Technology and the “New Normal” at Winona State University
Thrusting in a world of continuous change
Technology Fee Presentation

Student Fee Management Committee – January 13, 2015 (FY16)
Overview of Presentation

• ITS Organizational Structure
• Governance
• Changes / Assessment
• Funding for IT @ WSU
• e-Warrior: Digital Life and Learning Program
• Technology Fee
Units in ITS

- User Services
  - Robin Honken, Director

- Development and Web Support Services
  - Lori Mjoen, Director

- Infrastructure Services
  - David Gresham, Director

- Teaching, Learning, and Technology Services
  - Ken Graetz, Director
Governance

- All University Technology Committee (AUTC) (2)
- E-Warrior: Digital Life and Learning Review Committee (5)
- Student Technology Fee Review Committee (5)
Coming soon to Campus
Increased Campus Bandwidth

Hearing it here first!

• Residence Halls
  – 700 MB to 10 GB
How People Access and Use Data (Information) is Changing

Anytime, Anywhere

Content Consumption

Content Creation
iPads – Mayo Clinic

A medical leader brings new innovations to patient care with apps for iPhone, iPad, and iPad mini.

“With this technology, we can be more accurate and more complete which means better outcomes and safer care.”

Dr. John H. Noseworthy, President and CEO, Mayo Clinic

As one of the world’s most respected medical research and treatment centers, Mayo Clinic is known for its ongoing innovations in health care. And now there’s another breakthrough: Using custom apps for physicians and patients on iPhone, iPad, and iPad mini, Mayo is transforming the capabilities of individualized patient care.

Since the late 19th century, Mayo Clinic has been at the forefront of medical technology. “We had the development of the heart-lung machine, and the first total hip replacement,” says Dr. John H. Noseworthy, President and CEO. “Mayo Clinic is really a model of what health care could be.”

The clinic’s adoption of iPhone, iPad, and custom in-house apps reflects the Mayo Clinic’s commitment to the latest advances.

With more than 15,000 iOS devices on the clinic’s network, building apps for this platform was a priority.

Company Snapshot

Not-for-profit medical institution founded in 1889
More than 1 million patients per year from over 140 countries
60,000 staff including 3,500 physicians
Campuses in Rochester, MN, Phoenix/Scottsdale, AZ and Jacksonville, FL, and a Health System spanning more than 70 communities in Minnesota, Iowa, and Wisconsin

mayoclinic.org

Download the Profile PDF
iPads – Rochester Public Schools

Rochester Schools Embark on iPad Initiative

(11/12/2014)

ROCHESTER, Minn. — Several thousand students at six Rochester schools will soon be learning on new iPads. School board members voted unanimously on Nov. 10, with one member not in attendance, to purchase 3,480 Apple iPads at a cost of roughly $1.4 million. Each device will reportedly cost the school district $374, and the program will be funded through the district’s general fund and operating capital, according to KAAL TV.

The new iPads will be distributed to students at Pinewood, Riverside Central and Gage elementary schools, as well as Friedell, Lincoln K-8 Choice School and Willow Creed middle schools, by the beginning of the spring 2015 semester. Prior to the rollout, teachers will be given their own devices to begin training.

If the project is deemed successful, several thousand additional iPads will be phased in over the next several years. The district’s overall goal is to pair each student with his or her own device by the 2017-2018 school year. The three-year plan was estimated to cost the district a total of approximately $7 million when it was first announced in June 2012.

In an interview with KAAL prior to the vote, Rochester Public Schools Superintendent Michael Munoz voiced his support for the initiative. “We feel this is a tool that is going to help us do a better job educating our kids,” Munoz said. “Technology is here to stay and it’s the world that our kids are in. We felt that we needed to get into that world.”
Top Hat

- 80 Faculty
- 4,000+ students
*Core based on Fink (2003, p. 60 – 101)
Creating Significant Learning Experiences
Data Driven Decision Making
e-Warrior: Digital Life and Learning (Laptop) Program

<table>
<thead>
<tr>
<th>Year</th>
<th>A (highly satisfied)</th>
<th>B (satisfied)</th>
</tr>
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<tbody>
<tr>
<td>2008</td>
<td>24%</td>
<td>40%</td>
</tr>
<tr>
<td>2009</td>
<td>28%</td>
<td>47%</td>
</tr>
<tr>
<td>2010</td>
<td>30%</td>
<td>47%</td>
</tr>
<tr>
<td>2011</td>
<td>38%</td>
<td>53%</td>
</tr>
<tr>
<td>2012</td>
<td>42%</td>
<td>49%</td>
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</table>

of alumni gave the Digital Life and Learning Program an “A” or “B” overall and all program components received positive ratings, particularly network speed and access, printing, technical support, and software.
Evidence that Core Components are met

Component 2D: All levels of planning align with the organization’s mission, thereby enhancing its capacity to fulfill that mission.

The “e-Warrior: Digital Life and Learning Program,” aka student laptop program, has been an outstanding recruitment tool for Winona State University. The total program investment is approximately $7.0 million annually from student fees which has allowed the campus to serve its students’ needs in a superior fashion, and as a side benefit has allowed the campus to reduce infrastructure and operating costs through the elimination of all computer labs.
My institution’s technology services are always available when I need them for my coursework.

- **Agree**
  - **All Institutions**: 44.5%
  - **MA Public**: 44.0%
  - **Winona State University**: 50.4%

- **Strongly Agree**
  - **All Institutions**: 16.0%
  - **MA Public**: 14.4%
  - **Winona State University**: 22.0%

EDUCAUSE - ECAR student technology survey (Participant Numbers: WSU 629: MA Public 21,050: All Institutions 106,384)
Technology makes me feel connected to other students.

<table>
<thead>
<tr>
<th>Institution</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Institutions</td>
<td>40.7%</td>
<td>19.6%</td>
</tr>
<tr>
<td>MA Public</td>
<td>41.3%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Winona State University</td>
<td>43.7%</td>
<td>28.2%</td>
</tr>
</tbody>
</table>

EDUCAUSE ECAR student technology survey (Participant Numbers: WSU 629: MA Public 21,050: All Institutions 106,384)
III. Recognition of Significant Accomplishments, Progress, and/or Practices

The Technology Infrastructure is impressive. The team observed multiple ways in which IT at WSU is more advanced than other similar institutions. The significant use of assessment to move forward strategically is noteworthy. In fact, assessment appears to inform all decisions. The use of Lean Principles to reduce costs, improve efficiency and increase efficacy is an example of the forward thinking that routine in this unit.
48% Program played a role in their decision to attend WSU

2013 - Survey of all entering students during June registration.
External Group (Top Employers)

94%

Agree - WSU is a leader in technology and technology infused learning (Second Highest of 10 accomplished strengths)

Marketing Study by Vendi (Fall 2010)
89% agreed with the statement, “The use of the laptop is important for my academic success.”
64% of alumni reported that their participation in the DLLP led to the development of computer skills that exceed their co-workers'.
Evidence that Core Components are met

Component 3D. The organization’s learning resources support student learning and effective teaching.

WSU has been a leader in the state in providing its students with computer technology through its longstanding laptop initiative. Through this program, students are assured a current laptop computer and appropriate software to meet their needs in their degree program. Administrators, faculty and students all spoke highly of this program in the various face-to-face meetings with visiting team members. There were occasional comments by students that not all faculty utilized this resource in their courses as they might imagine, but such comments did not appear to diminish the perceived value of this learning resource.
Faculty: Quality of Professional Development Around Integration of Technology

- All Institutions:
  - Good: 31.3%
  - Excellent: 18.8%

- MA Public:
  - Good: 30.0%
  - Excellent: 18.0%

- Winona State:
  - Good: 33.3%
  - Excellent: 39.2%
Faculty: Experience with Technology Support

- **All Institutions**: 39.0% Good, 31.4% Excellent
- **MA Public**: 38.0% Good, 31.0% Excellent
- **Winona State**: 37.6% Good, 45.9% Excellent
$ - Money
Funding Sources for Information Technology

• e-Warrior: Digital Life and Learning Program Fee*
• Student Technology Fee*
• General Fund

* Represents nearly 90% of the IT budget
What do student fees for technology do?
IT is asking for no increase in the Tech Fee

<table>
<thead>
<tr>
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<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
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<tbody>
<tr>
<td>Per Credit</td>
<td>$7.40</td>
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<tr>
<td>Per Semester</td>
<td>$103.60</td>
<td>$103.60</td>
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<tr>
<td>Per Year</td>
<td>$207.20</td>
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WSU Student Technology Fee

What is proposed for FY16?
Student Help ($298,500) (+$5,600)

- Student staffing for walk-in support positions
- Student Technology Fee and e-Warrior Program supports over 113 student Positions
Salaries ($379,431) ($-1,356)

• Nine Full-time Staff
  – Help desk phone support
  – onsite support
  – classroom support
  – network support
Equipment ($290,000) ($-100,000)

- **Servers**
  - Email
  - Storage
  - Portal
  - Web (Course)
  - Streaming Media
- **Classroom Upgrades**
  - Projectors
  - A/V Systems
  - Podiums
  - Phones
- **Network Switches (111 Comm. Closets)**
- **Wireless Access Points**
Repair ($47,000)

- Printers
- Datacenter
  - fire protection
  - electrical needs
  - cooling
Maintenance Contracts (Hardware) ($30,000)

- Network Switches
- Wireless Access Points
- Storage Area Network
- Servers
Software ($250,000) (+$10,000)

• Server – OS & Database
• Utility – Antivirus, AntiSPAM, Backup, Network Monitoring Tools, & Remote Access (VPN)
• Applications – All the Adobe Products, SAS, SPSS, ArcGIS, EMS, and Jump
Software Maintenance ($65,000) (+$3,000)

- Server – OS, Database, etc
- Network – Monitoring Tools, Intrusion Detection, Security
Supplies and Materials ($140,000)

• Student and Public Printers
  – Paper
  – Toner
  – Consumables
• Wiring Supplies
Purchased Services ($20,000)

- Video (ITV) Support
- Printing Services and Cleaning
- Wiring and Cabling Contracts
Campus Card ($100,000)

- Controlled by the Campus Card Office for maintaining and building the service.
Challenges

• Vendor Issues (Hardware, Warranty, and Software)
• Cost of repairs
• Salaries
• Enrollment Decline
We are requesting an increase in e-Warrior fee:

$465 to $485