

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

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

Technology Committee Members Absent: *David Paskach, Chair*

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 January 18, 2011, at Wells Fargo Place, 4th Floor, Board Room, 30 East 7th Street in St. Paul. Vice Chair Frederick called the meeting to order at 2:00 p.m.

1. Minutes of November 16, 2010 Technology Committee

The minutes of November 16, 2010 were approved as written.

2. Information Technology Update

Vice Chancellor Huish provided an update on the spring semester start from the enterprise perspective. At this early point in the semester start, things are going well. Higher education is unique in that the annual load profile experiences two periods a year where technology activity moves from relatively idle to high usage. The systems technology division takes extraordinary measures to ensure a smooth start of the semester. Many institutions across the country would envy this performance report.

Minnesota State Colleges and Universities instruction management system exemplifies the successful management during high usage. On January 10, 2011, the system had 16,000 unique logins between 9:00 a.m. and 1:00 p.m. This equals seven unique logins or people signing into the system every second for five consecutive hours.

Vice Chancellor Huish stated that under Chief Operations Officer Carolyn Parnell's leadership, the application programming development teams have evolved to include security experts, usability and accessibility experts and quality assurance professionals. Brining these experts together at the beginning of

application development is not only a best practice but also a sign of the continued maturity of the ITS division.

Carolyn Parnell responded that in the last few years the security program has cycled through addressing network security issues, providing training to information technology campus staff and addressing Payment Card Industry requirements. In the last year, the security program began addressing the issues with application security development. Many issues identified in past Kern, DeWenter, Viere & Company (KDV) audits were resolved with the development of an application security module. The ITS division conducts an internal risk assessment. Application owners are provided with an assessments followed by a mitigation report. This process of self-auditing demonstrates the technology division's commitment to both productivity and prevention of security issues.

3. Review Board Goals

Vice Chancellor Huish reported that, with the help of President Ramaley, the Leadership Council Technology Committee activities have been brought into alignment with the board goals.

Vice Chancellor Huish presented the Board Goals matrix used to highlight progress on each goal. Goal number one states that the Trustees will deliver the progress of the Student First initiative. Jonathan Eichten provided a Students First report later in the meeting.

The second goal states that the Trustees will deliver related activities that respond to the Office of the Legislature Audit. This goal is almost complete; a customer satisfaction survey is the only remaining activity. The survey was scheduled for completion in November; however, it was partially delayed due to the cycles of activity on the campuses. The survey will be released later this month.

Work has begun on the third goal. The Board of Trustees Technology Committee will sponsor the development of a strategy for delivery of technology services. A small workgroup consisting of Chief Operating Officers from seven institutions has been formed to help clarify the service delivery strategies which will be used to determine placement of services; centrally, regionally or locally. This work group will review a draft strategy document and will assist in development.

4. Day in the Life of a Student Services Provider

Vice Chancellor Huish introduced Phillip Schroeder, Vice President, Student Affairs from St. Cloud Technical and Community College and Landon Pirius, Dean of Students Affairs and Enrollment Management from Inver Hills Community College.

Phillip Schroeder presented a chart showing an enrollment growth rate of 26% at Saint Cloud Technical and Community College in the last four years. Faculty growth has followed enrollment trends. In contrast, very little support staff

growth has taken place. This makes it critical to have the technology provided by the enterprise to support students.

Phillip Schroeder provided summary of Saint Cloud Technical and Community College's online one-stop shop student services. The students use technology that has been integrated with the enterprise Integrated Statewide Records System (ISRS). This interactive web application allows students to manage the necessary financial, academic and registration activities from one website. Highlights of this application are the ability for students to manage academic activities while attending multiple institutions.

Landon Pirius provided an on campus staff perspective to one-stop shop student services offered at Inver Hills Community College's Enrollment Center. Over the last six years, the services have been bundled together. These services include admissions, records, registration, billing, cashiering and orientation. The enrollment staff is prepared to answer student questions in any of these areas. Financial aid is not included on the one stop shop at this time; however, the hope is to add it in the future.

Examples of technology used by Inver Hills Community College enrollment staff include Integrated Statewide Records System (ISRS), student information system, E-transcript, ImageNow and Hobson. The ISRS student information system has been integrated allowing staff to move from one screen to another without requiring them to log into multiple sites to perform tasks. E-transcript was developed by the enterprise. This allows a student to pull up their transcripts and import information into the Degree Audit Reporting System (DARS) to produce a transfer report in a matter of minutes rather than days. Being able to provide transfer information quickly is one component in helping a student decide where to attend college. Several campuses are sharing ImageNow. The server is located at Minnesota State University, Mankato. The participating campuses pay for the use and access to the data. ImageNow provides a repository for scanned documents, allowing the campuses to store and access electronic copies of students' documents. This eliminates the need to file and store paper copies. Hobsons is a communications module. Several campuses use this module to recruit prospective students, track their marketing dollars and improve their retention efforts. The retention module has an early alert component, which allows the campuses to engage in communication before a student fails a course. In the future, the campus hopes to track student engagement and interactions to pin-point the activities that help a student be successful. Over time, this data may assist in making staffing or budget resource decisions on which students services have the most impact.

Trustee Van Houten inquired if the professors have the ability to override class capacity. President Ramaley confirmed that the professors have complete discretion and can make accommodations. The wait list is not just a valuable tool to the students. It is also a valuable planning tool, which allows the campus to

track the number of seats filled and the emerging patterns in course registration in order to make decisions. In the past, this process required a hand audit.

Trustee Krinkie inquired if there was a system report on the capacity or number of seats offered in a semester versus the number of seats filled. Vice Chancellor Huish responded that the data is available but uncertain if it would be at a systemwide level or only available by individual institution. Trustee Krinkie stated that with the dynamic changes taking place, one could expect that the legislature will look at the impact the change in funding and staffing will have upon students. This tool helps manage courses better, but in addressing the Legislature, evidence of the ways the system is optimizing resources will be beneficial. These numbers may be at a macro level. Vice Chair Huish responded that the data is available, it will need to be analyzed. A report can be generated at this macro level.

Trustee Dickson responded that Trustee Kinkie's question is a good one. One of the questions the Trustees have been asked is as the systems budget has been reduced it has continued to provide good service, did the system really need all that money? Several things happened that made all of the technology progress possible, including the Governor and the Legislature's investment in technology. Now the system is seeing the results of that investment. The tools discussed earlier today are examples of the efficiencies and optimization of the available resources. What is yet to be determined is how much more the budget reductions may be pushed before the system is not sustainable. The legislature needs to hear the story about the great improvements to technology and wonderful people who implemented it which helped us absorb the cuts in a way that would not have been possible previously.

Trustee Sundin inquired how the campus responds to those students that are techno-phobic. Landon Pirius responded that since the creation of the one stop shop and changes in technology, the staff has reported that questions students submit tend to be more complex. Less time is needed to assist those students who are comfortable with technology. The staff spends additional time to help the techno-phobic by walking them through the processes.

Trustee Sundin inquired if the implementation of technology by groups of institutions could have been done more efficiently? Landon Pirius responded that it might have been more efficient to implement ImageNow systemwide. This document imaging service was not available systemwide. Several campuses worked as a group to implement and develop these technologies. Efficiencies have been realized by housing the ImageNow server at Minnesota State University, Mankato rather than at each institution. The cost of Hobson was negotiated by the system and each campus made a choice whether or not to purchase the software. The implementation and development of Hobson may have been more efficient with a system approach. Vice Chancellor Huish responded that this question draws attention to the third goal of developing a

service delivery strategy. The goal is to develop a rigorous protocol that will be used to determine which technologies will be implemented centrally, regionally or locally. Right now, these decisions are made on a case-by-case basis.

Trustee Sundin inquired how the system is doing as compared to other agencies or nationally. Vice Chancellor Huish offered an opinion that the system is above average in availability and reliability; when it comes to services for students, the system is probably in middle of the road. This is based on what technology tries to do as a statewide system. In the trade-off to serve 400,000 students, decisions are made based on quality versus unique quantity of services.

Vice Chair Frederick thanked the presenters for their comments.

5. Students First Report

Vice Chancellor Huish introduced Jonathan Eichten, Director of Students First. Jon Eichten reported that progress continues on each of the Student First projects; today the presentation will focus on the single application project. This module will allow students to complete one application while applying to multiple institutions. The module allows individual institutions to include supplemental questions and addresses the uniqueness of each institution. Some of the benefits of this project are ease of use for students attending more than one institution or those participating in shared or articulated programs and for returning students. Usability and efficiency has been built into the systems. This will allow students to complete and save a section of the application before moving on to another component of the application. This and all other projects will go through a formal usability review.

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

Vice Chair Frederick adjourned the Board of Technology Committee at 3:03 p.m.

Respectfully submitted,
Christine Benner, Recorder