

**MINNESOTA STATE COLLEGES AND UNIVERSITIES  
BOARD OF TRUSTEES  
TECHNOLOGY COMMITTEE  
MEETING MINUTES  
April 19, 2011**

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

**Technology Committee Members Absent:** *David Paskach, Chair and Michael Vekich*

**Other Board Members Present:** *Scott Thiss, Board Chair, Chancellor James McCormick, Trustees Alfredo Oliveira, Duane Benson 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 April 19, 2011, at Wells Fargo Place, 4<sup>th</sup> Floor, Board Room, 30 East 7<sup>th</sup> Street in St. Paul. Vice Chair Christopher Frederick called the meeting to order at 9:02 a.m.

**1. Minutes of March 16, 2011 Technology Committee**

The minutes of March 16, 2011 were approved as written.

**2. Information Technology Update**

Vice Chancellor Huish reported the completion of the last technology item on the Office of the Legislative Audit. The customer satisfaction survey was finished in February. The survey results are posted on the Information Technology website. This information will be used to improve the user's experience and planning.

In March, a Quarterly Chief Information Officer meeting was held at Minnesota State Community and Technical College in Detroit Lakes. In addition to this Vice Chancellor Huish conducted five more campus visits and participated in South Central's information technology program review.

Vice Chancellor Huish reported that the ITS Conference will take place April 21 and 22. This event provides technology staff with opportunities for professional development in order to keep up with changes in technology and best practices. Trustee Englund praised leaders for bringing the technology community together, this is a phenomenal way for staff to learn from each other, collaborate and share best practices. Sharing the results of this conference with rest of the board would be beneficial.

Trustee Van Houten inquired if President Ramaley would provide information on the student laptop program that was implemented at Winona State University

twelve years ago. President Ramaley affirmed that the university is maintaining the e- Warrior Learning Program and that an assessment of the program was recently completed. President Ramaley would be pleased to present this information to the trustees at a future meeting.

### **3. Students First Report**

Jonathan Eichten, Director of Students first provided an update on the student loan acceptance and certification process. Shannah Moore-Mulvihill, Director of University and System Relations from the Minnesota State University Student Association and Jessica Medearis, Associate Director from Minnesota State College Student Association assisted in presenting information on this shared services initiative.

In recent years, as students have assumed a greater percentage of total educational costs, student loan borrowing has increased. At the same time, staffing in financial aid offices has either remained level or been reduced. The result of these two dynamics, on many campuses, has been a backlog of Federal Direct Student Loan applications. This project will provide much needed relief for both the students waiting for help and the financial aid offices providing these services.

There are three parts to this project. First, the web based application where the students submit their data. The financial aid staff uses the second piece to view student's data and complete the internal calculations. Both of these components will move into the pilot phase by the end of April and into production by the end of May. The third part of the project, which generates the student loan certification, will be complete by June.

Jonathan Eichten praised Joanne Chabot who has been instrumental in moving this project forward and Debbie Schadewald's architecture efforts, which have been pivotal to the success of this project

Jonathan Eichten presented a demonstration of the web application. Currently the student loan process is manual; implementing this web based application process will save over 200,000 pieces of paper.

Shannah Moore and Jessica Medearis described the benefits of this project. Today students fill out a form on paper, then send the form to the financial aid office. The financial aid officers enter the information into the system to certify the loan. The students may wait six weeks or more to receive the status of their paperwork. The web-based process will provide students with a fast and easy way to complete and track their loan application. This process will free up staff time allowing them to meet with students with greater need. It will reduce the amount of errors in the process and provide students with the information they need to make informed decisions about loans.

Trustee Van Houten inquired if the accounting or billing links connected. Jonathan Eichten confirmed that the links are integrated into the system on the business side, in addition to this there is a connection to the federal government's system.

Trustee Englund expressed excitement for the Student First project. How does the system address the autonomy of the campuses student loan process? Christopher Halling System Director of Financial Student Aid responded that each institution is individually licensed with the federal student aid program. For those students that attend college at more than one institution a home institution is assigned. The financial aid is released to the home institution. The system has a blanket consortium agreement to allow students to receive financial aid while attending multiple institutions. This process is manual and awkward, but the Single Bill Single Payment process should resolve might of the issues.

Trustee Dickson inquired if information was available on how the system is addressing the issue of Federal Pell Grant fraud. Christopher Halling responded that the system is taking a proactive approach to the issue and working with campus and the federal government to track perpetrators. The system is required under federal law to report any fraudulent activities.

Vice Chair Christopher Frederick thanked the student association representatives for the presentation.

#### **4. Service Delivery Strategy**

Vice Chancellor Huish introduced Chief Information Officers (CIO) Ken Ries, from Pine Technical College, and Chris McCoy from Metropolitan State University, to assist in presenting the Service Delivery Strategy. A process of collaboration with groups like the Leadership Council Technology Committee and a CIO workgroup was used to develop this document.

The CIO perspective letter is a record of information that describes the current situation. This information will change over time and as such does not need to be included in the document.

The Service Delivery Strategy is a description of the intentional decision-making process, which will be used to determine which technology services will be provided centrally and which services the campuses may retain. Implementation of this strategy will take up to five years.

This document describes the finite set of services that will be provided centrally, examples are the Integrated Student Record System, Desire to Learn (Instructional Management) and Data Communications Network.

The campuses will have defined areas of responsibility and innovation to provide distinguishing services. A bidirectional life cycle will allow the system to expand

on innovations that are successful, offering them centrally. This will also provide us with a means of ending centrally provided services that diminish or become obsolete, thus freeing up resources.

Ken Ries provided a review of the Service Delivery document, pointing out the merits of creating a comprehensive service delivery strategy. One goal is to create a comprehensive service catalog with service level agreements, so that campuses know what services are available and where they exist. This will reduce duplicate efforts and create a framework for talking about opportunities to leverage activities and create efficiencies.

Another goal is to clearly define a process of identifying innovation, which often takes place on the campuses. Those that are successful may expand; an example of this is ImageNow, a document management service. Mankato State University provides this service to twenty-five institutions.

Chris McCoy presented the matrix on appendix B. This document addresses the need to describe the complexity of the information technology infrastructure and the services throughout the system. The matrix depicts the major services, as they exist today, the placement of responsibility, convergence (how similar the services are) and the level of investment. Some services reside at the system level others take place on many different levels. The information on the chart will assist technology leadership in discussing opportunities for collaboration or innovation.

Darrel Huish reported that many are already seeing the benefits of creating the Service Delivery Strategy. This document provides leadership with a vocabulary that would not otherwise exist, which will be used to decide on the strategy to implement changes. Trustee Dickson thanked the presenters for their presentation it will assist this committee by providing them with the language they need to discuss the complexities of technology and provides a clear picture.

Vice Chair Frederick thanked those that developed and presented the document and indicated that this strategy be placed on a future agenda for further discussion.

Vice Chair Christopher Frederick adjourned the Technology Committee meeting at 10:33 a.m.

Respectfully submitted,  
Christine Benner