TECHNOLOGY COMMITTEE
NOVEMBER 15, 2011
2:30 P.M.

MCCORMICK ROOM
WELLS FARGO PLACE
30 7TH STREET EAST
SAINT PAUL, MN

Please note: Committee/Board meeting times are tentative. Committee/Board meetings may begin up to 45 minutes earlier than the times listed below if the previous committee meeting concludes its business before the end of its allotted time slot.

Committee Chair David Paskach calls the meeting to order.

(1) Minutes of July 19, 2011 (pp. 1-4)
(2) Information Technology Update
(3) Service Delivery Strategy (pp. 5-6)
(4) Board Committee Goals (pp. 7-8)

<u>Members</u>
David Paskach, Chair
Alfredo Oliveira, Vice Chair
Brett Anderson
Phil Krinkie
Michael Vekich

Bolded items indicate action required.

Technology Committee Members Present: *David Paskach, Chair; Alfredo Oliveira, Vice Chair; Trustees Brett Anderson and Philip Krinkie*

Technology Committee Members Absent: *Michael Vekich*

Other Board Members Present: *Scott Thiss Board Chair; Clarence Hightower Vice Chair; Trustees Duane Benson, Cheryl Dickson, Jacob Englund, Louise Sundin, and James Von Houten*

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 July 19, 2011, at Wells Fargo Place, 4th Floor, Board Room, 30 East 7th Street in St. Paul. Chair David Paskach called the meeting to order at 3:02 p.m.

1. **Minutes of June 22, 2011**
   The minutes of June 22, 2011 were approved as written.

2. **Information Technology Update**
   Vice Chancellor Huish expressed his gratitude to the Office of Enterprise Technology (OET) for their planning and professionalism. OET kept essential services up and running during the state government shutdown. OET deferred a few projects but was able to assist in the mandatory relocation of data center equipment from the seventh floor to the fifth floor. Implementation of the Statewide Integrated Financial Tools project (SWIFT) took place on July 1. It was imperative that this system change take place on a fiscal year boundary; saving the business office considerable time in reconciling the two systems.

   Vice Chancellor Huish reported that the interviews for the Chief Information Security Officer are taking place and finalist interview will take place soon.

3. **Students First Report**
   Jonathan Eichten, the Director of Students First provided a review of the Students First projects. In the past year Single Search, Single Application, Single Registration, Shared Services projects were completed. While work continues on Graduation Planner, projects like Single Billing/Single Payment experienced greater progress than expected. Other projects completed include real time web grading, last date of attendance for financial aid and waitlist with email capabilities.

   Nearly one hundred information technology staff, many of them from colleges and universities, along with staff from the divisions worked on the Students First projects.

Students First is a blend of policies and technologies which will improve the students' experience. While working on these projects and policies, strong connections have been established with Minnesota State College Student Association (MSCSA) and Minnesota State University Student Association (MSUSA). In particular, Jessica Medearis and Shannah Moore-Mulvihill have been involved and supportive of the Students First projects.

Jonathan Eichten reported that the Single Search web base tool design is complete. It is useful for all types of students, including graduate students, who will be able to search systemwide for master and doctoral level programs. In the first 10 days, there were over 19,000 visitors to the site (an increase of 4%). The Single Search tool has built in connections to the Minnesota Online and Military veterans sites.

Jonathan Eichten introduced Jeff Crandall, ITS Web Master, who presented a demonstration of the redesign of the Minnesota State Colleges and University home page www.mnscu.edu. The new design includes the Single Search tool and imbeds many other sites including links to the different colleges, which can be searched by location or other criteria. The site also allows users to conduct program and course searches. Test student users found this site to be interactive and responsive.

Vice Chancellor Huish stated that there is an elegant balance on this newly designed site. Students who know which institution they want to attend will be directed to the school of their choice. The site will also offer choices to students who do not know where they want to go. Chair Paskach responded that this tool will be a great asset in assisting guidance counselors or others who help high school students.

President Ramaley stated that tools like these trigger changes to the design of curriculum. This work is helping institutions interact with each other in new and advantageous ways changing how curriculum and programs are offered.

Trustee Anderson expressed excitement and appreciation that the new site was up and running on July 1. One piece of information that is missing is the accreditations, Trustee Anderson inquired if it would be possible to add the programs accreditations. Jeff Crandall responded that if the information is available it could be added. Jonathan Eichten stated that as the work with the different student associations continues more refinements will be identified.

Jonathan Eichten reported that the Single Application project is complete. The result has been significant savings in paper and postage. The communications module provides the campuses marketing, admissions, and registration offices the ability to create re-usable messages, identify unique messages for groups of students, and schedule letters and email messages to be sent to students.

Work continues on installing the final component needed for the Graduation Planner project. Sixty roadmaps have been created by Minnesota State University, Mankato and North Hennepin Community College. During this process, the importance of establishing the Degree Auditing Reporting System (DARS) as an official repository had become clear. The pilot campuses will assess and test this tool.

Since July 1, twenty-eight thousand students have used Single Registration to register for sixty-seven thousand courses for summer and fall. For summer and fall 2011,

over eighteen thousand students have used the waitlist feature accepting over six thousand open seats. Changes made to this tool support the Board of Trustees policy for visiting students.

A phased rollout has been used to implement the Single Bill / Payment project. Since Winona State University and Alexandria Technical and Community College implemented this tool, students have used it to make over two-million dollars in payments. Minnesota State Community and Technical College will be the next to implement this tool. The students can now opt in to receive tax forms electronically. This is will save the system a considerable amount on printing and mailing costs.

The Student Loan Acceptance project has been fully rolled out to the campuses. Automation of this the paper-based, labor-intensive process has resulted in elimination of more than two-hundred thousand paper loans applications. The Student Loan Automated Certification project has greatly reduced processing time so that students receive the funds more quickly. Finally, a phased rollout is being used to implement the Student Direct Deposit project. South Central Community and Technical College and Winona State University were the first to implement the direct deposit application.

Trustee Oliveira inquired if the faculty is allowed to opt in or decline the waitlist feature. Dr Ramaley responded that it varies between institutions, however at Winona State University it is the faculty members' choice.

President Ramaley expressed appreciation for the chance to participate with this committee. The presentation demonstrated the focus on an eco system approach to planning how to best serve students. First, one must remember that technology is a means to achieve something not the thing itself. Recently different groups met to address the student application process. The discussion not only covered what could be done to improve the students' experience but also what the consequences of the suggested changes may be, not only for students but for the staff that serve them. Systems like the ones presented today will generate change, in the way people interact with each other, what they talk about and how they serve the students. This will change not only the curriculum, but also the pathways and the ways that the campuses interact with each other. The System will generate a new set of policies on things like what constitutes a curriculum or a credible course of study. As a result, there will be remarkable changes in the nature of education.

Chair Paskach agreed that this is an exciting. These presentations allow us to see the possibilities.

Vice Chancellor Huish stated that he sent out a request for the names of two or three key people that contributed to the success of Students First. Instead, all of the responders listed ten or fifteen people. What became clear is a system wide spider web of team effort. This is truly a system wide achievement. Congratulations to all of the people who worked so hard.

Chancellor McCormick expressed his gratitude for the accomplishments made. Without the presidents and other leaders support, this would not have been possible.

The System needs to be prepared, as these new tools begin to work they are never completed, instead they will undergo continuous improvement.

Chair Paskach adjourned the Technology Committee meeting at 4:10 p.m.

Respectfully submitted,
Christine Benner

Agenda Item Summary Sheet

Committee: Technology Committee   **Date of Meeting:**   November 15, 2011

Agenda Item: Service Delivery Strategy

☐ Proposed Policy Change	☐ Approvals Required by Policy	☐ Other Approvals	☐ Monitoring

⊠ Information

Cite policy requirement, or explain why item is on the Board agenda:
The Board of Trustees Technology Committee accomplished a goal last year to sponsor the development of a strategy for delivery of technology services. Vice Chancellor Huish will share progress on the implementation of this strategy.

Scheduled Presenter(s):
        Darrel Huish, Vice Chancellor and Chief Information Officer

Outline of Key Points/Policy Issues:

Background Information:
The Board of Trustees Technology Committee sponsored the development of a strategy for delivery of technology services so that these services can be provided efficiently while also sustaining an institution's ability to innovate and differentiate student and community services. The final Service Delivery Strategy was presented at the June 22, 2011 meeting.

BOARD OF TRUSTEES
MINNESOTA STATE COLLEGES AND UNIVERSITIES

INFORMATION ITEM
Technology: Service Delivery Strategy

BACKGROUND

The Board of Trustees Technology Committee sponsored the development of a strategy for delivery of technology services so that these services can be provided efficiently while also sustaining an institution's ability to innovate and differentiate student and community services. The final Service Delivery Strategy was presented at the June 22, 2011 meeting.

Date presented to the Board: November 15, 2011

MINNESOTA STATE COLLEGES AND UNIVERSITIES
BOARD OF TRUSTEES

Agenda Item Summary Sheet

Committee: Technology Committee   **Date of Meeting:**   November 15, 2011

Agenda Item: Discuss and Select Committee Goals

| | Proposed Policy Change | | Approvals Required by Policy | | Other Approvals | | Monitoring |

| X | Information |

Cite policy requirement, or explain why item is on the Board agenda:
Each Committee of the Board of Trustees is expected to select one or two achievement goals for Fiscal year 2012. The committee will periodically review its goals.

Scheduled Presenter(s):
> Darrel Huish, Vice Chancellor and Chief Information Officer
> Judith Ramaley, President, Winona State University
> John O'Brien, President, North Hennepin Community College

Outline of Key Points/Policy Issues:

Background Information:

INFORMATION ITEM
Technology: Discuss and Select Committee Goals

BACKGROUND

Description: The Board has adopted "Fiscal Sustainability" as one of its overall 2012 goals in support of the system's Strategic Plan. Last year, the Board's Technology Committee sponsored the development of a Service Delivery Strategy. This year's project will inventory the current state of information technology services and describe those services that are candidates to be provided in a new manner yet to be determined.

Outcome: The campus Chief Information Officers, along with ITS leadership from the System Office, will provide an inventory of current applications and services. Following this additional campus groups will be engaged to develop a new prioritized model for delivering these services. Initial projects will be selected for implementation, with particular focus on how to utilize the Campus Service Cooperative to improve IT services.

Targeted Completion: Completion of the service inventory is targeted for December 2011. The "to be" analysis and decision-making is targeted for March 2012. Highest priority projects will be identified and begun by June 2012.

Date presented to the Board: November 15, 2011