School

Profiles

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AJCU

IHS

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College of the Holy Cross
April 25-28, 1999

School Profiles............

	Boston College	Canisius		Creighton		
		Gonzaga	Holy Cross	Iteso	Loyola Maryland	Loyola Marymount
Loyola New Orleans		Regis	Rockhurst	U. San Francisco	U. Scranton	Wheeling Jesuit U.

BOSTON COLLEGE - AJCU UPDATE 1998-1999

Academic Year 1998-99 has been a year of growth and change for Boston College and its Information Technology group. Events of the past year for the University include: BC advanced two places to #36 in the US News and World Report college rankings, our bond rating was upgraded to AA, our undergraduate applications hit a new record exceeding 19,000 (up 14% from the previous record), and we were ranked #55 on the "Most Wired Colleges" list. The first Vice President for Information Technology was appointed and the IT group reorganized.

IT Organization

Kathleen Warner was appointed as the first Vice President, Information Technology and CIO in January 1999. Bernie Gleason is now Associate Vice President for IT Architecture Services. The major components of the new organization are: Academic & Research Services, Communications Services, Enterprise Computing Services, Internet Business Services, Network Services, and Planning & Business Operations. The new organization is designed to be more effective in addressing the University's needs and rapidly changing technology. It places greater emphasis on web application development and on electronic communications services.

The size of the IT group is being expanded to approximately 140 members although a number of new new positions are just now beginning to be filled.

Educational Technology

IT upgraded the workstations in our Interactive Media Lab (26 new Mac G3 machines), our training facility (19 new Pentium II Windows machines), and our main student computing facility. We are also upgrading the projection facilities in our training rooms. We also opened a new "wired" classroom for use by our First Year Writing Seminar and as a pilot for similar rooms in planned new construction projects. In the University Libraries we integrated a number of the service request forms under our new web transactional environment, known as Agora (see below) and we are in the pilot stage on a new electronic reserve readings service. We are currently in the testing phases of a 20 station wireless networking pilot project in a Biology department student laboratory.

IBM awarded BC a SUR (Support University Research) Grant providing over $750,000 of hardware and software to BC to prototype sophisticated data mining projects in an SP/AIX environment. The funding has been used this year to test the Intelligent Miner data mining software package in the RS/6000 UNIX based SP computing environment.

Administrative Systems

IT launched its new web-based service environment, known as "Agora." Developed in conjunction with Project Delta, our business process improvement project, Agora is intended to provide a central delivery point for services and messaging to students, faculty, and staff now with extension later to alumni, parents, and other audiences. Agora already allows students to view their course history and obtain a degree audit (undergraduates), view their charges on their account, financial aid

applications and awards, complete a medical insurance waiver, update information privacy and directory preferences, and similar functions. Faculty can use the system to create voice mail and e-mail distribution lists, and address books for their classes, view class lists with photos, view information on the students they advise, place books on reserve in the library, or request the purchase of books by the library, and a number of other functions.

IT is currently implementing the PeopleSoft Human Resources system (including payroll) with a target date of October 1999 for the first phase of live operations. We intend to implement PeopleSoft Financials in a subsequent project.

IT Planning and Policies

The reorganization of IT included the creation of a new Planning & Business Operations group and a new position of Director, Standards and Policies. The new organization will be able to formalize project planning and management in a way not formerly possible. The prioritizing of projects will be overseen by an advisory group drawn from senior university management.

IT is engaged in a joint project with the Office of Publications and Print Marketing and an external consulting group to develop a rigorous set of interface design and navigation standards for use across the university public web site.

Other (Infrastructure, Workstations, etc.)

In January 1999 Boston College implemented a new local technical support structure, designating 21 "tech consultants" as the first level of computing support for faculty and staff. This is the first element of a "local service center" model evolving under Project Delta. Boston College has just launched the Desktop 2000 project which will replace approximately 2,500 microcomputers currently in use by faculty and staff. The replacement systems will be leased and replaced every three years. The new systems will be preloaded with a standard set of software, including the Microsoft Office suite, under centrally managed licenses. Administrative offices will standardize on the MS Windows operating system. Faculty will have a choice of using the Macintosh or Windows operating system. A later phase of the project will address shared printers and distributed servers. Several schools are considering an across the board requirement for all students to purchase a standard workstation upon admission. We have also deployed over 50 network computers across the campus to serve a public e-mail and web access stations.

Major projects are going on to address all Year 2000 compliance issues with respect to programs, applications, and infrastructure. We are on track to complete the Y2K compliance project on time with most tasks scheduled to be completed by June 30, 1999.

Significant improvements to the network infrastructure are underway or planned for summer 1999. The Network Services group currently supports 380 network rooms, 80,000 information outlets (voice, video, or data) and 17,000 telephone ports located in 120 buildings on 5 sites.

CANISIUS COLLEGE - AJCU UPDATE: 1998-99

Capital Projects

Canisius College is in the midst of a capital campaign that looks like it will exceed its goal. There are several major projects in progress that are being funded by the capital campaign: i) Old Main, the College's main classroom building will be renovated. Classrooms will feature various levels of technology; ii) Lyons Hall, a turn of the century architectural gem, will be renovated for both classroom use and to serve as the College's main entrance for Admissions and Enrollment Management. (These first two projects are described in http://www.canisius.edu/oldmain1908/; iii) The Cultural Center, the former St. Vincent's Church, will be renovated to provide space for music and lecture events; and iv) the former St. Vincent's Rectory will be converted this summer to an Honors Residence. The latter two projects will also have technology components.

The improvements follow the renovation of most of the College's residential space. The residential improvements have resulted in spectacular increases in residence students, females, and applicants. The rooms are wired for data, voice, and video (the Canisius Connection). The demand for residential space has resulted in the College planning for several hundred new beds a few blocks from campus. Information Technology Services (ITS) will need to get Canisius Connection services to this location, although at this point, it is not clear how that will happen. I am happy to report that ITS has had excellent involvement in the development of these capital projects. The success of the residence hall renovations and the student use of technology in the residence halls, as well as the students' reluctance to move into College residences that do not have Canisius Connection services, has enhanced the credibility of ITS.

Administrative Computing

Canisius College will be selecting administrative software to replace its home grown systems. There are now four vendors on

the short list: Cars, Datatel, Peoplesoft, and SCT. (Your comments to cohen@canisius.edu are welcome.) We expect to make a selection this summer. We have not counted on this new approach to be implemented in time for January 1, 2000, and we have spent a great deal of time addressing Y2K issues for administrative computing.

Instructional Computing

Several "Plug & go" classrooms were installed this year. "Plug & go" rooms have connections for instructor laptops to access the room projector and campus network. There is also a VCR that uses the room projector. All equipment is housed in a modest sized podium. Notably, there is no permanent computer, visualizer, or computer controls. This type of classroom will constitute the majority of classrooms in the classroom renovation. The philosophy is to provide the equipment that is most desired in an economical and easy to use package.

Network Upgrades

The network will be substantially upgraded to provide support for expanded technology in the classroom buildings. In renovated areas, we expect to support 100 mbit uplinks from switches in the closets to the main campus hub. Sections of the network will be operating a 1gbit. An RFP is currently in the hands of bidders for the network upgrade.

Computer Hardware

We have a new way of procuring desktop computers for the College. We have a preconfigured standard model, including College software, that is delivered directly from Gateway to the user. If buyers wish to purchase something different than this standards, it will result in a more painful and longer lasting-installation process.

We still do not have an equipment replacement program for faculty-staff computers, although we are making more headway on lab and classroom technology.

Mandatory Computer Ownership

There is no serious College initiative to require student computer ownership. A recent survey shows that 2/3 of the students own computers and over 80% have easy access to a computer not owned by the College.

Year 2000

For administrative computing, Y2K has consumed programmer resources. The effort has now broadened to cover network infrastructure and desktop resources. We have a long way to go and not a long time to get there.

CREIGHTON UNIVERSITY - AJCU UPDATE: 1998-99

Private, independent, Jesuit, Catholic, Creighton is a coeducational university of three colleges, five professional schools, graduate school and summer sessions. Creighton has been ranked No. 1 among Midwestern universities for three consecutive years by U. S. News & World Report. The magazine included Creighton in its 1997, 1998, 1999 annual guides to "America's Best Colleges." Creighton also has been listed among the 100 best buys in higher education by Money magazine.

The following table summarizes 1997 fall enrollment and lists Creighton's schools and colleges along with their founding date:

Schools and Colleges	Founded	Enrollment
Arts and Sciences	1878	2340
Business Administration	1920	612
University College	1883	510
Nursing	1971	356
Law	1904	453
Dentistry	1905	332
Pharmacy & Allied Health Professions	1905	727
Medicine	1892	460
Graduate School	1926	502
Total		**6,292**

Information Technology Organization and Infrastructure

IT includes six departments: Office of the Vice President (4 FTE), Technology Services (25 FTE), Client Services (10 FTE), Administrative Systems (13 FTE), Media Services (22 FTE) and US West Faculty Development Center (1 FTE). An Instructional Computing Committee and an Administrative Computing Committee advise and support IT departments. An

external Technology Advisory Committee has also been established. The Vice President for Information Technology reports directly to the President and meets regularly with the vice presidents, the President's Advisory Committee and the Board of Directors.

Primary central servers include a Unisys 2200 and currently eight HP 9000 systems. An EMC Enterprise Storage System is on order to improve our ability to support and manage applications. Proposals for DLT robotic tape systems are in the evaluation process at this time. Plans are in development to move all remaining applications off the Unisys 2200 before January 2001. Primary operating systems include Unisys OS 1100, HP UNIX, and VMS. Network operating systems include NetWare and Microsoft NT.

IT supports two telephone switches, long distance services and a ubiquitous network, called JAYNet, providing access from all residence hall rooms, offices, computer labs and most classrooms. Creighton anticipates replacing its telephone billing system and is upgrading JAYNet to include: Level 3 switching technology, replacing and expanding our routing capacity; Level 2 switches to provide more 100 megabit feeds to buildings and to separate hubs into separate collision domains.

Instructional Technology

Creighton has initiated and continued to support major, very successful efforts to upgrade classroom technology and faculty training to enhance learning. More than 44 technology classrooms are available. These classrooms will include a JAYNet connection and stationary computer projection capability as a minimum. Most will include a computer, Elmo projector and other technology. IT supports intensive training for ten faculty each year. In addition specific, less intensive, training in instructional technology is provided on a regular basis. WebCT is the most used instructional tool for World Wide Web course development. However many faculty use FrontPage and related tools to support their instructional environment.

Thirty-four Student Computer Labs are available for student use. IT also supports regular and continued computer training for staff, particularly on Microsoft personal computer applications. IT provides Microsoft software to faculty and staff for free, thanks to a grant from Microsoft. The grant also provides software for student labs.

Media Service has reallocated personnel resources to provide significant addition support for faculty in their instructional technology development efforts.

Administrative Systems

IT in cooperation with the Administrative Computing Committee has launched a major Process Improvement Initiative. This Initiative will provide new administrative systems and support new improved processes for student, alumni / development, library, human resource and finance systems. The selection process is complete and implementation of the alumni / development system is underway. The schedule calls for the system to be operational in September 1999. Other systems will be implemented sequentially.

GONZAGA UNIVERSITY – AJCU UPDATE: 1998-99

The 1998-99 academic year began with a university-wide budget reduction project whose goal was to reduce annual operating expenses by approximately $1.8 million. Ultimately about $350,000 of this amount was extracted from Information & Technology Services, including the elimination of five (5) full-time staff positions. Our new President, Fr. Robert Spitzer, SJ assumed office in September, bringing a renewed sense of unity and optimism to the campus. Construction of the new Law School Building, incorporating state-of-the-art technology, is proceeding on schedule/budget and should be ready for occupancy in 2000. Planning for a new capital campaign that will include substantial technology and learning resource enhancements is nearing completion. The achievement of the Men's Basketball Team in reaching the Elite Eight in the NCAA Tournament was a source of tremendous pride for the entire Gonzaga community, and the source of a great deal of favorable national publicity that may impact student enrollment in the year ahead.

IT Organization

Of necessity, much of the attention of the IT organization has been focused upon managing major staffing and budget cuts in a way least damaging to critical services and functions. Coping strategies include substantial revision of staff position responsibilities, selective reductions in service hours, and curtailing of all non-essential expenditures. It appears that the austere financial environment of 1998-99 will be replicated in FY 1999-2000. The other major preoccupation of the IT

organization this year has been the assessment and formulation of an action plan to assure Y2K compliance university-wide. This project has been aided by a special Y2K Task Force and the Technology Committee of the Board of Trustees. Several major policy issues have garnered increased attention as a result of the Y2K project, including centralized funding of desktop hardware/software, standardization of applications software and operating systems, and utilization of technical staff employed outside the IT area.

Central Computing and Network Support
In response to increasing demands for bandwidth, a second T-1 line was installed at mid-year. A new central email service has been implemented, and the migration of university-wide server operating system from Novell to NT is nearing completion. Outlook/Exchange is being deployed campus wide for email and selected GroupWare functions. Updates to the Banner administrative software have been completed, and planning for implementation of Banner GUI is underway. BannerWeb for Faculty & Advising has been well received by the faculty and has eased training problems considerably. BannerWeb for Students is slated for implementation later this year, with BannerWeb for Executives to follow. Renovation and refurbishing of the Central Computing Training Lab (12 workstations) will begin in May.

Desktop Support
Our 2nd year of residence hall network connections for new undergraduates proceeded smoothly; we currently estimate that about 70% of our students own or have convenient access to a personal computer. In conjunction with the Year 2000 project, enterprise desktop management software (SMS) was implemented, yielding the first accurate inventory of desktop computing hardware and applications software in the history of the university. Extensive enhancements to the university web site were also completed this year, including the "overnight" creation of a series of NCAA Tournament web pages. Web site traffic regularly exceeds 1,000,000 hits per month, with about 75% of the traffic originating outside the university. Thanks to the NCAA Tournament, web site traffic in March reached a record high of 2.8 million hits. A new academic courseware server has been installed, and Blackboard has been adopted as the university's standard software for Internet course delivery.

Instructional Technology Support
Our Academic Computing Technology (ACT) Lab continues to function effectively as a resource for faculty seeking assistance in utilizing technology in their teaching. ISDN compressed video capability was added early this year, and has been very successful in a pilot project to deliver two graduate level courses to remote locations in Idaho. Plans for the construction of a second dedicated distance learning classroom have been completed and the facility should be available for use later this year. Though slowed by financial constraints, updating and replacement of equipment for classroom technology support continued apace. Refurbishment of our satellite dishes and video distribution infrastructure was also completed.

Library Services
The transition of the library system to a web-accessible graphical interface was completed. A pilot project to develop an online reserve collection has been very successful, as has the introduction of web-based interlibrary loan and document delivery requests. Two important new electronic full-text journal collections (Ebsco and UMI ProQuest) were licensed, increasing journal holdings by approximately 1,500 titles. Special user validation software enabling remote users to access licensed databases/services from any location via Internet has been developed in collaboration with our library system vendor, CARL Corporation, is now in beta test. Uniprint software to provide metered networked printing at all public access workstations in the library was successfully implemented. Plans for the upgrading of the system hardware platform to the Tandem S-7000 Series, which serves a consortium of academic libraries in Washington and Idaho, are moving forward.

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COLLEGE OF THE HOLY CROSS - AJCU UPDATE 1998-1999

One of the most definitive changes at Holy Cross this past year has been the election of an Acting President, Dr. Frank Vellaccio (also Provost) to replace the unexpected resignation (due to illness) of our College President. The College expects to name a new President for a July 1st start. Both our Acting President and Vice President for Business Affairs continue to champion the priority for educational and information technology

IT Organization
Information Technology Services has continued to receive funding for new positions, adding four new positions in 1998 for a total department count of 35. The major development is the re-building and expansion of the Applications Development group and Data Base staff function. Turnover has been minimized, hiring focused on local resources and team building, and we

have added two new members of the ITS management team. Here in 1999 we are exploring a very creative partnership with a growing system integration firm for reciprocal consulting opportunities. Last January the project office for our administrative systems plan was launched with a senior project manager and systems trainer.

The Information Technology Task Force, chaired by the Director of the Library, remains very active with a focus on communications and community relations. Special efforts went into electronic mail policy, remote access support, instructional computing support, WWW oversight and advisement to ITS.

Educational Technology

A two-day orientation program for 1st year students and parents, called Gateways, was introduced last June. Orientation sessions on computer usage were intertwined with the traditional open house forum, greatly simplifying the crunch of the first weekend. Over 80% of our students now have personal computers, with 50% of 1st year students (about 350) buying Dell laptop or desktop workstations through the Bookstore.

Last spring a three-year program for upgrading multi-media equipment and establishing a computer classroom in each academic building was approved, totaling $850K. Now the social sciences building now has a 25 station, Intel-based classroom and the arts building has a 16-station, MAC-based computer lab/classroom. In addition, four classrooms were equipped with new projection systems and instructor multi-media workstations; ten cart systems were replaced/added.

Another very successful Faculty and Technology Day was held in late August. A senior instructional support specialist was hired in the natural sciences, while the College in the process of replacing our two computer science faculty.

The Mellon Grant for Student Educational Technology Assistants (SETAs) entered its 2nd year. Thirty faculty had outstanding projects in AY 97-98. A Boston firm has approached Holy Cross to be a beta site for an Instructional Management System. However, we feel the EduCause standard and product marketplace is a year away (which may dovetail nicely with the end of our Mellon grant), and we prefer to be part of those developments. The Theatre Department has created a very exciting new web site on Shakespeare, which will ultimately contain the 36 plays of Shakespeare in an interactive, multi-media format. The Classics Department continues to push the technology envelope with GIS, GPS, database and WWW in the Perseus system and research projects. The Visual Arts Department has received recognition for their History of Stained Glass Window web site.

Administrative Systems

The PeopleSoft contract for financials, human resource and student admin was signed last March. With a little of over a year of successful collaborative effort, the project goes live on 7/1/99 with all PS financial modules (except project costing). This includes 15 system interfaces, data conversion, training/documentation, and system modifications (led by the need for row level security) and distributed functionality. We have successfully used PeopleSoft consulting resources and technical personnel from three national system integrators. The project will enter a three month integrated system test period in mid-March. We are presently organizing the second PS project and team, human resources, to begin on April 1 and overlap with the financial system implementation during 1999. Student admin begins in the next millennium.

The tail on our alumni and development system, Advance C/S from BRS, was pretty long with final cutover of the remaining piece from the VAX 6340 (soon to go) in December 1998. A three-tiered reporting system, longer parallel period and additional functional requirements were the reasons for the delay. This is the College's first major client server data based application. In the fall, we developed a data warehouse strategy for institutional management information, using ISI. The initial project is looking at the joins between alumni and financial data, now both in the Oracle database.

An RFP is underway for the OneCard system with 7 prospective vendors. The key architecture goal is integration with Novell's Network Directory Service (NDS). The technology migration includes replacement of the ID card system, the Dining Services system and upgrade of the building access system. Three options are being looked at including move from our hybrid off-line/on-line system to a full on-line system and alternatives to the heavy use of mag stripes. An April decision is due.

IT Planning and Policies

A major College-wide effort has intensified called Resolution 2000. With a six-person team led by an Assistant Director of ITS, we have three major tracts: IT system compliance, embedded system compliance and quality assurance of our electronic external relations and systems. Separate test servers have been purchased for UNIX, NetWare and Open VMS. Testing is well underway with a May report due to the Board of Trustees.

Our CWIS advisory group continues to meet to focus on Web updates across the divisions and new developments. 1998 accomplishments included new integrated sections for admissions/financial aid/bursar, a new campus calendar system (an interesting timeline feature), Cross Postings (bulletin boards), and Intranet sites. We are going to connect alumni through Harris Publications and look to introduce a portal site in 1999. The WWW and Internet also promise to be our solution reorganizing remote connectivity services for AY 1999-2000.

As part of the College's re-accreditation in 2000, the Library and IT have collaborated on Standard Seven (description, appraisal and projection). Holy Cross is pleased to be hosting the annual Jesuit conference for IT Directors at the end of April.

Other (Infrastructure, Workstations,...)

Last May we entered into a three-year leasing program with Dell Computer for institutional personal computers, including the ability to add MAC and UNIX machines into the lease. As mentioned earlier, one area of major concern over the past few years, has been lack of operating space in the IT department being in two separate buildings. However, plans are underway for a new facility in the Year 2001.

The class of 2002 bought 350 pre-configured, Dell bundles through the Bookstore. We may offer a leasing option to students for AY 1999-2000 but are more importantly focused on the complex issue of requiring students to buy a system through the College for AY 2000-2001. We would like to introduce a faculty and staff payroll deduction program for purchasing PCs in 1999.

Novell continues to be very strategic for the College. Implementation of Z.E.N. Works is underway. A new 3-year campus license will be signed in March. GroupWise 5.5 is partially installed, with a major improvement in GroupWise WebAccess. We plan to move to NetWare 5.0 in the summer. The network was upgraded to 100MBPS between all buildings and a new CISCO switch was installed between semesters.

Finally, we hope to relocate to new, modern quarters in the summer of 2001. College Hall, a new 45K square foot building adding to the Fenwick/O'Kane complex, will house three academic departments, educational technology and ITS. More to come on this exciting development.

ITESO UNIVERSITY - AJCU UPDATE: 1998-99

El Iteso es una universidad jesuíta situada en la ciudad de Guadalajara y que forma parte del sistema educativo Universidad Iberoamericana-Iteso: un grupo de universidades jesuítas distribuidas en México. Actualmente el Iteso está en una fase de expansión para dar cabida a los más de 6,000 alumnos de licenciatura que hay: se está construyendo un edificio con oficinas, laboratorios y talleres para el departamento de Procesos Tecnológicos e Industriales; también se está edificando un complejo deportivo y próximamente iniciará la construcción del nuevo edificio de cómputo, que incluirá a las Oficina de Servicios Computacionales así como salas y salones de cómputo para alumnos.

Oficina de Servicios Computacionales.

La instancia encargada del cómputo en el Iteso es la Oficina de Servicios Computacionales (OSC) que depende directamente de la Dirección Administrativa que, a su vez, depende de la Rectoría. Recientemente se formó la Comisión de Servicios Computacionales como un organismo que ayude a identificar las necesidades de cómputo de la Universidad.

La OSC está compuesta por cinco áreas coordinadas por una jefatura que además realiza compras de cómputo y administra dos presupuestos específicos de cómputo: uno de operación (para mantener toda la infraestructura funcionando) y otro de inversión (para la investigación, adquisición e implementación de nuevas tecnologías y proyectos). Las funciones específicas de cada área son:

Atención a Usuarios (16 personas) se encarga de atender las salas y salones de cómputo para alumnos, de atender a los usuarios de oficinas (maestros y personal administrativo), de resolver todos los problemas relacionados con las computadoras y de armar el equipo nuevo de cómputo.

Organización y Métodos (15 personas) tiene la función de desarrollar y mantener todos los sistemas administrativos de la Universidad: contabilidad, servicios escolares, nóminas, etc. Actualmente está desarrollando el nuevo sistema de presupuestación.

Redes (2 personas) administra y da mantenimiento a los servidores de archivos de toda la Universidad. También respalda la información generada por los usuarios. Todos los servidores a cargo de Redes son Pentium II dual con 256 Mb corriendo bajo Novell.

Software (3 personas) es el área que administra todas las licencias de programas de cómputo de la Universidad. Ellos también realizan las instalaciones de software en las computadoras para alumnos, hacen pruebas de compatibilidad y reciben todas las solicitudes de los maestros para la adquisición de nuevos programas para la enseñanza.

Telecomunicaciones (2 personas) controla los servidores de comunicación de la Universidad con el exterior, maneja el enlace de 2 Mb a Internet y otros con instituciones educativas locales, almacena el correo electrónico y tiene bajo su cuidado

colecciones de software público.

En general la infraestructura que maneja la OSC consta de 1200 computadoras (352 para alumnos y 848 para personal administrativo y maestros) todas conectadas a la red interna y con acceso a todos los servicios: correo electrónico, internet, intranet, etc.; 15 servidores de archivos bajo Novell, 7 servidores bajo Unix para telecomunicaciones, 4 servidores NT para experimentación y tenemos un enlace de 2 Gb a Internet. Recientemente hubo un debate en relación si se pediría a los alumnos comprar laptops pero se desechó por los múltiples inconvenientes de esto. Actualmente se está comenzando a migrar la red para alumnos de 10 a 100 baseT. En total trabajan en la OSC 44 personas.

Iteso is a Jesuit university located in Guadalajara, which forms part of an educational system called Universidad Iberoamericana-Iteso: a group of Jesuit universities distributed in Mexico. Iteso is currently engaged in an expansion stage in order to provide for the more than 6,000 undergraduate students: we are constructing a new office building, laboratories and workshops for the Department of Technological and Industrial Processes; there's also the construction of a new sport complex and soon we'll start working on the new building for the Computer Services Office and for computer classrooms.

Computer Services Office (CSO)
This office, in charge of all computer services, depends directly of the Administrative Direction which in turn depends of the Dean. The Commission for Computer Services was recently formed to help identify the computer needs of the university.

The CSO is conformed by five areas coordinated under a single head that also is in charge of equipment purchases and manages two specific budgets: one for operation (to keep working all the infrastructure) and one for investments (to finance research and the acquisition and implementation of new technologies and projects). The specific functions of each area are:

The User's Care area (staffed by 16 people) is in charge of all computer classrooms for students; this area also attends to all users' (both teachers and administrative personnel) computer needs and problems, solves computer related problems and assembles the new equipment.

The Organization and Methods area (staffed by 15 people) has the commission to develop and manage the university's administrative systems: accountability, scholarly services, payroll, etc. Currently this area is developing the new budget system.

The Networks area (staffed by 2 people) manages and supports all file servers in Campus. Another function is the backing up of all information. All servers are Pentium II dual with 256 Mb running under Novell.

The Software area (staffed by 3 people) controls all software licenses owned by the university. They install all software in the student's computers, do compatibility tests and gather the software requests from teachers in order to buy new programs.

The Telecommunications area (staffed by 2 people) controls all communication servers which connect the university with the world. It manages the 2 Mb link to the Internet and other links to local educational institutions. It gathers and distributes all e-mail and supervises the public software libraries.

The infrastructure under charge of the CSO consists of 1,200 computers (352 for students and 848 for teachers and administrative personnel) connected to an intranet that gives access to all services: e-mail, internet, etc. We also have 15 file servers under Novell, 7 file servers under Unix (devoted to telecommunication processes), 4 file servers under Windows NT for research and a 2 Mb link to the Internet. We recently debated over if it would be mandatory for the students to buy their own laptops but we decided against this due to the multiple inconveniences arising from this method. We are currently migrating the students' network from 10 to 100baseT. In total, there are 44 people working in the CSO.

LOYOLA COLLEGE IN MARYLAND - AJCU UPDATE: 1998-99

The key accomplishments and challenges at Loyola College in Maryland for 1998/1999 can be summed up quickly; facility construction and retention and recruitment of staff. We embarked on eight new building projects beginning in 1997 that encompassed residence hall renovations, new academic buildings, student dining facilities and meeting spaces and a fitness and athletic center. The new graduate center is located 8 miles north of the main campus and so both the local campus backbone and a wide area network were designed to achieve seamless voice, data and video transmissions. Four-digit

dialing, security access and centralized servers were implemented across an ATM backbone network to achieve technological transparency. By working with architects, AV consultants and technology vendors, a state of the art graduate teaching facility was brought on-line during 1998 in a short eight-month construction period. A current challenge is opening a new business school building and science building addition on the main campus in November of this year.

The second major challenge has been the retention and recruitment of technical personnel. Loyola has been targeted by the Baltimore community as a source of well-trained and talented individuals and we have experienced significant turnover in technology positions. Recruitment has been slow, taking up to 6 months to find the right people and salaries have escalated approximately 20% for replacements.

Academically the College continues to do very well.

Admissions are up and the network and residence hall renovations are playing a part in attracting students. High ratings in U.S. News and World Report and Yahoo! seem to help.

LOYOLA UNIVERSITY, NEW ORLEANS - AJCU UUPDATE: 1998-99

Loyola University seeks to be one of the leading catholic comprehensive Universities in the Nation, as measured by the quality of its faculty and staff, the strength of its curricula, the effectiveness of its support services, and the excellence of its graduates. In Pursuit of this goal, the University fosters a rigorous, critical education that is dedicated in the Ignatian tradition to truth, service and justice.

The University will seek to be regarded as an institution distinguished by its high standards of education and its commitment to service and justice. Thus in preparing its students for lives of action guided by the principles embodied in its traditions, Loyola will help to define Catholic and Jesuit higher education in the twenty-first century. To this end: The Office of Information Technology submits its Institutional Effectiveness Report for 1999.

Who we are
Information Technology at Loyola University is made up of staff, faculty and students working together to deliver Information Technology services to the Loyola University community. IT delivers these services through three groups of professionals. The Client Services, Computer Services and Network Group delivers those IT services you can see, work stations, labs, printers, and local networks. Computer Services delivers the behind the scenes content of the campus wide fiber optic network, the centralized computing platform, and network servers. Telecommunications delivers voice technology, local and long distance phone service, and voice messaging. Programming Support delivers computer programming, project management and Web-mastering services.

Our Mission
Our mission for Loyola's Information Technology is to leverage Information Technology to add value to the educational experience at Loyola. In this way, Information Technology will play its role in supporting Loyola's objectives for national recognition.

IT will provide current technology, prompt service, and robust network connections to allow the fast, accurate and free interchange of educational content, information and ideas throughout the Loyola community and the world.

Year 1998 in Review
The year 1998 was a year of building and expanding in the Office of Information Technology. The completion of the new campus wide network infrastructure in late 1997, allowed Information Technology to begin to focus its efforts on expanding services to the Loyola Community. Some further fine-tuning at the organizational level was implemented to further enhance our focus to contribute to the stated goals and mission of the University. Many complex projects were initiated in 1998 to improve and expand upon services to attract and retain quality faculty, staff and students.

Further reorganization resulted in five areas in IT being combined into three operating groups under the direction of Assistant Provost for Information Technology, William H. Cahill. The Director of Information Technology, Brett L. Jacobs, is now responsible for client services--which provides service and support at the work station and computer lab level; computer and

network services--which insures the timely and consistent operation of the mainframe and networked computer resources twenty four hours a day, seven days a week; and network services--which includes the campus wide network and internet access. Programming Support, headed by Kay Poole, is responsible for all support for University computer applications requiring programming, including the construction of interactive web pages. Telecommunications is headed by Jay Bertucci, who provides all support related to telephones services, voice messaging, and campus wide cable infrastructure. Mr. Bertucci is also the liaison for the dissemination of information for the Office of Information Technology and the coordinator for the training and development programs involving IT.

With the organizational structure of IT now refined, the focus of this office for 1998-99 was to further build upon and enhance our network, our computer and telecommunications resources, and our service and support levels, so that IT would actively contribute to the stated goals and objectives of Loyola University.

Preeminence of Loyola University

Information Technology has undertaken many activities this year designed to establish Loyola's preeminence in higher education. After investing over a year of effort to build the "bridge", the University's new high speed campus wide network was completed in late 1997. To insure that "they will come", the focus of IT was to implement new services and applications to take advantage of this new infrastructure and establish Loyola as a leader in Information Technology among institutions of higher education.

Loyola's new fiber optic campus wide network is now considered one of the top fifty networks in the world taking into account speed and robust interconnections. The network employs over five miles of fiber optic cable and over 1.2 million feet of high speed copper wire connecting all faculty, staff and residence hall students.   The network has created many opportunities to further expand distance learning programs.

Immediate benefits of this new network were email and Internet access for all faculty, staff and students. Also, a permanent internet presence was established for the University with a homepage averaging over 100,000 hits per month one year ago. However, the homepage has been averaging nearly 500,000 hits per month. The homepage is still expanding monthly, concentrating on providing information about the University and a point of contact for students interested in attending Loyola.

This year, another extension of this service was added. All Loyola students, faculty and staff now have the ability to establish their own presence on the net with their own homepage. Also, listservs have been set up for student and faculty use on all courses offered by Loyola. Chat rooms were implemented in early 1999 to further connect faculty, staff and students and facilitate the flow of ideas and information.

Remote access to the campus-wide network for users from off-campus was expanded and improved in August 1998, by the addition of 46 new very high-speed modem ports maintained by BellSouth Communications. Outsourcing this service should alleviate the problems many users experienced in connecting to the campus resources while at home. All faculty, staff, and student campus-wide network users now benefit from the installation of a very high-speed 45-megabit per second link from both campuses to Loyola's internet service provider. This greatly increased the speed and transfer of information to and from the World Wide Web.

Planning for occupation of the new Monroe Library required a redesign of the proposed telephone system for telephones in the area as well as modifications to the original video and data-networking infrastructure. These designs have been revised, and IT is well positioned to make a smooth transition to the new library. A new PBX telephone system was installed in the new library in August 1998. This system will initially serve the Monroe Library and all of Miller Hall, as well as the new residence hall in the spring of 1999. The new Monroe Library PBX will eventually replace the Danna Center main campus PBX system when the Danna Center is replaced.

Administrative computer users will also see improvement and refinement of existing resources and systems. New services for students are in development. These include providing students with web access for registration, application, viewing grades and schedules, billing information, and browsing course offerings, etc. Policies governing the use and creation of individual home-pages have been drafted and approved. Campus-wide hardware and software standards are in the final phase of development, as well as a campus-wide printing strategy.

Several committees were formed in 1998, which will address significant Information Technology issues on campus. Both the Steering Committees for Information Technology and the committee of the University Senate for Information Technology will provide valuable forums for the discussion of long-range plans and policies. The Year 2000 task force has been focusing needed attention on the technical challenges associated with the change in century dates for mission critical data and

business processes.

Some internal organizational changes were made within IT to enhance our service levels to all users. Plans are to migrate from a "Call Desk" to a "Help Desk" type of environment. This change will enable IT to handle issues more thoroughly and increase the percentage of issues handled and completed on the first call. Additional IT staff is being recruited to reduce our dependence on out-sourced services and improve service response. Technical staff now work shifts on the call desk to facilitate and expedite the timely repsonse and solution to trouble calls.

To further exploit the new network communications infrastructure, IT has acquired an IBM SP2 server complex. Now in place, server complex is one of the "pumps" that provides the computing power to host many new services offered to faculty, staff and students more reliably. This system is specifically designed to support client-server based administrative applications and network accesses software.

Recruitment and Alumni Development
Information Technology continues to play a more active role in supporting the University's recruitment and Alumni Development efforts. IT has sharpened it technical and software support to the Office of Admissions with the addition of a full-time staff support position dedicated and co-located in the Admissions office. Special purpose software (SEQUITUR) for the Admissions office has been improved in 1998. A batch maintenance system for interfacing SEQUITUR admissions data to the Student Information System (SIS) was created. Also, enhancements were added to the Alumni Development System (ADS).

Information Technology has also worked closely with the Offices of Admissions, Financial Aid and the Registrar to continue to simplify and improve interaction with students on administrative matters. The Financial Records System (FRS) was upgraded and also made Year 2000 compliant. The Payroll System (PPS/HRS) was updated, which now allows for the scanning of time sheets for employees and students. Improvements to the SIS system were made to allow for automated wait listing for courses via LSTAR.

Systems are under design and nearing completion to provide WEB access for students to SIS to register, view grades, transcripts, schedules, billing information, course offerings, course descriptions, apply to Loyola and view the status of that application, and view financial aid packages.

Also, WEB access for faculty to SIS--Student Information Systems—to advise students, post grades and access student schedules, grades and transcripts is currently nearing completion.

Both of these projects have been designed to access the World Wide Web using a simple graphical user interface and web-browsers such as Netscape or Internet Explorer.

Educational Experience
Information Technology provided many new services to the university community to enhance the educational experience in 1998. The educational environment for students and faculty has been greatly improved as IT continues to upgrade public access computer labs. The J. Edgar Monroe Library now features three new twenty-four hour public access computer labs on the first floor. This new twenty-four hour wing boasts seventy-five new computing work stations with up to date software ready for student use. The Monroe Hall lab facility has been converted to an electronic classroom. The student to personal computer ratio now stands at 13 to 1, among the lowest in educational institutions.

Residence hall students arriving for the semester found not only high speed internet access was provided to them, but personal voice mail boxes as well. Email accounts are now automatically assigned prior to their arrival at the University.

A major effort to provide upgraded computer equipment to all full-time faculties was initiated over the past year to allow them to exploit these new resources. This technology refresh was implemented to ensure that faculty have an updated computer and are connected to the network.

The upcoming 1998-1999 academic year will present Information Technology with the challenge of effectively managing and supporting the University's network and computing infrastructure, as well as integrating and introducing new services and applications to utilize them. IT continues to receive requests for all types of technical support from all areas of the University.

Our focus will be to provide that quality service technical support—and to provide assistance and resolution of service challenges in one business day or less. Our goal is to make available IT's offerings to our users on a seven day a week, twenty-four hour a day basis. The transformation of the Loyola call desk into a "help" desk will improve our responsiveness to

our clients. We will do this by establishing, monitoring and maintaining service levels. This will be done by developing a project control methodology to insure that our commitments are met for all of our services.

In summary, Information Technology has undertaken many initiatives during 1998, in keeping with the University's planning goals. Throughout the year, we have revised and restated our departmental goals and strategies and identified desired outcomes. All faculty, staff and students now have access to and are armed with the technology and computing resources needed to assist them in providing and receiving a quality education. Tremendous progress has been made in assisting the University in the recruitment and retention of students, and enhancing their educational experience while at Loyola. It is our intent, in the Office of Information Technology, to be perceived as a value-added resource and as part of the positive educational experience for all members of the Loyola community.

LOYOLA MARYMOUNT UNIVERSITY - AJCU UPDATE: 1998-99

ORGANIZATION

During the past year the IS management team has been completed. Each area has a strong leader: User services, Technical Services, Network, Academic Computing, Telecommunications and Administrative Computing. During most of the June 98/ May 99 year, a number of positions went unfilled, consequently outside consultants were hired to ensure that projects were completed. The problems of filling positions were due to competitive environment and an unwillingness to hire in at astronomical salaries. During the past two months, several positions have been filled, reducing the need for long-term consultants and providing a stable workforce. The management of the IS budgets have been centralized into the Budget and Personnel Manager position in order to manage them more effectively.

The Campus Computer Steering Committee has been revitalized this year and is helping IS to define directions and needed services. The Committee is high level and broad based.

SERVICES

A new automated work order system was installed which has increased the turnaround time on work order requests for desktop, network and telephone support. An improved service concept, additional training and new equipment has increased the effectiveness of the help desk staff. The staff and faculty computer training program has been increased and promoted to support users' needs.

TECHNICAL SUPPORT

The campus network upgrade project was completed in January 1999; it is 3 Com ATM backbone. The Internet access and firewall is still outsourced but was enhanced to increase response time. Almost all of the campus desktops have been upgraded to Pentiums; and hardware and software has been standardized, making support more efficient. Many of the critical campus servers have been upgraded and additional management software installed to increase reliability.

ACADEMIC COMPUTING

The central computer labs are Pentiums with Windows 95 which were installed during the Summer 98. The Academic Computing Committee is working closely with Information Services to identify faculty and academic program needs and to develop planning document. The Academic Computing Manager is working with the coordinators of specialty labs to develop a campus plan for support and utilization. Plans are in process to develop a computing classroom to be used by all departments.

ADMINISTRATIVE COMPUTING

The administrative systems are standardized on Oracle database. All systems were moved from an IBM mainframe to a client-server environment on RISC 6000 with AIX during 1998/9; Oracle Financials and Human Resources, SCT Banner Student Information System, ADP Payroll system and Viking Alumni/Development. During the next 8 months Web access will be enabled for all systems. This will reduce down the desktop support needs and allow access to any desktop using a browser with appropriate account access. The plan is to register Students through the Web no later than Spring 00.

OVERALL

The wide spread use of technology is increasing because of the stable systems. The increase in knowledgeable staff and faculty in the academic area is putting pressure on IS to move ahead quickly with Web projects. Distributed technical staffing support throughout the administrative and academic areas is helping to provide faster response to requests for help, the

development of projects and the use of the new systems. A coordinated approach with adherence to standards is critical to developing an effective, efficient and interoperable environment.

REGIS UNIVERSITY - AJCU UPDATE: 1998-99

Regis University offers a wide range of undergraduate and graduate degrees for traditional age students as well as for working adults. Regis College is the traditional, liberal arts arm of the University, with roughly 1000 student FTE. The School for Health Care Professions caters to roughly 300 traditional-age college students and working adults in nursing, physical therapy and health services administration. The School for Professional Studies serves roughly 10,000 full-time and part-time adult students with programs that have adopted accelerated formats and schedules convenient to work places and times.

In 1999, Regis will venture to Las Vegas with a new site, becoming the first Jesuit institution with a site in Nevada. A new campus will be added on Colorado's Front Range in the city of Broomfield and the Fort Collins campus will double in size. Regis College is executing a major technology upgrade to residence halls this summer, and a second state-of-the-art "electronic" classroom will be added to the Lowell Campus. The University will set out on a capital campaign through a Forum on the Future of Regis that will engage academic and business leaders in discussion about what Regis will/should look like in the year 2010.

Information Technology Services Update
Regis University's Information Technology Services department has set out on a five year plan with two primary objectives:

> 1) Build a reliable, fault-tolerant and scalable infrastructure in conjunction with University mission and goals.
> 2) Move past the current "deliver the basics" approach to technology service and support to build competence, capability and credibility into technology service and support provisions.

Good progress has been made in the first year, as described from an organizational/hierarchical point of view below:

> **Instructional Technology Services** - Director and two staff Academic technologies in computer labs - three year replacement cycle established with minimum installed configuration currently Pentium 233s running NT 4.0 (we have only a handful of stand-alone Macs at Regis and none are in labs); recently installed and configured Lab Expert and Ghost software allow us a relatively trouble-free student computing environment; we're beginning the move away from public labs to "ubiquitous computing," which will put PCs in convenient spots (more than 400 in Dayton Memorial Library) for student use while classlab configurations will replace current public labs; instructional technology upgrades in many classrooms include the SmartCart grant to establish consistent and easy to use instructor workstation standard; addition of academic NT and UNIX servers for extension of classroom walls and distance courseware.

> **Information Services** - Associate Director and three staff Completion of Datatel's Colleague 15.x and Benefactor 4.x administrative information system conversion and implementation was a success, though significant turnover in some quarters created difficulty in terms of adoption and use attitudes; work has begun in earnest on WWW interfaces for student records and processing; degree audit, position budgeting, budget management and online purchasing approvals will round out the Colleague set; installation of Benefactor 5.0 will round out the Benefactor set.

> **Infrastructure Groups: Network/Systems Services - Manager and two staff**
> Telecommunications Services - Manager and one staff – Y2K is 95% toast, with minor patch installs and testing the only tasks remaining (testing will feed contingency planning, which will continue through the end of the year); work continues in efforts to integrate server hardware such that there are no monolithic servers; reduncancy projects continue as all but two servers have hot-swap, RAID arrays; a generator and UPS will be installed for O'Connell OPS and systems staff before July; telecommunications switch will be replaced and located in O'Connell OPS room in 2000; upgrade of all WAN connections continues and all are T1s but the Boulder ISDN which is scheduled for upgrade this year; network capital equipment is on a University replacement cycle that stretches an uncomfortable five years (but at least it's on a schedule); Novell/NT mix is being optimized as NDS provides robust directory and

we're pushing with Z.E.N. works all the while NT provides robust application and WWW services.

Client Services - technicians and user support (two managers and six staff) Tech-on-call boosts the help desk as technicians are now solving 27% of all calls on the phone; Intranet-based technology resources guide is in infancy with good ideas including ITS mission and goals benchmarks, pre-purchase consulting reference, policies and procedures, standards, service level statements; computer based training application from NETg is almost fully implemented; outsourced classroom training is less and less popular but still effective for those who partake; Remedy help desk software implementation will expand significantly in the coming year to be better aligned with ITS practice.

Overall, Regis ITS is still a "deliver the basics" organization with glimpses of competence, capability and credibility.

ROCKHURST COLLEGE – AJCU UPDATE: 1998-1999

One of our largest and best changes for the last year was the appointment of Fr. Ed Kinerk, SJ as our new president. He has generated a considerable amount of enthusiasm on campus. Several major changes are in the works for the campus as we undertake a major beautification project. We will be expanding the green-space of our campus, constructing a new art gallery, and changing our name. As of July 1 1999 we will officially become Rockhurst University.

Capital Improvements:
We continue progress through our three year technology plan including the following items.
During the last summer, we installed network connections in all of our residence hall rooms bringing network access on a 1-1 pillow-to-port basis to all of our resident students. All buildings on campus now have fast ethernet connectivity. We upgraded our voice mail system and expanded our phone switch capacity. All of our residence halls now have security card access installed. We created a distance learning lab utilizing PictureTel compressed video equipment, built two new computer labs (1 PC per student), and upgraded three other classrooms to have full multimedia capabilities.

Administrative Computing:
We signed a contract with SCT for Banner2000 last may. Thus far we have implemented portions of the student module with a projected go-live date of October for spring registration. The finance module will be operational in July, financial aid in the spring of 2000, development/advancement in July 2000, and human resources in January 2001. Web interfaces for all of the modules were purchased as well and will be implemented shortly after its respective module is live.

Academic Computing:
Over the summer we constructed a faculty R&D lab with equipment ranging from standard PC's to a fully equipped Avid video/audio editing system. After experimenting with several web course tools, we have standardized on WebCT as our online course development platform. Our MBA program will be the first to be fully deployed online utilizing an as yet to be determined mix of "on-ground" and "on-line" components. Six classes will be offered online by this fall.

Desktop Computing:
We have standardized on Windows NT 4.0 for all users and will be eliminating the remaining Macintosh labs this summer. In support of the Banner rollout, all administrative desktop computers were upgraded during the summer to a minimum of a Pentium 200mhz processor. We have completely eliminated dumb terminals from all of our offices! We currently have a three year life cycle for our student labs and all of our student-use computers will be replaced over the summer. All faculty members will receive a new PC this summer as well. We have made a great deal of progress in standardization. One of the last pockets of non-standard software will be eliminated this summer. All users on campus will be using Microsoft Outlook as their mail client, and we will be implementing an Exchange mail server.

IT Organization:
Staffing issues continue to be a concern. We have greatly minimized turnover in the last year with improvements in our training budget, and all of the new opportunities on campus based on our construction and new technology rollouts. We have added six new positions to the staff, two in desktop support bringing our total to four, two at our helpdesk bringing our total to three full-time and two part-time, and two new instructional technology coordinators. The addition of the help desk staff has

allowed us to increase our hours of operation to 7:00am – 11:00pm seven days a week.

UNIVERSITY OF SAN FRANCISCO - AJCU UPDATE: 1998-99

Campus Master Plan

We continue to make progress on implementing the Campus Master Plan adopted in 1993. Current projects include a new Jesuit Residence, which is scheduled for completion in July; the temporary use of the old Jesuit Residence as additional student housing; a new Law Library, which broke ground on March 26, 1999; faculty and staff housing, which is in the approval process; and a newly announced Arts building, which is projected to be the largest and most expensive building project in USF history and includes a large technology component.

Plan 2005 (Planning, Educational Technology, Administrative Systems)

Our "self-study" accreditation report, which was completed in 1997, is also our long-range plan, known as Plan 2005. There are approximately 13 technology initiatives in Plan 2005. Several are in the implementation phase. We have extended our voice/data network to each of our regional campuses, which include three locations in the greater bay area and one location in Sacramento. In addition, we are providing 56k dial-in at each of these regional access points, using Ascend's MAX6000 wide-area network switches. Instructional technology has been enhanced with the replacement of LCD display panels with LCD projectors on our 12 portable multimedia carts. An additional multimedia demonstration classroom has been installed making a total of three permanently equipped classrooms for general use. The number of general-use student computers was doubled with the addition of 50 new workstations in the main library. Our primary emphasis for distance/distributed learning involves the use of WebCT – we now have approximately 70 courses in various stages of development. Improvements in the administrative information systems area include web-enabling our SCT Plus 2000 system using SCT's Web for Students, Web for Faculty, and Web for Employees. ITS provides a strong and growing training program for faculty and staff utilizing both existing staff and outside expertise. We are planning to incorporate more informal, brown-bag sessions and institute some training sequences and projects leading to formal certification of skills.

Student Technology Fee (ITS Organization)

Many of the Plan 2005 initiatives have been supported in part by a new $40/student/semester technology fee. The fee is intended to offset the additional staffing and operational costs associated with the new services. To date, the fee has helped fund six new positions in ITS – two in telecommunications, two in networking, one in computer support, and one in programming. ITS now includes 37.5 staff FTE in five areas: Computer Support (8.5), Operations (6), Programming (8), Network (6), Telecom (6) as well as 3 FTE in the Executive Director's area.

Other Developments

Last fall we completed the installation of high-speed, highlight color, laser-printing system (Xerox 4850) to replace our line printers. In September we successfully migrated to an Oracle-based telemanagement system from Pinnacle, called AXIS. In December we completed a renovation of our central network room including much needed space to grow and the addition of a large, central UPS, 100baseT network segments, a wire-speed Cabletron SmartSwitch Router, and limited use of VLAN. Our major Y2K efforts have been focused on the upgrade of our administrative information system to SCT Plus 2000, which is scheduled for completion this month, and replacing outdated, non-compliant hardware. A campus-wide web redesign effort was begun in January.

THE UNIVERSITY OF SCRANTON - AJCU UPDATE: 1998-1999

Our new President Fr. Joseph M. McShane, S.J. joined us in July and seems to be moving at break-neck speed. Much change is just on the horizon.

We finished the new College of Professional Studies building in September (as you may recall this building was under construction when you visited our campus last year). This new building contains 2 full teleconferencing rooms, 5 PC instructional labs, and special video for the Counseling and Human Services department. Our folks did a magnificent job considering a very short time frame and a paltry budget (technology was only about 8% of the total project budget)

We are now planning a new School of Management building and this time we are much more involved in the entire process. We have hired Audio/Visual consultants for this project (Washington Professional Systems...reference from Loyola Baltimore) and promise to get a larger share of the budget pie for technology. This project is scheduled to be completed prior to the Fall

2000 semester.

We have not been able to add any additional staff in our division during the past year. We still are experiencing recruiting problems, though our attrition rate remains fairly low. We are in the midst of developing a new IR staff classification/compensation/recruitment/retention plan with the assistance of Human Resources. We are trying to be proactive with this before we experience insurmountable problems.

We have made a successful transition from WordPerfect Office to Netscape Communicator (our chosen Groupware solution) but not without some bumps in the road and the associated pain and suffering. But, all seems stable and well now.

Being an early 90's SCT Banner convert from home-grown software, we are finally getting around to migrating to the Banner GUI product, which is coinciding with our PC upgrade multi-year planning effort, by necessity. We are trying to get to a four-year replacement cycle with PC's. We expect to be 100% Banner GUI by next January, not an easy transition.

Our ResNet program continues to grow. About 60% of our resident students now own their own PC's and have connected to our network. This number continues to grow.

This past year we upgraded our Internet connection from 1-T1 to an SMDS 10 Meg connection to everyone's delight.

A plan to move to 100MBPS on our network backbone between all buildings was approved and we are now moving forward with implementation with 3Com gear.

We opened an Academic Technology Center (ATC) this past year. The concept here is to hire and develop student talent to work with faculty under the guidance of some full time staff. The center's first major chore has been to work with faculty on evaluating a web-based course-authoring tool. WebCT and CourseInfo are being carefully considered.

We are close to hiring Web consultants/designers to work with us to tie a newly developed marketing plan together with our web strategy. Over the next several months a new home page and look/feel will be developed with help of the chosen firm.

WHEELING JESUIT UNIVERSITY - AJCU UPDATE: 1998-99

Wheeling Jesuit was evaluated by North Central this January and have been recommended for reaccreditation. Our University enrollment continues to increase and now exceeds 1500 fte compared to just under 900 fte in 1984. New buildings are still going up at WJU. Two are in the planning stages to be completed by 2001. They are: a new computer and science teaching center (which ITS hopes to move into early in the new millennium) and an extension/renovation of an existing residence hall.

Educational Technology

Information Technology Services (ITS) updated its Project lab and Main lab with tech fees this Fall. The fees were used to add a second multimedia classroom located in Donahue Hall. This classroom's one presentation station is capable of satellite, VCR, computer, and Elmo-opaque projections. This room is used by instructors of all disciplines. An added bonus for faculty and administration from home has been the setup of a 4-port LanRover remote access server which includes an 888 line. ITS has also migrated student E-mail to a Web-based package allowing students to access their E-mail anywhere on or off campus. Students are pleased with this change because of its convenience. Students are using computers more in conjunction with their classes; they have begun using chats, mailing lists, hypernews and discussion lists which have been setup by ITS. ITS set up a new Writing Lab for the students in January. This lab is equipped with 15 NT workstations and an NT server is serving software and printing needs for the lab. Software for this lab includes normal net-ware software, QuarkExpress, and Daedalus Writing software. ITS plans to increase the size of this lab into a 30 workstation lab with several Adobe products made to be available to students for the fall of 1999.
Our ITS web page continues to grow as a source of help and information for all on-campus needs. Help desk requests can be done through this page and software updates are available. In addition to typical reference sheets, workshops offered by the department and campus announcements are posted and residence hall connection requests can be made there. ITS supports connections to 25% of the on-campus student body. ITS also continues to offer 1-1 help to any administrator or faculty through its student worker staff. This staff has grown to over 30 students. Steps have been taken to help keep faculty updated on new software and hardware that may be useful to them in their courses. ITS hosted a faculty FIELD trip day in January. FIELD stands for Free Information Exchange with Lunch and Demos. The day was full of software and hardware

instruction. Faculty became more aware of technologies available through ITS. The day was well received and considered a success both by faculty attending and the ITS members. A new Distance Learning Director has also been working with faculty on campus so the distance learning for our students can grow. (This is a separate entity from the ITS group.)

IT ORGANIZATION

Information Technology Services (ITS) at Wheeling Jesuit University is made up of a staff of 7 members. They include: the Director, the Associate Director, the Network Support Analyst, two Computer Support Analysts, the Operations Assistant and the director of Media Services. ITS maintains several servers on several platforms; supports faculty and administrator needs, maintains 4 ITS labs, 2 multimedia classrooms, and assists with several other campus department Departmental roles continue to change as the IT needs on campus grow. The Director of ITS is responsible for anything and everything that passes through the department. He is a member of the university committee that recommends appropriate ways to disperse funds from student fees and the CIT (Communication and Information Technology) committee which looks at campus wide computing issues. The Associate Director oversees the 31 work study students, manages Novell and Unix servers, oversees the ITS labs, adds to the ITS web page, assists with help desk jobs and keeps the ship floating when the Director is out. The Network Support Analyst manages the campus side of the network infrastructure. He manages NT and Unix servers and does setup and monitoring of all student/faculty E-mail accounts. In addition to this, he oversees library servers and their computing needs and assists with other help desk jobs. In his "free" time, he designs the its.wju.edu web pages and adapts the help desk design. This man is the department's "jack of all trades"! The Computer Support Analysts (CSA) bang away at millions of help desk calls each day. They help manages NT servers, helps maintain labs, and help designs sections of the departmental web page. One CSA will begin employment for ITS on April 5. The Operations Assistant manages all the hardware and software ordering for the campus. She also maintains the departmental inventory, assists with help desk jobs and adds to the ITS web page. The Assistant Director of Media Services is responsible for the circulation of audio-visual equipment on campus and coordinates the reception and delivery of satellite transmissions in our multimedia classrooms. He provides faculty with instruction on the use of equipment and manages a team of students who service the faculty with these media needs.

ADMINISTRATIVE SYSTEMS

Administrative computing is a separate department from ITS on campus. It includes 2 administrators who provide support to offices for accessing the administrative database on campus. Datatel Colleague is the new system that has been put in this year. The team creates accounts and provides help with queries, reports, and data modification. The team also administers a Unix system that provides e-mail to all campus administrators. They share responsibilities with ITS in administering an NT server for software and printing needs for several campus administrative groups.

PLANNING/POLICIES

Two committees exist on campus that deal with IT planning and policies. Our campus has a CIT committee that is responsible for campus IT planning, policies, software standardization, network use, and web policies (just to name a few). The academic university is represented in this group along with the NTTC and CET. The campus Tech Fee committee plans spending of tech fee money for the primary benefit of WJU students.