General Fee Funding Review
University Information Technology Services
2010 – 2011

Contact Information

Unit Name: University Information Technology Services (UITS), Office of the Vice President for Information Technology (OVPIT)
Campus Address: Informatics and Communications Technology Complex, 535 West Michigan Street, IT 500, IUPUI
Unit Website: http://uits.iu.edu, http://www.indiana.edu/~ovpit/

Unit Representative (s) (Include Name, email, phone number of person presenting this proposal):
Staff: Garland C. Elmore, PhD, IU Deputy CIO and IUPUI Dean, elmore [at] iupui.edu, 317-274-4507
Staff: Jill A. Piedmont, Deputy Finance Officer, jpiedmon [at] indiana.edu, 812-855-0890

Unit’s Profile

Provide explanation of your unit’s history, governance, and financial status. Please limit response to maximum of two pages.

Year unit was established: 1997

Year unit began receiving the General Fee (previously known as the Student Activities Fee, Athletics Fee or IT Fee): 2009

Prior to 2009 UITS received a small fixed amount of the Student Technology Fee; the majority of the fee was allocated to schools for individual deployment of technology initiatives. In 2009 UITS began receiving 100% of the portion of the undergraduate General Fee designated for Student Technology.

Mission Statement:

University Information Technology Services (UITS) at Indiana University, based on the Indianapolis and Bloomington campuses, develops and maintains a modern information technology environment for all campuses of the university in support of IU’s vision for excellence in research, teaching, outreach, and lifelong learning.

UITs provides tools and services to support the academic and administrative work of the university, including a high-speed campus network with wireless access; phone services; central web hosting; a rich selection of free and low-cost software for academic use and on personally owned machines such as the Microsoft Office and Adobe Suites; tools and support for instruction including Oncourse; and supercomputers for data analysis and visualization that support research. A complete list of services is available at http://uits.iu.edu/page/amnu.

Brief historical overview of the unit:

History. Indiana University’s first Vice President for Information Technology, then Dr. Michael McRobbie, created University Information Technology Services (UITS) in 1997 by combining the two IT organizations on the core campuses, Integrated Technologies at IUPUI and University Computing Services (UCS) at
IUB. Guiding the work of UITS was IU’s first information technology (IT) strategic plan for IT, *Architecture for the 21st Century*, released in 1998. This plan and related accomplishments may be reviewed by visiting http://ovpit.iu.edu/pubs.html. Its goal was to meet the challenge delivered by then-IU President Myles Brand to make IU a leader in absolute terms in the use of IT in teaching, learning, research, and service and to be “recognized as one of the very best of the nation’s universities.”

In accomplishing the goals of that plan, IU developed a sound IT infrastructure of resources and services that put in place such fundamental IT resources as lifecycle funding for university equipment; volume purchasing through special agreements with hardware and software vendors for essential IT tools for students, faculty, and staff; a high performance computing and network infrastructure to support research across the disciplines; progress toward an integrated enterprise information environment; and much more. A new Informatics and Communications Technology Complex on the IUPUI campus houses IT staff and resources, and IT student service and support space. Other student IT services are offered throughout the campus.

In 2007 Dr. Brad Wheeler was appointed Vice President for Information Technology and Chief Information Officer. To take advantage of new opportunities and transform IT services to accommodate what has been called “Scholarship 2.0,” he reorganized some units within UITS, and formed new operations and advisory councils. In 2009 Wheeler led the development of IU’s second strategic plan for information technology, *Empowering People*. Its goal is to maximize the use of IT to promote efficiency and productivity for the primary missions of education and research, while meeting the university’s new expectations for IT. Developed during a time of national financial difficulty, the plan calls for adopting the most efficient means possible, including leveraging scale, to provide faculty, staff, and students the IT tools and services they need. The new IT plan may be reviewed at http://ep.iu.edu.

**Governance.** The divisions of UITS work together to support IU in its use of information technology. UITS reports to the Office of the Vice President for Information Technology (OVPIT), which provides leadership for the continued development of information technology. Brad Wheeler, PhD, is Vice President for Information Technology and Chief Information Officer, and reports to IU President Michael McRobbie. Reporting to Wheeler are Deputy Chief Information Officer and Dean Garland C. Elmore, PhD, and Deputy CIO and Finance Officer Laurie G. Antolovic. The CIO of the School of Medicine reports jointly to the Dean of the School and to the OVPIT, thus IT planning for the School is included in the IT strategic planning process. The CIOs on the university regional campuses are also part of the OVPIT leadership team. The OVPIT Cabinet includes associate deans, associate vice presidents, and officers who provide leadership in specific organizational areas.

As a university-wide organization, UITS receives funding from University Administration, the campuses, and student fees. The suite of services is supported by these multiple sources. UITS is responding to the latest budget exercise by following university guidelines on travel costs and open positions, and through careful spending. In addition UITS is continuing its Efficiency Review process, in place since 1997. Through this process, UITS units return 5% of funding each year for reinvestment in IT. UITS faces significant funding challenges ahead in three major areas:

- IU’s IT Strategic Plan, *Empowering People* (EP)
- Network Master Plan
- Cyberinfrastructure.

For specific information on the UITS budget, please see the attached UITS 2009-2010 IUPUI Budget documents “Expenses by Category” and “Income by Category.”

For specific information on the undergraduate STF at IUPUI, please see the attached document “IUPUI Undergraduate Student Technology Fees, FY 2010, 2011.”
Primary programs and services of your unit:

Essential IT tools. Leveraging the purchasing power of the university to provide:
- No-cost and low-cost software to students, faculty and staff for teaching, learning, research, and the university’s business
- Special pricing on computer and IT hardware to keep pace with expectations and needs for students, faculty and staff
- Programs that support technology use, including Knowledge Base (kb.iu.edu), Student Technology Centers consultants, training resources, the web-based IT services and support environment (uits.iu.edu), IT news (it.iu.edu), TechFest and other student-oriented campus events
- Continual development of vendor partnerships to provision new software as need develops, such as the recent addition of the Adobe design and production suite
- Involvement in university sustainability programs (e.g.: e-waste recycling, going paperless).

Teaching and learning. Provisioning an IT-rich environment that helps enable excellent teaching and learning, including:
- Ongoing development of and support for Oncourse
- Support for faculty teaching with technology through campus teaching and learning centers and IT training
- Classroom technology and its support
- Development of innovative learning spaces that support student collaborations and new learning styles
- Partnerships with academic units to provide specialized learning spaces and information commons.

Networks and telephony. Providing and supporting communications resources, including:
- Wired and wireless data networks
- Mobile services
- Videoconferencing
- Telephony
- Management of the state’s I-Light network and several national and international networks.

Software development. Leading and participating in the international open source software movement that develops affordable, sustainable software for specific academic needs, including:
- Sakai (Oncourse)
- Kuali (multiple applications for enterprise business and data management).

Support for managing scholarly content, including:
- Partnering in the development of a national digital library (HathiTrust)
- Initiatives to help lower the cost of textbooks and journals, including research into development and use of e-textbooks
- Research into new models of academic publishing.

Research. Providing the advanced IT infrastructure of computers and storage systems that supports university research across the disciplines, and advances IU’s role in life sciences and other research, including:
- Research and development of new resources that help advance research and the future of computing itself
- Collaborations between UITS and IU researchers, and with other universities
- The infrastructure of high performance computers and storage systems.
Achievements following the July 2009 transition of the IUPUI Student Technology Fee. (See also the handout “New in Student Technology at IUPUI for Fall 2009 and Spring 2010.”)

Since July 2009 UITS has made improvements in IT services for undergraduates by updating equipment, helping create new technology classrooms and new Student Technology Centers, and planning substantial improvements in consultation with students and faculty. These include:

Computers
- 273 new computers updating older machines across campus
- 15 STCs available, with 468 seats, including 2 Mac classrooms and 5 additional PC classrooms (146 seats)
- 5 workstations (4 PC, 1 Mac) on each of the 5 Campus Center levels; 1 seat per level is ADA compliant
- 31 STC machines in Cavanaugh Hall common areas
- 4 new Mac InfoStations in the ICTC Lobby
- InfoStations in the Taylor Hall basement
- Laptop checkout in the Campus Center for student organizations.

Software
- More than 150 software applications standard on STC machines, including the full suite of Microsoft and Adobe software available through IU’s enterprise licensing agreements
- More statistical and mathematical software.

Special areas
- New Rich Media Cluster, University Library, 4th floor, with 30 multimedia workstations and 4 reservable rich media suites
- New collaborative classroom in Business/SPEA 3001 (BS) with 21 student PC workstations and 1 instructor workstation.

Printers and printing
- A printing allocation for undergraduates for up to 650 pages, in several STCs
- 20 new printers to update older machines
- Printers in the Campus Center Theater Level and 2nd and 3rd levels
- Large format scanner in Herron (HR 185).

To help students use and find IT resources:
- Expanded STC consulting services
- Printer Locator application for laptop users
- Seat Finder application to help students find computers on campus
- Development of a new IU Mobile application for phones and other hand-held devices.

Funding Purpose
In the section below provide information about what the General Fee funds will accomplish. Please limit responses to a maximum of two pages.

Briefly describe what the funds will accomplish in 2010 – 2011.

UITS will continue using leverage and economies of scale to develop IT resources to meet campus IT needs, along the lines begun when the STF transitioned to UITS in July 2009. Please see the attached “IUPUI Undergraduate Student Technology Fees, FY 2010, 2011” for specific anticipated allocations.
Describe who will be impacted by the proposed activities.

All IUPUI undergraduate students; graduate students are impacted indirectly.

Describe your evaluation plan (How will you know if you are successful?):

University Information Technology Services has a robust process for reviewing UITS services and their impact on students. UITS conducts an annual User Satisfaction Survey as one method of determining whether the needs of students are met. Each year, 800 undergraduate students, 400 graduate students, 400 faculty and 400 staff are randomly surveyed. These surveys are important tools in planning changes to existing services and the development of new ones. The survey results including all comments are posted to the web as public documents. Conclusions drawn from the survey help UITS make changes that better support students.

The UITS Student Ambassadors Program of student liaisons is a new program that will also help channel student feedback to UITS.

UITS will accelerate its communications program to help students make use of IT, and to encourage feedback on specific UITS tools and resources.

Who Benefits

Please indicate the number of students expected to be served for each category requested.

<table>
<thead>
<tr>
<th>Category</th>
<th>2007-2008</th>
<th>2008-2009</th>
<th>2009-2010 (to date)</th>
<th>2010-2011 (anticipated)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate/Professional Students</td>
<td></td>
<td></td>
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<tr>
<td>Undergraduates</td>
<td>20,564</td>
<td></td>
<td>~ 21,181</td>
<td></td>
</tr>
<tr>
<td>By School (list students by their school)</td>
<td></td>
<td>All schools and programs</td>
<td></td>
<td></td>
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<tr>
<td>By race (list students by their race)</td>
<td></td>
<td>African American: 2,219</td>
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<td></td>
<td></td>
<td>Native American: 54</td>
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<td></td>
<td></td>
<td>Asian American/Pacific Islander: 724</td>
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<td></td>
<td></td>
<td>Hispanic/Latino: 603</td>
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<td></td>
<td></td>
<td>International: 658</td>
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<tr>
<td></td>
<td></td>
<td>White: 15,638</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Unknown: 668</td>
<td></td>
<td></td>
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<tr>
<td>By gender (list students by gender)</td>
<td></td>
<td>Men: 8,833</td>
<td>Women: 11,731*</td>
<td></td>
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</tbody>
</table>

* All numbers from IUPUI Fact Book, 2009
(http://reports.iupui.edu/render.aspx/INSTITUTIONAL%20DATA/HCBYDEMO/IUPUI)
## Collaborations
If applicable, describe collaborations or shared activities with other units at IUPUI (including student organizations) not-for-profits, businesses, or governmental agencies. List the collaborations in the grid below.

<table>
<thead>
<tr>
<th>Unit</th>
<th>Role or Activity</th>
<th>Contact Name &amp; Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Library</td>
<td>UITS and University Library partnered to develop the Rich Media Cluster in UL</td>
<td>David Lewis, Dean, University Library, and AVP, Digital Scholarly Communications</td>
</tr>
<tr>
<td>Academic Affairs</td>
<td>Provide IT consultants in the Center for Teaching and Learning.</td>
<td>Pratibha Varma-Nelson, Executive Director, Center for Teaching and Learning</td>
</tr>
<tr>
<td>Nursing, Business, Informatics, IUPUC, Journalism, Herron, Science, SPEA, Physical Education, Social Work, Education, Engineering and Technology, and University College, School of Medicine and the School of Dentistry, Liberal Arts (one-year plan), Administration, Undergraduate Student Government, transition teams</td>
<td>UITS conducted discussions with these units to share and gather information related to creating the new STF administration initiative. UITS has collaborated or is collaborating with academic units in this list to develop three-year plans to transition management of the STF to UITS.</td>
<td>School Deans</td>
</tr>
<tr>
<td>Card Services</td>
<td>UITS/Card Services partnership to provide undergraduates up to 650-page, no-cost, b/w printing allotment in designated STCs.</td>
<td></td>
</tr>
</tbody>
</table>
Please summarize your estimated budget include all revenue sources, not just the General Fee. Provide a brief description for each line. **The revenue and expense totals must be the same amount.**

Please see attached “IUPUI Undergraduate Student Technology Fees, FY 2010, FY 2011”

<table>
<thead>
<tr>
<th>Revenue Description</th>
<th>Amount 2009-2010 (current year)</th>
<th>Amount 2010-2011</th>
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<tbody>
<tr>
<td>General Fee</td>
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<tr>
<td><strong>Total</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Expense Description</th>
<th>Amount (Actual)</th>
<th>Amount (2010-2011)</th>
</tr>
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<tbody>
<tr>
<td>Salary/Wages</td>
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<tr>
<td>Fees &amp; Contracts (consultants and trainers)</td>
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<tr>
<td>Printing &amp; Publications</td>
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<tr>
<td>Supplies (phone, faxes, copies, postage, etc.)</td>
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<td>Marketing &amp; Advertising</td>
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<td>Food</td>
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<td>Rentals</td>
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<td>Travel/Transportation</td>
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<tr>
<td>Equipment (phone, computer)</td>
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<td>Unallocated</td>
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<tr>
<td><strong>Total</strong></td>
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