

Campus Technology Policy & Planning Council
Meeting of April 21, 2005
Retreat
8:30 am – 12:00 pm
CoB 412

Present: Beckie Benner, Sara Campbell, Sam Catanzaro Galen Crow, Dan Hayden, Edgar Norton, Barbara Nourie Brent Paterson Beth Schobernd, Mark Walbert, Jeff Wood, & Shari Zeck

Mark welcomed everyone to the Retreat.

To start the conversation, Mark asked the Council to image we are on IT Fantasy Island and explained that there are three tasks that need to be accomplished today. The first two are to continue the discussion of what our sense of the vision and mission for IT is. We will also need a set of guiding principles so we can check ourselves to see if we are on target afterwards. These statements will help the group talk to the rest of campus regarding what IT is all about at Illinois State University.

Mark asked the group to consider what they would like to hear new faculty, staff, and students say about IT at Illinois State three years from now.

He began a discussion explaining that on the IT Fantasy Island there are no funding constraints, hiring freeze, internet beastie issues, FERPA or HIPPA constraints, or any other obstacles.

The group came up with the following things that they would like to hear:

- nothing;
- flexibility;
- my problem didn't fit inside the box but they found a way;
- security;
- individualized;
- interactive;
- do anything anywhere;
- seamlessly integrating the curriculum;
- cool and sexy (particularly with regards to students);
- ergonomic;
- 24/7/ personal support;
- Control. Control! You must [have] control!;
- accessibility – from anywhere – even the Caribbean!;
- good – cheap -- pricing for dept or personal purchases;
- powerful;
- state of the art equipment, hardware, and software;
- everyone has the same vision of IT on campus;
- integrating all the campus infrastructure and planning;
- bullet-proof backup systems;
- research friendly or accommodating;
- respected and praised both on and off campus;
- we want to be an aspirant school;

- the right stuff - Technology in every classroom;
- teaching friendly or accommodating;
- public schools look to us for what to do for their students;
- training;
- intuitive;
- portable;
- consultants are always available;
- open source solutions used where possible (to avoid being tied to a company);
- flexibility;
- ADA friendly;
- technology solves more problems than it creates;
- collaboration is easy;
- innovation is easy;
- free iPods for *everyone*;
- reliable;
- redundant (in a failsafe sort of way);
- proactive;
- 99.999%

Why aren't we on this island?

- Financials;
- Springfield North;
- Microsoft;
- Due to us:
 - different agendas;
 - lack of cohesive vision;
 - culture of university;
 - sometimes we're there but don't know it;
 - need to balance personal and academic freedoms with administrative responsibilities;
 - failure to make choices between priorities;
 - choosing competing priorities;
 - radical differences in tech competencies;
 - University fails to require competencies (students and faculty);
 - And fails to reward them for getting there;
 - DFSC/SFSC changes
 - lack of ubiquity in use
- technology is constantly changing;
- conflicting objectives;
- different resources and constraints;
- time;
- costs;
- responsibility;
 - silos;
 - technology cuts across silos;
 - project management

- need to be able to improve technology use without being restricted by funding and ownership of the project pieces;
- technology project broker;
- informal relationships still dominate formal relationships;
- budget structure outmoded;
- big institution problems using small institution procedures;
- technology issues demand a quicker turn-around than the type of issues usually handled by our informal system;
- building a formal relationship that works like an informal one.

The group then discussed and decided on the following Vision, Mission, & Guiding Principles:

Vision:

Excellence enhanced through technology. **E²T²**

Mission:

Our mission is to enrich a vibrant learning community that includes users whose needs are highly specialized, innovative, and daily-reliant upon technology and information services. We provide service excellence for teaching and learning, research and creative activities, public service, and administration to the university community.

Guiding Principles:

- In the spirit of *Educating Illinois* we offer the university community the individualized attention of a small-college environment with the technology opportunities of a large university.
- Service excellence, characterized by proactive planning and effective response to change, is the top priority of all campus technology professionals.
- Our campus technology professionals adhere to campus-wide policies and procedures yet are distributed throughout the university to provide services tailored to local constituents.
- Implementation of technology initiatives must include:
 - planning by decision makers from academic, student, and administrative areas.
 - cost projections for both initial and longer-term phases.
 - evaluation of the impact on the university community.
 - training for both technology professionals and our customer constituents
 - outcomes assessment.
- Because technology spans all university areas collaborative solutions are essential.
- Supporting the use of technology to foster the freedom of inquiry and open exchange of ideas.

Mark then reviewed with the group the list of items they had discussed today to see if anything had been left out. Goals and objectives will be discussed at a future Council meeting.

The meeting was adjourned.

Next Meeting

Monday

May 2, 2005

11:30 am – 1:00 pm

STV 401

Submitted by Georgia Bailey.