

# Student Computing Fee Report

## FY 2008

Information Technology Services  
Final  
April 14, 2009

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## Introduction

This report summarizes how the Student Computing Fee (SCF) funds were allocated and spent in FY 2008. The process for allocation of funds has an integral reporting component.

In Table 1, the column labeled “Net College Allocation” shows what funds were distributed directly to the colleges. It is these funds on which the colleges report in the following pages. Table 2 reports allocations to various central providers, whose reports appear towards the end of this document. Table 3 summarizes the expenditures reported by the colleges and central providers, by category of expenditure. Any questions concerning this report or the process by which funds were allocated should be directed to Steve Fleagle (telephone 384-0750, e-mail [steve-fleagle@uiowa.edu](mailto:steve-fleagle@uiowa.edu)) or Mark Hale (335-5825, [mark-hale@uiowa.edu](mailto:mark-hale@uiowa.edu).)

**Table 1: Student Computer Fee Allocations to Colleges, FY 2008**

College	Fees for FY08 (actual)	Contributions to campus Infrastructure and ITCs	Net college allocation FY08	Net college Allocation FY07
CLAS	5,438,109	2,482,921	2,955,188	2,073,335
Business	942,067	291,557	650,510	596,940
Dentistry	79,427	51,945	27,482	26,727
Education	201,703	105,709	95,994	75,292
Engineering	726,122	200,410	525,712	487,329
Law	346,826	101,273	245,553	229,374
Medicine	207,804	135,904	71,900	70,864
Nursing	159,115	104,061	55,054	52,340
Pharmacy	234,317	68,226	166,091	173,833
Public Health	41,621	17,684	23,937	24,294
Graduate Coll	43,688	28,572	15,116	13,448
Totals	8,420,799	3,588,262	4,832,537	3,823,776

**Table 2: SCF Allocations to Central Projects and Services, FY 2008**

<b>Category</b>	<b>FY2008</b>	<b>FY 2007</b>
<b>Innovations in Instruction Projects</b>	78,200	72,800
<b>Reported through CTS</b>		
ITC staffing and support staff	480,718	340,000
Help Desk	525,537	299,300
Application support	83,300	79,200
Instructional support	518,000	262,400
ITC Software and hardware	294,000	312,000
ITC Hardware / software – set aside for future needs	186,000	168,000
Campus software agreements	393,400	325,052
e-Learning hardware	18,147	36,085
General Assignment Classrooms	200,000	200,000
Library Digital Assets [FY06]		31,000
Increase GAC technology	105,563	
Citrix - Student Portion		5,000
Student e-mail ; e-communication	200,000	175,000
Lecture Capture exploration	25,000	
<b>Reported through TNS</b>		
ITS-TNS support, remote access and wireless	195,000	195,000
Wireless Networking Expansion		150,000
GA/TA Data Connections		100,617
Emergency notification subscriptions	31,250	
<b>Miscellaneous</b>		
DBA support for Maui (provided in AIS)		87,295
Staff support for ISIS Oracle/Maui (provided in AIS)	108,000	94,757
ITC Printing software	12,539	
Year-to-year ITS Reserve	133,608	445,040
<b>Total central allocations</b>	<b>3,454,654</b>	<b>2,933,506</b>
Total College allocations	4,832,537	3,823,776
Total allocations (College plus central plus reserve)	8,420,799	7,202,322

**Table 3: SCF Expenditures by Category, FY2008**

Unit or project	Salaries and wages	Licenses and subscriptions	Hardware	All other	Totals
CLAS	1,116,180	153,715	1,265,260	107,912	2,643,067
Business	494,256	188,116	13,738	35,218	731,328
Dentistry	0	300	30,900	0	31,200
Education	27,236	12,395	83,331	36,126	159,088
Engineering	0	205,000	191,000	129,712	525,712
Law	84,302	158,170	3,080	0	245,552
Medicine	2,190	26,410	35,400		64,000
Nursing	15,769		12,367	504	28,640
Pharmacy	107,033	4,500	24,627	22,133	158,293
Public Health		7,396	32,974	6,277	46,647
Graduate			13,141		13,141
Innov. Instruction	30,440		41,760	6,000	78,200
ITC staffing	480,718				480,718
Help Desk	525,537				525,537
Application support	83,300				83,300
Instructional support	312,207	205,793			518,000
ITC SW/HW	C	70,000	224,000		294,000
ITC SW/HW future				186,000	186,000
Campus SW		393,400			393,400
e-learning				18,147	18,147
GA Classrooms			200,000		200,000
Increase GA tech			105,563		105,563
Student e-mail			200,000		200,000
TNS: Rem. access				11,497	11,497
Wireless support	92,560		90,943		183,503
Wireless expansion	20,650		89,810		110,460
HawkAlert		31,250			31,250
Lecture capture		25,000			25,000
ITC Print SW		12,539			12,539
ISIS/MAUI staffing	108,000				108,000
<b>Total reported</b>	<b>3,500,378</b>	<b>1,493,984</b>	<b>2,657,894</b>	<b>559,526</b>	<b>8,211,782</b>
<b>Percentages of total</b>	<b>42.6%</b>	<b>18.2%</b>	<b>32.4%</b>	<b>6.8%</b>	<b>100%</b>

The *All other* category includes maintenance, renovation, and operating costs. Totals may reflect funding from non-SCF funds or accumulated reserves.

## **Part 1: Reports from Colleges**

The reports on the following pages are provided by the individual colleges to account for expenditures from student computer fee allocations.

## **College of Liberal Arts and Sciences**

### ***Allocation bodies***

The CLAS Information Technologies Committee, a standing committee of the college, holds primary responsibility for the allocation of CLAS Student Computing Fee funds. The charter of the Information Technologies Committee specifies eight voting members with diverse student and faculty representation. Non-voting committee members include representatives of the Dean's Office staff. Information about the CLAS Information Technologies Committee including current membership is available at <http://www.clas.uiowa.edu/faculty/governance/it.shtml>.

The CLAS Information Technology Group, as part of the Dean's Office administrative organization, provides technical and administrative support to departments during project planning and implementation, and ensures general budget controls. Primary staff responsible for the oversight of the FY08 allocation process include Associate Dean Joseph Kearney; Aletia Morgan, Director of the CLAS Information Technology Group; and Eugene Buck, Assistant to the Associate Dean for Research & Development.

### ***Allocation process***

The College of Liberal Arts and Sciences (CLAS) was allocated \$2,952,893 in Student Computing Fee funding for the 2007-2008 academic year. From that allocation, the college identified recurring financial commitments from prior years, and ensured that these obligations were funded first. This included allocations for technical support staff salaries, salaries for students working with collegiate IT support organizations, salaries for student monitors in departmental instructional computing labs (including Departmental ITC labs), and recurring project awards. These recurring allocations are shown along with other funded projects in the table below. Once these prior commitments were accounted for, the remainder of FY08 student computing fee funds was then made available for allocation to meet departmental and collegiate information technology needs that support our student body. The college typically seeks to hold approximately 10% of these funds following the project allocation process in reserve to accommodate unanticipated instructional technology needs and opportunities.

In January, 2007 the CLAS Associate Dean for Research and Development issued a Call for Proposals to all departments in the College. The call was distributed through the College's DEO mailing, and announcements were made at DEO meetings and in the college's Faculty Assembly.

Thirty-eight proposals were received the Instructional Technologies Committee. Each proposal was reviewed by a sub-committee of three faculty members and one student. Reviewer assignments were made in such a way that each reviewer read proposals of varying size and complexity across multiple curriculum areas. As part of the review process, the CLAS IT Committee solicited comments on each proposal from ITS Academic Technologies and UI Space Planning. These external reviewers provided valuable comments regarding academic value, project feasibility, potential hidden costs, and possible connections to other projects or facilities.

The Committee met in April, 2007 for a final review of the proposals. Student reviewers had a strong voice in the review process to ensure that final funding decisions were made with recognition of student needs. These funding recommendations were approved by the Dean, and departments were informed of their final project funding status in early June, 2007.

### **CLAS Instructional Technologies Committee**

The table below shows the 2006-2007 membership of the CLAS Information Technology Committee that allocated the FY 2007-2008 funds.

Name	Title / Department	Term Ends
<b>Faculty</b>		
Norbert Pienta	Associate Professor, Chemistry	5/07
Downing Thomas	Professor, French & Italian	5/07
Jon Winet	Associate Professor, Art & Art History	5/07
Alan Kay	Associate Professor, Biological Sciences	5/08
Rob Baller	Associate Professor, Sociology	5/09
David Bennett	Associate Professor, Geography	5/09
<b>Students</b>		
Alex Ingham	Undergraduate Student	5/07
Mark A. Thorne	Graduate Fellow	5/07
<b>Administration</b>		
Joe Kearney	Associate Dean for Research and Development, CLAS	ex officio
Helena Dettmer	Associate Dean for Academic Programs, CLAS	ex officio
Aletia Morgan	Director, CLAS Information Technology Group	ex officio
Eugene Buck	Assistant to the Associate Dean for Research & Development, CLAS Dean's Office	ex officio

### **Funded Projects**

A table of projects funded by the College follows. The table reflects the funding distributions made as of June 30, 2008. Please note that the college made a conscious decision to hold off on the funding of several projects that could have been funded at the end of the fiscal year due to the floods of early June and the uncertainty of technology needs following the flooding. Thus, our final fund balance was higher than typical.

**Description of funded personnel, projects and expenditures in FY 07-08:**

#	Project or Expenditure	Salaries & Wages	Software & Licenses	Hardware	All Other (Supplies, Services, etc)	Total
1.	<b>Lab Monitor Salary Funding:</b> To support CLAS-based Departmental ITC Labs - Art - \$20,057 - English - \$10,731 - Integrative Phys - \$5,910 - Lang Media Ctr - \$16,313 - Music - \$16,916 - Sociology - \$21,921 - Statistics - \$13,243	\$105,091				\$105,091
2.	<b>Student Support Staff:</b> Salary for undergraduate students to provide user support and maintenance of computers across CLAS.	\$35,518				\$35,518
3.	<b>P&amp;S Salary Support:</b> Partial salary support for 17 Professional & Scientific IT Support Staff in the following departments: - Biology (2) - Chemistry (2) - Communication Sciences - Computer Science (5) - Geography - Language Media Center - Liberal Arts Admin (12) - Physics & Astronomy - Production Unit - Sociology	\$910,711				\$910,711
4.	<b>Anthropology:</b> Hardware and software upgrades of the Zooarchaeology Lab to allow statistical analysis, and image editing for student work.		\$423	\$3,339	\$738	\$4,500
5.	<b>Anthropology:</b> Replace outdated computers, software and peripherals in the Linguistic Archaeology lab to improve instructional facilities and support to students		\$127	\$22,406	\$3,129	\$25,662
6.	<b>Art &amp; Art History:</b> Fourth year of four year allocation to fund software upgrades support assistance to enhance instructional use of technology facilities across SAAH.			\$23,500		\$23,500
7.	<b>Art &amp; Art History:</b> First year of three year award to expand 3D Design facilities including equipment, software licensing, and student support.	\$6,000	\$14,000	\$45,000		\$65,000

**Description of funded personnel, projects and expenditures in FY 07-08:**

#	Project or Expenditure	Salaries & Wages	Software & Licenses	Hardware	All Other (Supplies, Services, etc)	Total
8.	<b>Art &amp; Art History:</b> Support for Art Education Digital Portfolio project including digital imaging equipment and software.		\$3,500	\$29,000	\$3,600	\$36,100
9.	<b>Art &amp; Art History:</b> Digital projector and laptop to support classes and portfolio creation in the Ceramics area.		\$500	\$2,500		\$3,000
10.	<b>Art &amp; Art History:</b> Support for two mobile technology carts for classroom instruction in Intermedia, which is lacking classroom technology in CC.		\$2,400	\$22,247		\$24,647
11.	<b>Art &amp; Art History:</b> Upgrade teaching and presentation equipment and Rhino software in the Metal Arts area.		\$700	\$1,700		\$2,400
12.	<b>Art &amp; Art History:</b> Fund laptop computers with wireless network access and software to improve teaching in the Sculpture area.		\$1,200	\$4,000	\$1,500	\$6,700
13.	<b>Art &amp; Art History:</b> Year one of four year award to maintain AutoCAD licenses in Sculpture for instruction..		\$1,000			\$1,000
14.	<b>Art &amp; Art History:</b> Year one of four year award to maintain image-editing workstations and fund ITS-managed servers that support the MDID image-management system.			\$48,655		\$48,655
15.	<b>Asian &amp; Slavic Languages &amp; Literatures:</b> Funding for a digital camcorder and film scanner for student use in departmental course work.			\$1,015		\$1,015
16.	<b>Biology</b> - Fourth year of four year award to support regular upgrades in the 102 BSL & 401 BBE computer labs.			\$7,830		\$7,830
17.	<b>Chemistry:</b> Refresh computer resources in teaching labs with new hardware and software for use in renovated facilities.		\$4,999	\$202,947	\$15,600	\$223,546
18.	<b>Cinema &amp; Comp Lit:</b> Upgrade and support digital video editing facilities in AJB and BCSB (Year 2 of 3)	\$1,989	\$3,300	\$72,641	\$2,653	\$80,583
19.	<b>Communication Studies:</b> Final expenses from project to upgrade student computer clusters (Started in FY07).			\$744		\$744

**Description of funded personnel, projects and expenditures in FY 07-08:**

<b>#</b>	<b>Project or Expenditure</b>	<b>Salaries &amp; Wages</b>	<b>Software &amp; Licenses</b>	<b>Hardware</b>	<b>All Other (Supplies, Services, etc)</b>	<b>Total</b>
<b>20.</b>	<b>Computer Science:</b> Recurring Support for Departmental Instructional Computing Facilities.		\$11,500	\$102,500	\$16,000	\$130,000
<b>21.</b>	<b>Dance:</b> Year one of four year plan to provide student tech support plus equipment and software upgrades for computing facilities in Halsey and North Halls.	\$8,000	\$5,800	\$30,568	\$1,500	\$45,868
<b>22.</b>	<b>Dance:</b> Upgrade lighting and control systems in the Space Place performance venue.			\$54,000	\$0	\$54,000
<b>23.</b>	<b>English:</b> Upgrade software and add recording facilities in the department's Undergraduate Media Lab.		\$10,340	\$3,470		\$13,810
<b>24.</b>	<b>English:</b> Installation and activation of data ports in student work areas.				\$1,000	\$1,000
<b>25.</b>	<b>Geography:</b> Second year of four year award to maintain and upgrade the Geographical Information Systems Instruction Lab (GISIL) software.		\$9,018			\$9,018
<b>26.</b>	<b>Geography:</b> Year one of four year award for planned renewal of computer equipment in the GISIL instructional laboratory.			\$51,000		\$51,000
<b>27.</b>	<b>Geoscience:</b> Update computers, printers and software licenses in five student computer labs.		\$31,707	\$51,352		\$83,059
<b>28.</b>	<b>German:</b> Update three TA offices in Phillips Hall with new computers, software, data port activations and other equipment to improve TA effectiveness in German, French & Italian, and Asian & Slavic Languages.		\$3,300	\$19,000	\$1,200	\$23,500
<b>29.</b>	<b>Health &amp; Sport Studies:</b> Fund proposal for digital camcorder for classroom for instructional use.			\$650		\$650
<b>30.</b>	<b>Integrative Physiology:</b> Install & activate data port in N512 FH for instructional use.				\$600	\$600
<b>31.</b>	<b>Interdisciplinary Programs:</b> Install & activate 2 data ports in JB 406 for instructional use.				\$800	\$800
<b>32.</b>	<b>Language Media Center:</b> Funding for new instructor computer in the LMC Digital Audio Lab.			\$2,651		\$2,651

**Description of funded personnel, projects and expenditures in FY 07-08:**

<b>#</b>	<b>Project or Expenditure</b>	<b>Salaries &amp; Wages</b>	<b>Software &amp; Licenses</b>	<b>Hardware</b>	<b>All Other (Supplies, Services, etc)</b>	<b>Total</b>
<b>33.</b>	<b>Language Media Center:</b> Funding for large classroom HDTV monitors.			\$4,260		\$4,260
<b>34.</b>	<b>Language Media Center:</b> Year two of a four-year award to support cyclic renewal of software and hardware in the LMC Multimedia Development Studio in 651 PH including programming support to maintain the ObjectMover authoring software.	\$2,400		\$3,500	\$6,200	\$12,100
<b>35.</b>	<b>Liberal Arts Admin:</b> Final implementation expenses for the Casper server to support the CLAS Macintosh workstation management system (from FY07).		\$1,560			\$1,560
<b>36.</b>	<b>Liberal Arts Admin:</b> Support for the expansion of classroom technology teaching facilities to twenty General Assignment Classrooms. Additional costs were funded by ITS.			\$105,583		\$105,583
<b>37.</b>	<b>Music:</b> Install instructional technology teaching station for VMB 1015			\$19,000		\$19,000
<b>38.</b>	<b>Music:</b> Replace outdated analog sound recording equipment with forty digital audio recorders for instructional use.			\$18,323		\$18,323
<b>39.</b>	<b>Music:</b> Fund upgrades to the <i>Finale</i> and <i>Sibelius</i> music notation software packages for ITC and instructional use.		\$8,370			\$8,370
<b>40.</b>	<b>Music:</b> Partial support for the renovation of the Music Department ITC lab and the creation of IT Support work space in VMB.				\$10,000	\$10,000
<b>41.</b>	<b>Physics &amp; Astronomy:</b> Recurring support for Departmental instructional computing facilities		\$10,578	\$50,923	\$13,835	\$75,336
<b>42.</b>	<b>Political Science:</b> Third year of 4-year award to develop a computer-assisted telephone interviewing (CATI) call center in the Vernon Van Dyke ITC.		\$4,040	\$3,400		\$7,440
<b>43.</b>	<b>Political Science:</b> Third year of 4-year award to create a student position to support faculty & student educational computing.	\$24,471				\$24,471

**Description of funded personnel, projects and expenditures in FY 07-08:**

#	Project or Expenditure	Salaries & Wages	Software & Licenses	Hardware	All Other (Supplies, Services, etc)	Total
44.	<b>Political Science:</b> Refresh hardware and software in the Political Science Collaboratory lab.		\$4,600	\$8,000	\$1,400	\$14,000
45.	<b>Religious Studies:</b> Second year of four year project to support recurring software licensing and supplies costs for the computer lab in 320 Gilmore Hall.		\$1,116	\$820		\$1,936
46.	<b>Rhetoric:</b> Year one of a two year plan to develop and implement an online tutoring and student scheduling system for the University of Iowa Writing Center.		\$4,290	\$10,575		\$14,865
47.	<b>Social Science Research Center:</b> First year of a two year project to develop an online tutoring system to teach survey research principles and implementation.	\$22,000		\$5,000	\$850	\$27,850
48.	<b>Social Work</b> – Fourth year of four-year award for SPSS license upgrades and maintenance.		\$1,242			\$1,242
49.	<b>Social Work:</b> Upgrades of equipment in the Social Work computer lab in North Hall, as begun in 2007.			\$6,926		\$6,926
50.	<b>Sociology:</b> Placement of a ceiling-mounted projector for the W11 SSH conference room to support graduate and advanced undergraduate instruction.			\$1,925	\$750	\$2,675
51.	<b>Sociology:</b> Software licensing renewals for the SSH W36 Advanced Statistics Computing Lab and other department locations.		\$3,498			\$3,498
52.	<b>Speech Pathology &amp; Audiology:</b> Fund upgrades to instructional computing equipment in classrooms, student laboratories, and teaching laboratories.			\$34,300		\$34,300
53.	<b>Speech Pathology &amp; Audiology:</b> Purchase digital camera and projector for departmental instructional use.			\$5,550		\$5,550
54.	<b>Speech Pathology &amp; Audiology:</b> Upgrades to computing equipment and software in the American Sign Language (ASL) program.		\$4,163	\$1,500		\$5,663

**Description of funded personnel, projects and expenditures in FY 07-08:**

#	Project or Expenditure	Salaries & Wages	Software & Licenses	Hardware	All Other (Supplies, Services, etc)	Total
55.	<b>Speech Pathology &amp; Audiology:</b> Fund upgrades to computing and instructional equipment in the Auditory Potentials Lab.			\$27,600		\$27,600
56.	<b>Theatre Arts:</b> Funding to improve digital wireless communication between stage management and directors (student or faculty) via enhanced wireless headsets.			\$54,000	\$20,000	\$74,000
57.	<b>Theatre Arts:</b> Install Ethernet wiring and computers in the Student Stage Management Office (101 TB).			\$3,222	\$3,557	\$6,779
58.	<b>Theatre Arts:</b> Replace digital audio workstations in the Theatre Arts Sound Studio.		\$6,444	\$18,138	\$3,000	\$27,582
59.	<b>Theatre Arts:</b> Purchase ten Vari-Lite lighting fixtures to improve lighting conditions for use in Theatre Arts courses and productions.			\$80,000		\$80,000
	<b>TOTAL EXPENDITURES</b>	\$1,116,180	\$153,715	\$1,265,260	\$107,912	\$2,643,066
	<b>FY 07-08 SCF Funds Available</b>					\$2,952,893
	<b>Carryover from FY 06-07</b>					\$94,631
	<b>Total SCF Funds Available to CLAS, FY 07-08</b>					\$3,047,524
	<b>Available to Carryover to FY 08-09</b>					\$404,458

## **College of Business**

### ***Allocation bodies***

The Tippie College of Business relies heavily on several College organizations for making recommendations regarding Student Computing fees, the Student Leadership Council, the College Executive Committee, and the Elected Faculty Council. Individual faculty are also encouraged to make specific software and hardware requests for use in their curriculum.

The Leadership Council is a committee of approximately 20 students. This group meets weekly during the semester and works closely with the Associate Dean for Undergraduate Programs and the Director of the Stead Technology Services Group (STSG), which is the central IT support unit for the College. The Executive Committee is comprised of department executive officers, deans and directors of College programs, and student representatives from the graduate and undergraduate student body. This group meets monthly throughout the year.

### ***Allocation process***

The Director of the Stead Technology Services Group (STSG) solicits recommendations from students, faculty, and staff for changes to be made in our computing environment. These recommendations flow through the College organizations mentioned above. These groups make recommendations as to which projects should be funded. These recommendations are forwarded to the dean, who makes the final decision. There is also a portion of the budget that covers operating expenditures from year to year, as well as a reserve fund for future year refresh of equipment.

### ***Continuing commitments***

Continuing commitments which depend on SCF funds include the following:

- Staff support for labs, classrooms, etc.
- Replacement of lab and classroom computers each year
- Licenses for specialized software and databases
- Student support for labs and classrooms

### ***Impact***

The service, support and projects carried out by the college serve approximately 4,000 undergraduates with business or pre-business majors in the College of Business as well as students from many other colleges throughout the University.

## ***Expenditures***

<b>Project or expenditure</b>	<b>Continuing / New</b>	<b>Salaries/wages</b>	<b>Licenses/ subscriptions</b>	<b>hardware</b>	<b>all other</b>	<b>total</b>
1. Lab monitors for ITC & STSG HelpDesk	c	84,967				<b>84,967</b>
2. Staff support: ITC, electronic portfolio project, college Web site, Blackboard and classrooms – 3.5 FTEs	c	317,432				<b>317,432</b>
3. Software for ARTIC lab, ITC, and classrooms	c		18,896			<b>18,896</b>
4. Subscriptions to research databases and online services	c		95,782			<b>95,782</b>
5. TA Support for required technology courses	c	91,857				<b>91,857</b>
6. Hardware for classrooms, Library & ITC	c		73,438			<b>73,438</b>
7. Supplies	c				3,218	<b>3,218</b>
8. Maintenance and service	c			2,695		<b>2,695</b>
9. Offset deficits from previous years	c				32,000	<b>32,000</b>
10. UPO IT Support Hardware	c			11,043		<b>11,043</b>
<b>TOTALS</b>		<b>494,256</b>	<b>188,116</b>	<b>13,738</b>	<b>35,218</b>	<b>731,328</b>

# College of Dentistry

## ***Allocation bodies***

The Instructional Technology Committee is a standing committee composed of faculty, staff, and dental students. The committee meets periodically to discuss and make recommendations concerning instructional IT resource utilization, policies, and strategic plans. The student representatives and appropriate members of the committee meet with a larger group of student officers to present proposals to obtain feedback and support.

## ***Allocation process***

The process for utilizing SCF funds is to solicit proposals from the Instructional Technology Committee members – who in turn seek input from their peers. Student Computing Fee Request forms are presented to other appropriate groups, such as the Curriculum Committee, Course Directors, Clinic Directors, Oral Health Information System committee, etc. for additional comments and support. The Instructional Technology Committee discusses the requests (and prioritizes by ballot if necessary) and forwards to the Dean for final decision.

## ***Continuing commitments***

Continuing commitments which depend on SCF funds include the following:

- Staff support for computer labs and classrooms
- Replacement of a portion of the lab computers and equipment each year
- Licenses for specialized software and data bases

## ***Impact***

The services and projects carried out by the college are designed to support the College's strategic plan.

## ***Expenditures***

Project or expenditure	Continuing / New	Salaries/ wages	licenses and subscriptions	hardware	all other	total
1. Magnetic strip readers for operatory computers (330)	n	\$0	\$0	\$15,165	\$0	\$15,165
2. Electronic signature pads for operatory computers (175)	n	\$0	\$0	\$15,735	\$0	\$15,735
3. Sudaan software Updates & License for faculty course	c	\$0	\$300	\$0	\$0	\$300
<b>totals</b>		<b>\$0</b>	<b>\$300</b>	<b>\$30,900</b>	<b>\$0</b>	<b>\$31,200</b>

***Descriptions of larger projects***

**Computer Hardware for Operatory PCs** – The magnetic strip readers and electronic signature pads were purchased for the operatories are part of the digital imaging and clinical information system implementation. The equipment is used for supporting student dental training.

# College of Education

## ***Allocation bodies and processes***

The College of Education Student Computing Fee Committee is composed of:

- One faculty member from every one of the College's four Departments. Faculty members are appointed by their respective Departmental Chair.
- One Graduate student from every one of the College's four Departments plus an Undergraduate student from our Teacher Education Program. Student representatives are appointed by their respective Departmental Chairs.
- Two staff members from the College of Education are appointed by the Dean of the College of Education.
- The Director of Technology who serves as Chair of the Committee.

### **Processes**

During the middle of fall semesters a call for proposals is sent electronically to every faculty member in the College of Education. A proposal form is sent along to with the following criteria/guidelines:

- a. Students directly benefit from the technology (used directly by students in classroom, lab, or practicum; checked out by students from the computer lab or other entity/office, etc.).
- b. Provides technological infrastructure improvements that have direct and significant benefits to students.
- c. Innovative (pioneering) technical effort having potential for direct student benefit.
- d. One-time expense (student computer fee funds will not be allocated to cover recurring costs in future years).

Faculty are typically given 6-8 weeks to develop and submit proposals to their Division Chair. Staff submitting appropriate proposals submit their proposals to respective Departmental Executive Officers.

Division Chairs and Departmental Executive Officers review and rank proposals from their faculty and staff. Division Chairs and DEO's are given two weeks to fact find and rank proposals then forward ranked proposals to the committee Chair.

Ranked proposals are copied and sent to all members of the Student Computing Fee Committee for review. The committee meets at the beginning of the following Spring semester to make funding recommendations. During these meetings the Chair brings up each proposal and each committee member is given the opportunity to share rankings and perceptions. Three principles guide the committee when reviewing each proposal:

- a. How well the proposal meets criteria/guidelines
- b. Division Chair/DEO ranking
- c. The number of students impacted.

Committee members who may have submitted proposals abstain from voting on their own proposals and are limited to comments for clarification. In the end, overall consensus on the Committee's recommendations is obtained. The Committee's funding recommendations are turned over the Dean's Office for final approval.

**2007-08 Student Computing Fee Committee Members**

Name	Department
John Achrazoglou Staff (Chair)	ETC
Steve Alessi Faculty	P&Q
Ann Farland Staff	Dean's Office
Cos Fi Faculty	T&L
Megan Gatens Undergraduate Student	T&L
Wayne Kintz Staff	ETC
Tawnya Knupp Graduate Student	P&Q
Aimee Mapes Graduate Student	T&L
Nykeisha Moore Graduate Student	CRSD
Evans Ochola Graduate Student	EPLS
Tarrell Portman Faculty	CRSD
Paul Umbach Faculty	EPLS

***Continuing commitments***

Work Study to run ITC counter for one year	27,236
Student lab software not covered by campus image	9,126

***Impact***

Approximately 1,200 undergraduate and graduate students.

## Expenditures

Project or expenditure	Continuing / New	Salaries / wages	Licenses / subs	hardware	all other	Total
Work Study to run ITC counter for one year	c	27,236				27,236
Lab software not in ITC image	c		9,126			9,126
Video Initiative	n			794		794
Portable projectors	n			2,986		2,986
AT Education Opportunities	n			15,159		15,159
International Programs databases	n		300			300
EPLS lab computers	n			8,923		8,923
EPS dataport					1,400	1,400
EPLS lab computer tech request				6,751		6,751
Equipment upgrades and replacement	n			10,924		10,924
Video kits for recording AT	n			1,288		1,288
					19,817	19,817
Telehealth and School Psychology	n			8,198		8,198
Case conceptualization training					5,559	5,559
Statistics outreach center	n		2,969			2,969
Social Class Training Video					2,150	2,150
Mobile projection and presentation sys	n			4,122		4,122
Fax machine for EPO credential svc	n			292		292
Video Screens	n			630		630
Install additional data connections	n				7,200	7,200
Secondary Science Teacher Education	n			5,370		5,370
Install hard mount projection system	n			3,435		3,435
Mathematics comes alive	n			14,459		14,459
Totals		27,236	12,395	83,331	36,126	159,088

## ***College of Engineering***

### ***Allocation bodies***

The College of Engineering does not have any SCF allocation bodies. A representative faculty body, the Engineering Faculty Council, creates policies that are administered by the Dean. The Engineering Faculty Council has a standing IT committee that provides advice to the Dean on IT matters. The Engineering Faculty Council appoints faculty members to the IT committee. Engineering students elect students to the Engineering Student Council. The Engineering Student Council provides advice to the Dean on many matters including IT. Both the faculty IT committee and the Engineering Student Council provide advice to the Computer Systems Support (IT) department.

### ***Allocation process***

There is no SCF allocation process that provides SCF funds to requested projects or to requesting groups. The portion of the Engineering SCF funds that are allocated to the College are exclusively used to sustain the hardware and software educational environment required for an Engineering education. Faculty and students are encouraged to make software requests to the Computer Systems Support department in support of curricular initiatives.

### ***Continuing commitments***

Continuing commitments which depend on SCF funds include the following:

- Annual renewal of 1/4 of the lab computers
- Annual computer hardware maintenance contracts
- Amortization funding for network hardware replacement
- Server hardware refresh
- Software maintenance contracts

### ***Impact***

The College of Engineering Computer Systems Support department only spends SCF funding to directly support the hardware and software educational needs of the 1350 undergraduate and 380 graduate Engineering students as well as many students from other colleges. 100% of Engineering College students receive support from SCF paid for software or hardware.

## **Expenditures**

<b>Project or expenditure</b>	<b>Continuing / New</b>	<b>Salaries / wages</b>	<b>Licenses / subscriptions</b>	<b>hardware</b>	<b>all other</b>	<b>Total</b>
1/4 student lab hw refresh	c			107,000		107,000
student sw maintenance	c		60,000			60,000
server sw	c		87,000			87,000
server hw refresh	c			77,000		77,000
server sw maint	c		58,000			58,000
hw/sw maint encumbrance	c				68,000	68,000
hw repair	c				11,000	11,000
hw maintenance	c				82,000	82,000
network hw	c			7,000		7,000
carry over	c				-31,288	-31,288
<b>TOTALS</b>			205,000	191,000	129,712	525,712

The *All other* category includes maintenance, renovation, and operating costs such as paper.

### **Descriptions of larger projects**

Our largest project this year was a server hardware project that included \$65K for a file server replacement and upgrade. Two HP-UX file servers providing both NFS and SAMBA service using a fiber channel SAN for storage were converted to a 3 Tbyte 2050 network appliance files server. The 2050 which delivers both NFS and SMB file service, will be upgraded to 6 Tbyte next year.

## **College of Law (Law Library)**

### ***Allocation bodies and description of allocation process***

The Law Student Computer Fee budget in the Law Library is set each year by the College of Law Associate Dean for Research in consultation with the Executive Law Librarian, the Head of the Law Library Public Services, the Head Law Librarian for Student Computing, and two Computer Fee paying Law Students who are also Teaching Assistants in the Law Library with responsibilities related to Law Student computing. Each year a meeting is held involving all these people at which the needs for student computing support and the expenditures authorized for that purpose from these funds are discussed and determined. Last year, to expand law student input, the Law Library administration also participated in an IT law student focus group about student computing in the law school. At that meeting law students were encouraged to discuss computing services in the Law Library and any unmet needs for student computing - (equipment, infrastructure, databases, or services/training).

### ***Continuing commitments***

Continuing Commitments which depend on Student Computing Fee funds include the following:

- Staff and Graduate Assistants for providing computer assistance to students, training of students, and maintaining computing equipment in the Law Library. (1.50 FTE)
- Licenses for legal databases essential for law student research and specialized software.
- Replacement of law student computers in the Law Library (60 computers) on a schedule of every three to four years.

### ***Impact***

The services, training, equipment, and databases essential for student research funded by the Law Student Computing Fee serve approximately 600 law students and 10 LLM students in the Law Library. At varying times, all law students use the Law Library staff computing expertise, law student computing stations, and essential legal databases, provided by the law student Computing Fees. A substantial number of students from other places on this campus also use the Online Public Access Computers (OPACs) in the Law Library and the databases made available to the whole University community on the OPACS.

## ***Expenditures***

<b>Project or expenditure</b>	<b>Continuing / New</b>	<b>Salaries / wages</b>	<b>Licenses / subscriptions</b>	<b>hardware</b>	<b>all other</b>	<b>Total</b>
Staff Support	C	63,112				63,112
Graduate Assistants	C	21,190				21,190
Computer Hardware	N			2,996		2,996
ITC Licenses and Databases	C		158,170	84		158,254
Replacement of 60 student computers *	C					0
Totals		84,302	158,170	3,080	0	245,552

### ***Description for Larger Expenditure Line items***

\*Every three or four years, all 60 student computers are replaced. In the past, the Law Library has set aside a certain amount each year for this project. During the last year there was insufficient money in the Law Student Computing Fee allocation to make any set aside of funds for this purpose.

## **College of Medicine**

### ***Allocation Body***

The department of Student Affairs and Curriculum (OSAC) within Carver College of Medicine has a Technology Planning Group, composed of faculty, administration/staff, and medical students. In addition to OSAC, other departments have representatives on the group: Health Care Information System (HCIS), Medical Audio Visual (MedAV), Hardin Library of Health Sciences, and the Office for Consultation and Research for Medical Education (OCRME). During the 2007-08 year two students participated regularly, one 2<sup>nd</sup> year and one 4<sup>th</sup> year medical student.

### ***Allocation Process***

The Technology Planning Group meets the 3<sup>rd</sup> Monday of each month. Recommendations for technology solutions and purchases are presented to the group throughout the academic year. The group discusses each request, develops recommendations on which requests are considered essential, and forwards its recommendation(s) to the Associate Dean of OSAC for approval. Historically not all technology solutions/requests presented to the group are approved because the amount of student computing fees has remained at approximately \$64,000.

### ***Large Projects***

The majority of expenditures went toward purchase/installation of a new software product called WebSP and its accompanying hardware. This application is used to record, playback, and archive student-patient interactions in 23 examination rooms located in the Medical Education and Research Facility (MERF). The standardized patient program assesses the clinical and communication skills of medical and physician assistant students (600+). The attached Expenditure Table identifies which items, including computer workstations, network cameras, servers/switches, and software/installation, were associated with the WebSP project.

## Expenditures

Project or expenditure	Continuing / New	Salaries / wages	Licenses / subscriptions	Hardware	Other	Total
Relocate/Secure Crestron Equipment in large aud MERF110A	N			2,500.00		2,500.00
Wiring in 2187 MERF for additional computer work/view stations for students and faculty	N	2,189.60				2,189.60
WebSP: Computer Workstation for Exam Room (1) allowing students/patients to submit assessment data electronically	N			250.00		250.00
WebSP: Computer Workstations for Exam Room (23) allowing students/patients to submit assessment data electronically	N			4,393.00		4,393.00
WebSP: Axis PTZ Network Camera (1) installed in Exam Room	N			722.40		722.40
WebSP: Axis PTZ Network Cameras (23) installed in exam roos	N			10,879.00		10,879.00
WebSP: SR1520SSK Server	N			7,713.30		7,713.30
Web SP: HP ProLiant Server	N			7,968.49		7,968.49
WebSP: SMC TigerSwitch	N			564.62		564.62
WebSP: Tripp Lite Smart	N			157.39		157.39
WebSP: Seagate Barracuda	N			251.96		251.96
WebSP: Software/Installation	N		26,410.24			26,410.24
		\$2,189.60	\$26,410.24	\$35,400.16	\$0.00	\$64,000.00

# College of Nursing

## ***Allocation bodies***

The College of Nursing Technology Services committee is comprised of representatives from faculty, staff, graduate students and pre-licensure students.

## ***Allocation process***

These committee members gather recommendations from other faculty, staff and students for projects that would meet the technology needs of the College, and enhance the academic programs. All options are discussed and prioritized. The committee submits recommendations to the Dean of the College of Nursing, who reviews the projects and gives final approval.

## ***Continuing commitments***

25% funding for Education E-learning Coordinator – This position supports all classrooms and on-line course work.

## ***Impact***

SCF projects have an impact on all College of Nursing students, enabling and enhancing their academic programs. Enrollment in the CON is over 1000 students.

## ***Expenditures***

<b>Project or Expenditure</b>	<b>Continuing / New</b>	<b>Salaries / Wages</b>	<b>Licenses / Subs</b>	<b>Hardware</b>	<b>All other</b>	<b>Total</b>
P & S Salaries	C	15,769.22				15,769.22
Equipment (non capitalized)	N			12,366.75		12,366.75
Telecomm Equipment Chgs	N				504.00	504.00
<b>Totals</b>		15,769.22		12,366.75	504.00	28,639.97

## ***Descriptions of larger projects***

Complete refurbishing of the College of Nursing's main lecture hall, Room 22. Installed new sound system, projector, and all new electronics. Also included in the project were Polycomm and Lecture Capture capability. Approximately \$26,000 for labor for this project was rolled forward to early FY09. Additional plans for FY09 include similar refurbishing of two more lecture halls. We expect that a significant portion of the balance carried forward will be spent in FY09.

## **College of Pharmacy**

### ***Allocation bodies***

The College of Pharmacy relies on the collegiate Information Technology Committee for making recommendations regarding Student Computing fees. The College Executive Committee is encouraged to make specific requests as are individual faculty members.

The Information Technology Committee is made up of one or two faculty from each collegiate division, the collegiate IT office, staff from our service divisions, office of academic affairs, pharmacy practice lab, ITS, our budget officer, and our director of IT. Students represented in this group include one graduate student and at least one Doctor of Pharmacy student. This group meets monthly and works closely with the academic division heads and deans. The Executive Committee is comprised of our academic division heads, budget officer, and executive assistant. This group meets monthly throughout the year.

### ***Allocation process***

While much of the budget is reserved for operating expenditures from year to year, the Information Technology Committee also receives informal recommendations from students, faculty, and staff for changes to be made in the computing environment. These recommendations are brought to the IT committee meetings and discussed as to which projects should be funded. Reserve money helps to fund new equipment for classroom teaching.

### ***Continuing commitments***

Continuing commitments which depend on SCF funds include the following:

- Staff support for classroom equipment, labs, portfolios, laptops, student response systems, video production, and software development (3.5 FTE)
- Upgrades to classroom projection, student laptops, and our ITC classroom
- File and Web Server upgrades and maintenance contract
- Licenses for specialized software and drug information databases

### ***Impact***

The services and projects carried out by the college directly serve 420 Doctor of Pharmacy candidates, and 80 PhD candidates.

## Expenditures

Project or expenditure	Continuing / New	Salaries / wages	Licenses / subscripti ons	hardware	all other	Total
Staff support: ITC, Laptops, Instructional Technology support, Student Response Maintenance, Video production, Classroom Computer Support, 2.25 FTE	c	83,510				83,510
Student Support: ITC and College Web Site	c	23,523				23,523
APE Rotation License	c		4500			4,500
Classroom Projection Upgrades and Repairs	c			5,699		5,699
1st Floor Hallway LCD Displays and Thin Clients	n			3434		3,434
Web Server & File Server ITS Contract	c			9,840		9,840
ITC Renovation and Supplies	c				22,133	22,133
Student Response System	n			3,525		3,525
Memory Upgrades to Student Laptops	c			2,129		2,129
		107,033	4,500	24,627	22,133	158,293

The *All other* category includes maintenance, renovation, and operating costs such as paper.

## **College of Public Health**

### ***Allocation bodies***

The College of Public Health Computation and Informatics Committee meets annually to discuss the allocation of Student Computing Fee funds. The College was allocated \$23,936.84 from Student Computing Fee funds for FY2008. The Computation and Informatics Committee is chaired by Dr. Brian Kaskie, Associate Professor of Health Management and Policy. The committee is comprised of one faculty member from each department, a student elected representative from each department, and several administrative staff. The College consists of the departments of Biostatistics, Community and Behavioral Health, Epidemiology, Health Management and Policy, and Occupational and Environmental Health.

### ***Allocation process***

The Director of Information Technology for the College of Public Health began the process by contacting the chair-person of the Computation and Informatics Committee, at which an e-mail discussion was organized to discuss Student Computing Fee fund allocation. The elected student representatives from each of the five departments within the College are participants/members on the Computation and Informatics Committee. The Director of Information Technology advised the Committee of the technology needs of the collegiate student computing facilities. The student representatives were asked to survey students within their respective departments to determine allocation of Student Computer Fee funds.

### ***Continuing commitments***

The College of Public Health has a general commitment to our students to provide the technology and tools to succeed in the classroom. For FY08, we completed the second phase of a two phase project that included a computer workstation refresh of the collegiate student computing facilities. The initial phase was implemented in FY07. Outside of that project, there were no specific commitments from previous years to projects or personnel.

### ***Impact***

In 2007/2008, there were roughly 950 students served by the College of Public Health.

## ***Expenditures***

<b>Project or expenditure</b>	<b>Continuing / New</b>	<b>Salaries/ wages</b>	<b>Licenses / subs</b>	<b>hardware</b>	<b>all other</b>	<b>Total</b>
Personnel		0				0
Hardware refresh for collegiate facilities				32,974		32,974
Statistical SW, Ghost, and Keyserver			7,396			7,396
Supplies and maintenance					5,651	5,651
Maintenance and other					626	626
Totals		0	7,396	32,974	6,277	46,647

The College of Public Health in FY08 purchased 28 new computer workstations equaling \$32,974.31, all of which will serve collegiate student computing facilities. In addition, the College of Public Health purchased annual statistical software licenses for SAS, SPSS, SPLUS and Minitab for the desktop workstations in the collegiate student computing labs. In an effort to manage all the software in the student computing labs and take advantage of concurrent licensing, Sassafras Keyserver software metering client license renewals were purchased and implemented, along with Symantec Ghost Client software. Software expenses equaled \$7,396.30 for FY08. Roughly \$5,650 was allocated to printing and computer supplies in the collegiate student computing labs, including paper, toner, maintenance kits, mouse replacements, speakers, and cables. Other expenses, such as maintenance kits and service, equaled \$625.75 for the year. Total student computing expenses for the College of Public Health equaled \$46,647.28.

## Graduate College

### ***Allocation bodies***

Notification was sent to departments/programs stating the allocation of resources from the Student Computer Fee funds. Each department/program met with faculty and student groups to determine their needs and proposals were sent to the Graduate College.

### ***Allocation process***

Each department/program had student input as follows:

Urban & Regional Planning – discussion with current students  
School of Library Information & Science – LISSO (student organization)

The Dean of the Graduate College, Director Human Resources & Finance, and the College's senior IT person made the final decision which proposals would be funded. The proposals that would assist the most graduate students received first priority.

### ***Continuing commitments***

N/A

### ***Impact***

The School of Library and Information Science has approximately 80 students enrolled in their Masters level programs. Those students and others taking courses in LIS are affected by this allocation.

### ***Expenditures***

<b>Project or expenditure</b>	<b>Continuing / New</b>	<b>Salaries/ wages</b>	<b>Licenses / subs</b>	<b>hardware</b>	<b>all other</b>	<b>Total</b>
New workstation for graduate students in Urban & Regional Planning				3,449		3,449
Update computers in the Student Computer Lab in the School of Library Information & Science				9,692		9,692
Carry-forward funds						1,726
totals				13,141		14,867

The remaining \$1,726 will be carried forward to FY09 to combine with new funds in an effort to approve additional proposals.

## **Part 2: Reports on Central Projects and Services**

The following reports are provided to account for expenditures from allocations made for central projects and services, mostly provided by Information Technology Services.

# Innovations in Instructional Computing Awards

## *Academic Technologies Advisory Council*

**Purpose:** The goal of the Innovations in Instructional Computing Awards is to raise the level of instructional computing at the University of Iowa by supporting significant and innovative instructional computing projects that have the potential to improve the education provided to students throughout the University. These projects are considered as “proof-of-concept” projects that are new to The University of Iowa.

**Priorities:** In the spirit of innovation, all new ideas are welcome, with a focus on instruction. Priority is given to projects that, if proven successful, can be replicated throughout the University. Cross-disciplinary projects are encouraged, but not required.

**Audience:** Projects that primarily improve the instruction of undergraduates are encouraged. However, this program is not limited solely to undergraduate education.

### **Allocation Process:**

A total of \$100,000 was available for awards. The number of awards is determined by the quality of the applications. A single award or numerous awards may be made. Applications can be made to support the costs of hardware, software, and personnel (excluding faculty salaries). The total awarded for FY08 was \$78,200.

**Evaluation Team:** The evaluation team consists of the members of the Academic Technologies Advisory Council (listed at <http://www.its.uiowa.edu/at/atac/>).

### **Process Summary:**

- ATAC formed a sub-group to determine which proposals met the criteria and should be considered for funding.
- An Instructional Services staff member was assigned to advise the sub-group on:
  - The technical feasibility of the proposed projects
  - Activities on campus that may be relevant to the proposed projects
- The sub-group reviewed all the proposals and recommended those that met the criteria.
- The entire ATAC approved the recommended proposals and interviewed applicants of those proposals. Additional information was solicited from the applicants during this second phase, including detailed budget information; project timeline and milestones; letters of support from DEO and Deans.
- Based on the interviews, ATAC then determined which projects to fund and how the funds should be distributed to the projects.
- Applicants, DEOs and Deans were informed of the awards.

**Description of funded personnel, projects and expenditures**

<b>PI &amp; co-PIs</b>	<b>Title</b>	<b>College</b>	<b>Amount Funded</b>
Vincent Liu, MD; Theodore J. Alkousakis, MD; Joshua Wilson, MD	Virtual Assisted Microscopic Paradigms in Medical Education: Theory of Learning Applied to Dermatopathology in Medical Student Curriculum	UHIC	\$17,000
Robert Franciscus, Russell Ciochon	Incorporating CT-based Technology in Undergraduate and Graduate Instruction in Human Evolutionary Studies	CLAS	\$24,000
Tiffany Adrain	Tropical America Virtual Field School	CLAS	\$17,200
Jon Winet	Web 2.0 and beyond: Electronic Social Networks and Classroom Instruction	CLAS	\$20,000
<b>TOTAL</b>			<b>\$78,200</b>

**Itemized Breakdown**

<b>Project</b>	<b>Salaries/wages</b>	<b>Licences/subscriptions</b>	<b>Hardware</b>	<b>All other</b>	<b>Total</b>
Liu, Alkousakis, Wilson			17,000		17,000
Franciscus, Ciochon			24,000		24,000
Adrain	12,940		760	3,500	17,200
Winet	17,500			2,500	20,000
<b>Totals</b>	<b>30,440</b>		<b>41,760</b>	<b>6,000</b>	<b>78,200</b>

# ITS Campus Technology Services

## ***Allocation bodies***

ITS-Campus Technology Services (CTS) works closely with the Provost's Office and several campus advisory groups to ensure that Student Computing Fees (SCF) are being managed to provide the greatest value to University of Iowa students. Staff in CTS meet regularly with the following groups to provide information on projects and services and to receive feedback on appropriate direction for the use of SCF.

- Information Technology Advisory Committee (ITAC)
- Academic Technology Advisory Council (ATAC)
- Student Technology Advisory Committee (STAC)
- Campus Information Technology Leaders (CITL)
- Classroom Advisory Committee
- Collegiate Deans
- Library leadership
- Provost

## ***Allocation process***

CTS adheres to a transparent, community-driven process of decision making in order to ensure that SCF are used wisely and effectively. This process includes continuous two-way communication between the advisory committees listed above, as well as partnerships with college and departments across the campus and all units within ITS. Ongoing projects and commitments are regularly reviewed through feedback from campus partners and customers. New projects are vetted through a thorough project management process which includes evidence of broad campus input.

## ***Continuing commitments***

### **Application Support**

Application Support provides support to students for a variety of computing services and software applications. These services include email, online calendar, web technology, file storage, printer services, online surveys, thesis consulting, and statistical software support.

### **Help Desk**

The Help Desk provides information and problem resolution to students on a wide range of computer hardware and software, networking, and computer access, including remote and wireless access and HawkID services. The Help Desk also offers site-licensed software (at no cost) to students via a web site download service. The Help Desk supports a Computer Demo Center where students can try out the latest computer technology and get advice on purchases. Students have access to free, computer software and repair services via the Software Repair and Troubleshooting service. The Help Desk also partners with the University Residence Halls to provide support for the ResNet at Iowa

program, which provides all students living in residence halls with a computer data port that provides fast, direct Ethernet connection to the campus network and the Internet.

During the 2007/08 academic year, the Help Desk:

- Answered over 42,000 phone calls
- Responded to over 10,000 emails
- Serviced 2200 student-owned computers via the Software Repair and Troubleshooting Service.

### **Learning Spaces Technology**

The Learning Spaces Technology group provides technology support for ITC Computer Labs, UI Library public access computers and General Assignment Classrooms at the University of Iowa. The group supports over 1300 workstations in 25 ITC computer labs, 11 University Libraries and 200 General Assignment Classrooms across campus.

All ITC and Library locations offer students access to networked desktop computers, over 80 productivity applications and high-speed, low-cost laser printing. In addition to the 1100 desktop computers available in these locations, ITC Support offers students the opportunity to check out notebook computers at both the Hardin and Main Libraries.

Technology-equipped General Assignment Classrooms, where a majority of the University's undergraduate curriculum is taught, offer UI instructors and students ready access to desktop computers, digital projectors and an array of other audiovisual resources and teaching technologies.

The Learning Spaces Technology Computer Support team is responsible for purchasing, installing and managing computers in ITCs/UI Library public computing facilities and classrooms across campus. The Learning Spaces Technology Audiovisual team is responsible for purchasing, installing, maintaining and supporting all audiovisual technologies in campus General Assignment Classrooms.

Learning Spaces Technology also provides access to assistive technologies for UI community members with disabilities, including the latest screen readers, flatbed scanners, and a variety of other assistive software titles.

In 2007/2008 Learning Spaces Technology replaced 126 ITC computers, 15 printers and several peripherals in ITC locations, renewed licensing for 85 ITC/GAC software licenses, replaced 80 classroom computers and upgraded projection technology in 11 classrooms on campus.

### **ICON Support**

Iowa Courses Online (ICON) is the service provided to faculty for offering course resources online to students. ICON is intended to provide access to any electronic application provided by the University for communicating with students. The primary application in this system is currently the course management system (CMS) which is vended by Desire2Learn (D2L). Licensing and hardware costs for D2L currently make up

the majority of costs for ICON. However, there are efforts to increase the number of tools and level of access to campus resources in ICON.

Adoption of ICON continues to grow across campus. During the fall of 2007, there were 2,417 active courses, which was an increase of 37% over the previous fall. During that same semester there were 26,700 unique users of the system.

**Student Instructional Technology Assistant (SITA)**

The Student Instructional Technology Assistant (SITA) program trains student employees in instructional technology skills and assigns them to work directly with faculty to introduce or improve the use of technology in their teaching. SITAs support faculty in many ways - one-on-one consulting, large group training, and project support. In the last year, the SITA program assisted faculty on a range of instructional projects - from podcasting to website development - with a special emphasis on Web 2.0 technology like wikis and blogs.

**Turnitin - Digital Plagiarism Tool**

At the request of the Provost’s Office, CTS licenses the software package Turnitin, a plagiarism detection application. This application is used by faculty to check the originality of student writing assignments. CTS staff oversee the license contract, manage local account management, and provide support to faculty and students using the software. Data from 2007-2008 indicates that 226 instructors and 10,001 students utilized this service.

July 1 <sup>st</sup> to June 30th	2005 –2006	2006 - 2007	2007 - 2008	% Increase 2007 to 2008
<b>Total # of Instructors</b>	163	205	226	10%

July 1 <sup>st</sup> to June 30th	2005 –2006	2006 - 2007	2007 - 2008	% Increase 2007 to 2008
<b>Total # of Students</b>	10,574	9,461	10,001	5.7%

**Campus Software Licensing**

The Campus Software Licensing Office licenses several software applications for discounted purchase or campus use by students. These applications include IMSL, Maple, Mathematica, Minitab, Symantec Antivirus, Apple Mac OS X, and the Microsoft Campus Agreement software titles.

**Microsoft Campus Agreement**

Students are provided special pricing on several Microsoft titles through the Microsoft Campus Agreement. Included are:

- Office Enterprise (2007 versions of Microsoft Access, Communicator, Excel, Groove, InfoPath, OneNote, Outlook, PowerPoint, Publisher, Word)
- Windows Upgrades
- Office Mac Programs (Microsoft Word, Microsoft Excel, Microsoft Entourage, Microsoft PowerPoint)

These titles are available through the University of Iowa Bookstore, with most titles available for less than \$12.00. As an added benefit, students also have the option of having the ITS Help Desk load the software on their systems.

### **Application Developer Group**

The CTS Application Developer Group creates and customizes applications to provide a better user experience for students. These applications include integrations and customizations for ICON, and support and development for web-based applications including the ITC Print Accounting system, MyFiles, and Remedy.

## ***Expenditures and funding***

<b>Project or expenditure</b>	<b>Continuing / New</b>	<b>Salaries / wages</b>	<b>Licenses / subscriptions</b>	<b>hardware</b>	<b>all other</b>	<b>Total</b>
ITS Application Development, Support & Integration - Partial Salary Contribution for 11 FTE	C	83,300				83,300
ITS Help Desk - Partial Salary Contributions for 9 FTE, 40 students	C	525,537				525,537
Learning Spaces Technology - Partial Salary Contributions for 7 FTE, 1 student	C	480,718				480,718
Instructional Services - Partial Salary Contributions for 11 FTE, 15 GA's (SITAs), 2 students	C	312,207				312,207
Turnitin Plagiarism Software	C		21,693			21,693
ICON - Desire2Learn License	C		184,100			184,100
ITC Software - Maintenance for Licensing of 85 Software Titles	C		70,000			70,000
ITC HW/SW - Replaced 26 laptops, 100 desktop computers, 15 printers and numerous peripherals	C			224,000		224,000
ITC HW/SW - Set Aside for future need	C				186,000	186,000
GAC Technology Refresh - Replaced 80 classroom computers; overhauled projection technology in 11 classrooms.	C			200,000		200,000
Campus Software Agreements	C		393,400			393,400
E-Learning	C				18,147	18,147
E-Communication	C			200,000		200,000
ATAC Innovative Computing Awards	N	30,440		41,760	6,000	78,200
ITC Printing Software	N		12,539			12,539
Increase GAC Technology - Installed projection technology in 20 rooms that previously had no fixed technology.	N			105,563		105,563
Lecture Capture Exploration	N		25,000			25,000
<b>TOTALS</b>		<b>1,432,202</b>	<b>706,732</b>	<b>771,323</b>	<b>210,147</b>	<b>3,120,404</b>

"All other" includes maintenance, renovation, and operating costs such as paper and toner.

## **ITS Telecommunications and Network Services**

### ***Allocation body and process***

The Director of TNS, with advisement from the CIO, other ITS Directors, TNS Managers, and various advisory committees (Classroom Advisory Committee, Student Technology Advisory Council, etc), holds primary responsibility for the allocation of TNS Student Computing Fee (SCF) funds.

### ***Description of allocation process***

TNS was allocated \$226,250 in SCF funding for the 2007-2008 academic year. There was also unspent SCF funding leftover from FY2007, which rolled over to FY2008. From that combined allocation, the department identified the highest priorities for which this funding would be utilized. This is a sub-process from a broader ITS-organization-wide allocation process. Decisions are made based on a large number of factors, from survey results, advisory committee consults, UI executive leadership priorities, and so on. Students obviously participate on a number of these. Allocation of SCF funding for these services was based on the executive campus leadership's priority of keeping students safe and the high demand for the services by students, and endorsed by the Student Technology Advisory Council. The wireless support funding covers one data network engineer of the (approximately) 2 FTEs supporting the service.

### ***Continuing commitments***

Continuing commitments that depend on SCF funds include the following:

- Hawk Alert (Connect-ED) licensing
- Operational support, growth, and refresh of the wireless network infrastructure

### ***Impact***

The Hawk Alert System is used to notify the entire campus community, including all current students, of threats to physical safety in emergency situations (tornado, violence, hazardous material incident, and so on).

Wireless potentially serves any student with a wireless device (laptop, netbook, iPod Touch, etc), providing access to the campus network and applications, as well as the Internet. We have approximately 15,000 unique student users accessing the wireless network. Student use is approximately 90% of the campus wireless traffic.

## ***Expenditures and funding***

<b>Project or expenditure</b>	<b>Continuing/ New</b>	<b>Salaries/ Wages</b>	<b>Licenses/ Subscriptions</b>	<b>Hardware</b>	<b>All other</b>	<b>Total</b>
Hawk Alert	N		31,250			31,250
Remote Access	C				11,497	11,497
Wireless support	C	92,560		90,943		183,503
Wireless expansion*	C	20,650		89,810		110,460
Totals		113,210	31,250	180,753	11,497	336,710
Allocated from SCF in FY2008						226,250
Allocated from SCF in FY2007						150,000
Carried forward to FY2009						39,540

\*Funding for wireless expansion was allocated and initially reported for FY2007, but was spent in FY2008.

The *All other* category includes maintenance, renovation, and operating costs such as paper.

### ***Descriptions of larger projects***

#### **Hawk Alert**

Hawk Alert allows UI administrators to send recorded or electronic emergency messages (“Hawk Alerts”) to UI students, faculty, and staff by mobile phone, home phone, office phone, and e-mail (all at once), using contact information from the University’s Enterprise Directory (updated via ISIS or Employee Self Service). The entire campus community can be notified in about 15 minutes.

Students make up approximately two thirds of the campus community. (There are approximately 30,000 students and 15,000 faculty/staff members in the system.) There is an annual licensing fee of \$1 per student and \$2 per faculty/staff member, and an annual maintenance fee of \$2,500 (which is split between students and faculty/staff), thus the total outlay for the student portion of the annual expense is \$31,250.

See “<http://hawkalert.uiowa.edu>” for additional information.

#### **Remote Access**

Remote access is commonly known as dial-up Internet access. Students are able to use their computer modem to get Internet access by dialing local telephone access codes for no charge or a nationwide 800# for 10 cents per minute.

In FY2008, there was an average of approximately 350 students per month utilizing the service, and the trend is obviously towards zero, especially as broadband availability becomes the (affordable) norm, so options for ending the service are being explored.

The \$11,497 spent on remote access covers the cost paid to the outsourced service provider.

### **Wireless Network Expansion**

The campus wireless network service allows authenticated access to the campus networks and Internet with appropriately equipped computers and devices using the 802.11a/b/g standards.

The continuing growth in this service has been driven primarily by student use. In FY2008, approximately 15,000 students used the wireless service. Student use is approximately 90% of the campus wireless traffic.

The University of Iowa IT Strategic Action Plan calls for the expansion of the campus wireless service (UI Wireless). Under goal 5, “provide IT services that meet the campus needs in a coordinated and efficient manner”, there is a specific action plan item to **“Increase the availability of wireless access to the campus data network to include primary areas where students, faculty and staff work with laptops or other mobile network devices”**.

Hundreds of wireless access points were installed in FY2008, with 118 installed specifically to serve generally accessible student spaces. The average cost of an installed access point is \$1,550, which includes \$175 in labor. The access points have a design life of three years.