

An Information Technology and Communication Strategic Plan Pittsburg State University

2000 - 2005

“For a successful technology, reality must take precedence over public relations, for Nature cannot be fooled.” - Richard Feynman

Vision

It is the vision of Pittsburg State University to realize the full potential of all relevant information technologies and communications to develop a world class educational environment for faculty and students.

Assumptions

1. Pittsburg State University will remain a predominately undergraduate institution, with continuing strong graduate programs in selected areas.
2. Pittsburg State University will primarily focus on on-campus instruction and position itself to meet demands for off-campus and distance education programs.
3. Pittsburg State University will continue to support the use of technology to enhance the learning environment and support administrative efficiency.
4. Pittsburg State University's enrollment will continue to grow at a moderate rate.
5. Pittsburg State University's operating budget will remain constant – no significant growth over the next three years.
6. Pittsburg State University's current array of degree programs will remain ~~the~~ substantially same.
7. Pittsburg State University will provide appropriate technologies to enhance student and faculty research.

S.W.O.T.

Strengths

1. Stable networks
2. Quality staff
3. Stable funding
4. Good physical campus environment for technology deployment
5. Recent significant hardware upgrades
6. History of success in securing I.T. grants
7. Internal MIS system provides flexibility
8. Progressive New Leadership

9. Improved committee structures

Weaknesses

1. Old hybrid data architecture
2. IS planning not well coordinated
3. OIS management structure not well defined within the recently decentralized environment
4. Past distance education not well received (or delivered)
5. Internal MIS system results in longer development times
6. Key IS staff positions vacant (under staffed)
7. Faculty knowledge of and familiarity with technology
8. Lack of Faculty empowerment for technology innovation

Opportunities

1. Growing enrollment
2. Opportunity to leverage distance education
3. K.C. Metro Center is in PSU service territory
4. College of Technology – state-wide mission
5. Window available for network upgrade (funds)
6. Innovative projects are underway on campus

Threats

1. No clear funding stream to support IS maintenance and upgrades
2. Distributed support may lack accountability/oversight
3. Faculty support for distance education questionable
4. Lack of a well understood IS vision
5. Growth Opportunities (salary and advancement) may result in increased turnover.

Strategic Goals

1. Global Access

Improve access to the campus network, campus resources and off-campus information/data, technologies and services.

Objective 1 Increase the number of databases and information services available via the Internet.

Strategy 1 Implement the recommendations in the Leonard Axe Library Strategic Master Plan.

Responsible Dean, Learning Resources
Status Plan due May 2003

- Objective 2 Increase the number of campus services available through web-based access.
- Strategy 1 Utilize information technologies to provide as many services via web applications as is appropriate.
- Responsible Information Technology Council and the Director of OIS
Status The Division of Student Affairs has been implementing web-based services under the Title III grant. Most if not all offices are now providing web-based services and contact with students and potential students. In conjunction with Student Affairs, the Registrar, and several academic departments, student files are now captured and circulated electronically. This process will be expanded to all academic departments once the pilot project is completed and evaluated. Also, several of the business processes and employment forms and personnel handbooks are available online. Finally, the enrollment and degree audits are now electronic and available to students anywhere they have Internet access.
- This process is on going and will be reviewed on an annual basis. The Information Technology Council, on an annual basis, will review university services and processes and set priorities for what needs to be addressed in this area. Recommendations will be developed and advanced with a report due every May.
- Objective 3 Improve off-campus access to all available services, information sources and databases.
- Strategy 1 Establish and implement the policies, procedures and technologies required to support secure off-campus access to services, information sources and databases.
- Responsible Director, Office of Information Systems
Status Report due May 2003.
- Objective 4 Improve access to the campus network, campus resources and off-campus information/data, technologies and services.
- Strategy 1 See Goal 4, Objective 1
- Responsible Director, Office of Information Systems
Status Continuing
- Objective 5 Evaluate the opportunity for the establishment of a web-portal and/or intranet solution to support information access for the entire PSU community.
- Strategy 1 Develop recommendations and an implementation plan
- Responsible Director, Office of Information Systems
Status Report due May 2003
- Objective 6 Implement a campus e-commerce capability.
- Strategy 1 Develop and implement an e-commerce system.
- Responsible Director, Office of Information System

Status Report due May 2003

2. Instructional Technology

Improve the instructional support services for faculty who are or want to use technology in instruction and develop the related support services for students in classes utilizing instructional technologies.

- Objective 1 Provide a minimum of one instructional support consultant in each of the colleges.
- Strategy 1 Establish two more instructional support consultant position so the Colleges of Business and Education do not share a person and the College of Technology has one.
- Responsible Vice President for Academic Affairs
- Status Currently there are two instructional support consultants. One in the College of Arts and Sciences and one is shared between the Colleges of Business and Education. The Vice President for Academic Affairs will develop a plan to provide two more instructional support consultant so all four colleges have one each. Progress Report Due May 2003
- Objective 2 Provide curriculum design and instructional technology training to all faculty.
- Strategy 1 Develop and offer four workshops a year.
- Responsible Academic Deans
- Status Report due May 2003
- Objective 3 Increase the availability and faculty access to appropriate instructional technology.
- Strategy 1 Develop a plan to evaluate needs and secure funding for implementation.
- Responsible Academic Deans with assistance from Instructional Media and OIS
- Status Report due May 2003
- Objective 4 Provide technology and curriculum design support for all faculty and students.
- Strategy 1 Develop a helpdesk capability, for faculty and students, to provide quick, "just in time" assistance with instructional technology.
- Responsible Information Technology Council
- Status Report due May 2003

3. Research and Scholarly Support

Improve the support for faculty who are utilizing or want to utilize information technologies in their research, scholarly or other creative endeavors.

- Objective 1 Provide technology and software appropriate to research and scholarly activity.

- Strategy 1 Survey the faculty to identify needs and prepare a report with recommendations.
 Responsible Instructional Support Council
 Status Report due May 2003
- Objective 2 Provide technical support and training in the use of the available technology and software.
 Strategy 1 Develop and offer training sessions for those who desire.
 Responsible Instructional Support Council
 Status Report due May 2003
- Objective 3 Provide access to off-campus technology, software and databases via the Internet.
 Strategy 1 Implement the Leonard Axe Library Strategic Plan 2000 – 2005.
 Strategy 2 Develop cooperative arrangements with other campuses, private vendors and other sources as appropriate.
 Responsible Director, Office of Information Systems
 Status On going
- Objective 4 Provide access to Internet 2 as research and information access requirements dictate
 Strategy 1 Prepare and implement a plan to become an Internet 2 site.
 Responsible Director, Office of Information Systems
 Status PSU's membership in the KAN-ED network provides PSU SEG-P membership in Internet 2. This provides for access to Internet 2 services whenever PSU installs connectivity to Internet 2

4. Infrastructure Support

Maintain a state-of-the-art and reliable information technology and communications infrastructure.

- Objective 1 Implement a campus-wide wireless solution.
 Strategy 1 Establish several pilot sites and evaluate the technology for use at Pittsburg State University
 Responsible Director, Office of Information Systems
 Status Several wireless projects have been established on campus.
 Report due May 2003
- Objective 2 Increase speed and reliability of campus network.
 Strategy 1 Upgrade the capacity of the campus backbone LAN to provide the capability to support high speed, high bandwidth applications.
 Responsible Director, Office of Information Systems
 Status Network upgrade is currently underway – to be completed June 30, 2003
- Objective 3 Fully integrate voice, data and video as appropriate.

Strategy 1	Make maximum use of the campus network by migrating video services to the data network.
Responsible Status	Director, Office of Information Systems and Dean, Learning Resources New video equipment is all equipped to support video over IP. As part of the network upgrade the KDLC distance learning application will be transported through integration with the campus data network and the Internet.
Objective 4	Establish a revenue stream to support a repair and replacement cycle for all technology equipment and software.
Strategy 1	Review the expenditures related to information technology and make recommendations on the establishment of a line item in the budget for the repair and replacement of information technology equipment. This would also include a repair and replacement calendar for the campus.
Responsible Status	Information Technology Council Report due May 2003
Objective 5	Provide a minimum of one technical support consultant in each of three colleges (Business, Education and Technology) and two in Arts and Sciences and review the technical support available to the non-academic areas.
Strategy 1	Establish two more technical support position so the Colleges of Business and Education do not share a person and Arts and Sciences has two.
Responsible Status	Vice President for Academic Affairs Currently there are three technical support consultants. One in the College of Arts and Sciences, one in the College of Technology and one is shared between the Colleges of Business and Education. The Vice President for Academic Affairs will develop a plan to provide two more instructional support consultants. Progress Report Due May 2003
Strategy 2	Review the technical support available to the non-academic areas and make recommendations.
Responsible Status:	Director of OIS Report due May 2003

5. Administrative Applications

Develop, maintain and improve information technology and communication applications that meet the administrative needs of the campus.

Objective 1	Implement content management/document imaging to enhance the efficiency and effectiveness of administrative processes and human interaction.
Strategy 1	Make content management/document imaging available to all offices.
Strategy 2	Migrate as many paper processes as appropriate to the content management/document imaging system.

Responsible Status	Information Technology Council As part of the Title III grant, Student Affairs has implemented content management/document imaging, as has the Registrar's Office. Many of the paper intensive processes are now electronic thereby saving space and providing more efficient service to students while helping offices to be more effective and efficient. As part of a pilot project, two academic departments (Biology and Psychology) will be included in the system this fall (2002) and student files will be maintained electronically. Based upon what is learned from the pilot project, adjustments will be made and then the system will be made available to all academic departments.
	The implementation of this application will be monitored by the Information Technology Council with an annual progress report each May.
Objective 2	Upgrade the management information system architecture so as to support new tools and applications.
Strategy 1	Review the current computer platforms and determine their lifecycle. Develop a systematic plan to upgrade or replace when required.
Responsible Status	Director, Office of Information Systems New administrative platform was placed in service 6/02. New platform for the Blackboard system was placed in service 8/02. Mail system and library system are currently scheduled for review.
Objective 3	Implement more appropriate and user-friendly data query tools.
Strategy 1	Establish a study group to evaluate the current tools and determine if additional tools should be required and/or developed.
Responsible Status	Director, Office of Information Systems Report due May 2003
Objective 4	Establish a data management process/procedure to ensure data integrity.
Strategy 1	Implement the State of Kansas Project Management Methodology (KPPM) to govern the development of information systems projects and systems development
Responsible Status	Director, Office of Information Systems All OIS staff members have received training on KPPM. Project Management is being phased into existing projects and required on new initiatives.
Objective 5	Establish a process to prioritize and coordinate all "programming" requests to ensure the efficient and effective use of personnel in addressing institutional priorities and needs.
Strategy 1	Implement the State of Kansas Project Management Methodology (KPPM) to govern the development of information systems projects and systems development
Responsible	Director, Office of Information Systems

Status	All OIS staff members have received training on KPPM. Project Management is being phased into existing projects and required on new initiatives.
Objective 6	Evaluate commercial administrative packages and determine if in-house development is still the best approach for PSU
Strategy 1	Conduct a survey of administrative offices and users to evaluate needs and determine what capabilities are required.
Strategy 2	Conduct a discovery of current administrative packages on the market and determine their effectiveness in meeting PSU needs.
Responsible	Director, Office of Information Systems
Status	Report Due May 2003

6. Evaluate Emerging Technologies

Develop and support a campus-wide process to promote the identification, testing and possible implementation of emerging technologies.

Objective 1	Establish a campus-wide technology futures group that would stay abreast of emerging technologies and assess their viability and utility for Pittsburg State University.
Strategy 1	Appoint a committee to continually monitor developments in the information technology and related fields and their appropriateness to Pittsburg State University
Responsible	Information Technology Council
Status	Reports due as appropriate
Objective 2	Establish a campus-wide instructional group that would stay abreast of emerging technology and assess their impact on instruction at Pittsburg State University.
Strategy 1	Appoint a committee to continually monitor developments in instructional technology and related fields and their appropriateness to Pittsburg State University
Responsible	Dean, Learning Resources
Status	Reports due as appropriate