



FY10 UAF OIT Operating Request (with narrative):
Student Success – Innovative Teaching & Learning (1-3)
• **\$221,935 GF**

Listed in priority order by OIT Director with reference to SW Planning Group initiative

Karl Kowalski: Student Success – Innovative Teaching & Learning

1) UAF Campus Wide Academic Software Applications \$68,500 GF

This request will be used for annual software maintenance and concurrent use installation for widely used campus applications. This family of products allows students and faculty to collaborate, distribute documents, provide tools for drawing, make artwork and graphics, edit images and video, and for web page design. Additionally, campus-wide instructional software licensing for creating flash/video style presentations (Camtasia), and lab monitoring and use software (Labstats) are in demand. There is literally a plethora of software being requested from all colleges in support of their teaching mission that this request can be used to fund. The use of the Adobe product suite furthers student success by enhancing instruction and research tools; allowing for campus-wide licensing allows for greater efficiencies across the UAF campus.

This request would make more software available to a broader campus audience. This enhances technology supporting the “teaching and learning for student success” UAF pathway for our students and with any group that deals with the University, including all of the organizations mentioned. The more software OIT is able to purchase and make available to multiple academic departments, the greater value we realize per dollar spent because of volume licensing and discounts.

The impact this request will have is an overall reduction in software expenditures across the UAF campus. Currently, when departments need software packages they often purchase and license it individually; this practice limits the use of the software broadly, which means in some cases, only departments with funding are able to get the software they need for instruction. It is more cost effective for the campus to provide many of these software basics and academic programs to everyone, or make them available in all public labs, so students and faculty have access to the programs they need regardless of teaching or lab location.

This software will be incorporated into the Key Server technology already in place. This system provides metrics and software usage statistics to help directly impact IT decisions about what software to keep and which to replace with newer technology. For most software, there is a high initial cost, then an approximate 25% annual maintenance fee. This means OIT will be able to leverage more of this base increment in the upcoming years, after several years of investment in a few key programs in high demand. Additionally, if this is successful and helps ensure programs are using the most current academic software; developing a central funding mechanism to incrementally increase this allocation (to cover annual maintenance costs) would be advisable. Purchasing software in a consolidated manner ensures we get a ‘bulk discount’ that saves the UAF campus system in the long run.

This request relies heavily on the licensing servers that are already in place, the Key Server for example. This request will primarily be used to purchase new concurrent use software for use across the UAF campus, as well as to cover current software contracts already in place. OIT will additionally work with the other MAU’s to further consolidate our software costs across the system if possible.

2) UAF Faculty & Staff Development Specialist for Technology (1 FTE) \$93,435 GF

In FY07, OIT provided over 900 hours of instructional training in 32 separate topics with only two staff trainers. We have documented requests for 19 additional courses, requests for more frequent offerings of 9 courses we currently teach as well as multiple requests for 'refresher' courses for many of our offerings. This translates into an additional 200-300 hours of requested training.

In order to meet this increasing demand for additional training, the need for web-based and computer-based tutorials, the need for the development of quick-tips, handouts and tutorials and to be proactive in faculty and staff training, we request the addition of one full-time Staff Development Specialist for technology (grade 80; XR).

This individual will be responsible for developing and implementing instructional technology training for UAF faculty and staff. This individual will pilot and test new and emerging technologies for classroom use. This individual will train faculty and staff in groups and in one-on-one settings to meet the specific needs of faculty in the classroom.

The support of this position is directly in line with UAF Strategic pathways I & IV, addressing both teaching and learning success and faculty and staff development. As new technologies emerge, and changes to older technology continue to evolve, it is vital that UAF have direct services to faculty and staff for training and incorporation of these technologies into teaching, learning and the workplace to keep UAF a modern, competitive university. As UAF strengthens through direct support to faculty for technology integration, we also address SW strategic goals for student success, improve our educational quality and delivery, strengthen our faculty and staff and increase our technological development.

Success will be measured by the direct service of faculty and staff through training opportunities as tracked through Support Center statistics. We anticipate an increase of 25-30% (additional 200-300 hours) in delivered training to faculty and staff. Success will also be measured through post-training satisfaction surveys. Thirdly, success will be measured by the increased availability of self-help materials such as online training, tutorials, brochures, handouts and video-web training.

OIT typically provides over 900 hours per year of instructional training in 32 separate topics. As indicated above, we can not keep up with demand. In addition, the majority of these classes are offered on a scheduled basis in a computer lab setting. UAF has a multitude of technologies available to its faculty. We propose to provide direct support to faculty and staff in small group, individual and departmental level trainings to address specific needs for classroom and workplace technologies.

3) OIT Technical Staff Training and Development

\$60,000 GF

The knowledge in our employees is our strategic IT asset, not the computing equipment. Just as we provide training to staff, faculty and students in skills necessary to maintain and improve their performance, so do we need to provide training to our technical staff that installs, maintains and supports our technological infrastructure, our hardware and our software.

Training is required on an ongoing basis in:

Security, Programming languages, Operating systems, Enterprise Architecture, ITIL-Standards, Service Level Management, Quality Assurance/Total Quality Management, Project Management, Web Development, Networking/Telecommunications , Specific Hardware and Software

Technical training is expensive and increasingly so. Providing one training opportunity for a single staff member, typically costs \$2000 for 3-5 day training course, plus travel, housing and per diem and can run a total of \$5,000 for the week. However, this training is vital for maintenance of our current systems. Technological systems, software, hardware and standards continually evolve and in order to maintain and advance the university, ongoing training must be provided.

We propose a budget item specifically for technical staff development. OIT will leverage these funds to provide needed training in the most cost efficient manner possible across all technical areas. This may involve consolidating training by contracting with trainers to come to Fairbanks rather than send individuals out. It may involve using a train-the-trainers model in which those receiving training will be required to train others upon their return, or it may involve the purchase of training and technical materials for in-house training and support. In any form, it is imperative that we assist our staff in maintaining and improving their technical currency.

While there is no specific data that ties staff retention to on-the-job-training and advancement, anecdotal comments by employees leaving to work for other organizations cite advancement and training as items they consider.

The support of this request is directly in line with UAF Strategic pathways I & IV, addressing both teaching and learning success and faculty and staff development. As new technologies emerge, and changes to older technology continue to evolve, it is vital that UAF have training services available to technical staff for support and incorporation of these technologies into teaching, learning and the workplace and to keep UAF a modern, competitive university.

As UAF strengthens through quality support staff and technology integration, we also address SW strategic goals for student success, improve our educational quality and delivery, strengthen our staff and increase our technological and facility development.

Success of this initiative would be measured and reported in several ways: 1) staff retention; 2) hours of training provided; and 3) efficiencies in providing regular professional development to technical staff that require it.

UAF currently has approximately 40 employees that serve the technology needs of the campus. In order to provide fiscally responsible staff development opportunities for our staff, we need to dedicate dollars to this end. We request an annual, ongoing budget valued at approximately \$1500/employee. This amount does not automatically mean that each employee will attend one staff training per year. As stated above, this will be used in the most cost efficient manner possible. For example: Training for the ROXEN content management system (used for the UAF website, etc.) would cost approximately \$15,000 to bring a trainer to Fairbanks for a full week of training for 20 people--reducing the cost of training to \$750/person. Comparatively, \$750 would not purchase a plane ticket to Seattle, let alone allow for a full week of training for one individual if we chose to send one person outside for training.