation equipment and increase the budget for supplies, training, and personnel in Instructional Technology Services.	$150,000	ITS has no equipment or training budget and has an inadequate supplies budget data/overhead projector lamps, 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.)
1,2,6,9	9 C5	Implement major upgrades to the Banner Student Records and Financial Aid System.		There are one or two major upgrades to this system each year. They have a tremendous impact on CINS and Enrollment Marketing staff. The results of their efforts directly affect students, faculty, and many staff.
1,2,3,4	10 C5	Develop a comprehensive plan for and begin implementation of the portal portion of Campus Pipeline.		This product contains features critical to improving services to students, faculty, and staff at CSU. These include web-based email, web-based personal calendaring, and single sign-on capability.
1,6	11 C4-5, L4-5, 7	Increase CINS and ITS participation during the early stages of campus planning for new facilities and renovation of existing buildings.		Technology issues have an increasingly great impact on the usefulness of campus facilities. For facilities to be effective and efficient, input from the departments that plan for technology on campus is a must.
3	12 C3,6	Develop templates and standards for web pages off of the main page.	$7,500	By creating templates and standards for all CSU web pages, we can provide a more consistent look, simpler site navigation, and a more pleasing/productive experience for those who seek information from our web pages.
1,6,9	13 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 is being considered by the VPAA and campus technology planners. It would provide recurring funds for the ongoing replacement of PCs in faculty offices on a regular schedule.
6	14 C6	Upgrade the Event Business Management System (EBMS) to version 12.0.	$5,000	EBMS 12.0 is a web-based application that will allow tighter integration of event calendars between CSU, River Center, and the City of Columbus. The cost of training is included.
1,2,3,6	15 C3,6,7	Work with the Enrollment Marketing staff to improve their web site by making it more user friendly and having an outside graphic web design person determine ways to make it more aesthetic in appearance.	$2,500	Improving the Enrollment Marketing web sites will help in recruiting and retention and in gathering information needed for proper marketing of CSU to prospective students.
1,6,9	16 C4	Continue upgrade of CINS Novell NetWare file servers to version 6.x from v4.11 of the network operating system.	$22,500	Netware 6.1 has been successfully installed on two CINS file servers. It will be implemented on campus production servers during FY2004 on file servers robust enough to support it. Other servers will use Netware 6.1 as they are upgraded. We plan to replace at least three servers this year.
1,2	17 C4	Install an email content filtering gateway.	$8,000	An email content filtering gateway will provide inbound and outbound virus scanning and spam filtering thereby reducing the propagation of viruses and the volume of unsolicited email.

1,6	18 C4	Continue periodic review of all CINS policies. Add and revise as needed, particularly computer network security policies and procedures.	$35,000 S/W Lic., Personnel	CSU network security policies/procedures require constant attention to address issues resulting ongoing technology innovations. A network security technician and security monitoring software may be required.
1,2,3,6,9	19 C4	Expand deployment of CINS tape backup server with tape libraries.		A successful implementation of a backup of a tape library for some critical servers in FY2003 has proved the value of this approach. Additional backup libraries will further increase the efficiency of nightly tape backups and enhance data recovery capabilities by backing up all network drives in all CINS-maintained file
3,6	20 C3	Replace server hardware for WWW1 (backup web server) and WWW3 (test web server).	$15,000	WWW1 is used as a backup for both the main and the student web servers. Should one of these go down, WWW1 can be brought up in its place. The main and student servers now have a much larger disk capacity than WWW1 and thus the need to replace it. The backup web server is outdated and for testing effectiveness needs to be on current hardware and operating system.
1,6	21 C4	Plan and budget for continuous upgrade of campus data communications infrastructure and bandwidth to support academic instruction and research and administrative	$150,000	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.
6,7	22 L5, L7	Complete the sound system upgrade for Fine Arts Hall Auditorium ($10,000) and completely replace the sound system in Davidson Student Center Auditorium ($40,000).	$50,000	The FAH sound system replacement is well underway. The Davidson Student Center Auditorium has been using a "temporary" system for fifteen years. Theses facilities are heavily used for campus and community activities and reflect on the institution's image.
6,9	23 C4	Implement a process to automate registration of Dynamic Host Configuration Protocol (DHCP) addresses for main campus.	$15,000	Automating DHCP registration will provide for more efficient administration of Internet Protocol (IP) addresses and the ability to control unauthorized connections to the CSU local area network. Requires addition of two file servers. This process is already in place for the uptown campus.
1,6	24 C5,L2, L3-5, 7	Continue Library/ITS/CINS collaboration to plan for a new Information and Academic Support Center that includes: information commons, classrooms, presentation areas, and space for Instructional Technology Services. Existing library space on first and ground floors will be used until the new Technology Classroom Building 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. Consider moving existing CINS computer classrooms from Woodall Hall and Core Curriculum computer classrooms and Foreign Language Lab from Arnold Hall into this facility. Woodall Hall is scheduled for demolition after this facility is built and the classrooms/lab in Arnold Hall are jammed into spaces not well-suited for technology use.
1,2,6,9	25 C4	Complete design for and continue implementation of a Main Campus Single Mode Fiber Optic Cable System running from each building directly to head-end locations.	$1,750,000	This cable system will provide a means of attaining very high bandwidth and speeds for CSU data, video, and voice systems in the future. The multimode fiber optic cable system installed in the early 1990's is becoming antiquated. By running cable directly to the Center for Commerce and Technology (CCAT) from each building on campus, the loss of bandwidth and possible failure points (splices in each building) will be eliminated.

1,2,6	26 C5	Continue development of 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.
1,3	27 C3,4,6	Provide training for CINS staff for the Windows 2000, Windows XP, and Macintosh OS X training.	$6,500	Provide better workstation support for students, faculty, and staff.
1,2,6	28 C5, L4,7	Continue to seek training for CINS and ITS staff in WebCT Vista and various other 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.
1,6,9	29 C5	Upgrade the Remedy Help Desk System file server to v5.	$10,000	The latest version of the server software provides significant additional flexibility in the Action Request System for the numerous departments using the system. Some administrator training will be required.
1,2,6	30 C5,6	Develop in-house admissions online counseling system integrated with the Banner System.		This system will provide online support for the admissions counseling process. Commercial systems have been evaluated. They do not need our functional needs and are too expensive.
1,3,6	31 C4	Deploy a CSU web proxy server.		A web proxy server will allow for management of bandwidth and network resources by controlling unauthorized internet activity such as file sharing software. It will also provide a method for implementing redirecting HTTP requests to an alternate address.
1,2,6	32 C5,6	Develop a program to allow students to register for the Regents test on the web.		This will save staff and student time by checking for the requirements and allowing students to register themselves for the Regents test.
1,2,6	33 C5,6	Develop housing application on the web and roommate matching system		Will allow students who want to pay their housing deposit the ability to apply on the web and for returning students a quicker way of reapplying.
1,2,3,6,9	34 C4	Upgrade wiring closets to include racks, air conditioning, uninterruptible power supplies, and evaluate relocation of data communication equipment.	$200,000	Campus data communication equipment, critical to institutional success, must be "hardened" against environmental conditions. Most equipment closets are shared janitorial closets inappropriate for this use.
6	35 C3,6	Put Faculty Evaluations on web.		Allows for immediate analysis of information entered by students and eliminates the need for departmental secretaries to enter the data.
1,2,6	36 C6	Develop an automated process to assign faculty advisors for students.		This will assist in the student academic advisement process by automatically assigning a faculty advisor when a student is accepted for admission or when a student changes major.

1,2,6	37 C3,6	Develop forms for Registrar Office on the web.		These forms will eliminate some of the paperwork now required for major changes, transient permission, graduation application, and CAPP adjustment. In addition it will allow students, who are transferring from another institution, the ability to see the CSU equivalency for the courses they are taking at the transfer
6	38 C6	Check financial aid status on students who withdraw from term classes that have not started and the regular term has		This will assist students on financial aid of being more aware of the impact of dropping a class and the possibility of owing money. It would also be less confusing to the student as to where on the web to go to do a withdrawal.
1,2,6	39 C6	Develop Admissions telephone counseling system with update capabilities for Banner.		This will allow the Recruiting Department of Enrollment Marketing to better track the students that they are contacting through telephone counseling and interface with Banner for name and address updates.
1,2,3,4,6	40 C4	Install additional (or upgraded) wireless link between main campus and the Rankin Arts Center.		Rankin Arts Center must communicate via a slow wireless link through the River Center to main campus. Services will be greatly improved and redundancy to the uptown area can be achieved by adding a link from main campus to the Rankin.
1,6,7	41 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 will continue our commitment to providing a USG-wide integrated/interconnected library system services. These modules will provide student and faculty access to millions of books held by USG libraries. These modules are in test mode and will be fully implemented when they are released for production by Endeavor Corporation and the University System of Georgia Office of Information and Instructional Technology.
1,2,6,9	42 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 FY2006. The "Campus One-Card System" from Blackboard Systems is the standard for the University System of Georgia. This system will require a substantial annual expense in terms of personnel and equipment maintenance.
1,2,6	43 C6	Enhance ISIS to allow students who have not been at CSU in over a year or who applied for previous terms to register.		This will make it much easier for returning student and students from previous terms to register without being sent to the Admissions Office.
3,6	44 C3,4,5, 7	Evaluate and begin preparation for implementation of the content management portion of Campus Pipeline.		The current web content contains significant duplication of material that is sometimes contradictory. The Campus Pipeline web content management system allows one-time input of data, but allows display of the data in various places/formats.
1,2,6,9	45 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.
1,2,4,6	46 C3,6	Develop system to allow high school counselors to check the CSU application status of their students.		This will establish better communication for students who have applied to CSU and encourage them to complete the application process in a shorter timeframe.
1,6	47 C3,5,6	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.

6,7	48 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.
1,6	49 C3,6	Develop a web application for the University Curriculum Committee.		The application will aid in the CSU Curriculum Committee's work of approving curriculum changes and will interface with Banner when curriculum changes have been approved.
1,6	50 C6	Change refund program to print a maximum check amount.		This will permit the Student Fee Payment Center to create refund transactions for books.
1	51 C3,5,6	Proceed with university-wide implementation of MS Word forms to be used by all departments. Coordinate form utilization by training all departmental secretaries how to download and use forms. Implement web page with instructions for downloading and using forms.		Forms that are frequently used will be put into electronic format. Forms will include travel expense, purchase request, and department budget amendment. Updating these forms will help data gatherers by insuring all fields on the form are completed. It also helps data gathering by insuring that the information provided is readable.
1	52 C3,5	Examine current uses of Scantron Optical Mark Readers (OMR) provided by CINS and determine if current applications can be handled more effectively in other ways.		CINS will need to replace the existing equipment in the next two years if CSU has a continuing need for OMR applications. Many of the existing applications can probably be replaced by web-based applications.
1	53 C2,4	Add a dedicated wireless link to Courtyard I staff offices.	$9,000	Staff offices in Courtyard I use the same wireless link that dorm students use. It is a slow link and students tend to saturate the bandwidth. Adding a dedicated link for staff use will greatly enhance the efficiency and speed at which staff can support student requests.

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

Executive Summary

The PeopleSoft Financials System implementation was completed and a Budget Access Subsystem was developed internally and implemented. Major releases of the Oracle Database Management System and Banner Student Records and Financial Aid System were installed.

The CINS Security Committee continued work with a USG Security Committee and recommended general computer network security policies, procedures, staffing, and hardware/software tools to help campuses meet computer network security needs. CSU worked collaboratively with USG network security personnel to develop guidelines for campus network assessments. This effort resulted in several recommendations and actions for network security enhancements at CSU. Okena StormWatch intrusion prevention and detection system was acquired and deployed, the application of vendor-supplied software patches was improved, and several other steps were taken to reduce computer viruses and unwanted emails in our systems. We must continue to make a strong commitment in the computer network security area for personnel, hardware, and software to provide protection of CSU resources in order to avoid an incident that could create negative publicity.

The third year of the Student Technology Fee provided funds for the purchase of equipment and software needed for instructional technology support and personnel to staff a student help desk. Items funded from this fee included a Microsoft campus software currency license, laser printers and electronic journals for the Library, file servers for instructional web support and student electronic mail, data projectors and instructor PCs for classrooms, specialized software for foreign language and math, and PCs for a Computer Science Department classroom and the CINS Open Lab in the new Center for Commerce and Technology. The funding of the personnel to staff the CINS student help desk has proven to be a great asset to CSU as indicated by a significant increase in its usage by and popularity with students. The campus one-card identification system was put on hold until a definite plan for its use can be defined. WebCT was funded using the student fee instead of the USG special funding initiative. In FY2004, WebCT will be hosted on servers owned by the USG and 24x7x365 help desk support will be provided at a significant cost to the institution.

The CSU World Wide Web involvement continues to become an integral part of the growth of Columbus State University. A CINS Web Developer position was added, but demands for Web support from academic and administrative areas are still well beyond ITS and CINS capabilities. CINS needs a Web Designer, another Web Developer, and training dollars if we are to move forward with campus Web plans. Campus plans for FY04 web development will focus on planning for implementation of the Campus Pipeline web portal and planning web content management products. These products will help provide accurate and timely information to current and 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 addition of conduit and fiber optic cable between Woodall Hall and the Center for Commerce and Technology. Several data communications switches were also replaced. Efforts are continuing to deploy the GIL Universal Catalog and GIL Express (Universal Borrowing) modules. WebCT Vista will be deployed centrally in a standard USG implementation in Athens and Atlanta that will provide 24x7x365 help desk support. These two applications 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. The USG Board of Regents is likely to require that data communication services for privatized housing be isolated to allow charge-backs, so CSU needs to develop an appropriate plan.

The application of technology for instruction and administrative activities requires support beyond what current staff can be expected to provide. A strong commitment to training and the dedication of the staff has allowed CINS, despite limited staffing, to keep Columbus State University at the leading edge of technology within the University System.