

MINNESOTA STATE COLLEGES AND UNIVERSITIES
BOARD OF TRUSTEES
TECHNOLOGY COMMITTEE
MEETING MINUTES
January 17, 2012

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

Technology Committee Members Absent: *David Paskach, Chair*

Other Board Members Present: *Trustees Duane Benson, Cheryl Dickson, Jacob Englund Christine Rice, Chair Thiss and James VanHouten*

Leadership Council Committee Members Present: *Chancellor Steven Rosenstone, Vice Chancellor Darrel Huish, President Judith Ramaley and President John O'Brien*

The Minnesota State Colleges and Universities Technology Committee held its meeting on January 17, 2012, 4th Floor McCormick Room, 30 East 7th Street in St. Paul. Vice Chair Alfredo Oliveira called the meeting to order at 10:02 a.m.

1. Minutes of November 15, 2011 Technology Committee

The minutes of November 15, 2011 were approved as written.

2. Information Technology Update

Vice Chancellor Huish provided the Information Technology update. The Information Technology Services (ITS) division directed most of its attention to semester startup activities. In contrast to August, the system experienced a good semester startup. Due to the collaborative efforts of the campus and ITS staff, the January startup was nearly flawless, Integrated Statewide Records System (ISRS) as well as Desire2Learn (D2L) were reliable with high availability. The campuses were asked to avoid running high intensity reports for the first few days of the semester to reduce the load on the system. Their cooperation was greatly appreciated.

Between November and January ITS reassessed interaction with the database vendor and looked at each recommendation the vendor made to ensure the system was in complete compliance. In addition, the developers rewrote code to make it run more efficiently. These activities resulted in a solid semester start. On the first Wednesday of the semester, the system logged over 103,000 distinct logins into the Desire2Learn (D2L) environment.

As an experiment, ITS extended an offer to send system office ITS staff to the campuses to assist in any semester start activities. Ten campuses participated, several staff members were sent out. This activity proved to be of benefit to both the campuses and the staff. It allowed the ITS staff to experience the creative chaos that is routine of a semester startup.

3. Service Delivery Strategy

Vice Chancellor Huish introduced two of the members of the Service Delivery Strategy Chief Information Officer (CIO) workgroup; Chris McCoy, Associate Vice President for Information Technology and Chief Information Officer, Metropolitan State University, and Kenneth Janz, Associate Vice President for Academic Affairs and Chief Information Officer, Winona State University.

Vice Chancellor Huish presented the Service Delivery Strategy providing a summary of the history, from the endorsement by the Board of Trustees Technology Committee April 2011 to the current activities. This strategy connects to the Strategic Framework work plan item number III.2 (Campus Service Cooperative).

The most significant and recent accomplishment was the design and administration of an applications technology survey. This survey provided information on the applications used on each campus. The data will be used to select high impact projects that create efficiencies and/or cost savings. The goal is to launch projects that are identified and develop both near and long-term projects.

Mr. McCoy stated that this is new ground; these activities are prompting questions on how all parties can work together on opportunities by collaborating and leveraging the experience and expertise of ITS professionals. There are opportunities to leverage purchasing by having campuses working together. One of the benefits has been a new understanding of what others are doing to solve issues. This will allow MnSCU institutions to share expertise and develop solutions together for the benefit of all.

Mr. Janz stated that one of the biggest changes is how the system office talks about how to share and leverage resources. These conversations are building an understanding to allow for collaboration and what can be done with technology to better meet the needs of the students on the campuses.

President Judith Ramaley stated that the CIOs are the most interactive of the campus community. The reason is that the use of technology on campuses grows so rapidly, dedicated people need to work together to respond to these changes. While this collaboration and interaction is starting in ITS, it is an example that should be emulated by the other areas.

President John O'Brien stated that this kind of work is one more step in the evolution of what it means to be a full system, and it is exciting. When Darrel Huish mentioned 100,000 unique logins on D2L, there was a gasp. Just think about how far the system has come. It was not that long ago that this technology was put in place. In technology terms, this was just a blink ago, and one could not have imagined how far this technology has come. These survey results may include another technology innovation that could be leveraged like D2L. This systematic, collaborative approach will allow us to identify emerging leadership areas in technology and put the resources together so that it does not take ten years to move the next D2L along.

Committee Vice Chair Oliveira stated that this was a comprehensive yet brief summary. It is exciting to see that all campuses responded to this survey.

Trustee Dickson stated that the system has a voracious need for data, and the numerous requests for information need to be prioritized. Years ago, when the Board

Technology Task Force was created, the members could not have imagined that the system could have 100,000 unique logins into D2L and that the system would keep running efficiently. This effort to identify what the system is using, to understand the placement of these applications and where the expertise can be found is important. This brings the system closer to the vision of what the system may become.

Trustee VanHouten expressed amazement at how far things have come in five years. The Campus Service Cooperative is another example of what has been accomplished. It may be worthwhile to look at the reporting relationship. The Board may consider providing guidance to next year's Board members (as many of the current member's terms are ending) on considering combining the Finance and Technology into one operating committee.

Chancellor Rosenstone responded to Trustee Dickson and President Ramaley's comments. Part of the success is not just Vice Chancellor Huish's leadership; it is the model that was created. It is the shared leadership that has been developed between the CIOs and the system office. Together they are leading this initiative, and together they will lay the path going forward on where things should be and what can be done. They will determine when things should be shared and where the equipment should be placed to best deliver the types of services needed at an affordable price. This is not a case where the system office is asking the campuses to respond to a set of questions; instead, it is a case where the campuses are asking themselves questions on what things can be done collaboratively. It is a spectacular model and it can energize other units. The tremendous efforts and shared leadership of Vice Chancellor Huish and the CIOs across the system should be applauded.

Vice Chair Oliveira adjourned the Technology Committee meeting at 10:40 a.m.

Respectfully submitted,
Christine Benner