



**TECHNOLOGY COMMITTEE
MAY 15, 2012
12:15 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 January 17, 2012 (pp. 1-3)**
- (2) Information Technology Update
- (3) Service Delivery Strategy (pp. 4-6)
- (4) Students First Project Close (pp. 7-10)

Members

David Paskach, Chair
Alfredo Oliveira, Vice Chair
Brett Anderson
Phil Krinkie
Michael Vekich

Bolded items indicate action required.

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

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

Agenda Item Summary Sheet

Committee: Technology Committee

Date of Meeting: May 15, 2012

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

Kenneth Janz, Associate Vice President for Academic Affairs and Chief Information Officer, Winona State University

Andrea Kodner-Wenzel, Chief Information Officer, Normandale Community College

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
SERVICE DELIVERY STRATEGY

BACKGROUND

In October 2011, the Board of Trustees, Technology Committee established its goal of sponsoring the development of Service Delivery Strategy (SDS) projects. The systems Information Technology community has been actively working to identify and prioritize significant projects (e.g., those that will reduce effort/labor; lay the groundwork for more sharing; or have the potential to improve services and save campuses money).

SDS Chief Information Officer (CIO) Workgroup members are Dan Baun, Randy Bayerl, Vi Bergquist, Marty Gang, Dan Harber, Dan Heckaman, Darrel Huish, Ken Janz, Andrea Kodner-Wenzel, Chris McCoy and Ken Ries

Significant historical milestones:

- Publication Service Delivery Strategy – May 2011
- CIO Service Delivery Strategy Workgroup formed – October 2011
- Application software survey - November 2011
- Electronic Brainstorming Session – February 2012
- Create linkage with Campus Service Cooperative leadership – February 2012
- CIO Workgroup vetting of candidate projects – February 2012
- CIO Quarterly meeting review and endorsements – March 2012
- CIO Workgroup outlines next steps – April 2012

April Campus Service Cooperative update:

In the area of information technology, a select workgroup of campus CIOs has conducted and analyzed a survey of the various applications hosted at each campus. Based on this work, the CIO community has selected three short-term technology projects that incorporate the principles of the Campus Service Cooperative. They are a system-wide “Active Directory” project that provides secure access to Microsoft environments; a system-wide collaboration tool hosted by Winona State University (Microsoft’s SharePoint); and implementation of a system-wide classroom, event management and resource scheduling system (CEMRS). The campus CIO’s and system office ITS staff are collaborating to identify and prioritize additional Campus Service Cooperative/Service Delivery Strategy information technology projects.

Enterprise Active Directory Project

Objective: The project will build an Enterprise Active Directory that includes all employees of the MnSCU system using StarID as the unique identifier. Our Expected Benefits include establishing the foundation needed for other collaborations (e.g. sharing application code, seamlessly hosting services between campuses). This will allow synchronized authentication with the Enterprise authentication directory (i.e., change password in one location) and begins the

process of system-wide coordination of account creation and maintenance.

Status: Winona State University (WSU) has purchased the hardware needed for the project. Delivery of the hardware was expected by the first week of May. Currently WSU ITS staff is working collaboratively with system office ITS staff to design network routing so WSU can host the Active Directory. May 7 hardware deployment was scheduled to begin. By the first week of June testing will begin.

Enterprise SharePoint

Objective: This project will create a hosted intranet for shared use across the MnSCU system utilizing Microsoft SharePoint 2010. This will be hosted and managed by Winona State University. This will provide authenticated and unauthenticated access to web-based workgroup collaboration sites for all MnSCU employees. Our expected benefits include:

- Increased communication and collaboration
- Simultaneous editing and sharing of documents
- Version control of documents
- Shared expertise and support
- Reduction of duplication
- Knowledge management
- Cost savings

Status: Currently WSU is working in conjunction with the system office to finalize a project plan and service level agreement. Work will begin on this project this summer.

Classroom, Event Management, and Resource Scheduling (CEMRS)

Objective: CEMRS project is a system-wide effort to implement a new software system that provides a common platform to:

- assist the campuses of the Minnesota State Colleges and Universities to schedule their space more effectively and efficiently
- allow for better coordination for scheduling of rooms for shared courses or remote offerings
- provide assurance for consistent and accurate data and measures across the system

This project will allow each school and the system to tell the full story of its space utilization and improve the quality of space management decisions.

Status: In process – License purchased, system hardware designed established and purchase in process, Steering Committee planning implementation to the colleges and universities.

Next Steps:

The Service Delivery Strategy CIO Workgroup will prepare a description of the Guiding Principles, Assumptions, and Constraints as the next step in the development of the long-term Service Delivery Strategy. These will be used for project selection.

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

Agenda Item Summary Sheet

Committee: Technology Committee

Date of Meeting: May 15, 2012

Agenda Item: Students First Project Close

- 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 2011 goal included monitoring progress on the Student First initiative. This report will provide information on the accomplishments made with Student First.

Scheduled Presenter(s):

Robert Musgrove, President, Pine Technical College

Jonathan Eichten, System Director Students First

Outline of Key Points/Policy Issues:

Background Information:

On November 17, 2009, John O'Brien presented the Students First projects at the Board of Trustees Students First Study Session meeting. Since July 2010, Jon Eichten has provided the Board of Trustees with progress reports on these efforts.

There are six projects, which comprise Students First:

- Single Search
- Single Application
- Graduation Planner
- Single Registration
- Single Bill/Single Payment
- Shared Services

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

INFORMATION ITEM
STUDENTS FIRST PROJECT CLOSE

BACKGROUND

The Board of Trustees Technology Committee 2011 goal included monitoring progress on the Student First initiative. This report will provide information on the accomplishments made with Student First.

Students First Accomplishments

The Students First initiative makes it easier for students to find information about courses, programs, colleges and universities, and to do business with the Minnesota State Colleges and Universities. Endorsed by the Minnesota State College Student Association and Minnesota State University Student Association, the initiative began in 2009. Students and staff from campuses were consulted to achieve more consistent, efficient and effective Web-based processes. Policies also were updated to remove barriers. For example, the system now has common dates for tuition payments and withdrawing from a course. The Students First initiative was made possible after the system received a state appropriation in 2008 to rebuild and maintain a technology network for all campuses that is fast, secure and reliable. Each year, more than 400,000 students, faculty, staff and others rely on this network. The Students First initiative ended in July 2011, though some projects continue. Here are some accomplishments.

Single search

Students can search systemwide from one website, www.mnscu.edu, to find courses, programs, colleges or universities. The website also offers a seamless transition to other Students First features. Results include:

- The website ranks first or second on most search engines when using search terms, such as “Minnesota colleges or universities.”
- More than 80,000 referrals of potential students were made to universities and colleges from July to December 2011.
- More than 12,000 students submitted an application online to one or more universities or colleges from July to December 2011.
- Student leaders from the state universities offered positive comments on being able to search for and compare graduate programs in the system.

Single application, registration and payment

Students can complete a single application and submit it to one or more system colleges or universities. This feature more easily identifies equivalent courses across the system; allows students to register for courses during the same term at more than one college or university and

lets students view and pay one bill if they take courses from more than one system institution at the same time. Specific results include:

- During National College Application Week, Minnesota high school students completed 15,600 applications to one or more institutions.
- More than 87,000 admissions applications were submitted online from July to December 2011.
- Students have paid \$76 million in tuition and fees between July and December 2011 using the single payment feature.
- More than 3,000 students paid tuition to two or more institutions from July to December 2011.
- Students admitted to one MnSCU college or university can now take courses at another one without being admitted under a board policy adopted in June 2010. This helps students stay on track to graduate.
- Student leaders from the state universities expressed that it is now easier to be in cross-institutional programs.

Waitlist with email communication

Many students can elect to be placed on a waiting list and notified by email when an opening arises in a course. Specific results include:

- Nearly half of the courses in the system offered this feature for the spring 2012 semester.
- Student leaders from the state universities expressed high degrees of satisfaction regarding their experiences with the waitlist and encouraged more courses to add the waitlist function.

Loan acceptance

Students can accept Federal Direct Student Loans via the Web. Data automatically becomes available to financial aid staff. Specific results include:

- More than 160,000 student loans have been accepted via the Web since April 2011.
- Student leaders from two-year colleges reported students received financial aid much more quickly and were very pleased.
- Student leaders from the state universities appreciated the clarity and simplicity of completing the loan process with the new Web-based feature.

Other enhancements

- A new portal offers students current information on registration, financial aid status (e.g. your award letter will be sent in 24 hours) and tuition payment.
- The portal also provides students with tax information such as amount of tuition paid and income earned.
- Students no longer need to obtain a paper transcript when transferring within MnSCU.
- E-transcripts simplify the transfer process under a board policy adopted in April 2010.
- Students can merge records from multiple institutions.

- Students can see their grade information as soon as faculty members enter it.
- Colleges and universities can tailor letters or email messages to prospective students and applicants by a variety of attributes, including time, major or program.
- Stronger passwords to better protect student data.

Projects in progress

- **Communication enhancements:** Students will be able to receive text messages, among other modifications. This will give colleges and universities another way to reach students, particularly if they are at-risk of dropping out.
- **Proxy bill pay:** Students will be able to assign rights to a third party to perform an action on the students' behalf.
- **Single financial aid payment:** Students will be able to receive financial aid at one institution and use it to pay tuition and fees at another system institution.
- **Academic planning tools:** Students will be able to do "what if" scenarios with majors and programs, enter planned courses and explore transfer and programs, enter planned courses and explore transfer.