

STUDENT TECHNOLOGY ENHANCEMENT PROGRAM PLAN

2009-2014

EXECUTIVE SUMMARY

In an effort to upgrade and increase the availability of technology on the UL Lafayette Campus, the Student Government Association, on behalf of the Student Body of the University of Louisiana at Lafayette, voted to approve the assessment of a student technology fee. The amount of said fee is to be determined by the UL Lafayette SGA Senate. As determined by House Bill 2339 of the Louisiana Legislature, proceeds from the fee shall be placed in a restricted account and expenditures from this account will be accounted for separately to the management board of the university. The proceeds are to be in accordance with the following written plan agreed upon by the Student Government Association and the University upon signature of this agreement by the President of the University and the President of the Student Government Association.

Changing demographics and expectations of students, along with rapid advances in information technology, are focusing the University of Louisiana at Lafayette to invest heavily in technology. UL Lafayette is determined to make these investments to the benefit of its students. To ensure the most efficacious expenditure of limited funds, the Student Government Association has initiated a planning process for the procurement and use of technology. The five-year technology plan is organized into a series of departmental, access, and support initiatives.

The availability of adequate funding for technology will determine the successful implementation of the technology plan and the future use of technology in the University. Funding of the technology plan comes from student assessed fees. The fee amount shall be \$5.00/student credit hour at a cap of \$100.00 per student per semester.

PREFACE

It is increasingly evident that the influence of technology on higher education will be more profound than any previous circumstance or resource that has impacted teaching and learning in recent history. Both the method and organization which currently characterize universities are being transformed. This transformation is accelerated by rapid and continuous advancements in communication technologies, changing population demographics, and the expectations of the market place. The advancement of UL Lafayette will depend largely on its ability to anticipate and accommodate these changes. The University must be prepared to compete nationally, and eventually globally, for a growing nontraditional, technologically astute clientele. To do so effectively and economically will require a product-oriented organizational structure marked by cooperation and by a dynamic plan of action: The implementation of which will help define UL Lafayette as an Information Age University.

SGA's technology plan is organized as a series of initiatives, each of which is categorized according to its nature as departmental, access, or support. The specifics of the interpretation of each initiative will be

detailed separately and only to the extent that will ensure maximum efficiency and that will produce an observable product, without enforcing a rigid, literal interpretation of the plan.

Technology Initiatives

The SGA's vision for the use of technology to advance the quality and effectiveness of the teaching/learning process is detailed in a series of initiatives presented herein. These initiatives are action-oriented and ultimately defined by their product. While they are specific in their intent and method, it is understood that they are adaptable. An ongoing evaluation process will be implemented by the Student Technology Enhancement Program (STEP) Council. This process will help ensure appropriate direction and continued evolution of the technology plan and associated initiatives. Based on the evaluation results, initiatives may be continued, modified, or suspended. The development of new initiatives is an ongoing process guided by the SGA's vision and facilitated through the efforts of an empowered student body.

The technology initiatives described herein are arranged within the following categories:

Departmental Initiatives - Provide support for the functional technology needs, as well as, the enhancement of the various departments of the University.

Access Initiatives - Support for those efforts that will help to ensure any time, any place access to information and to the means by which to process this information.

Support Initiatives - Support for initiatives designed to provide the infrastructure to facilitate the effective and efficient use of technology.

GENERAL ISSUES

A Student Technology Enhancement Program (STEP) Council is established to evaluate progress toward the completion of initiatives, make recommendations with regard to new initiatives, and offer input on all major technology efforts, both academic and administrative. The make-up of the Council will consist of the SGA president, the Chief Information Officer, the SGA President of each college or their designee, the Provost or his/her designee, the Vice President for Student Life and Conduct or his/her designee, the Executive Officer of the Faculty Senate or his/her designee, and a representative from the Office of Disability Services.

The STEP Council will ensure that extensive planning and communication with students will occur prior to any major commitment of funds. Each year the Council shall produce a report on fee expenditures. A copy of this report will be filed with the Vice President for Administration and Finance for proper accountability. The list of approved grants will be published in the University student newspaper and posted to the website. Proposals for expenditures to improve the educational experiences will be solicited by the STEP Council from students, departments, and colleges within the University. These should be in the form of one year proposal and should be initiative driven with associated time lines, evaluation plans, and general funding requirements. A percentage of the proceeds of the fee will distributed to the various colleges of the University. However, a majority of the proceeds shall be used for general access and infrastructure initiatives.

DEPARTMENTAL INITIATIVES

Various departments within the University may submit proposals to meet the technology needs of that unit.

ACCESS INITIATIVES

Proposals for technology support that is open to all students regardless of major or department fit within this initiative. These may include but are not limited to the following:

Common Open Access Student Computer Laboratories: Computer laboratories conveniently located on UL Lafayette's campus will be equipped with current technology every four years for use by all students regardless of the college or academic unit with which they are associated. Site locations for labs and lab expansions should include at a minimum the following:

- * Stephens Hall
- * Conference Center
- * F. G. Mouton * Dupre Library
- * Cypress Lake Cafe

The laboratories should be directly connected to the institution's network for access to a full set of productivity software, printing services, e-mail, copying services and other information services. The majority of the proceeds from the Technology Fee may not be used in conjunction with any restricted computer labs on the campus. Restricted, for the purposes of this agreement, shall mean: any lab in which only classes are held, or any lab that is not open to the general student population, regardless of academic major or College affiliation, the majority of the day.

Students with Disabilities Accessibility: The development and maintenance of at least one American Disabilities Act (ADA) workstation in each public access computer laboratory on campus is required.

Residence Hall Computer Access: Each residence hall will eventually be equipped with high speed internet access that will allow students convenient access in individual rooms. The following residence halls will receive top priority: Evangeline, Baker Huger, the Conference Center and Legacy Park. Internet access for all residence halls is a goal.

Campus-Wide Networking: A priority within the SGA Technology plan, and an effort that will determine the success of many of the technology initiatives, will be the updating of the campus network. The goal is to provide sufficient bandwidth to meet the increasing demands of new technologies and the instructional and research needs of the University.

Purchase of Other Instructional Equipment: Funds may be provided for the purchase of laboratory instruments, general test equipment, diagnostic hardware, and discipline specific equipment or technology.

Phone Lines: Telephone lines and communication devices to allow any student to connect to the institution's network for e-mail and other services should be provided.

Laboratory Supplies: Requests for supplies such as printer paper for student use, printer cartridges, etc., for open access laboratories may be included in proposals. Supplies will not be provided for departmental laboratories.

Computer Hardware and Software: Examples of allowable purchases (but not limited to) are:

- Computers and peripherals
- Software
- Networking equipment and supplies

Student Training/Support Program: Students will be provided opportunities to participate in University sponsored workshops for training in the use of available technologies and associated services.

Student workers may be needed to provide help-desk, management and technical support for laboratories and to support specific initiatives. Up to 25% of the proceeds from the technology fee may be used to pay for the training and salaries of student workers in open access or support unit.

Construction of Multimedia Classrooms: A number of classrooms will be equipped with interactive, multimedia instructional technologies.

Video Network: The use of compressed video to deliver classes at several campuses simultaneously will help reduce travel expenditures and increase both the amount and diversity of course work at UL Lafayette's branch campus sites allowing more students easy access to more educational opportunities. Expand compressed video capability to academic buildings.

Distance Learning Initiatives: Support for the development of distance learning courses including web-based courses shall be encouraged. This includes the use of the internet and web-based course management software such as Moodle .

Web-Based Student Services: As part of a University Intranet, many of the services that normally require students to travel physically to a student support unit will be placed on-line. These on-line services will allow students to check their financial aid status, register for classes, pay fees, access academic information, complete selected course work, or send documents electronically. It will also provide a reliable and secure vehicle for communications and data transfer among the administrative units, decreasing student information processing time. A portal which is customized for individual students has been developed. Library reserve services will be accessible on-line.

University website: Continuously update and improve the quality and appearance of the University's website and provide limited support for student organization websites.

ID Card Access to Student and Consumer Services: Student identifying information including a photograph has been digitized and made retrievable with the student's identification card. This allows students to have secure and convenient access to financial and academic information. The card also acts as a type of charge or debit card for on-campus services (i.e. photocopying, books, meals, vending machines). The ID provides access control to the various buildings on campus and to campus events. ID usage at off-campus vendors is a goal.

SUPPORT INITIATIVES

PROVIDE FOR NETWORK ADMINISTRATION

Adequate personnel will be hired to ensure that the proposed Intranet, Internet, and available web-based services are constructed and managed appropriately, and that reliability of the system is assured. Additionally, as the campus moves toward distributed networking, the field support for these networks will be provided.

SUPPORT AND MAINTENANCE PROGRAM

A mechanism has been put in place for the maintenance and support of the student funded technologies on campus. On April 15, 2010, the STEP Council approved a STEP Sustainability Plan designed to ensure that laboratories, smart classrooms, and infrastructure funded by STEP can be maintained and continue to provide satisfactory service to students. The Plan allocates one third (33%) of STEP revenues to a fund for the following six primary purposes:

1. Hardware Maintenance and replacement
2. Software licensing, maintenance, and assurance
3. Network infrastructure (backbone)
4. Wireless coverage on campus
5. Managed laboratory printers
6. Adequate and trained lab managers

In addition to providing a stable and steady revenue source, the STEP Sustainability Plan empowers a committee of faculty, students and staff to oversee and set priorities for lab maintenance, management and software licensing. This team will be appointed by the CIO and serve a two-year membership on the committee.

To assure accountability and transparency the governing body created above will produce an annual report that 1) documents the initiatives and priorities of committee; 2) provides laboratory utilization data; and 3) summarizes STEP Sustainability expenditures by category. In addition, the governing body will begin to work with campus coordinator of SEI to supplement student opinion surveys with questions regarding laboratory satisfaction.

INSTRUCTIONAL TECHNOLOGY SUPPORT AND TRAINING CENTER

To ensure maximum utilization of instructional and support technologies, a center will be created through which training and related support services will be coordinated for students. This center may provide technical support for special student services that otherwise would not be available, such as special advising services, job counseling and placement services, and on-line testing (i.e. GMAT, GRE) facilities.

NON-ALLOWABLE USES FOR THE TECHNOLOGY FEE

The following items (but not limited only to) cannot be funded by STEP grants:

Personnel recruiting expenses

General purpose furniture

General office supplies

Vehicle Rental

Photocopying (any photocopying such as copying for computer manuals is not allowable)

Travel

Equipment not accessible to students - Specifically excluded is research equipment, whether for use by undergraduate students or not. The term accessible to student is meant to imply equipment used by students in order to fulfill academic requirements. Such equipment may be available in an open lab or in a specialized laboratory accessible only while a faculty member or a teaching assistant are present. Often specialized equipment can only be used in a meaningful manner when a direct supervisor is present. Purchase of administrative equipment is not considered an appropriate use of the technology fee.

REPORTING AND EVALUATION

Every aspect of UL Lafayette's technology plan will be made available for input from the University community. Recommendations for modifications or additions to the plan should be sent to: sga@louisiana.edu and will be considered at the long-range planning session of the Council held in the March-April timeframe each year. Each initiative will be evaluated for its impact with respect to its stated intent. A written annual report detailing the implementation, costs, and evaluation results of each initiative will be presented to the University President and to the SGA President at least 30 days prior to the completion of each fiscal year.

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