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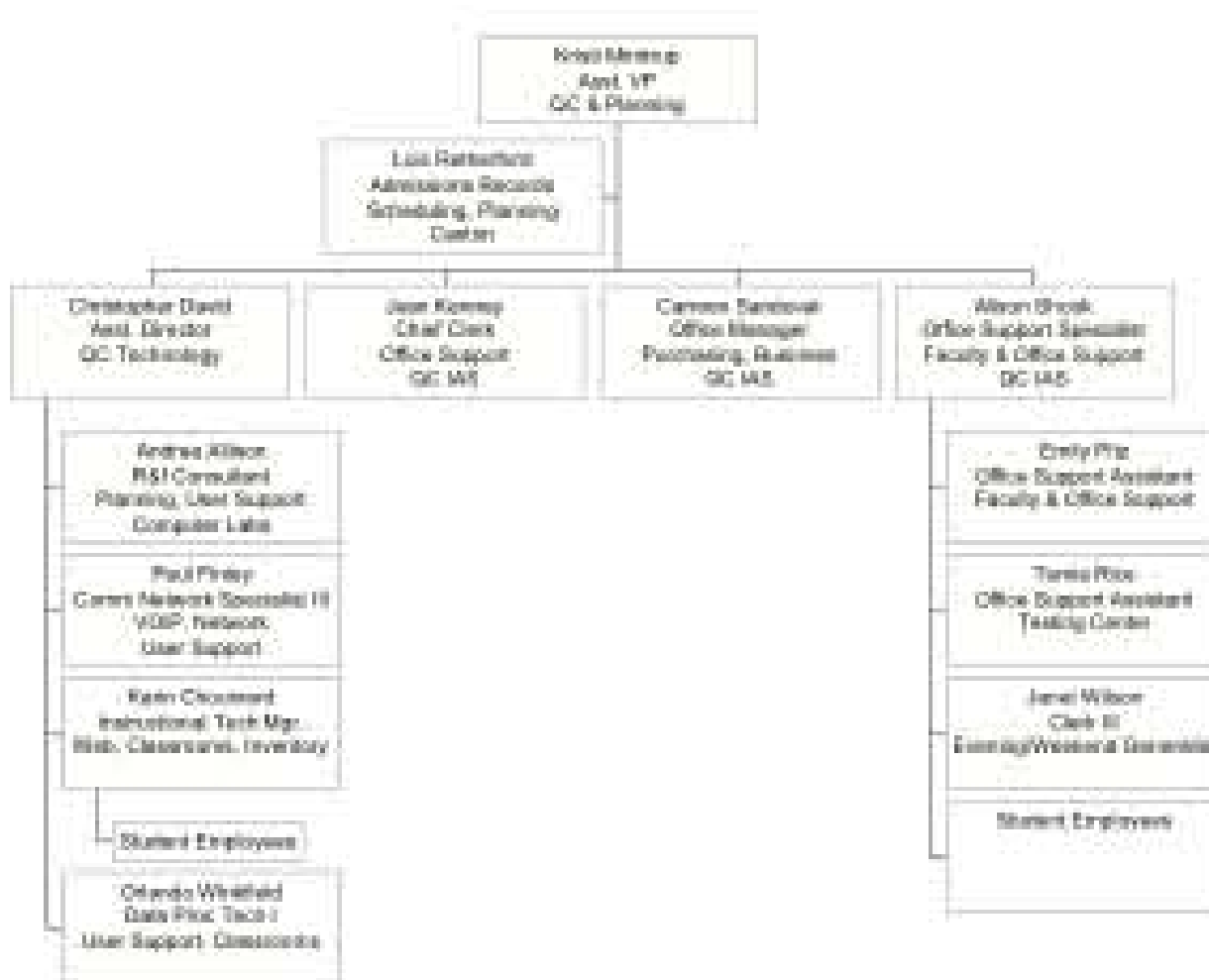
QUAD CITIES

Quad Cities Planning Technology, Instructional & Administrative Services

Fiscal Year 2011 Annual Report
& 2012 Planning



QC T-IAS





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Mission & Purpose

- Guided by *Higher Values in Higher Education 2008-2018* and the *University Strategic Plan*
- **Mission statement:**
 - WIU-Quad Cities Technology, Instructional, and Administrative Services (QC T-IAS) staff share a commitment to provide quality service that supports quality instruction, innovative learning spaces, and efficient, effective campus operations.
- **Purpose statements:**
 - *QC Technology User Services* innovate, design, maintain and support computer hardware & software, classroom instructional audio/visual, video-conferencing, web development, and campus network infrastructure.
 - *QC Instructional Services* offers a wide variety of creative, quality support for faculty instruction, projects, and daily tasks to assist faculty in preparation of course materials and instructional documents.
 - *QC Administrative Services* serves all employees with classroom, meeting room, and vehicle reservations. Other functions include Caxton operations, course arrangement, supply purchasing, and registrar services.

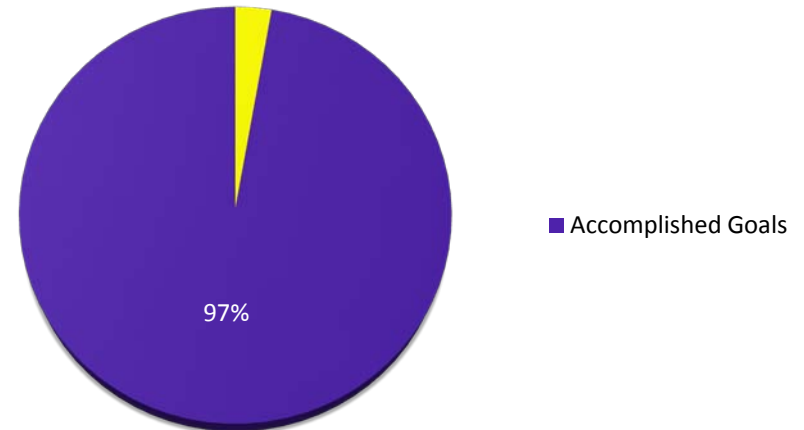


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Accomplishments FY2011

- Academic Mission
- WIU-Quad Cities Expansion
- Quad Cities Technology
- Instructional & Administrative Services
- QC-TIAS





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Academic Mission

Supporting 7 campus locations:



GradCenter
QUAD-CITIES GRADUATE STUDY CENTER

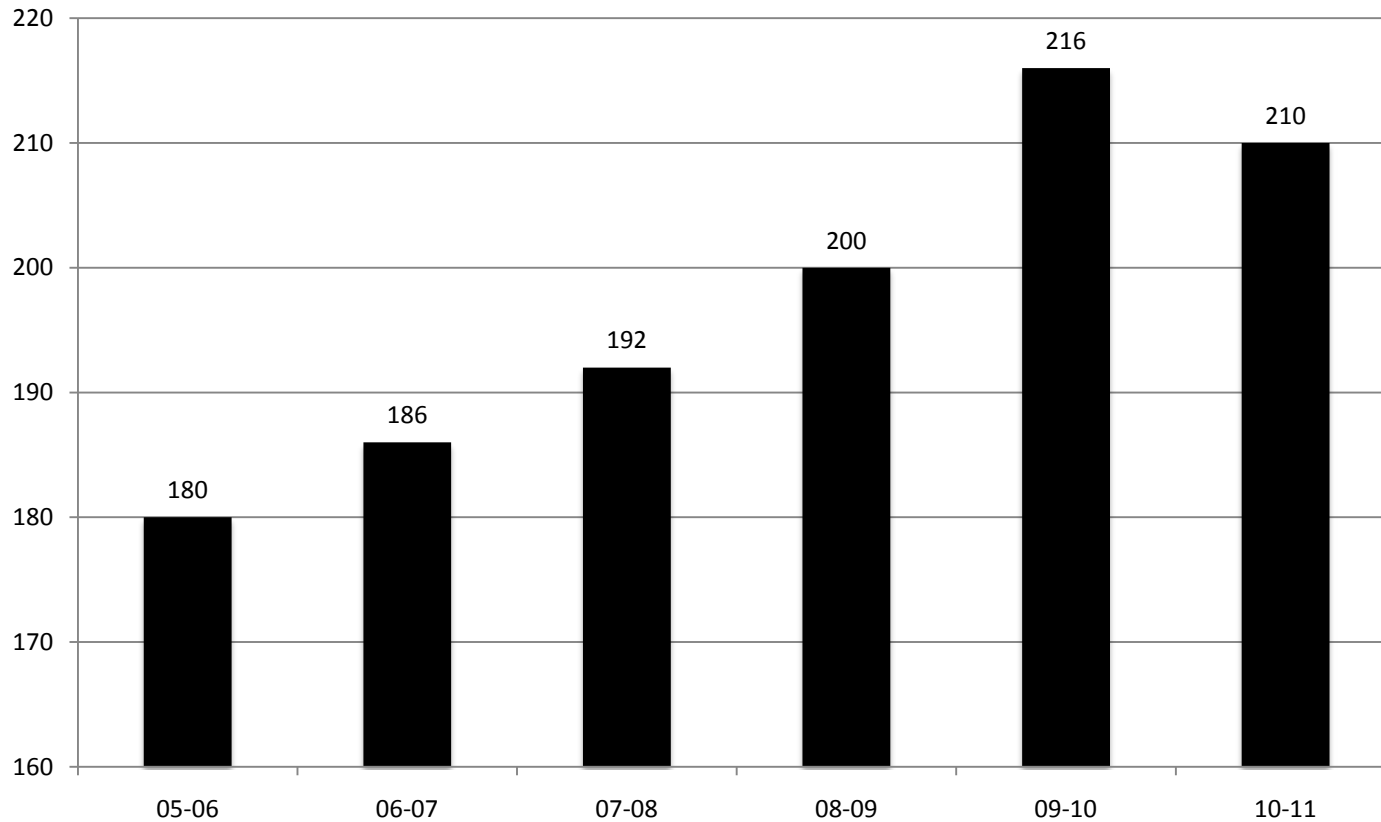


(Higher Values in Higher Education, Goal 1, Action 1f)



Academic Mission

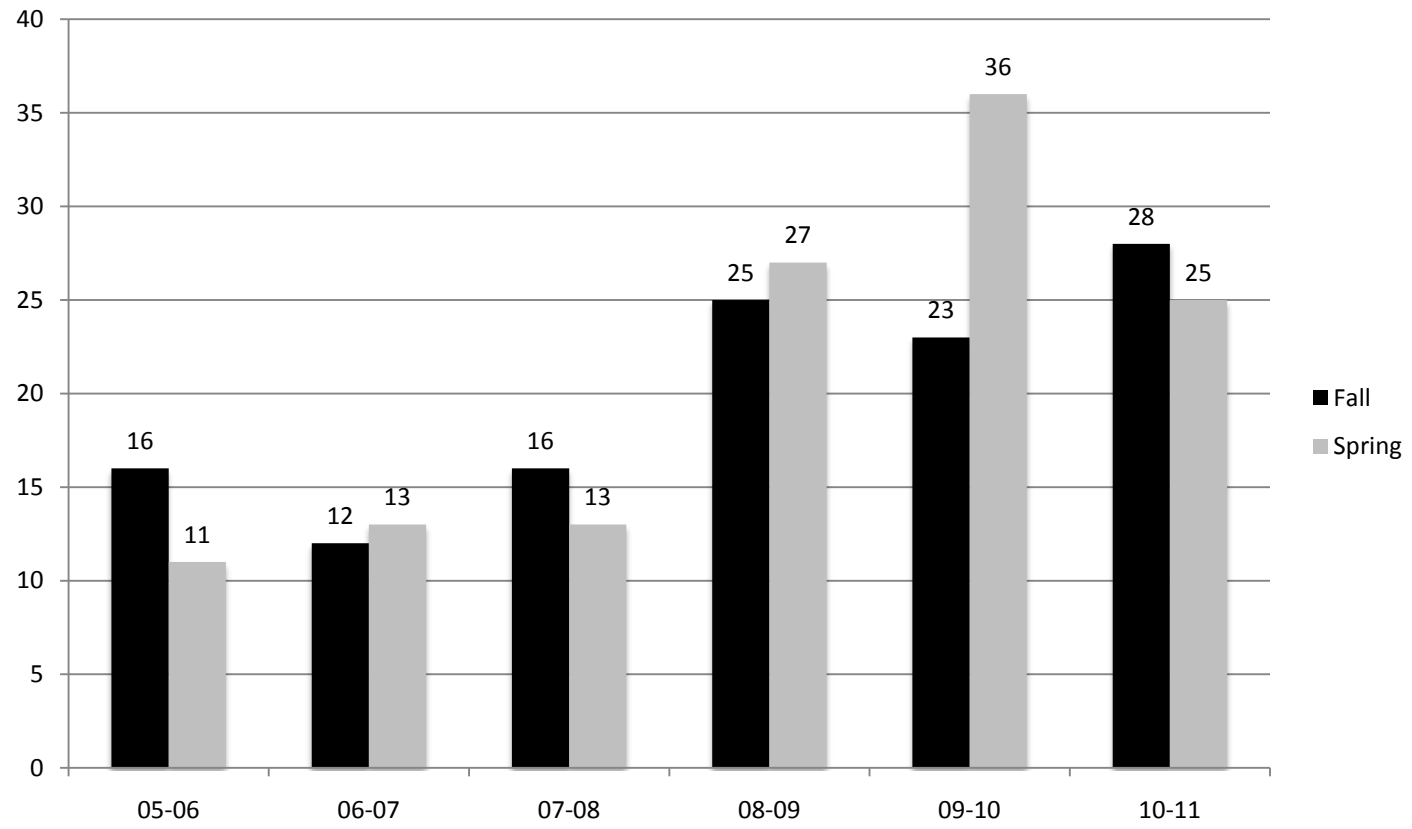
- Number of Courses:





Academic Mission

- CODEC Courses:





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Academic Mission

- Completed RPTA Accelerated 3-year Bachelor's option
- Collaboration
 - Dale Adkins
 - Don McLean
 - Marcia Carter
 - Sue Martinelli-Fernandez
 - Susan Romano
 - EICCD & others





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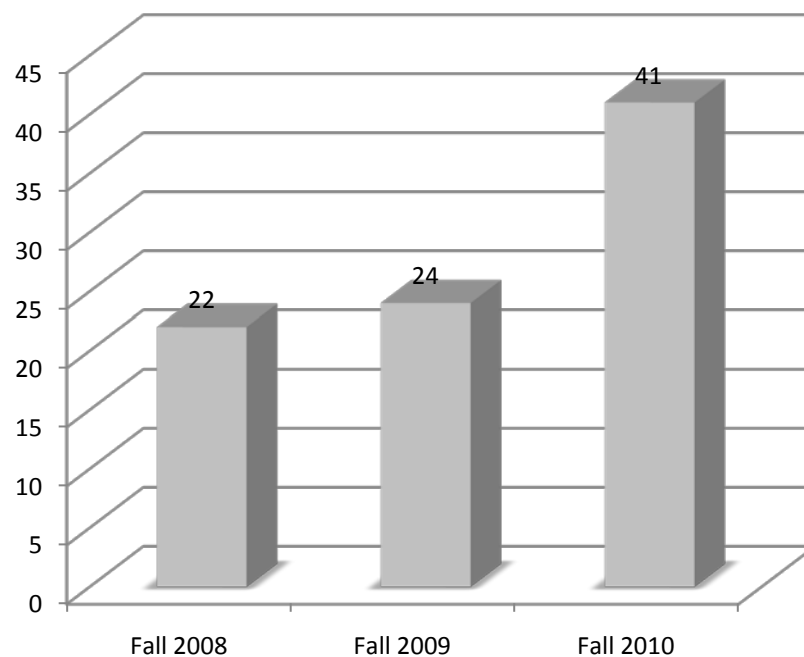
Academic Mission

- Outcomes:
- Increased majors
- “Tracks” mean students know what they can do with RPTA degree
- National spotlight



THE WALL STREET JOURNAL.

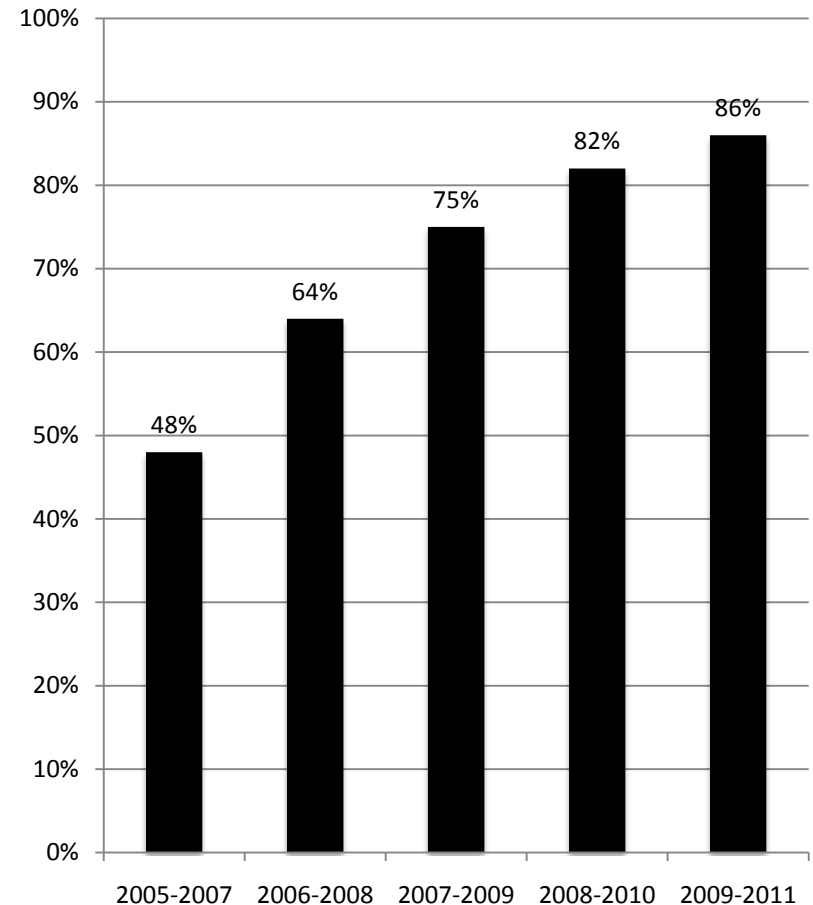
Number of RPTA Majors





Academic Mission

- Program Completability
 - 86%
 - Catalyst for RPTA
 - IQ Sections
 - Ron Williams
 - Angela Lynn
 - Andy Borst
 - Curtis Williams





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Academic Mission

- External partnerships & collaborations
 - Regional Energy Fair
 - Retain the Rain Kiosk
 - Navy Week Planning
 - Sustainability Symposium
 - Upper Mississippi Grant Writers' Partnership



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WIU-Quad Cities Expansion

- Phase I
- Quad Cities Facilities Implementation Team
 - Open houses
 - Product demo
 - Research & procurement
 - Implementation
- Team Members:
 - Bill Brewer, Kristi Mindrup, Dan Romano, Marcia Carter, Andy Borst, Christopher David, Andrea Allison, Karin Chouinard, Chris Brown, Lois Retherford, Carmen Sandoval, Steve Whan, John Simmons, Justin Gordon





WIU-Quad Cities Expansion

- Phase II
- Programming Study
 - Data provision
 - Campus input events
 - Mock schedule scenarios



Monday	A	B	C	D	E	F	G	H	I	J	K	L	M	N	Over	Avg
8:00-8:30																
8:30-9:00																
9:00-9:30	1	1														
9:30-10:00	1	1														
10:00-10:30		1														
10:30-11:00		1														
11:00-11:30	1	1	1													
11:30-12:00	1	1	1													
12:00-12:30	1	1	1	1												
12:30-1:00	1	1	1	1												
1:00-1:30	1	1	1	1												
1:30-2:00	1	1	1	1												
2:00-2:30	1	1	1	1	1		1								1	
2:30-3:00	1	1	1	1	1		1	1							1	
3:00-3:30	1	1	1	1	1		1	1	1	1	1	1	1	1	1	
3:30-4:00	1	1	1	1	1		1	1	1	1	1	1	1	1	1	
4:00-4:30	1	1	1	1	1		1	1	1	1	1	1	1	1	1	
4:30-5:00	1	1	1	1	1		1	1	1	1	1	1	1	1	1	
5:00-5:30	1	1	1	1	1		1	1	1	1	1	1	1	1	1	
5:30-6:00					1	1										
6:00-6:30	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
6:30-7:00	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
7:00-7:30	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
7:30-8:00	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
8:00-8:30	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
8:30-9:00	1				1											
9:00-9:30	1				1											
total	20	18	17	16	12	10	12	10	10	10	10	11	5	5	5	5.7
percent	77%	69%	65%	62%	46%	38%	46%	38%	38%	38%	38%	42%	19%	19%	19%	44%

(Higher Values in Higher Education, Goal 5, Action i)



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WIU-Quad Cities Expansion

- WQPT Transition
 - Rick Best & WQPT staff
 - Macomb colleagues including: Holly Fecht, Shannon Sutton, Theresa Roegge, Chris Schaille, Rita Moore, Sean O'Donnell-Brown, Pam Mainland, Dan Romano, Mike Dickson
 - Many others!





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WIU-Quad Cities Expansion

- Partnership with Macomb to increase campus autonomy
 - WQPT transition
 - VOIP
 - Textbooks, Jude Kiah
 - Procurement, John Simmons





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Quad Cities Technology

- VOIP
 - Planning
 - Installation
 - Implementation
 - Training
 - Management
 - Softphones
- Collaboration
 - uTech & QC Tech





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Quad Cities Technology

- Infrastructure:
 - Replaced the switch rack in Instructional Lab 142.
 - Completed the QCB24 rack replacement project and commission the new server.
 - QC Technology staff are currently re-organizing network folders.



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Quad Cities Technology

- Space management & logistics:
 - Removed non-essential spares and re-locate into area closets in order to free up B20 space.
 - Pulled adequate LAN and Power into QCB20 in order to create a staging area and free up one office in Tech Row.
 - Started staff training and orientation in supporting WQPT technology requirements. A working support relationship was established with WQPT, and Richard Diamond regularly attends QC Technology meetings.

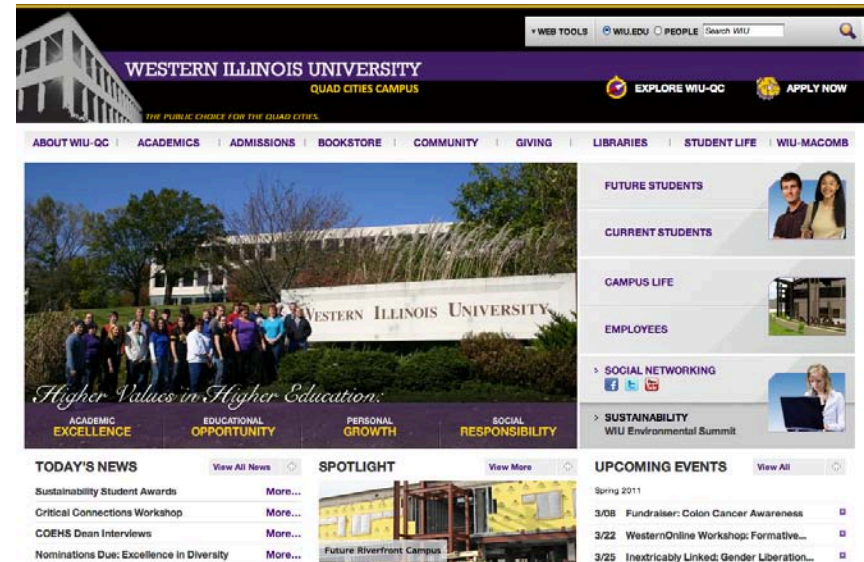


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Quad Cities Technology

- Web Development
 - Content Management (100% conversion)
 - CMS training development





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Quad Cities Technology

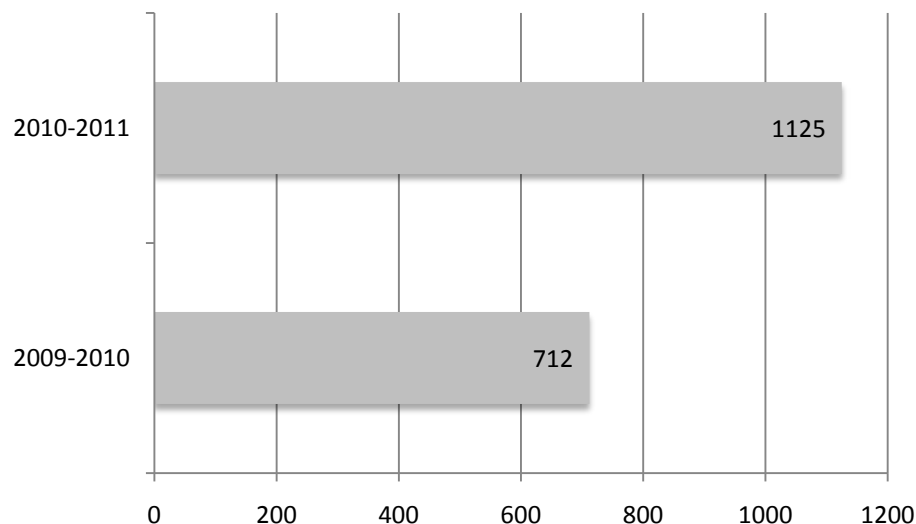
- Classrooms & Computer Labs
 - Upgrade all the workstations in lab 138
 - Replace and upgrade the projector in Lab 138
 - Replace and rotate all the classroom PCs, especially the out of warranty MPCs.





Quad Cities Instructional & Administrative Services

- Registrar Services –
Carmen Sandoval & Lois Retherford
- Course Maintenance & changes →
- Updated Space Master for Riverfront
- Caxton & Engineering Support





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Quad Cities Instructional & Administrative Services

- Faculty support
- Temia Rice, Office Support Assistant (Testing Center, budget enhancement from Provost's Office)
- Testing expanded
 - Alison Shook
 - Emily Pitz
 - Janet Wilson
 - Carla Farniok





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Quad Cities Instructional & Administrative Services

- Postage meter
- Summer Scanning for Sustainability
- Information desk transition



(Higher Values in Higher Education, Goal 5, Action 3I)



Quad Cities T-IAS

- Fiscal responsibility
 - Reduction in expenses (\$15,789.61) 14%

	7112	7110	4870	3110	4210	2310	145000
	<u>Tele Other</u>	<u>Tele Base</u>	<u>Postage</u>	<u>Supplies</u>	<u>DPS</u>	<u>Stu. Workers</u>	<u>TOTAL</u>
FY2011 (Projected)	\$18,744.45	\$6,015.12	\$7,000.00	\$22,035.37	\$20,194.76	\$23,999.90	\$97,989.60
FY2010 (Actual)	\$30,076.01	\$9,292.55	\$7,406.47	\$22,172.15	\$14,361.41	\$30,470.62	\$113,779.21
Savings:	\$11,331.56	\$3,277.43	\$406.47	\$136.78	(\$5,833.35)	\$6,470.72	\$15,789.61



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Quad Cities T-IAS

- University Service:
 - Quad Cities Facilities Implementation Team
 - ID Protection Act Task Force
 - North Central Accreditation
 - Quad Cities Block Schedule Review team
 - Digital Signage Exploration Team
 - Quad Cities Regional Energy Consortium
 - University Theme Committee
 - Memorial Hall Task Force
 - Technology Change Advisory Team
 - Web Accessibility Committee
 - uTech Committees including ID Protection Act Task Force, uTech Communications Committee, Mobile Computing Task Force
 - Paws on the Web
 - University search committees, including Office Support Assistant & many more.





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Quad Cities T-IAS

- Karin Chouinard participated in Content Management System trainings, webinars, and a Web Accessibility conference.
- Deferred technology training, see planning for FY2012.
- Andrea Allison, Jean Kenney, and Alison Shook completed the Quad Cities Professional Development Network Supervisor certification course.





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Planning for FY2012

- Assistant Vice President
- Quad Cities Technology
- Instructional & Administrative Services
- Internal Reallocation
- Budget Requests



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Planning for FY2012

- AVP will support the Academic Mission of WIU-Quad Cities
 - Strengthen current **community college partnerships**, and with Northeast Iowa, North Iowa Area, and Des Moines Area community colleges.
 - Collaborate with Academic and Student Services and units within Academic Affairs to **strengthen academic pipelines for dual enrollment**.
 - Provide leadership for design of interdisciplinary instructional spaces within **Riverfront Phase I and Phase II** with input from all faculty, students, and other academic stakeholders.
 - Review and modify the **Quad Cities Block and Final Exam Schedule**
 - Continue identification of **completable academic programs** at WIU-Quad Cities and collaborate with Academic Affairs to establish program rotation or point of entry for new students. (Higher Values in Higher Education, Goal 3, Action 1h)
 - Continue collaboration with Academic Affairs, Quad Cities Academic & Student Affairs, and the Registrar to **implement IQ course sections**.



Planning for FY2012

- AVP will support the short- and long-term expansion of WIU-Quad Cities in existing and expanded facilities at Riverfront campus.
 - The Assistant Vice President, Quad Cities and Planning and Director of Facilities & Architect will successfully **plan, research, select, procure, and implement all logistical aspects of the Riverfront Campus** with the Quad Cities Facilities Implementation Team.
 - With leadership and direction from the Vice President, the Assistant Vice President, Quad Cities and Planning and Director of Facilities & Architect will successfully solicit input from the University and Quad Cities community in consultation with Holabird & Root architectural firm, to **program and design campus spaces for WIU-Quad Cities Riverfront Phase II** and support all aspects of Phase II planning.
 - Finalize and implement **Trinity Express Care**, providing on-site health care services for students, faculty, staff, and WIU-Quad Cities neighbors.
 - Coordinate and partner with external organizations to **enhance or augment campus services and operations**, including ATM service for Riverfront Phase I, off-site parking options for Riverfront Phase I, and review of 60th Street city parking.



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Planning for FY2012

- Quad Cities Technology will complete the following **infrastructure projects**:
 - Increase server capacity and move to a virtual VM environment.
 - Provide and consolidate file services for both sites and WQPT.
 - Provide a license server for all WIU-Quad Cities & engineering software.
 - Provide enhanced network monitoring locally at QC campus.
 - Provide fault tolerant UPS backup capacity.
 - Expand SAN & file services to enable effective recovery and back up capacity.
 - Provide mutual redundant disaster recovery capability with WIU Macomb Campus.
 - Expand Active Directory to a second QC domain.
 - Expand QC web services to include web servers.





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Planning for FY2012

- Quad Cities Technology will complete the following office, **classroom, and computer lab** projects.
 - Enhance classroom technology monitoring system to monitor both campus sites.
 - Complete upgrade of QC 60th Street B16 and QCB17.
 - Provide managed discipline specific learning spaces and public area print services.
 - Establish a full service hardware resource/repair center at 60th street site.
 - Streamline multi-casting process for labs and classrooms work-stations.
 - Provide equipment checkout at both campus locations.
 - Clean up and document computer lab cable management.
 - Inventory and organize all software CDs/DVDs
 - Upgrade all WQPT computers
 - Complete the SnS scans on all active workstations.
 - Update the lab and public area workstation lists





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Planning for FY2012

- Quad Cities Technology will complete the following goals aimed at increasing operational and QC Technology Team efficiency and effectiveness.
 - Hire a technologist to cover additional site and scope of service.
 - Increase the efficiency and effectiveness of the Quad Cities Help Desk.
 - Streamline and train DPET1 in the workstation ghosting process with documentation on the network.
 - Re-structure the hiring and coordinating of student help for the helpdesk, classroom facilitators and lab attendants.
 - Move the entire QC website to the Content Management System (CMS) and establish schedule to train departmental designees in CMS to maintain their own content.





Planning for FY2012

- Quad Cities Technology will provide opportunities for technology staff professional development. This is especially important during FY12 due to postponement of training during FY10 and FY11.
 - Cisco ICND1 & ICND2 followed by ICOMM for Network Communication Specialist.
 - VMware vSphere (V4.1): training.
 - Microsoft Windows 7 (MCTS) training. (Deferred since last year due to budget constraints)
 - Macintosh Training. (Deferred since last year due to budget constraints)
 - A+ certification completion for DPET1
 - Lynda.com multi-user training pack subscription plan.



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Planning for FY2012

- Instructional/Faculty Support :
 - Assess IAS support in two-building model.
 - Continue to cross-train to support WIU-Quad Cities Testing Center, and increase promotion and information to faculty and staff about Testing Center services and request procedures.
 - Continue to collaborate with Macomb-based employees such as Document and Publication Services, Registrar, Human Resources, and Testing Center.



(Higher Values in Higher Education, Goal 2, Action 2)



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Planning for FY2012

- Administrative Support:
 - Streamline or **centralize facilities scheduling** to a single point of contact, while identifying an appropriate alternate contact in recognition of a two-building campus.
 - **Provide procurement support** for WIU-Quad Cities Facilities Implementation Team and Riverfront Campus in consultation with Macomb-based offices.
 - **Continued development of expense and encumbrance reports.**
 - Successfully research and inform selection of **office-related equipment for Riverfront Phase I** in collaboration with QC FIT team.
 - Refine Riverfront **Phase I campus spaces** in the University Space Master.



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Internal Reallocation FY2012

- Jean will expand her role to provide complete IAS office, operational, and faculty support for faculty located in Riverfront Phase I.





New Operating Resources

- Permanent:
 - \$65,000 Riverfront Security
 - \$40-56,000 Technologist
- One-time funding
 - \$16,400 for critical A/V replacement B16 & B17
 - \$91,312 for equipment rotation compliance
 - \$13,500 technology staff training

(Higher Values in Higher Education, Goal 2, Action 3)

University Technology Strategic Plan

(Higher Values in Higher Education, Goal 1, Action 2d; and Goal 5, Action 1l)



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Thank you!

- Questions & Comments

