

Columbus State University Information Technology FY2005 Level 2 Strategic Plan

Mission

The Computer Information and Networking Services (CINS) and Instructional Technology Services (ITS) are committed to provide technological services for faculty, students, and staff for use in accomplishing the mission and meeting the goals established by the university.

Goals

The strategic planning goals required for the Columbus State University technology service units to accomplish the mission above are to provide:

1. Excellent networking and communications infrastructure needed to support modern data, voice, and video communications for all parts of the CSU organization.
2. Data security and personal data privacy to all technology users equal to or greater than legislated requirements of such legislation as HIPAA, FERPA, USA Patriot Act, Sarbanes-Oxley Act, etc.
3. Excellent support for faculty use of technology in the instructional process.
4. The technology tools and services to easily access administrative systems by all campus constituents.
5. Reasonable disaster recovery capabilities and assure that risks are known and accepted.
6. Excellent information access and retrieval capabilities for all constituents.
7. Appropriate technology training for faculty and staff to effectively perform their assigned tasks.
8. Active participation and leadership in assuring that CSU business practices are efficient and effective.
9. Campus-wide awareness of Library, ITS, and CINS services and their value to the institution.
10. Consulting and support services for campus and system-wide collaborative ventures for effective use of technology.

***Columbus State University
Information Technology***

ASSESSMENT OF FY 2004 Level 2 Plan

<u>GOAL*</u>			
INSTITUTIONAL	UNIT	PLANNING INITIATIVE	ASSESSMENT OF RESULTS
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.	This position is funded for FY 2005.
1,3,6	6 C3,7	Add a network support position in CINS.	This position is funded for FY 2005.
1,3,6	7 C3,7	Add a web developer position in CINS.	This position is funded for FY 2005.
1,2,6,9	9 C5	Implement major upgrades to the Banner Student Records and Financial Aid System.	The Banner system was upgraded to the 5.6 release; in preparation for the 6.X release we also upgraded to Oracle 9.2.0.4. Patches and other upgrades were done on a monthly basis. All applications of upgrades and patches went extremely well technically, but some problems were encountered on the functional side because of the lack of testing of the upgrades.
6	14 C6	Upgrade the Event Business Management System (EBMS) to version 12.0.	The Event Business Management System (EBMS) was not upgraded. We decided to replace EBMS with the AdAstra Schedule system because AdAstra interfaces directly with the Banner system for the course information. This was accomplished in February of 2004 and has been well received by the users.
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.	100% complete.
1,2	17 C4	Install an email content filtering gateway.	100% complete, Installed a product called Spam Assassin to filter spam and viruses.
1,2,3,6,9	19 C4	Expand deployment of CINS tape backup server with tape libraries.	100% completed.
3,6	20 C3	Replace server hardware for WWW1 (backup web server) and WWW3 (test web server).	100% completed
1,2,6	28 C5, L4,7	Continue to seek training for CINS and ITS staff in WebCT Vista and various other multimedia technologies.	Jon Haney of ITS attended a USG workshop introducing Web CT Vista and USG Annual Computing Conference at Rock Eagle. Sandra Stratford attended AECT. ITS personnel will visit the exhibits at INFOCOMM in Atlanta in June 2004.
1,6,9	29 C5	Upgrade the Remedy Help Desk System file server to v5.	100% complete.

1,2,6	30 C5,6	Develop in-house admissions online counseling system integrated with the Banner System.	This item is the same as number 39 and has been completed and is being used by the Enrollment Services Department. They are very pleased with the system because it interfaces directly with Banner and gives them the ability to produce reports and analyze the counseling effort.
1,2,6	32 C5,6	Develop a program to allow students to register for the Regents test on the web.	This item has been completed and is very well received. Several other institutions within the University System have expressed interest in the program so that they can deploy the application at their school.
1,2,6	37 C3,6	Develop forms for Registrar Office on the web.	The graduation application for the web has been completed and will be used for the summer graduation application process. The system has been enhanced to include an interface with the Bookstore for the ordering of caps and gowns. The remaining forms are waiting on the Registrar to determine the specifications.
1,2,6	39 C6	Develop Admissions telephone counseling system with update capabilities for Banner.	Same as 30/duplicate entries on Strategic Plan. Complete.
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 project is completed and was dependent on item 46 in the development of Admissions requirements to verify that a student who previously applied satisfies the requirements for the term that they are registering.
1,2,4,6	46 C3,6	Develop system to allow high school counselors to check the CSU application status of their students.	This project is complete and will begin deployment during May 2004. It will allow high school counselors the ability to look at the CSU applicants from their school and advise them as to what they need to complete the admissions process.
1,6	49 C3,6	Develop a web application for the University Curriculum Committee.	This project is complete and is being used for curriculum changes. There are many enhancements that have been suggested and will be implemented during the 2005 year.
1,6	50 C6	Change refund program to print a maximum check amount.	This project is complete, but is not being used because the philosophy about how to do book checks is still being defined.
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.	Limited progress was made on this item. The need for technology support for instructional and business activities continues to increase in quantity and complexity.
1,6,7	2 L4	Fill the vacant ITSS position and provide orientation and training for the person.	Funding was not available for this position. Due to reorganization of Library resources, funding was made available for a part-time position. The search for qualified candidates continues. Funds were used to pay student assistants who performed some of the duties of the position.
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.	Funding was not available for this position which remains critical. The number of high-profile non-academic events requiring assistance with sound and presentation technology increases significantly each year.
1,3,6	5 C3,7	Add a CINS Web Designer position.	Funds were not available for this position.

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.	Student Technology Fee funding provided \$38,000 toward new or upgraded classroom technology. FY03 "end of year" funding provided \$5,000 for instructional technology. Although the budget was not increased for equipment or training, some computing resources were obtained through reallocation of funds. A part-time position was funded..
1,2,3,4	10 C5	Develop a comprehensive plan for and begin implementation of the portal portion of Campus Pipeline.	The Luminis III Foundation product and the associated hardware have been purchased and a test implementation is almost complete. Detailed planning is under way for full deployment of the system in FY 2005.
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.	Much progress has been made through the cooperation of Eddie Woodhouse and his staff. This relates to item #1 concerning the establishment of the fact that technology is an integral part of our facilities and that planning for technology facilities and the personnel to support it should be included in every construction project.
3	12 C3,6	Develop templates and standards for web pages off of the main page.	The Web Operations Committee developed standards for web pages connecting to the CSU main page and submitted them in late April for the Campus Web Committee's approval. The Web Operations Committee is currently working on templates to ensure that the CSU website will have a consistent and appealing look.
1,6,9	13 C5	Develop and implement a budget for routine replacement of PCs in faculty offices on a 3-year replacement cycle.	Planning is mostly complete. Implementation is limited by funding issues.
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.	The web development team worked with the Enrollment Services staff and made numerous changes during the year to their web site. There are still many more improvements that are necessary to make the site more appealing to potential and current students.
1,6	18 C4	Continue periodic review of all CINS policies. Add and revise as needed, particularly computer network security policies and procedures.	The CINS Security Policies were completed by Don Andrae, Jean Bittinger and Loretta Marshall and approved by the campus. The next step is the development of procedures for the policies. Network security technician is not hired. Formal implementation of the policy has to be scheduled. Revise and publish the computer lab policies and procedures.
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 systems.	This is part of the total network upgrade project and is moved to the 2004-05 fiscal year for action.
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).	Hopefully, FY04 "end of year" funding will provide for upgrade and repairs needed for the FAH Sound System. Progress was not made on the replacement of the Davidson sound system.
6,9	23 C4	Implement a process to automate registration of Dynamic Host Configuration Protocol (DHCP) addresses for main campus.	This is another phase of total network upgrade project and is moved to the 2004-05 fiscal year for action.

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 building is still on the BOR construction list, however, FY04 saw no activity on the project. In FY05 we may begin talking with architects.
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.	This is another phase of the total campus network upgrade project and is moved to the 2004-05 fiscal year for action.
1,2,6	26 C5	Continue development of a knowledge base system for the CINS student and faculty/staff help desks.	0% complete. This project is moved to the 2004-05 fiscal year for action.
1,3	27 C3,4,6	Provide training for CINS staff for the Windows 2000, Windows XP, and Macintosh OS X training.	This training program is planned for 2004-05 fiscal year action
1,3,6	31 C4	Deploy a CSU web proxy server.	0% complete. This project is moved to the 2004-05 fiscal year for action.
1,2,6	33 C5,6	Develop housing application on the web and roommate matching system	The housing application portion of this item has been completed and the roommate matching portion will be under development during the third quarter of the 2004-2005 year. The housing personnel and the students are very pleased with the system and very few modifications have been made.
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.	This project is another phase of the total campus network upgrade project to be addressed in the 2004-05 fiscal year.
6	35 C3,6	Put Faculty Evaluations on web.	The preliminary analysis has been completed and the development phase is under way. Several third party systems were looked at and it was determined to develop the application in-house. The timeline for the project is to have a pilot test during the summer of 2004 of several classes in the D. A. Turner College of Business and a test during fall 2004 of all classes in the D. A. Turner College of Business. The system will allow student to evaluate only the courses they are enrolled in, faculty only to assess the results of classes that they are teaching, and administrators to assess results for all courses by aggregate total and by gender, discipline, major and traditional/non-traditional.
1,2,6	36 C6	Develop an automated process to assign faculty advisors for students.	Preliminary specifications have been designed for this project and development will begin during the summer of 2004. Anticipated completion of the project is late fall 2004.
6	38 C6	Check financial aid status on students who withdraw from term classes that have not started and the regular term has started.	Waiting on further specifications from the Financial Aid and Student Account Services Departments.
1,2,3,4,6	40 C4	Install additional (or upgraded) wireless link between main campus and the Rankin Arts Center.	This project is part of the total campus network upgrade project to be addressed in the 2004-05 fiscal year.

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.	The Universal Catalog and GIL Express have not been implemented due to the vendor's failure to complete these projects. While other USG libraries have obtained an electronic journal article locator (the product is called SFX and utilizes the open URL feature), CSU Libraries have not due to lack of funding (which would be around \$22,000 for the first year and \$4000 each year thereafter).
1,2,6,9	42 C5 L4,5,7	Develop a comprehensive plan for acquisition and use of a campus "one-card" system.	This project is on hold due to lack of funding. Current estimate of the cost of this project is \$200,000-225,000 for implementation with annual expenses of \$120,000-140,000.
3,6	44 C3,4,5, 7	Evaluate and begin preparation for implementation of the content management portion of Campus Pipeline.	This project is in progress. The implementation depends on funding and availability of personnel.
1,2,6,9	45 C3	Help develop an imaging system to support the Registrar, Admissions, and Financial Aid Offices.	The evaluation process has started and CINS and Enrollment Services attended a presentation of the SCT Xtender Solution at Georgia College and State University. The system interfaces with the Legato imaging system but can be used on a stand alone basis by any department on campus. They would still be able to use the indexing portion of the system in the location of documents. This project requires substantial funding with preliminary analysis setting the figure at \$250,000.
1,6	47 C3,5,6	Add Follett book check to web page after student has completed registration.	This project is on hold, pending notification from Follett. The bookstore manager, as well as the regional manager, have ensured CSU that we are on the list for deployment.
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.	ITS collected information on Voyager and Ad Astra as booking systems and continues to investigate the options.
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.	Project is not completed, forms such as PO processing form, Travel expense form, Travel request/authorization form and few other forms are available for use. The availability of it system wide is not tested or enabled.
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.	This project will be impacted by project 35, faculty evaluations on the web. Once that project is complete the only remaining applications to be considered are the institutional SAT test and the individual tests given by instructors.
1	53 C2,4	Add a dedicated wireless link to Courtyard I staff offices.	This project will be done as part of the new Dorm construction project.

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

***Columbus State University
Information Technology
FY2005 Level 2 Plan***

**GOAL*
INSTITUTIONAL**

		<i>PLANNING INITIATIVE</i>	<i>COST</i>	<i>PLANNED IMPACT</i>
1,6	1 9	Impress on the CSU administration that technology support is critical to the instructional mission of the institution.		The use of technology in the instructional and business processes of our institution continues to increase in quantity and complexity. Effective use of the technology in which we are so heavily investing depends in large measure on the training and technical support provided to faculty and staff by ITS and CINS.
1,3,6	2 4,6,7	Add a Portal Administrator for the Luminis Foundation III Portal	\$40,000 + benefits	With the implementation of the web portal at Columbus State University, this person would be responsible for all administrative responsibilities and oversee the areas of content, e-mail, calendar, and focus groups.
1,3,6	2 4,6,7	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.
6	2 3,4	Add a technology support position for the Cunningham Conference to handle A/V, PC, and networking.	\$30,000 + benefits	This person is essential for the success of this new, high-technology, self-supporting facility.
6	2 3,4	Add a ITS position to support our uptown campus.	\$25,000 + benefits	This position must be considered during the planning process as it will be vital once additional instructional facilities are away from the main campus.
1,3,6	2 2,5,8	Add a Information Security Officer	\$50,000 + benefits	This position is needed to provide a high level of security solutions to protect university networks and systems by ensuring that the technology, both physical and information, is secured from viruses, hackers and security breaches. The person hired will be responsible for (1) design and development of computer and network security solutions; (2) development of data, network and system security standards and procedures for the university user community; (3) compliance with federal and state legislation as well as UGS and CSU Network security policies and procedures, and (4) periodic review and updates of policies as needed or mandated by the computer network security advisory committee. This person would also be responsible for developing business continuity plans, security awareness for the campus and performing periodic security audits.
6,7	2 3,4	Seek restoration of ITS Instructional Designer position.	\$35,000 + benefits	An instructional designer is essential due to proliferation of web-based instruction.
1,6,7	2 3,4	Hire and train a part-time ITS staff member.	\$8,100	Due to reorganization of Library resources, funding has been made available for a part-time position in ITS. This individual will assist with daily maintenance and operational needs.
6,7	2	Add a Audio/Presentation Technician for non-academic sound	\$35,000 + fringe	The number of high-profile events requiring sound & media presentation support

	4	systems to provide training and emergency assistance for over fifteen sound systems (auditoriums, gyms, and athletic areas); operate equipment for special events.	benefits	(pre-event, during event, and after) increases significantly each year. Each event requires considerable time that takes ITS staff away from their primary mission - the support of instruction.
1,6	2 1,2,3,4 ,8	Increase CINS and ITS participation during the early stages of campus planning for new facilities and renovation of existing buildings.		Early participation in planning for the Performing Arts Complex and campus renovation projects will save considerable dollars and time in the long run and allow us to better serve the needs of faculty and students using the facilities.
1,2,3,4,5,6	3 4,6,7	Implement the Luminis III Foundation Portal platform.		This contains features critical to improving services to students, faculty, and staff at CSU including web-based email, web-based personal calendaring, and other flexible communication tools..
1,6	3 1-8,10	Upgrade the campus wide and off-campus communication infrastructure to support to modern data, voice, and video communications throughout the entire organization.	\$3,000,000	The current communication infrastructure limits the bandwidth or capacity to transmit high speed data due to its older physical medium of connectivity and its older active components. This affect the performance of staff, faculty and student access to critical applications/data which are mostly web enabled with rich media content. This project will install new fiber, latest communication electronics and firmware. The project includes design phase, outside plant installation phase, inside plant installation phase, installation, configuration and testing phase.
1,6	3 3,4,6,7	Develop training material for Email/Messaging and Calendaring using Luminis web portal systems. Other training also must include standard university forms CINS team has developed for office automation.	\$500	To successfully implement the Luminis product install campus wide initially and to maintain a smooth transition from Pegasus Mail to Luminis web based email and calendaring system. The above training and helpdesk support handouts will facilitate the technical support service to students, faculty, and staff.
6	3 1,2,3,4 ,6	Design and develop a method for capturing/reporting network device uptime and utilization metrics.	\$5,000	The entire university operation is depended on the 99.99% uptime of the network gears or switches. It is therefore very important to monitor, manage and secure them effectively for capacity planning and for preventive measures. Thus the information metrics will become a vital data for proactively manage mission critical network switches and servers.
1,2,6,9	3 4,6	Implement major upgrades to the Banner Student Record System, version 6.X and other patches.		The 6.X version upgrade is a major upgrade and moves the functions now being performed in the client server environment to the web. This will impact all functional areas as well as Deans and Department Chairs. In addition, there are patches released on a monthly basis that will need to be applied to the system.
1,6,9	3 1,3,4,6	Complete development of and maintain a schedule for upgrading faculty/staff computers, classroom technology, and lab equipment.		This will allow us to move technolgy in all areas on campus to move forward in a planned manner.
4,6	3 1,2,6	Complete SSN/ID conversion process.		This is a Board of Regents Policy that the SSN will not be used as the Student ID and requires the institution to implement a plan to convert the SSN to a unique ID.
1,6	4 2	Implement a process to automate registration of Dynamic Host Configuration Protocol (DHCP) addresses in conjunction with VLAN for bandwidth management based on application and	\$10,000	Automating DHCP registration using multiple scopes that are developed based on the new network design to provide more efficient network management and efficient administration of Internet Protocol (IP) addresses.

users.

3	4 4,6	Develop a definition and purpose for CSU's web presence		This will provide an updated statement of purpose for the web and how we move forward with the web.
1,2,3,4	4 4,6,7	Develop templates and standards for web pages off of the main page.	\$7,500	By creating templates and standards, we can create a more consistent look and provide a more pleasing experience on our web pages thru an ease of navigation.
1,2,6	4 4,6	Develop student self-service freshman predictor on the web		This will permit prospective students to determine if they would be eligible for admission to Columbus State University
1,6	4 5	Build redundancy for the email 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. Any unexpected crash or failure of this computer system can be disastrous. The current email gateway should be protected and backed by a redundant server. The downtime should be made less than an hour if such disaster occurs. 40 hours of personnel time is required for installation.
1,6	4 1	Plan, develop a pilot project for voice over IP (VoIP) technology on the CSU campus using computer networks.		This project will evaluate the voice over Internet Protocol technology (VoIP), manufacturers and vendors, current telecommunication services, and the impact of VoIP on the university network. The project also will develop a report on the financial advantages and quality of service in voice communication services. The project will take 30-60 hours for research and documentation.
1,2,3,4	4 4,6,7	Develop templates and standards for web pages off of the main page.		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.
1,2,3,6	4 4,6,7	Improve the Enrollment Marketing web site by making it more user friendly and having an outside graphic web designer 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	4 2	Develop a safe and secure Email/Messaging policy for the university.		The Luminis portal implementation demands the urgency in developing an email policy that has acceptable user and organization standards. These policies require periodic revision as the product evolves along with the user community. A core email policy development committee will focus on the development of the policies on a regular basis until the final draft is completed. The draft policy is scheduled for final review by spring 2005.
1,6,7	4 1,3,4,6	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	Student Technology Fee funding will provide \$38,000 towards new or upgraded classroom technology in FY05, allowing ITS to develop planned expenditures. This funding source does not address the need for data projector lamps (\$30,000) or equipping a number of classrooms in the move towards equipping the majority of rooms thus meeting faculty and student technology needs. Portable equipment such as laptop computers, digital cameras, and camcorders is needed to meet faculty requests.

6	4 1,2,3,4	Plan and begin implementation of Novell Zenworks for Desktop Management.		Novell Zenworks for Desktops will allow us to manage the desktop environment with application distribution, remote management, software and hardware inventory, and desktop security features. The product is already part of our academic licensing from Novell. The project does not cost us any additional money. The project will be completed in two phases, first phase includes all the computer labs and the second phase includes staff-faculty. The first phase of the project is scheduled to get completed in spring 2005 and the second phase gets completed by fall 2005.
1,2,6	4 4,6	Develop a student self-service eligibility look-up/GPA calculator.		This is a joint effort project with OIIT to develop a self-service module that would allow students to enter their grades for the term and be able to see how it would affect their academic and financial aid standing along with their GPA.
1,6	4 1,2,3,4	Plan and budget for continuous upgrade of campus data communications infrastructure and bandwidth to support academic instruction and research and administrative systems.	\$150,000	The CSU communications network is operating near capacity. Upgrade to higher-speed network equipment has begun and should continue. Continued budgeting for routine replacement and maintenance must be provided.
1,6,9	4 1,3,4	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.
4,6	4 1,2,6	Develop forms for Registrar Office on the web.		These forms will eliminate some of the paperwork now required for major changes, transient permission, 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 college.
1,6	5 1,3,4	Plan and develop wireless hot-spots in selected buildings or areas to provide access to internet and luminis web portal using notebook computers and PDAs.	\$15,000	The wireless technology adoption and its use are important for CSU success in attracting and maintaining new generation of students and parents to our academic programs. The cost of the project is around \$15K that includes the wireless security solution which may have to be purchased.
1,2,6	5 4,6	Check financial aid status on students who withdraw from term classes that have not started and the regular term has started.		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.
6	5 4,6,7	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.
1,6	5 4,6	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	5 4,6,7	Put Course and Instructor Evaluations on web.		Allows for immediate analysis of information entered by students and eliminates the need for departmental secretaries to enter the data.
3,6	5 4,6,7	Evaluate and begin preparation for implementation of the content management portion of the Luminis Portal.		The current web content contains significant duplication of material that is sometimes contradictory. The Luminis web content management system allows one-time input of data, but allows display of the data in various places/formats.
1,6	5 3,4,6,7 ,8	Continue development of a knowledge base system for the CINS student and faculty/staff help desks.	\$10,000	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. Personnel: initial: 10 hours, implementation undetermined. A user searchable Knowledgebase type information system is critical in the development of our hardware and software support delivery. Being able to provide the user immediate access to solutions solves potential problems quicker. Uses the existing Remedy system and will require some remedy consulting hours.
1,2,6,9	5 4,6,7	Help develop an imaging system to support the Registrar, Admissions, Financial Aid and other departments..	\$200,000-250,000	This system would store hard-copy records as electronic images and allow access to them from Banner System programs.
6	5 6,10	Implement the Universal Catalog and GIL Express modules of GALILEO.		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.
1,6	5 3,4	Plan and implement the upgrade to MS Office 2003 in instructional labs and compatible campus desktops.		MS Office 2003 is the latest version release. Instructional classes will use this version in F04 semester. We must upgrade instructional labs and teaching faculty desktops. Cost: software is part of MS MCA agreement. Personnel: 600 labs PCs: 120 hours.
6,7	5 4,10	Replace the sound system in Davidson Student Center Auditorium.	\$40,000	A temporary system was patched together over 15 years ago in Davidson Auditorium. Sound quality is poor and the system cannot accommodate wireless microphones or more than two wired microphones at a time (frequent requests). The facility is used for Orientation, Faculty Meetings, Campus and Community events. The current system reflects poorly on CSU and may fail at any time without warning.
1,2,6	5 1,6,8	Continue to seek training for ITS and CINS staff in WebCT Vista and other multimedia technologies.		Training on the new WebCT Vista and IP conferencing is needed as these technologies come into use by mandate and/or needs of partner institutions. Opportunities to learn about new classroom and portable technologies and how they can be integrated into the instructional process is vital. The staff must be prepared to meet the faculty needs.
6	5 1,2	Upgrade wiring closets to include racks, air conditioning, uninterruptible power supplies, and evaluate relocation of data communication equipment.	\$150,000	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. This project must go in hand-in-hand with the campus communication infrastructure upgrade project.

6,7	5 6,10	Library, CINS, and ITS will establish a full-service Information Commons in the present Library - offering "one-stop information shopping" to CSU students and faculty. Cost: \$15,000 for 3-4 CINS-variety student assistants.	\$15,000	The Information Commons model requires staffing by Library and Computer Center Staff. CINS-trained technology-savvy students working in the Information Commons can assist with the software-related questions, while library attendees work more with information retrieval problems. Eventually, the Information Commons will be expanded to include a multi-media section which will need to be staffed by ITS-trained personnel.
6,9	5 1,6,8	Implement a new and improved printing solution from Novell in the CCT Open Lab.		Our current network printing strategy is based on Novell's legacy queue-based printing. Upgrading to NDPS architecture would offer scalability and ease of administration along with keeping us current with Novell technology. NDPS is part of the NetWare operating system offerings. The project will be done in two phases, first being done by spring 2005 and the second being done by fall 2005.
6,7	5 1,6,10	Continue the Library/ITS/CINS collaboration in planning a new library classroom building		All three entities need to be involved in the design of this high tech facility. During FY05, an architect for the project is scheduled (tentatively) to be hired.
1,2,6	5 4,6,7	Automate end-of-term processing for Basic Studies students.		This would automate the process that is currently being done manually, making the information more readily available.
6,7	6 1,4,6	Determine the feasibility of installing access ports for laptop hook-up in the Library. Install a small number of ports, if the project is deemed feasible.		More and more students are coming to the Library with laptops. It would be good if they could hook up to the network. Attention needs to be paid to the use of ports by non-CSU users (i.e., allowing them web-access, but excluding them from CSU network services).
1,2,6,9	6 2,3,5	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.
1,2,3,6	6 4,6,7	Enhance University Advancement web site		This will make the site more aesthetically pleasing and functional.
6	6 6,10	Acquire and implement an online electronic resource locator (the SFX product by ExLibris).	\$22,000 first year/\$4000 thereafter	SFX is a magical tool that allows the database user to link to the fulltext electronic version of an article just by the click of a mouse—as long as the fulltext version is in a database that the user's library has access to. This type of seamless access will tremendously facilitate searching for CSU faculty and students.

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