MINNESOTA STATE COLLEGES AND UNIVERSITIES
BOARD OF TRUSTEES
TECHNOLOGY COMMITTEE
MEETING MINUTES
November 16, 2010

Technology Committee Members Present: *David Paskach, Chair; Christopher Frederick, Vice Chair; Trustees Cheryl Dickson, Jacob Englund, Phillip Krinkie, James Van Houten and Michael Vekich*

Technology Committee Members Absent:

Other Board Members Present: *Scott Thiss, Board Chair, Clarence Hightower Vice Chair, Chancellor James McCormick, Trustees Alfredo Oliveira and Louise Sundin*

Leadership Council Committee Members Present: *Vice Chancellor Darrel Huish and President Judith Ramaley*

The Minnesota State Colleges and Universities Technology Committee held its meeting on November 16, 2010, at Wells Fargo Place, 4th Floor, Board Room, 30 East 7th Street in St. Paul. Chair Paskach called the meeting to order at 10:31 a.m.

Approval of the Technology Committee Meeting Minutes
Chair Paskach called the committee to order.

1. **Minutes of September 15, 2010Technology Committee**
    The minutes of September 15, 2010 were approved as submitted.

2. **Information Technology Update**
    Vice Chancellor Huish reported that the Technology Division along with the Leadership Council is engaged in the process of redesigning the Enterprise Investment Committee. This redesign is taking place due to the advice received in the audit and in light of generally reduced funding levels that are available to launch new technology initiatives.

    This is a time of transition and planning within the ITS division. As previously discussed, a budget reduction consisting of 17 position layoffs and additional board early separation incentives for 13 people is in the process of being implemented. This requires the ITS Division leaders to rethink the structure and way that work is accomplished. The highest priority has been placed on maintaining the services that institutions rely upon to accomplish their respective missions.

    Vice Chancellor Huish was able to participate in two panel presentations at the national EDUCAUSE conference; this is a large conference dedicated to information technology in higher education. One panel discussion topic was on

leadership transitions; what new leaders and followers need during a transition to new leadership. The second panel discussion was on the role of the CIO in higher education, whether the CIO is focused on strategic change or in maintaining essential services. Vice Chancellor Huish stated that it was a pleasure to represent Minnesota State Colleges and Universities and to share information on this exemplary system. In particular, the systems outreach to new administrators providing them with information needed to succeed.

Dr. Ramaley stated that as the review of the investments in technology that support the system's overall IT environment is streamlined and adapted; this will result in a different approach to developing and managing the system's IT resources.

3. **Technology: A Student Perspective**
   Vice Chancellor Huish introduced Kristine Tornquist, Dean of Learning Resources and Technology Services at St. Cloud State University. Kristine Tornquist introduced four students from St. Cloud State University, who shared their thoughts on technology from a students' perspective. Jay Braaten is a senior majoring in Information Systems and is a chair of St. Cloud State University's Student Technology Fee Committee. Dan Getzke is an undergraduate majoring in Computer Science, who serves as a student supervisor for the campus helpdesk. Kristen Olmen is an Information Media master's degree student who works as a graduate assistant for the St. Cloud State University's UChoose Program. Hatim Uddin is an Engineering Management master's degree student from Hyderabad, India.

   Students took the time to describe how they use technology and the role social media plays in their experience. The trustees asked the students to share their thoughts on online courses and e-books. The students' opinions varied. Some students liked to be able to use e-books for research while others prefer the feel of real textbooks. In reference to online courses, some students stated that they found the interaction with the online instructors to be dynamic; others expressed a preference for the classroom environment.

   Trustee Van Houten inquired about centralized and shared core services. Kristine Tornquist responded that St. Cloud State utilizes and benefits from central services. St. Cloud State University is participating in the Identity Access Management (IAM) project as well as many of the centralized purchasing opportunities. Dr. Ramaley responded the campuses are working together at the operational level in many different ways. Some services start out as a local solution to a problem, and then expand to be used by other campuses.

   Chair Paskach inquired if other students are as connected to technology as are the presenters. The students responded that their peers are as connected; however, they may ask for assistance with technology.

Trustee Fredrick inquired if there was a difference between the institutions on what technology is provided. Vice Chancellor Huish responded that generally the technology footprint or the basics are uniform across the system. The system has an outstanding network and a uniform teaching and learning environment. It is less uniform in the areas of email and collaboration tools; these areas may offer opportunities for efficiencies.

Chair Paskach thanked the students for providing insight into the student experience.

4. **Follow-up to OLA Evaluation of the System Office**
Chief Operations Officer Carolyn Parnell presented the final report on the Office of the Legislature Auditor findings.

Trustee Van Houten stated that the report cited issues with project management and inquired what kind of oversight was implemented to address these findings. Carolyn Parnell responded that, as the audit findings were accurate, the division had taken on more projects that it was able to complete. Since then, the project management office has participated in project methodologies training and implemented standard communication and reporting processes. These efforts have made the project management process more effective and consistent.

5. **Value Derived from Investment in Enterprise Information Technology**
Vice Chancellor Huish stated that the matrix information presented would facilitate conversation on the value derived from enterprise information technology. The feedback provided by the Trustees will be used to develop the narrative description on the value the people of Minnesota derive from the investment in information technology. Chief Operations Officer Carolyn Parnell facilitated a discussion on the summary metrics information presented.

Trustee Frederick inquired if any of the campuses choose to use different programs or services other than the ones provided by the system, for instance Outlook or WebEx. Carolyn Parnell affirmed that campuses might choose different programs. Macro programs like Microsoft are provided to the campuses using a system wide approach. The campuses may choose whether or not to participate in other programs (like WebEx) for which the system negotiates volume pricing.

Vice Chancellor Huish inquired what the story on the Value Derived from Investment in Enterprise Information Technology should look like. Trustee Frederick responded that amazing facts is a great example of what this should look like. It may include an explanation of the benefits of shared services and the cost that each campus would occur if they were on their own. A comparison of the cost between individual campuses buying program licenses as compared to the cost the system is able to negotiate would also be beneficial. This may also include an explanation of where and when the students will see improvements in

services as a result of the investment in technology.

Trustee Englund stated one needs to consider the desired results as well as the audience. For people who are not involved in technology it may be appropriate to present something like Amazing Facts, with students or others that use technology the information may be presented in a web popup. Chair Paskach responded that what started this discussion was the need to be able respond to the OLA report with more than just an explanation of how the project management process was improved. Technology is fundamental to education; the students hardly go a minute without it. Trustee Van Houten agreed that that the information will need to be presented to different audiences or users and each may require a different approach. For instance, when talking to a student, you may want to provide information on the enhanced support that is available or the ease of use. With faculty, one may talk about the resources that are available or the implementation of time saving technologies. With others, you may focus on the efficiencies and cutting-edge technology that makes the enterprise technology competitive.

Carolyn Parnell reported that the challenge is how to address the accomplishments and the value in technology when the value is placed on technology being invisible; an up time of 99.99% for Desire 2 Learn is an investment in quality. If the learning system's up time were less, people would be asking why more is not being invested in technology.

Trustee Dickson recommended asking the Public Affairs division to come up with a new explanation on the value of technology. The past Fast, Secure and Reliable pamphlet was beneficial. The list presented today is impressive; if it was formatted in a more attractive manner, it could be used with the legislature.

Chancellor McCormick inquired if a comparison on the cost per student should be revived. Vice Chancellor Huish inquired if it a source of pride if the system spends much less than competitors or is it a source of contention that more is not spent. Data is being gathered on not only what was spent centrally but also what the campuses are spending. Chair Paskach stated that the question is larger than if more or less should be spent on technology; it is "what has been accomplished with the investment in technology."

6. **Strategy for Information Technology Service Delivery**
   Vice Chancellor Huish presented milestones, timeline and a preview of some of the concepts being discussed in the development of the Strategy for Information Technology Service Delivery, which is one of three goals of Boards of Trustees Technology Committee set.

7. **Students First Report**
   Vice Chancellor Huish introduced Jonathan Eichten, Director of Students First who presented the Students First Progress Report.

Jonathan Eichten reported that the Communications module is nearing completion and the Search for Equivalent Courses is complete.

Jonathan Eichten met with representatives from South Central College who participated in piloting the Communications Module. These representatives reported that the initial issues have been resolved and expressed appreciation for the flexibility the Communications Module offers. This module allows the campus to filter and tailor communication with specific groups of students. The campus representatives expressed support in the next iteration of Students First and encouraged Jon Eichten to expand the Communication Module to include financial aid, payment, registration and other areas of ISRS. Five campuses have expressed interest in implementing this module.

The Course Equivalency Search project has moved into production, this is one of the steps to achieving single registration. Once the Single Registration Project is complete, the system will recognize if a student has taken prerequisite courses at any of the system's institutions as well as the ability to share a student's placement test results.

A copy of the Students First report can be found at www.studentsfirst.project.mnscu.edu .

Trustee Sundin inquired if the use of electronic only Board Materials has been considered. Chair Paskach reported that Trustees might choose to decline the printed materials and view the materials electronically. Trustee Thiss reported that several years ago the materials were posted on the web. The Board office went from printing over two hundred and fifty packets to only providing packets to Board members and Presidents. The individual trustees may choose to bring their laptops and not to receive the packet. Trustee Englund indicated declined any future printed packets and will keep the other members posted on any issues as they arise.

The meeting adjourned at 11:37 a.m.
Respectfully submitted,
Christine Benner, Recorder