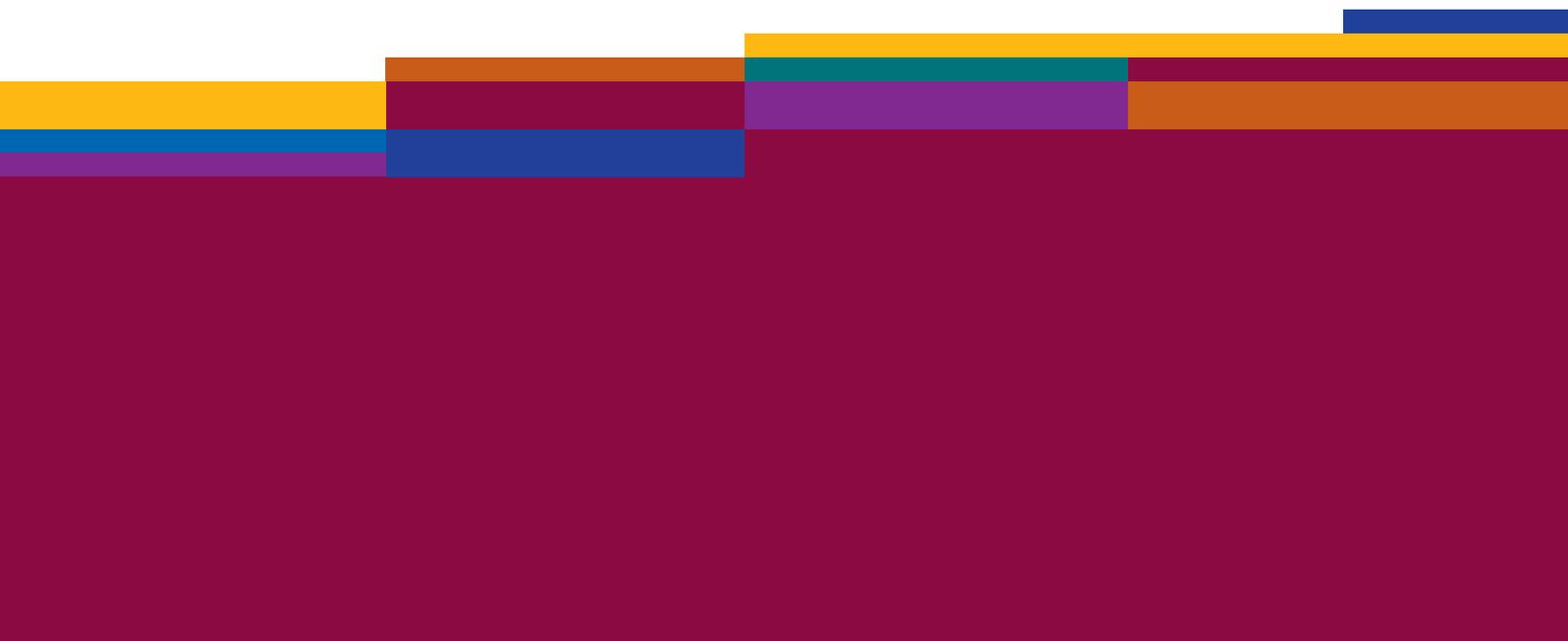




# 2006 ACANS PLANNING SUMMIT Wrap Up Report

New Mexico State University

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# 1 ACANS PLANNING SUMMIT OVERVIEW

The ACANS Planning Summit brought together technical and functional personnel from across all NMSU campuses and colleges. The focus of the Summit was IT planning and support relative to the initiatives set forth by the NMSU administration. Participants took part in various sessions throughout the day that focused on input discussion and future expansion of support from IT areas.

## 1.1 Attendees and Format

Chosen to represent all administrative and academic departments across campus, there were 75 participants and eight facilitators at the ACANS Planning Summit. It was held October 5, 2006 from 8:00am to 3:30pm at The Hotel Encanto de Las Cruces. Attendees were split into two groups – one for the morning sessions and another, different group for the afternoon session. The group had a maximum of 20 participants, and this larger group was separated into two smaller groups within the room to aide in discussion. The participants in each group were a mix of functional and technical representatives bringing in various viewpoints and information important to the success of this Summit.

## 1.2 Facilitators and Scribe Roles

The role of the facilitator was to create an atmosphere where everyone could express their thoughts and feelings, and listen to and learn from the different perspectives offered by each participant. Facilitators were also responsible for helping to clarify discussion goals and ensure the group was on task with the exercises. For each initiative, rooms were assigned where the facilitator(s) were stationed so they did not have to rotate rooms.

The role of the scribe was to capture and record the proceedings of the breakout sessions to assure the group can accomplish their goals. The individual documented what was discussed during the workgroup sessions and helped the group create lists of important points. Scribes were also responsible for summarizing the issues from time to time as to ensure they are documented correctly as well as document all issues, ideas, solutions, and resolutions provided by the workgroups.

## 1.3 Lead Discussion Questions

To aide discussion and generate ideas, the following discussion questions were provided on the scribe sheets:

1. How does technology for this initiative relate to your college, branch, department, and/or your position?
2. In the next 3 - 5 years, what technology support, solutions, and/or services should be in place, relative to this initiative?
3. In order to accomplish #2, what needs to happen in the next year relative to support, solutions, and/or services?
4. How can we collaborate across areas to help implement a solution?
5. How can we measure success for these solution(s)?

## 1.4 Session Details

Each of the three sessions was facilitated using the following timeline:

- Participants go to their designated room
- 00:00 – 00:07** Facilitator introduction and overview of initiative. A scribe is assigned to each table.
- 00:08 – 00:13** Participants read and work individually on the questions for five minutes
- 00:14 – 00:50** Tables discuss the questions on the scribe sheet – groups may also use the flip boards as supplemental documentation.
- 00:51 – 01:00** Tables summarize the main points and repetitive key issues  
Participants move to their next agenda item

## 1.5 Initiatives

Throughout the day, the participants of the Summit discussed initiatives in three breakout sessions that started at 9:40am, 10:50am, and 1:30pm and lasted an hour. The five initiatives selected by participants to discuss during the Summit were:

- Branding Initiative
- Facilities Master Plan
- Creative Media Institute
- Unifying NMSU Online (UNO)
- Foundations of Excellence – 1st Year Experience

## 2 BRANDING INITIATIVE

The new visual identity program and graphic standards guide is intended for use by all individuals and departments producing, creating or reproducing print, broadcast, electronic or Web-based materials representing New Mexico State University to internal and external audiences.

The ACANS Planning Summit looked at this initiative with focus on branding being the digital face to the world, continuity across the university, reducing barriers to interacting with NMSU, 2nd tier branding incorporation across college and department websites and web technologies for possible web enhancements.

More information concerning the Branding Initiative as a whole can be found at <http://brand.nmsu.edu/>.

### 2.1 Common Themes

The most recurring input was focused on consistency and enforcement of the branding standards. Participants of the Summit stated that there was a lack of communication of the requirement of the standards as well as enforcement across campus to create a seamless identity across campus. Input indicated that focus should be on a long term approach to tracking and enforcing the branding standards at all levels. Since this time, a Brand Identity Program website has been created to present a consistent, clear and memorable image that builds awareness and strengthens the value and prestige of the university. This site will show how to use the elements of the brand – including the logo and slogan, colors, typeface and photography – in a coordinated manner in print, electronic, and Web publications. This site should be live in the fall of 2007.

Discussion also ensued on the ability of CMS to meet the needs of users. Participants felt that more training on CMS needed to be created in forms including Centra as well as face-to-face. They also felt that it would be beneficial to have showcases of departments that have integrated CMS and/or implanted the branding standards in a stellar way.

Finally, discussion began on creating solutions for the departments that were not able to develop web pages due to limited resources within their department.

## 3 MASTER PLAN INITIATIVE

New Mexico State University began efforts in the fall of 2005 to update its physical master plan. The New Mexico State University 2006 – 2016 Master Plan is the result of a collaborative process led by the University Architect, Hanbury Evans Wright Vlattas + Company and Studio D Architects. The Master Plan incorporates ideas generated from the more than 125 meetings conducted that explored NMSU's past, present and future through on-site workshops, focus groups, planning team meetings, presentations and reviews, the planning team's analysis and evaluation of the campus fabric and the regional context.

The focus of this initiative at the ACANS Planning Summit was evaluating and creating input on the technological aspect of the Master Plan.

More information concerning the Master Plan can be found at <http://masterplan.nmsu.edu/master.html>

### 3.1 Common Themes

Overall, participants were interested in learning about the Master Plan initiative and providing input on linking technology to the overall plan. Most input was related to the need for the creation of a collaborative technology plan to coincide with the Master Plan. Specifics include creating and designing more "café" learning space for students that include outdoor and indoor space that include environmental aspects that are inviting and engaging. This has been addressed by providing public student space across campus, primarily focusing on high student traffic areas (i.e. Corbett Center, Frenger Mall, dorm lobbies). There was also stated need for a larger central facility for technology that encompasses all computer support, training, and lab space for campus creating a "one-stop shop" for all campus technology needs. A building of this magnitude has been addressed and included in the final Master Plan (ref: <http://masterplan.nmsu.edu/master.html> - Master Plan Draft: November 2006).

Another additional need that was addressed was the creation of standardized classroom technology and the need to create resources to increase classroom technology across the NMSU campuses. A standardized plan has been created and has been implemented across approximately 15% of NMSU – Las Cruces campus. This multi-media standardization includes:

- Instructor Station with a computer including DVD/CD Drive
- An S-VHS VCR
- High resolution document camera
- Connections for an instructor's laptop
- Easy to use control system to switch between the different inputs (i.e. in desk computer, laptop, VCR, or document camera)
- Security panels so key management won't be necessary
- Surround sound system (the sound follows the input)
- A powered screen with controls near the instructor station
- A projector which is integrated into the switching system
- Lighting control to allow for better screen contrast

Other themes in information also included creating more collaborative efforts on proposals and computing facilities across campus. Participants also felt that efforts needed to be made to address concerns relative to information security and maximize energy efficiencies to allow more technology.

## 4 CREATIVE MEDIA INSTITUTE

The Creative Media Institute (CMI) offers the Bachelor of Individualized Studies degree focused in Creative Media (BIS). CMI prepares students for the 21st century in digital filmmaking, animation, and games development. The curriculum focuses on the art, craft, and business of storytelling. Students choose one area of emphasis, but study all aspects of digital filmmaking and digital arts.

The ACANS Planning Summit looked at this initiative with focus on digital production and distribution, 21st Century student communication, advanced forms of communication, and creating programs that equal or are greater than our peer institutions, etc.

More information concerning the Creative Media Institute can be found at <http://cmi.nmsu.edu/>.

### 4.1 Common Themes

The primary theme when discussing the Creative Media Institute was using the tools and expertise from that department to benefit the campus. Examples included the graduate school using documentaries about NMSU to take to other countries, films showing what departments are doing to take to other institutions, businesses, and governments as well as using various films to use in recruiting new students, professors and staff. Since this time, the Creative Media Institute has created a film – Aggie Experience – to highlight the lives of students at NMSU. This will serve as a recruiting tool as well as an academic and social perspective of the campus.

Also linked to this is providing information to other affiliates such as making raw footage available to campus to use in their projects as well as the sharing of tutorials, templates and documentation. The main issue participants saw in all the discussion that was created was that there was no official copyright policy to protect the information and designs of individuals and the University.

## **5 UNIFYING NMSU ONLINE (UNO) INITIATIVE**

Joining more than 1,100 other higher education institutions, NMSU implemented the fully integrated Banner suite containing systems specifically designed for Student Information, Finance and Accounting, Financial Aid, Human Resources and Payroll, and Alumni and Development. Additionally, NMSU has implemented the SCT Luminis web portal and will implement the content management system allowing an easier and more consistent web access to Banner and other university services.

The focus of this initiative at the ACANS Planning Summit was to look ahead to the post SCT Banner implementation primarily focused on the reporting and accessibility of information across campus.

More information concerning the UNO Project can be found at <http://uno-project.nmsu.edu/>.

### **5.1 Common Themes**

Overall participants discussed myNMSU and the features within the portal including accessibility and usability. One of the repetitive comments was the need to improve my.nmsu.edu as a daily email client. Another was creating a single sign on to eliminate confusion about separate systems; this has been moved one step closer by eliminating NMSU Online and merging the tools into myNMSU. In line with the single sign on, participants also felt that there should be consideration on a policy related to enforcing students to use their NMSU email address for faculty and university communication; this policy has been created and passed as of March 2007.

In terms of information, participants felt that more information and access to data should be available for faculty and staff to do outcomes assessments. They also felt that there should be more information about data access, data security, data procedures and data requests as well as a more specific definition of reporting groups at NMSU (IRPOA, ICT, B&F, Student).

## **6 FIRST YEAR EXPERIENCE INITIATIVE**

The Foundations of Excellence is a guided self-study and improvement process that focuses on the entire experience of first-year students at an institution, from an institutional perspective. It is based on nine principles called the Foundational Dimensions® that have been developed to guide measurement and to provide an aspirational model for the complete first-year experience. This process engages faculty, staff and administrators in a collaborative effort to focus on institutional behavior and create an intentional comprehensive approach to the first-year experience.

The focus of this initiative at the ACANS Planning Summit was to look at procedures to enhance the first-year experience through technology as well as accessibility of technological access and information across campus for NMSU students.

More information concerning the First Year Experience can be found at <http://banner51.nmsu.edu:8080/FOE.html>.

### **6.1 Common Themes**

One of the main themes expressed at the Summit revolved around socially engaging NMSU students through up and coming technologies. This included using technology for prospective HS students, recording classes and information to target current students, and developing tools such as a website or newsletter targeted to parents. Initiatives including Mobile Campus and NMSU iTunesU have been created to aide in this effort. Mobile Campus enables university communities to connect instantly via wireless text messaging. It provides real-time communication and data delivery via that students' preferred mobile phone with no cost to the student or university. On the other hand, iTunesU advances teaching, learning, and research through innovation, and engages and empowers students. iTunesU is a free, hosted service that provides easy access to educational

content, including lectures and interviews 24 hours a day, 7 days a week. Through iTunes U, users can download content to their Macs or PCs regardless of their location. They can then listen to and view content on their Mac or PC or transfer that content to iPod for listening or viewing on the go. As this tool emerges, it will allow us to also demonstrate personal interest in students coming to NMSU through presidential pod casts, campus and dorm tours, and interviews with current students.

Other themes in this area included more freshmen technology help and student space to show links and information. This has been done through creating the Student Training and Resources Website located at <http://ict.nmsu.edu/~training/student/>. The Student Training and Resources site is a one-stop source for information and instruction about technology at NMSU. This site can be used as a starting point for new students to get a quick overview of the services and technologies that NMSU has to offer. In addition, the site can be used as a reference for computing-related questions.

Participants also felt that as a university, NMSU needed to prioritize goals and make some initiatives a higher priority and fund them so that there are not too many competing initiatives across campus. This would also include training and information for staff, faculty and students in using all the systems and interacting with each other to find the necessities to make the university successful. Participants felt that included in this, that it would be beneficial to merge and coordinate multiple student services.

## 7 ACANS PLANNING SUMMIT EVALUATION

Participants were asked to rank the following questions in reference to the Summit:

On a scale of 1 – 5, with 5 being the best, how would you rate the overall use of your time at the ACANS Planning Summit?

RANK: 4.2

On a scale of 1 – 5, with 5 being the best, how would you rate the collaborative effort between NMSU entities at the ACANS Planning Summit?

RANK: 4.3

On a scale of 1 – 5, with 5 being the best, how would you rate the ability of the groups to identify the IT support for NMSU initiatives at the ACANS Planning Summit?

RANK: 3.9

If another ACANS Planning Session was held next year, would you attend?

RANK: All answered yes

## 8 VERBAITUM SCRIBE SHEETS

The following are the verbatim answers from the workgroups to the five questions on the scribe sheets.

### 8.1 Branding Initiative

How does technology for this initiative relate to your college, branch, department, and/or your position?

- Based on the fact that I need to access several databases in order to get reliable information, I think technology plays a major role in my position, because it helps me make more reliable and informed decisions by allowing me to take advantage of simplified, standard, and uniform procedures. In the end, technology allows me to get results in a more efficient and cost-effective manner.
- Critical for information dissemination
- How should branding be implemented across campuses?
  - Availability of web templates/support for branch campuses
- How to generate audience interest?
- How to address different audiences? (Prospective students, parents, etc.)
- Are the branding/web templates required?
- How does NMSU get everyone to buy in?

- CMS-Problem currently exists-how to enforce consistency in style and context; awkward user interface
- Print templates for branding have been very helpful in creating consistency among printed materials

In the next 3 - 5 years, what technology support, solutions, and/or services should be in place, relative to this initiative?

- Provide training to end-users
- It has to be user-friendly
- Business, organizational, and technology processes must be integrated before implementation of the Information Technology
- Easy to follow procedures
- A plan for unifying the branded look across the branches but still allowing for some individuality
- Presenting a seamless identity across branch campuses
- Tech personnel-departments and units need expertise and/or access to timely help solve web issues
- Style guides-outlining specifics for site content
- Better user interface on CMS or adopt a different one
- Organization tool for webpage content into CMS
- More personal training on using CMS interface
- Dedicated web developers with knowledge of html for departments that are not able to develop web sites

In order to accomplish #2, what needs to happen in the next year relative to support, solutions, and/or services?

- Consensus on the need for a unified identity
- A practical, long-term approach to trickling the branding down into all the "nooks and crannies." (signage, billboards, etc.)
- Directive on how the branding should be used at different levels, locations. (County extension for example)
- More human resources, trainers
- A proof of concept should be developed
- The developed technology to implement must be functional, appealing, and easy to use
- The initiative must become an on-going process, as opposed to an event

How can we collaborate across areas to help implement a solution?

- Encourage/promote communication and cooperation among organizational units
- Share resources
- The CMS seems like the likely way to collaborate and/or consolidate web roles, but the emerging consensus among those who have used the CMS is that it's too complicated to be practical
- Consider how entities like the Ag. College have created their own solutions that seem to be more practical solutions to content management, branding implementation, etc.
- Better communication among web masters, web developers across campuses.
- Meetings or a tech solution such as a message board
- Web designer support-ICT-to support departments that do not have dedicated designer(s)
- Create greater awareness about mailing list for web developers

How can we measure success for these solution(s)?

- How many persons are needed to make this initiative work?
- How many persons actually follow the branding procedures?
- Administration of a survey in order to determine likes/dislikes about the initiative
- Buy-in- a consistent look across the web sites should be a clear measure of success
- Web developers no longer would allow us to share ideas, solutions, resources
- Does the branding initiative contribute to the university's goals of recruitment and retention?
- CMS-Measure amount of tech support hours to make it work
- At end user level- How many are using it and how many hours do they spend using it?
- Survey-whether or not end users like the CMS

## 8.2 Master Plan Initiative

How does technology for this initiative relate to your college, branch, department, and/or your position?

- Need solid IT infrastructure
- Need standardized classroom technology (same classes, same tech) for control support/IT
- Collaborative efforts, e.g. proposals are most successful (IT/dept college)
- Needs research and computing facilities space (central facility) as opposed to need support personnel (eg. IT/training)
- Two buildings for the library
- Training is all over the campus. Often difficult to find random assignments.
- Connectivity must be inside and outside buildings
- High-speed, big bandwidth
- Voice-flexible, reliable
- Computer classrooms and labs
- Office computers
- Open computer labs vs. Broadband access wireless access
- space design access cafes
- Completely relates, I am the systems administrator for the Ag. College with includes extension, AES, Native American offices; the majority are in rural areas, some are in remote locations around rural areas. The infrastructure for these facilities varies greatly from 100 yr. old courthouses, to farm houses, to temporary buildings. As we promote IT growth and technology they physical buildings do not always come along.
- Opening outer areas facing community-
- Communication in variety of ways, for example: wireless access, but also interacting on the outer edge of the university;
- Location information (perhaps on kiosk systems in middle of open sitting areas)
- Labeling of buildings (hard to find facilities)
- Event information (what's happening on campus)
- Campus history
- Wireless audio
- Wireless availability throughout the campus would change the way class lectures are conducted. Connectivity is a central issue. A university without walls does not lend itself to social interaction which has a long term impact on identification, what is an Aggie? Am I an Aggie football fan? Do I pay an Alumni Fee (an obligation to support after I graduate)?
- Good campus connectivity (especially wireless) flexibility in interaction with students, between students. Require flexibility in platforms.
- Facilities master plan should include wireless both inside as well as outside open areas. Benefits: 1. Students 2. Staff: Prof and trades
- Availability of connectivity will be critical to a "dynamic access" work order project for housing trades staff.
- The Carlsbad campus is roughly 100% wireless indoors, however; it is not wireless outdoors. The "green space" areas in Carlsbad need to be connected via wireless and also need external power points.
- The Carlsbad campus is (at times) exceeding its bandwidth capabilities-the LAN and connectivity to the CHECS net needs to be increased in capacity and speed.
- Articulation is about the collaborative work in higher ed. to make degree programs more accessible. NM is becoming more geographically/economically place bound. It's about articulation and access, multiple points of entry toward degree completion. As we think about articulation collaboration with say community colleges, we must look at commentary delivery systems, ITV.
- Similar long-term planning for eLearning and eServices
- Virtual campus pandemic-learning can continue, work can continue
- Classroom design-local and remote students
- wireless plan-interior, external
- L+food+connecter+computer
- No connect zones by design - e.g. Theater
- Improved connections to external offices and science centers
- Web tour of physical campuses

- GPS applications-touring
- Update pictures, maps, etc. as campus changes
- Web content currency
- Space utilization
- Hybrid courses and room scheduling
- Continuous electronic delivery of coursework toward degree, certification, credentials, etc.
- Web design and use of cell phone browsers
- Café approach to designing learning space that facilitates interaction both indoor/outdoor that are inviting and engaging
- Campus navigation tools for the campus
- Broadcast to public about events/locations on campus
- Student posting of information electronically-electronic bulletin board
- Electronic campus tours virtually and onsite
- Broadband connectivity, "one university" in every county

In the next 3 - 5 years, what technology support, solutions, and/or services should be in place, relative to this initiative?

- Need technology overlay (an implementation plan) for the facilities master plan
- Need high-tech meeting facilities for external
- Need research and computing facilities
- Need central training education center for all training support
- flexible building designs to ensure technology is not outdate when building construction is done
- Do some comparative analysis of other land grant, multi-campus universities and see what's working for them
- Broadband wireless, retrieval of lectures anytime
- Support for the College Experience
- Adaptation of common areas where students can access study and interact
- Focus on use of space as it relates to current technology and future
- Technology
- Staff
- Physical buildings must be suitable. These buildings also need to be representative of NMSU campus.
- Wireless access in and outside buildings
- Infrastructure planning
- Two-way classroom capabilities that are high tech and high touch. Every on-campus classroom with this functionality potentially doubles revenue generation capabilities and greater opportunity for access.
- Increased bandwidth, faster switches and routers to handle increased use of network
- Development of a sinking fund to pay for continual upgrades in equipment, computer labs, LCD projectors, ELMOs, and ITV equipment.
- Additional towers and wireless networks without cost to the individual dept or residents of the bldg
- Staff communications
- Mobile phones (for ALL?)
- access to files/storage
- access to software and computers
- Mobile devices, iPod
- eLearning technologies scheduling in classrooms
- Requirement for each student to have a laptop
- Greater access to electronic outlets
- Obtain grants/support to enhance faculty capabilities in delivering electronic education
- Seek balance between indoor and outdoor learning space
- Address concerns relative to security
- Town connectivity in and around campus
- University Ave. development-joint venture with developer(s)

In order to accomplish #2, what needs to happen in the next year relative to support, solutions, and/or services?

- Patch the leaks!
- Need offsite storage for university records and books
- Develop tech implementation plan for new master plan
- Establish conservation measures to maximize energy efficiencies
- Identify funding
- Realize the fact that technology 20 years from now will be so different that you can't really plan for it
- Plan for plenty of power outlets for mobile devices
- We are currently reactive rather than proactive
- See what services or infrastructures can be removed from typical construction, ex. phone lines in dorm rooms.
- Identify funding for the connectivity and make sure it is a priority as NMSU expands or relocates facilities
- Analysis of current network and bandwidth at Carlsbad campus. Such analysis would elicit needs and cost estimates to increase the bandwidth connectivity issues.
- An effort needs to be made to update and change the facilities.
- Wireless broadcasting from "A" Mountain Digital Recording of lectures made available for pod-casts.
- Enhanced wireless
- Share mater plan online-feedback: update building names, maps, etc.
- Way finding project-online reference
- Remote working/learning plan, pilot, test
- Pilot alternatives to course/room scheduling to improve utilization and match student changing schedules, e.g. hybrid.
- Room scheduling analytics
- Accelerate classroom technology implementation
- Physical space policy review to increase sharing and rational

How can we collaborate across areas to help implement a solution?

- See number 1 proposal activity with IT/colleges
- Have a faculty club. Provide a social environment for collaboration on teaching and research
- FPC, ICT, and building occupants need to communicate often to determine all needs.
- Incorporate one university mentality
- A better master plan which integrates with communities their needs and the university's
- Pool resources
- IT usage
- ICT has the expertise and knowledge to conduct such an analysis-and could work in conjunction with Carlsbad IT staff to address this issue.
- Space sharing and computing (special space)
- Evaluate grid/off schedule computing
- Consolidate high energy space needs
- Statewide
- Ext. office classrooms
- Face to Las Cruces
- Face to state
- Face to counties
- Physical face (NMSU)
- Remote face (NMSU)
- Virtual face (NMSU)

How can we measure success for these solution(s)?

- Are existing buildings fixed/repaired/safe?
- How many proposals successfully granted [?] collaborative effort?
- Are university records secured?
- Is their a tech implementation plan integrated into facilities master plan?

- Quantitative numbers and surveys of use
- Whether bandwidth and connectivity at the Carlsbad campus has increased
- Measure use
- Log on to net via wireless
- Visual survey of how space is being used
- Download of pod-casts
- Longitudinal reports of progress
- Percent of tech classrooms
- Hot spots
- Test groups report on web information/services on an ongoing basis (employee and student focus groups)
- Update Banner (HR) and web info with current information and branding to new information

### 8.3 Creative Media Institute Initiative

How does technology for this initiative relate to your college, branch, department, and/or your position?

- It increases the bandwidth demand between Ed. institutes with the state and to Internet.
- Data technology, development platform, wrapping the stream, network speeds
- Colleges of A&S could collaborate and have cross curriculum studies with theater arts, English, and computer sciences
- Making movies/advertisements for places across campus
- How can science/engineering teaching relate to CMI?
- visualization as teaching tools
- Promo, marketing for the university
- Recruiting videos/traveling need to be made for different depts.
- Students need help producing videos for other classes
- Centralizing a rendering farm for everyone's use
- Produce resources that people can gather online
- Sound effect libraries-provide access to everyone
- Would like access, pulling, resources...
- Just starting the multi media at Almo just purchased a server
- Graduate school would like documentaries to take to other counties (about NMSU)
- Films showing/demo what a dept. in doing to take to other businesses or government.
- Films to recruit new students
- Student computing support is necessary to make sure needs are met both educationally and technologically, Rental Equipment (digital cameras, projectors)
- As a conduit for information and materials we benefit from customers need for equipment and software. If we can help communicate the scope access and usability of campus services, we will improve our sales and our reputation without the within the community and region.

In the next 3 - 5 years, what technology support, solutions, and/or services should be in place, relative to this initiative?

- Statewide 100Gb fiber ring
- Increase bandwidth to collaborating institutions
- 10GIG + networking, deliver streams
- Strategic partners
- Increases bandwidth internal and external to move product and further their development and of infrastructure to support distance Ed. CMI is very intensive in its requirements of resources. Classes offered in C/S for software development.
- Delivery/bandwidth- how to get the meals to deliver big files online
- Tapping into library archives/resources
- Storage of data
- For a render farm, a substantial amount of servers need to be in place
- Storage needs to increase

- A library for docs., videos, images
- A copyright policy
- Consolidate licenses (rendering software)
- An agreement/policy on how a music library can be shared
- Develop best practices for teaching at a distance
- Provide support for software and hardware necessary for the sources
- Special equipment pricing agreements
- Fast connection
- Support staff—train instructors
- Online distribution
- Access for development materials
- Access to production equipment
- Raw footage available online for all campus use in media
- A vision and mission hashed out and in place with specific direction for the program
- Fiber feed (High Band Width) to branches and other key players' sites
- Equipment life cycle budget
- Develop strategic relationships with government and industry partners to ensure ongoing money.
- Stronger, faster networking support equipment rentals for students specific to CMI.

In order to accomplish #2, what needs to happen in the next year relative to support, solutions, and/or services?

- Build out last mile to NMSU for RGON(NLR) connection (RFP is out)
- Same software available at all locations
- Greater bandwidth to more data from place to place
- Buy more hardware for processing and storage
- Create policies for usage
- Talk to vendors to combine all licenses
- Create a license server so that other branches can use the software when they aren't on the main campus
- Payment options online
- Online registration
- Access and training
- Formalized partnerships with all tech. related NMSU depts..
- Create positions
- Support for teaching faculty (all must get on board)
- Support for students
- Listing
- Limited access to students in courses
- Build relationships with "industry" and other entities that can help grow the program
- Determined long term financial needs and find a way to support it.

How can we collaborate across areas to help implement a solution?

- Define BW requirements
- Work with storage other storage areas [we] already have
- Collaboration seems wide open, CMI is willing to consider any collaborative projects
- The campus community needs to be more aware of CMI and how to team up
- Create a user group-share user knowledge
- Share tutorials/templates/docs that have already been created
- Communication and planning
- Continue open communication and involve all technology related areas in decision making processes.

How can we measure success for these solution(s)?

- Ability to deliver content when and where it is required
- Number of students enrolling, graduating, and gaining successful employment

- Productions—movies, documentaries, training films, etc.
- High profile graduates—graduates going to work, getting movie credits
- Prices decrease on software
- Time and money is saved when resources (videos) are widely available and shared
- Do we have a strong communication group between all depts.?
- More classes are using the products that come out of this. i.e. they are using the Portfolio Tool UComm created?
- How many films are produced
- Increase in number of students attending program
- Involvement
- Revenue
- Quality of product and skill of students at graduation
- Surveys
- Feedback

#### 8.4 Unifying NMSU Online (UNO) Initiative

How does technology for this initiative relate to your college, branch, department, and/or your position?

- Branch colleges need a template and have training and assistance on implementing the changes
- Color given to Carlsbad campuses was unusable (orange) because the local high school rivals (Artesia) are orange. Culturally a very bad choice. Does each campus need a different color?
- CMS system is not intuitive and higher web personal resources to implement
- Portal use/access for faculty—ie 9 months that we don't use it
- Access to information for faculty for outcomes analysis and assessment
- Tools to be able to have directed communication for groups of students by college; flexible search tools to identify a population selection.
- Web availability for information; possibly centralized by dept if a more technical solution.
- Intl. prog. retrieve reports at certain static points in time
- Reports are already available via Reporter Services and Ad hoc query access major concerns
- Great technology
- No one knows about it—communication!!
- Consolidated/institutional outcome assessment where data is centralized and distributed
- Consider policy related to enforcing students to use their NMSU email address for faculty and university communication
- Custom reports—ability to create reports. I understand there is already a plan in place to be a technical person at the college level possibly to be able to produce custom reports for their college.
- We create applications such as online registrations, reporting systems, faculty websites that need to validate a username and password. We need Access to validate against Banner.
- We need to be able to run parameter driven reports which can ask for account numbers, date ranges for each acct. number, etc.
- We need to solicit more for specs for reports to UNO project
- Minimal impact—leave reporting, email
- Little use of portal
- Email not practical as a daily email client
- Concerns about security
- How will data be disseminated?
- Business rules from data
- Directing information (phonebook)
- Not enough information (i.e. cell phones, line #'s)
- Can't list multiple associations
- Access/training to databases (i.e. ODS)
- Need information on portal—communication

In the next 3 - 5 years, what technology support, solutions, and/or services should be in place, relative to this initiative?

- Field training: What do the fields mean
- Data dictionary
- A crosswalk reference
- An overall "go to" operator person to direct someone to the right person/dept who knows how to answer a question
- A way to get new people caught up on the UNO project
- More people resources/money/development resources
- Maybe a new product that could be user friendly
- A web user's group of web personnel throughout branches and colleges. Delivery to include branch colleges.
- Need to be more collaborative between colleges/campuses on current efforts
- Clear definitions of IRP-OA reporting vs. ICT-RS. More external IRP-OA. ICT-internal NMSU community requests.
- Collaboration on standardized report and data access definition-ICT and functional units i.e., outcomes assessment info, retention info, mailing info
- Provide a way for depts. To determine what "data fields" are available and what they need to access or request
- Integration of the NMSU phonebook into my NMSU email
- More information about how data can be accessed, how security impacts access to data
- More flexible reporting systems
- Publicly available kiosks to access systems for updating
- Ability to pull out data needed specific to a project or dept.
- Training for the different levels of report access. Requests and people will become more knowledgeable on getting information they need. If a report they need is not available an efficient process is in place to create reports and request custom reports.
- Identify a DBA technical person for each dept. or college who can work with UNO staff on tech issues

In order to accomplish #2, what needs to happen in the next year relative to support, solutions, and/or services?

- Better familiarity with systems
- Single-sign on to eliminate confusion about how to access systems
- More self-service
- When a custom report comes in, be able to collaborate to determine if this is a general report possible rather than a custom report.
- Identify the people in each department who are responsible for training, who are the experts, [?] tech representative
- Provide outreach training to include branch campuses
- Give information on committees
- What they do
- Who to contact
- Get a person to be the "operator" and get them updated on who they need to direct to
- Communication on how/when/where things are going to change
- Create more user friendly add-ons

How can we collaborate across areas to help implement a solution?

- Central and face to face meetings/training opportunities, maybe meeting every month, have a featured department giving an update on their efforts
- User group? Sometimes work for awhile; need to keep synergy
- Communication tools such as the student hotline
- More centralized communication channels-using the myNMSU portal
- More student focused and/or customizable like myspace
- How can handheld devices like cell phones be used to push information out to students
- Taking the pulse of audiences through surveys or other feedback forms
- Create an ACANS Finance Accounting group that is knowledgeable on the reporting process and how to get custom reports/generic reports. This group will:

- Be divided into clusters of colleges that collaborate with each other when a new report is headed by any of them. With this collaboration they will come up with a generic report request that is needed by all colleges in cluster rather than a custom report needed by one college.
- Coordinate efforts that create the same application that different departments need.
- Create a technical team that can be a liaison between colleges/depts.
- Develop a way to "keep in the loop"
- Also figure out what the "loop" is
- Who needs to be in the "loop"

How can we measure success for these solution(s)?

- Movement towards centralized communication
- Make it more fun/customizable
- A decrease in custom requests, this decrease will show that more people are able to get to the date they need.
- Online registration is successful
- Number of phone calls/problem tickets per month
- see if they are reduced
- 60 hour work weeks are reduced to 40 hours

## 8.5 First Year Experience Initiative

How does technology for this initiative relate to your college, branch, department, and/or your position?

- Web pages-orientation-different languages
- Orientation modules set up on WebCT for 1st year students
- Students who don't have cell phones-cost, text messages, etc.
- 1st year students-laptops
- Providing information for recruiting/retaining students
- Additional wireless "hot spots" around campus
- Ability to provide web services which provide a pleasant experience and ability to perform tasks without having to be on campus
- Provide "canned" informational site for accessing information
- Keeping students connected to each other, faculty, staff, events, critical information, and dates
- Electronic orientations in multiple [?]
- Provide web based registration for events aimed at transition students
- Jobs on campus related to their degree
- Improve self-advising (DARS program)
- Technology to show freshman who need help
- Mandatory orientation
- Communication plan
- "Student Space" show instructors who and who is not going to class or need help.
- Start thinking about non-traditional students
- \*More e-services to make it easier
- Peer mentoring
- Use technology to enhance/create student communities and student/faculty relationships
- Use technology to develop/share advising portfolios
- "Class Capture" program that captures sound and video from in class and uploads to WebCT.
- Tech for prospective HS students
- Gamers coming in lacking critical thinking, need technical instructions
- Make resources available-remote access
- Use technologies kids use now
- Keep kids socially engaged in NMSU
- How do you teach technology?

- (archivist): How to preserve it digitally and make it accessible? Research or preservation. Make sure we don't lose it- put it on the medium that the students are using.
- (library): Make resources they need as available as possible especially remote access—be able to communicate with anyone in the world. Adding interactive real time communication like IM. Online catalog- hoping to go more statewide.
- (OFS): How do we support the physical infrastructure building/electricity/ networking?
- (CT training services): Implement a training plan to make sure people are on board
- (library): \*Provides significant support technology
- (LNC): Lots of media information-beyond what "gamers" know
- (networking): \*Provide more services
- Good relations to aid experts
- Educate the students that they are not they only ones on campus
- It is more of a delivery mechanism for information to the student experience
- There appears to be a lot of information
- Provide academic support for all 1st year students electronically-gap in information literacy skill sets - 1st year students
- Do information literacy instruction/experimenting with Wiki's and interactive instruction (clicker participation) to create learning environment
- Decreasing fulltext-electronic delivery of information to send users- e-pacs, etc
- Admissions has key role in transactions of freshman from HS. Communication with HS students is critical. Sometimes we are their first encounter with math.
- (CMS): Problem currently exists-how to enforce consistency in style and content; awkward user interface
- Print templates for branding have been very helpful in creating consistency among printed materials

In the next 3 - 5 years, what technology support, solutions, and/or services should be in place, relative to this initiative?

- Shopping cart capability
- Data warehouse
- Definition and implementation of business rules
- Easy access to information/data via:
  - -web
  - -cell phone
  - -email
  - -wireless
  - -instant messaging
- Desktop reporting for query of data pertinent to recruiting/retention issues
- Better date to track students progress
- Develop better programs-co hosts
- Student support
- Mandatory tutoring
- Instruct instructors and advisors
- Access to change database
- Training for faculty and advisors
- Freshman area of campus:
  - core courses
  - social areas
- Have best instructors to teach freshman courses
- Instructional designers to adjust faculty
- Advising software systems that work with banner
- Portal (class of 2010) link with registration so that prep. info can be provided to students before the class starts (example: math review)
- Connect with new students prior to Fall semester
- Link new students with mentor/tutor
- Develop website/newsletter targeted to IM/text msg./ipods
- Show [that] we want them to come to NMSU

- Training of staff/faculty
- Training of students
- Pod-cast, IM, animated movies need support services for that
- So many initiatives, merge, coordinate
- Pod-casting
- Support service for design-from start to finish-everything from brochures to animated movies to pod-casting
- More staff/support to complete communication efforts-immersion team to successfully complete [non-legible writing...]-we are taking too long to complete things!
- Develop something targeted to parents-this will make them more familiar with NMSU
- Look at different technologies: IM, text messages, voicemail, ipod
- Show that we really want the student's comments
- Give training to students on what is available to them
- Fun, informative communication that hold HS students interest. Ipod casts, IM, [non-legible writing...]
- Need infrastructure to support digitalization/ [?], storage
- Infrastructure/ writer globally
- Infrastructures - ways to deliver info./ ipods, text msg. etc.
- More support for media: music, film, etc. web based.
- Delivery/download of NMSU Edu. Experienced to ipods (podcasting)
- IM info students want to meet assessments
- Accept/deny/contact again

In order to accomplish #2, what needs to happen in the next year relative to support, solutions, and/or services?

- Central reporting solution
- Common reporting repository
- Immediate feedback
- Confab between practitioners with critical enrollment related questions and reporting technologists
- Understand what students want vs. need
- Categories and levels
- More staff resources
- Development of digitalization strategic plan
- user delivery formats
- Increased staff-to web redesign and make access more uniform
- Experiment with ipod casting
- Collaborative efforts with ICT /CMI enrollment and academic areas. Educate college staff on how critical effective communication is for prospective students.
- Prospective HS students need my.nmsu.edu!
- Communication with parents
- Improve communication avenues to students (use avenues students want)
- Make sure we train on use of technology to ensure success
- Experimental money to try out pod-casting, IM, etc.
- Complete things like our wireless network
- Decide on one
- More \$, eg., for pod-casting and technology (will they use it?)
- Campus wireless-complete
- Prioritize!
- Will there be resources?
- Need higher level of priority on this initiative
- Need resources

How can we collaborate across areas to help implement a solution?

- Communication
- Invited students to participate in the implementation of various efforts
- More cross functional discussion like this around key engagement solutions for and with students

- Wider inclusion of perspectives and approaches
- Already are doing
- Academic limits>plagiarism
- Committed to understand where/how collaboration can occur and how to server all students
- flexibility
- Promoter successful endeavors
- More direct communications
- Make priority
- Use successful efforts as examples and advertise so all staff and faculty know what is already possible.
- More flexible funding model
- More direct communication with different areas
- Have more things like this
- Have a powerful demonstration look at just how far some colleges go to recruit students. Students get tours from colleges recruiting them and our materials need to hand out!

How can we measure success for these solution(s)?

- Recruitment/retention of students
- Student life at NMSU
- Graduation success
- Look at recruitment, enrollment figures
- Look at grades
- Student learning
- Surveys
- Ask for real input from student focus group
- Follow up assessments of metrics
- Admissions, enrollment, and recruitment numbers
- Survey students
- Track students that don't come to NMSU and survey their impression of the communication they received
- Retention
- Surveying qualitative/quantitative
- Asking for real input
- Follow up assessment, student surveys
- Measure enrollment and retention rates
- Students who graduate with better overall NMSU experience