

**MINNESOTA STATE COLLEGES AND UNIVERSITIES  
BOARD OF TRUSTEES  
TECHNOLOGY COMMITTEE  
MEETING MINUTES  
May 18, 2011**

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

**Technology Committee Members Absent:**

**Other Board Members Present:** *Scott Thiss, Board Chair, Chancellor James McCormick, Alfredo Oliveira, and Gail Olson,*

**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 May 18, 2011, at Wells Fargo Place, 4<sup>th</sup> Floor, Board Room, 30 East 7<sup>th</sup> Street in St. Paul. Chair David Paskach called the meeting to order at 9:32 a.m.

**1. Minutes of April 19, 2011 Technology Committee**

The minutes of April 19, 2011 were approved as written.

**2. Information Technology Update**

Vice Chancellor Huish reported that the Information Technology staff continues to conduct campus visits. There are two types of visits. The first brings technology teams to the meet with service professionals on a campus to solicit suggestions and observations about which business process automations are working and which need improvement. The other type of meeting is a personal Vice Chancellor campus visit, structured by the campus.

Vice Chancellor Huish provided an update on state government issues that may have impacts on the System. The Statewide Information Technology (IT) consolidation bill would move responsibility for IT related staff from their respective agencies to the Office of Enterprise Technology (OET) and charge OET with generating savings. This does not include our system; however it could result in changing some of the services provided by OET. Some, conversations are taking place that explore the extent of which IT services are considered essential in the event of a state government shutdown. Contingency planning focuses on raising awareness that the system helps maintain data networks that police and fire services rely upon.

Technology had begun two important job searches. The first is for a new Associate Vice Chancellor. This position is a result of Carolyn Parnell's departure. The second is for a Chief Information Security Officer; this position will become available with Bev's Schuft's retirement in June.

Trustee Van Houten requested more information on the role of the Chief Information Security Officer and how it will interact and coordinate with the audit plan. Vice Chancellor Huish responded that the role existed, but was renamed to more effectively describe the scope of the position.

Trustee Van Houten requested more information on the coordination of security with audit. Chair Paskach responded that as a result of the discussion during the audit committee meeting a security program update would take place in June.

Vice Chancellor Huish provided information on the three committee goals. The technology division completed their response to the Office of Legislative Auditor report. An update on the second goal, Student's First will take place later in this meeting. Information on the third goal the Service Delivery Strategy will be presented later in this meeting.

### **3. Report on ITS Annual Conference**

Vice Chancellor Huish provided a report on the annual ITS Conference. The ITS conference was a great success. More than three hundred technology staff members attended the conference. Over seventy breakout sessions were conducted by staff subject area experts. Information provided by vendors was structured specifically with the system in mind. During informal times, the attendees had opportunities to share best practices and build connections with peers.

This conference is self-organized and administrated. A few higher education technology representatives from private colleges attended the conference to learn how it was organized, so that they may emulate or participate in future IT conferences.

Outstanding achievement awards were presented at the conference. The criteria for this award included: technology involvement at a system wide level; going beyond expected boundaries of service; technology that brings unique efficiencies and recognition to those who improved professional skills in areas out of their comfort zone.

Twenty-five nominations were submitted. Two projects received the Outstanding Achievement Award at the conference. The Winona State University Mobile project is an application for the iPad and iPod touch. It includes a campus map, calendar, virtual tour and bus tracking system that uses global positioning system technology. Alexandria Technical and Community College developed an interactive customer relationship management system. This application pulls tables from the Integrated Statewide Records System (ISRS) in real time. Staff use this to view student records and add notes during interactions with students. This is a pilot project but offers groundbreaking use of ISRS data.

Trustee Englund inquired if other divisions have conferences like this and if collaboration tools were available so that divisions could share ideas internally. Vice Chancellor Huish stated that other divisions hold similar training and collaboration events. The system is always mindful of using the tools available to increase collaboration and communication. This may include wikis, interactive video or WebEx.

#### **4. Students First Report**

Vice Chancellor Huish introduced Jonathan Eichten, the Director of Students First and Pat Carmody, Registrar from Southwest Minnesota State University. Pat Carmody will share information on how the waitlist has enabled universities and colleges to be more efficient at managing courses offered by improving enrollment management practices.

Pat Carmody stated that her attendance is a result of one of the campus visits. During the meeting, users asked for some improvements to the waitlist application. The waitlist was created with the intention of filling classrooms. Southwest Minnesota State University saw this as a way to meet students' demand for courses. The tool was used to develop a process of holding and releasing course sections as they filled. The process was piloted in November for the spring semester of 2010 with high demand courses. The pilot was successful and the process was implemented for the summer and fall registrations with every course offered.

By implementing this process, Southwest Minnesota State University is providing better service and meeting students' needs.

Chancellor McCormick thanked Pat Carmody for providing the campuses users experience and inquired if it assists in filling empty seats. Pat Carmody confirmed that the process allows the campus to fill a class before offering a new section.

Trustee Van Houten inquired if this was something that would meet the definition of cloud computing. At the Seventh Annual Audit Committee Conference issues with cloud computing were highlighted as a topic. Vice Chancellor Huish responded that campuses may see Students First as a form of cloud computing, because the campuses connect to databases outside their campus. Using outside sources as the custodians data will create risks. On the other hand, due to provider's scale they may have more resources and expertise available to address issues. The system is developing careful contracts and service level agreements to address these issues.

Jonathan Eichten, Director of Students first provided an update on each of the Students First projects. The Single Search project is on schedule. While at Southeast Technical College, an admissions director expressed excitement about sharing this application with the counselors at the local high schools. This application will change how students move from high school to college.

Single Application project is on schedule. This application will allow the students to apply to multiple institutions and allow the students to transfer their core data to another institution as needed. The admission directors are excited about this application.

The Graduation Planner project is in the testing phase. Minnesota State University, Mankato and North Hennepin Community College are testing the system and building roadmaps. The software that completes the integration into e-services is not available yet. The goal is to validate the software components in July.

The Single Registration project is on schedule. The team is working on changes that support system policies on issues for students who have holds from other institutions in the system.

The Single Bill / Single Payment functionality is developing faster than expected. Winona State University has joined Alexandria Technical College in piloting this application. This will roll out system wide by August.

The Communications Module has been implemented with the admissions process; it now includes an automation to email. Eventually functionality will include text messaging and other areas like financial aid.

The Student Loans Acceptance and Certification application has been rolled out to eight campuses and will be released to all campuses in June.

Trustee Dickson commented that it is important that the system gets the information out on the Single Search out to the high schools as soon as possible. The sooner students begin looking and thinking about college the better. It wasn't that long ago that the trustees heard about Students First. It is exciting to hear about all of the projects that will be rolling out soon. Congratulations and thank you to everyone involved in Students First.

Chair Paskach inquired what the response to a request for a change is. Jonathan Eichten replied that the team keeps track of the ideas and requests for changes. The roll out of projects is just the beginning; all projects have tails or changes.

Trustee Oliveira stated that the waitlist tool is one of the best tools for students. It would help if the waitlist application were changed to include the number of students needed on the wait list before a new section could be added.

Trustee Krinkie stated that during the audit meeting on Tuesday concerns about inconsistencies in student data were discussed and inquired how this is resolved. Vice Chancellor Huish responded that a general answer is that the system has multiple sources of data. Students can neglect to point out that they attended or applied to other institutions within the system, these results in duplicate student records. Resolving the records takes a considerable amount of work. More information on the issue can be gathered and presented in the future.

## **5. Service Delivery Strategy**

Vice Chancellor Huish reminded the Trustees that the Service Delivery Strategy was presented at the April meeting. Chief Information Officers (CIO) Ken Ries, from Pine Technical College, and Chris McCoy from Metropolitan State University are here to assist in the continued discussion of the Service Delivery Strategy.

Vice Chancellor Huish provided a brief overview of the Service Delivery Strategy. The key element of this strategy is intentionality, which will be used to decide where services will be placed and how they will be delivered. The existing Information Technology governance structure will be used to make decisions.

Chair Paskach requested that President Ramaley provide the presidents perspective. President Ramaley responded that this document was developed collaboratively. The presidents are pleased with the clarity of the document and support it.

Trustee Van Houten requested clarification on the chart. Does it depict where the system is today and how does it relate to the investment in technology. Vice Chancellor Huish stated that the chart is a general depiction of how things are today.

This chart generates conversations about what items should be considered for a change in investment or placement.

Trustee Dickson inquired if the chart investment includes the system and institutions. Vice Chancellor Huish stated that this is a generalized depiction of the collective investment in an area.

Chair Paskach inquired what the timeline was to develop the Information Technology Strategic Plan. Vice Chancellor Huish stated that the Service Delivery Strategy would become a project. Many of the objectives listed in the plan are in motion. The plan is dependent on the initiatives that will continue and those that the new chancellor implements. One could expect to see a plan by the spring of next year.

Chair Paskach requested that the CIOs provide their perspective on the Service Delivery Strategy. Chris McCoy stated the process used to develop this document was one of remarkable collaboration. This will allow the CIOs to survey system wide services; to determine when to engage with other institutions; and where to leverage efforts to accomplish common goals.

Chair Paskach there is a lot of momentum in the system and technology; conceptually this is very strong. There is intentionality in decision making, while still letting the campus innovate to find solutions.

Ken Ries stated that this is a tremendous opportunity to move the system forward. For the smaller institutions this strategy will be an important tool allowing them to locate opportunities for innovation and collaboration. The CIO community has embraced this process.

Trustee Van Houten inquired what technology would be considered essential and are there things that could be put off until tomorrow. Vice Chancellor Huish responded that Technology should not be done for the sake of IT. Instead, changes in technology should be done in alignment with the other business units work plans.

Trustee Dickson stated that the strategic plan needs to include a statement on the must describe the nature of technology. The newer the students the more technology becomes an essential service. As a part of the strategic plan, technology should work with others in state government to define essential technology components. This information can be used to help educate the legislatures and the public the essential aspects of technology. President Ramaley replied that that the system needs to approach this issue as an investment in technology will mean the difference between surviving today as opposed to thriving tomorrow.

Chair Paskach adjourned the Technology Committee meeting at 11:03 a.m.

Respectfully submitted,  
Christine Benner