

**MINNESOTA STATE COLLEGES AND UNIVERSITIES
BOARD OF TRUSTEES**

Agenda Item Summary Sheet

Committee: Technology Committee

Date of Meeting: January 18, 2010

Agenda Item: Review Board Goals

Proposed
Policy Change

Approvals
Required by
Policy

Other
Approvals

Monitoring

Information

Cite policy requirement, or explain why item is on the Board agenda:

As part of its FY2011 work plan, the Technology Committee implemented three goals: Trustees will deliver the progress of the Student First initiative; Trustees will deliver the technology related activities that are in response to OLA audit and Trustees will sponsor the development of a strategy for delivery of technology services. The Trustees will use this opportunity to review these goals.

Scheduled Presenter(s):

Darrel Huish, Vice Chancellor and Chief Information Officer

Outline of Key Points/Policy Issues:

Background Information:

The three goals were implemented at the September 15, 2010 meeting.

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INFORMATION ITEM
Board Goal # 1: Deliver progress of Students First initiative

Board Goal for 2010-2011

Trustees will deliver the progress of the Student First initiative, which includes the six projects:

1. Single Search
2. Single Application
3. Graduation Planner
4. Single Registration
5. Single Bill/ Single Pay
6. Shared Services

Goal	Activities / Strategies	Person (s) Responsible	Outcome: What's different?	Outcome Measure: How can you tell?	Status / Targeted Complete Date
Trustees will monitor and deliver the progress of the Student First initiative, which includes the six projects.	Chancellor and Board approved initiative	Board of Trustees Darrel Huish, VC	Monthly communication plan	Communication plan established	Complete/ May, 2009
	Monitoring project1: Web tool to search for offerings systemwide	VC Darrel Huish and Student First Director Jon Eichten	Students will be able to search for courses or programs systemwide from one site that offers comprehensive and creative student options and seamless transitions to other Students First functionality.	The single search tools designed, and implemented.	Monthly / Ongoing
					June, 2011

Goal	Activities / Strategies	Person (s) Responsible	Outcome: What's different?	Outcome Measure: How can you tell?	Status / Targeted Complete Date
	Monitoring project 2: E-transcripts for transfer students and Web single application for multiple institutions	Same as above	Students will be able to complete a streamlined common application for one or more system college / university and be recognized by the system wherever they go.	The single application tools designed, and implemented.	Monthly / Ongoing June, 2011
	Monitoring project 3: Implement tool that assists students in planning in order to stay on track for timely graduation	Same as above	Students will be able to access course and program requirements, create customized plans for timely graduation /completion, share information with advisors and counselors, and create what if scenarios to explore options.	The graduation planner tool designed, and implemented.	Monthly / Ongoing June, 201
	Monitoring project 4: Waitlist with email communication and improvements to registration	Same as above	Students will be able to easily identify and register for courses/equivalent courses across the system from one site.	The single registration tool designed, and implemented.	Monthly / Ongoing June, 201

Goal	Activities / Strategies	Person (s) Responsible	Outcome: What's different?	Outcome Measure: How can you tell?	Status / Targeted Complete Date
	Monitoring project 5: Process multi-institution billing with a single transaction and provide web access to 1098T and W-2 tax documents	Same as above	Students will be able to view and pay one bill online even if taking classes from more than one college/university, including credit or non-credit, and graduate courses.	The single bill / single payment tools designed, and implemented.	Monthly / Ongoing June, 2011
	Monitoring Project 6: Student initiated duplicate records merge, automated student loan approval and certification	Same as above	Students will be able to benefit from operational efficiencies and improved services—initially focusing on uniform processes such as applying for financial aid regardless of where classes are hosted.	Shared services will improve business services and operational efficiencies.	Monthly Ongoing * Delayed due to state and federal mandates June 2011
	Delivery of completed Students First initiative	Board of Trustees Darrel Huih, VCI Student First Director Jon Eichten	Because of the projects listed above there will be system improvements.	Completion of Students First initiative	June 2011

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INFORMATION ITEM
Board Goal #2: Trustees will deliver the technology related activities that are in response to OLA audit.

Board Goal for 2010-2011

Goal	Activities / Strategies	Person (s) Responsible	Outcome: What's different?	Outcome Measure: How can you tell?	Status / Targeted Complete Date
The Trustees will deliver a report on the resolutions of the findings cited by the Legislative Auditor in its February 2010 report, MnSCU System Office. This report will assist the committee in responding to the February 2010 report, on the MnSCU System Office	Review of report and presentation of goal	Board of Trustees Darrel Huish, VC Carolyn Parnell, COO	Agreement on the key elements of the findings and the areas that will require a response	Response format created	Complete

Goal	Activities / Strategies	Person (s) Responsible	Outcome: What's different?	Outcome Measure: How can you tell?	Status / Targeted Complete Date
	Trustees will review monthly progress reports.	Darrel Huish, VC Carolyn Parnell, COO	Improvement and clarification of response to the audit findings	Response to the audit findings developed with clear and consistent language.	Complete
	Trustees will approve the final report on the resolution of the audit findings.	Board of Trustees Darrel Huish, VC Carolyn Parnell, COO	The resolution to the audit findings will result in : a) Survey campus users b) Allotment of additional time for user testing and training c) Improvements to IT system data dictionaries and user manuals d) Consistent tracking of the status of individual projects, specification of project deliverables and implementation of a contractor performance review process	These resolutions will result in : a) Acquisition of information to allow better alignment with campus users b) Usability architect hired, usability testing and training added to project process c) Dynamic access to IT system data dictionaries and user manuals d) Process implemented and in use	Complete / November 2010

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INFORMATION ITEM
Board Goal #3: Trustees will sponsor the development of a strategy for delivery of technology services.

Board Goal for 2010-2011

Goal	Activities / Strategies	Person (s) Responsible	Outcome: What's different?	Outcome Measure: How can you tell?	Status / Targeted Complete Date
The Board of Trustees Technology Committee will sponsor 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	Concept of the service delivery model introduced to Trustees.	Dr. Ramaley Darrel Huish	Approval of strategy or feedback for revision	Approval of strategy or feedback for revision	Complete / September 2010
	Consultation with key stakeholders on the design of service delivery	Darrel Huish	Information from stakeholders will provide insight, clarification, and conceptual design which will be used for the development of the strategy for service delivery	General consensus on the scope and elements will be established	Ongoing / October, 2010 – January, 2011
	Draft strategy document	Darrel Huish	Draft strategy document gathered using information gathered from stake holders	Draft strategy document created	January, 2011

Goal	Milestones /Activity / Strategies	Person (s) Responsible	Outcome: What's different?	Outcome Measure: How can you tell?	Status / Targeted Complete Date
student and community services.	Presentation of draft strategy document to key stake holders	Darrel Huish	Key stakeholders will lead to discussions and clarifications	Feedback gathered, analyzed and incorporated as appropriate into the strategy document	January, 2011
	Wide circulation of draft document	Darrel Huish	Circulation of the strategy document will result in discussion, clarification, improvement of concept	Agreement on the key elements and parameters of the service delivery model	February - March 2011
	The Board of Trustees Technology Committee will review the service delivery strategy	Dr. Ramaley Darrel Huish	Delivery of service delivery concept to Board of Trustees	Service delivery strategy established	Apr 2011
				Efficient delivery of technology services while also sustaining an institution's ability to innovate and differentiate student and community services.	Targeted Completion date: April 2011