

Western Illinois University – Quad Cities
Quad Cities Technology, Instructional, and Administrative Services

**Consolidated Fiscal-Year 2011 Annual Report and
Fiscal-Year 2012 Planning Document**

Submitted by:
Kristi S Mindrup
Assistant Vice President, Quad Cities and Planning
March 7, 2011

This annual report is a collaborative effort of all members of the WIU-Quad Cities Technology, Instructional, and Administrative Services Team. This document describes fiscal year 2011 (FY11) accomplishments and sets goals and priorities for fiscal year 2012 (FY12).

***“Planning is bringing the future into the present so that
you can do something about it now.” ~Alan Lakein***

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.

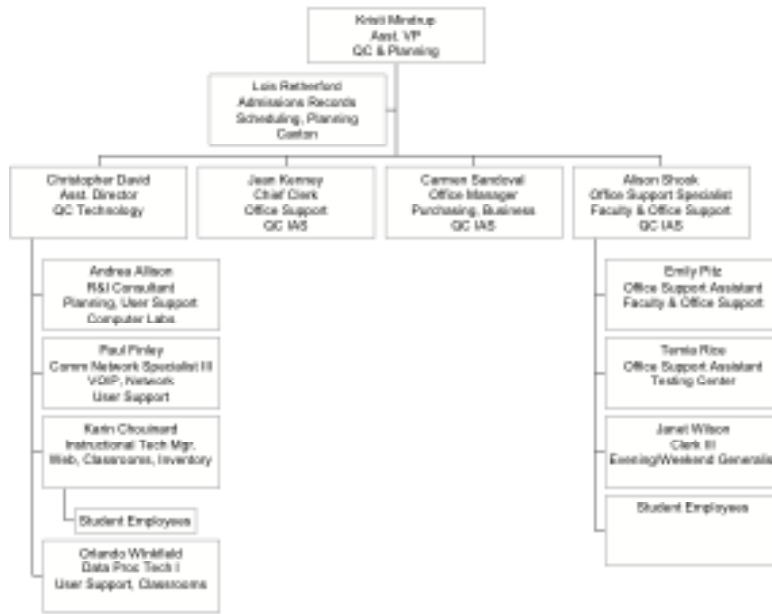
In addition to efforts in Quad Cities Technology, Instructional, and Administrative Services, this document will also reflect accomplishments and goals related to Campus and Academic Planning. As WIU-Quad Cities continues to evolve in its mission, the QC T-IAS unit also continues to expand its role in these efforts.

I.

Accomplishments and Productivity for FY11

A. Give a brief review of the division’s goals and objectives for FY11.

Goals included in the FY11 annual report included unit efforts to support the academic mission of WIU-Quad Cities and to support the expansion of WIU-Quad Cities to the Riverfront Campus according to the institutional strategic plan, *Higher Values in Higher Education, 2008-2018*. Goals for Quad Cities Technology included technology support and management efforts outlined under the *University Technology Strategic Plan*, and Instructional & Administrative Services continued its ongoing commitment to supporting instruction and campus operations. This section will highlight those goals and describe unit progress in accomplishing these goals.

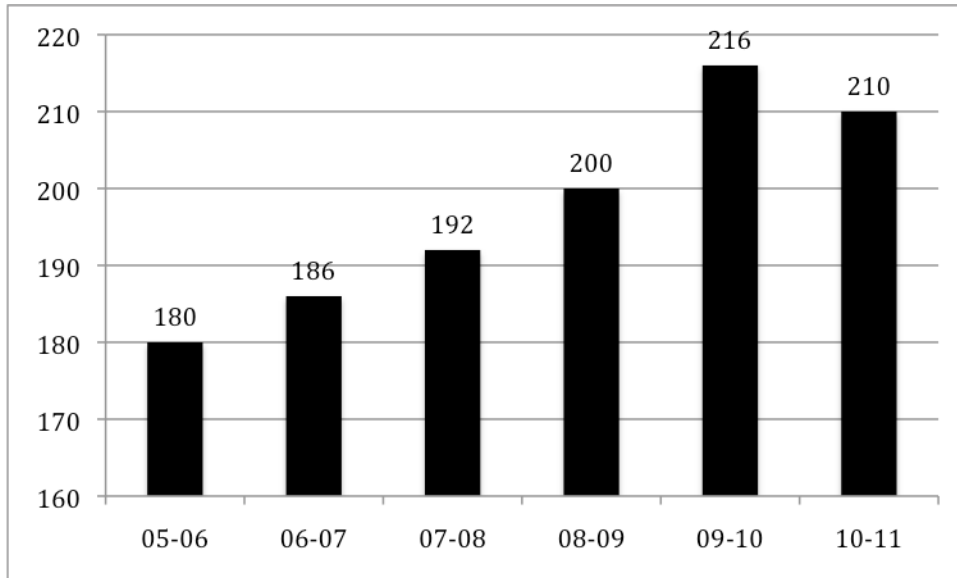


QC T-IAS Organizational Chart 2010-2011

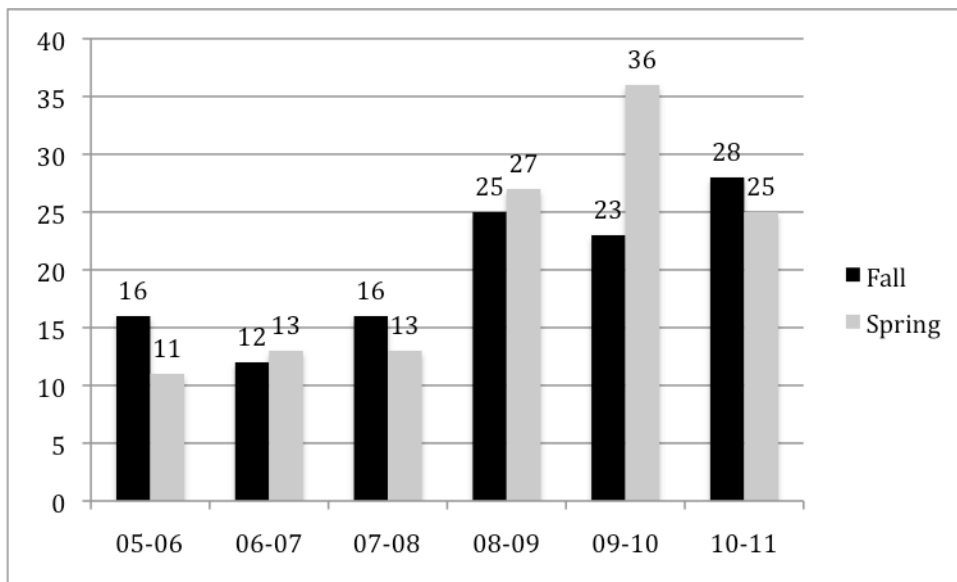
Support the WIU-Quad Cities academic mission.

As academic programs continue to expand and evolve at WIU-Quad Cities, new partnerships and opportunities were explored and accomplished during FY11. This section describes collaborative efforts to expand and strengthen community college partnerships, respond to and support expansion of new academic programs, and efforts to continue to ensure program completability and scheduling accessibility for courses offered at WIU-Quad Cities.

Since 2005, QC T-IAS provide technology support, faculty support, and maintain course processing and scheduling for 30 more classes across WIU-Quad Cities’ six class locations. In addition, QC Technology supports 16 more videoconference classes, which includes hiring, training, scheduling, and evaluation of classroom facilitators.



WIU-Quad Cities – Number of courses supported by QC T-IAS 2005-2011



WIU-Quad Cities – Number of videoconference classes supported by QC T-IAS 2005-2011

The Recreation Park and Tourism Administration (RPTA) Program saw a resurgence of new student enrollment in Fall 2010 as a result of collaborative efforts to conceptualize, redesign, promote, and implement an accelerated 3-year bachelor’s degree transfer option for WIU-Quad Cities students. This collaboration included individuals representing WIU Education and Human Services, WIU Arts and Sciences, WIU Quad Cities Administration, Eastern Iowa Community College and Nahant Marsh. The resulting community college pipeline program has regenerated interest in RPTA in the Quad Cities, and new student enrollment doubled to nearly 40 new RPTA majors. The program also received national attention, and was featured in the *Wall Street Journal* and *University Business* journal. (*Higher Values in Higher Education, Goal 3, Action 1f*)

Earlier this year the unit partnered with the School of Engineering and Academic and Student Services to solidify admissions processes and advising pipelines for first year and transfer Engineering students. Efforts resulted in Curtis Williams involvement in weekly on-site admissions at Caxton. Lois Retherford continues efforts in support of admissions and student records for the entire campus, and with specific attention to supporting Engineering as it enters into its own “sophomore year”. All Quad Cities T-IAS staff continue to provide technical and operational support to Caxton Block. (*Higher Values in Higher Education, Goal 1, Action 1f*)

The Assistant Vice President is involved in several external partnerships and collaborations that build connections to the Quad Cities community and WIU-Quad Cities. These include the Regional Energy Fair, Retain the Rain Kiosk, Upper Mississippi Grant Writers’ Partnership, and Navy Week planning with the QC Chamber of commerce.

QC T-IAS continues to respond to expansion of academic programs and additional faculty and staff by exploring internal reconfigurations and securing off-site opportunities for classroom and office space. The unit continues to partner with Moline Police Department, Figge Museum, Nahant Marsh, Niabi Zoo, Quad Cities GradCenter, and other sites that both allow for overflow scheduling and more importantly, discipline-specific learning opportunities for WIU-Quad Cities students. QC T-IAS staff such as Alison Shook and Orlando Winkfield were involved in office move coordination for new faculty and employees, and all T-IAS staff are involved future planning for campus spaces at the Riverfront Campus via the Quad Cities Facilities Implementation Team (QC FIT) or by participation in QC FIT Focus Groups. (*Higher Values in Higher Education, Goal 3, Action 2; and Goal 5, Action 3*)

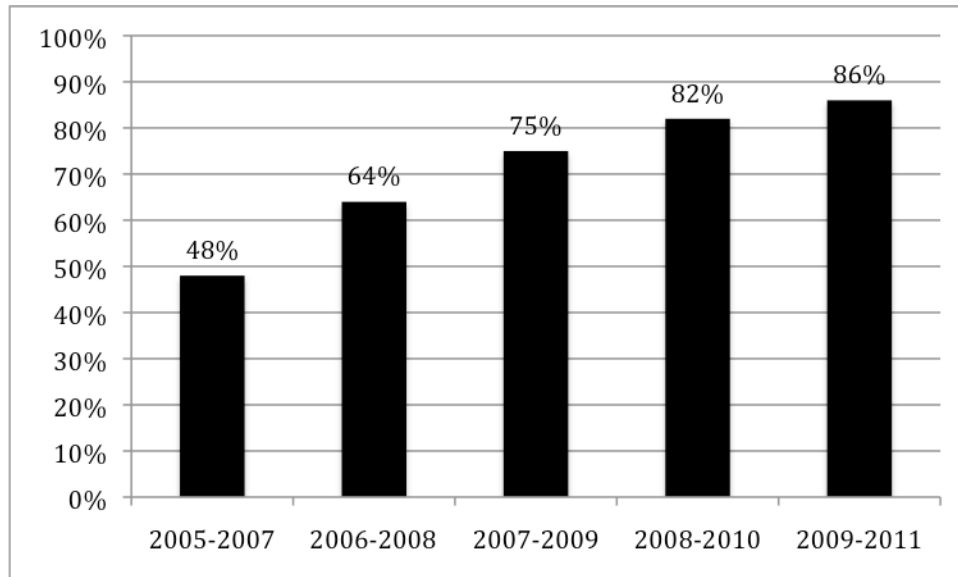
The unit continues to collect data and calculate WIU-Quad Cities academic program completability to inform planning and decision making with course rotation, course scheduling, and conflict resolution. This analysis continues to inform academic decisions related to course offerings and course scheduling for WIU-Quad Cities. This year, the completability analysis and data were used to predict course demand for the Quad Cities. The completability analysis has also been used to assist departments such as LEJA determine impact of course cancellation, and opportunities to reallocate resources to other courses in-demand. Pro-active collaboration with academic affairs resolved 33 known course schedule conflicts, including coordination of across-campus CODEC final exams to eliminate conflict. This was completed in a timely manner and with input from WIU-Quad Cities Academic Advisors.

As highlighted in last year’s annual report, completability data was the catalyst for the accelerated three-year option in RPTA, which was 100% completable in one year. Two programs not officially offered at WIU-Quad Cities were 100% in two years, and WIU-Quad Cities shared data with Academic Affairs to illustrate that including these majors to the list of programs could be offered with no additional resources. One of program identified as 100% completable is Supply Chain Management, which is now slated to begin enrolling majors Fall 2011.

A collaboration with Assistant Vice President Ron Williams, Registrar Angela Lynn, Andy Borst, and Curtis Williams resulted in the creation and implementation of “IQ Course” sectioning for online courses. Modeled after CODEC course sectioning, department chairs and school directors who have Quad Cities-based programs (within the pilot group that has

been selected for Fall 2011) designate two sections for every one online course. IQ Course sections were established to ensure WIU-Quad Cities undergraduate and graduate students have access to the courses they need to complete their degree program.

Efforts such as these contribute to increased completability of academic programs at WIU-Quad Cities, and the Assistant Vice President will continue to monitor completability for the 2010-2011 completed academic year. (*Higher Values in Higher Education, Goal 3, Action 1b*)



WIU-Quad Cities – Percent of Completable Undergraduate Minors, Majors, and Graduate Programs 2005-2011

Support the short- and long-term expansion of WIU-Quad Cities in existing and expanded facilities at Riverfront site. (*Higher Values in Higher Education, Goal 5, Action 3f*)

WIU-Quad Cities campus expansion vision became a reality in FY11. Unit goals related to campus expansion were met quickly in FY11, including involvement in continued organizational transition assistance for WQPT, cooperative leadership and participation in the Riverfront Phase II programming study, and leadership and participation with the Quad Cities Facilities Implementation Team (QC-FIT) and related focus groups. Those efforts are described in detail in the next paragraphs.

WQPT Public Television station became affiliated with Western Illinois University on May 1, 2010. Before and after that date, the Assistant Vice President served as an institutional liaison between Macomb-based departments and units to ease the transition into university business and operational practices and policy. WIU-Quad Cities and WQPT collaborated with the WIU Foundation Office including Holly Fecht, Shannon Sutton; Administrative Services including Theresa Roegge, Chris Schail, and Rita Moore; DPS staff including Sean O'Donnell Brown and Pam Mainland; and several other Macomb-based individuals who enthusiastically provided their expertise and resources to facilitate transition efforts.

QC-TIAS staff including Christopher David, Andrea Allison, Alison Shook, and others were involved with the physical move of staff offices and computing, and made compatible WQPT technology and office equipment with WIU systems and infrastructure. This

included significant consultation and collaboration with Macomb-based individuals and offices, including Mike Dickson and Dan Romano in University Technology.

Under the leadership of the Vice President for Quad Cities, Planning, and Technology, and in partnership with the University Architect and Director of Quad Cities Facilities, the Assistant Vice President participated in the Phase II Programming Study through the provision of data, coordination of input-related events, and data and user-driven decision making about the allocation of campus spaces. The unit contributed to the Programming Study through facility efficiency analysis in current and planned spaces, provision of institutional and campus data, and mock schedule scenarios. Architects from Holabird and Root translated and operationalized information and input into a future-focused master plan for WIU-Quad Cities Riverfront site. (*Higher Values in Higher Education, Goal 5, Action i*)

Mock schedule scenarios informed institutional decisions about building allocation for WIU-Quad Cities academic programs. After identifying interdisciplinary and curriculum dependent programs, the University made the decision to house undergraduate courses and the MBA program at Riverfront campus; and to house all graduate programs and the Elementary Education undergraduate program at 60th Street. This plan will decrease the likelihood that students will have to navigate a 7-mile campus quad to travel between classes, and keeps interdependent curriculum under one roof.

The Quad Cities Facilities Implementation Team (QC-FIT) was established mid-fall 2010 and is co-chaired by Kristi Mindrup and Bill Brewer. QC-FIT is a team of individuals charged with planning and procuring equipment and technology for Riverfront, garnering input from campus stakeholders about campus spaces, and implementing the move-in plan when Riverfront construction is complete. This group meets weekly, and accomplished many of its planning goals for FY11. The team hosted a successful QC-FIT open house to solicit input from all campus stakeholders. The team also benefitted from an Environmental Assessment conducted by University of Iowa doctoral students. The team continues to garner input from faculty, staff, and students about campus spaces, equipment, and technology, and at the time of this writing will collaborate with the University Purchasing office to procure equipment according to state and Capital Development Board guidelines.

QC-TIAS continues to identify ways to decrease dependency of the Quad Cities on Macomb offices and personnel where appropriate and feasible. In the area of technology, collaboration with University Technology resulted in a new contract for VOIP support by H2IT services where WIU-Quad Cities technology staff, including Paul Finley, will be able to initiate service calls that benefit the Quad Cities. Jude Kiah and Kristi Mindrup collaborated to introduce a more student-centered textbook buy back program at the Quad Cities, and will continue reviewing opportunities to introduce entirely web-based textbook purchasing at the Quad Cities campus. (*Higher Values in Higher Education, Goal 5, Action 1*)

Quad Cities Technology

Quad Cities Technology staff contributed their efforts to the institutional plan to enhance the communication infrastructure of the University. (*Institutional Strategic Plan for Technology, page vi.*) Quad Cities Technology staff were involved in the pilot roll-out of Voice Over Internet Protocol (VOIP) communications at WIU-Quad Cities. The team welcomed Paul Finley, Communication Network Specialist III to the Quad Cities technology team. Paul's

background, training, and expertise in data communication added to the portfolio of staff expertise at the Quad Cities.

Under the direction of Vice President Rives, and in coordination with Mike Dickson, Dan Romano and others in University Technology, Paul, Christopher David, and Andrea Allison were active in VOIP planning, installation, implementation, training, and now ongoing management of VOIP telecommunications. This includes recent VOIP feature enhancement that allows faculty and staff to access their voicemail via Zimbra e-mail.

Quad Cities Technology completed the following infrastructure projects (*Higher Values in Higher Education, Goal 1, Action 3*)

- Replaced the switch rack in Instructional Lab 142 with a proper secure switch cabinet. QC 142 is now a fully-functional teaching lab with projection capabilities.
- Completed the QCB24 rack replacement project and commission the new server. A new Sun server was installed and a trial version of VMWare Hypervisor was installed and is in development. Additional RAM was added to the new server in preparation for a domain controller, and de-commissioning of end-of-life server QC-srv02. Purchase and installation of three new switch racks was postponed due to restricted spending in FY11.
- QC Technology staff are currently re-organizing network folders, rename and disable duplicate folders in order to minimize confusion. Network folders are also backed-up, and old, unused files are being moved from the network.

Quad Cities Technology completed the following projects related to space management and logistics (*Higher Values in Higher Education, Goal 5, Action 3*)

- 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.

Participate in University web development initiatives and provide on-site training for designated Quad Cities staff and faculty on Content Management System. Karin Chouinard collaborates closely with Macomb web development and achieved 100% conversion of WIU-Quad Cities web pages to Content Management System. Karin will be involved in training departmental CMS users in FY2012.

Quad Cities Technology completed the following classroom and computer lab projects (*Higher Values in Higher Education, Goal 2, Action 3B*)

- Upgrade all the work-stations 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 Technology deferred two projects in support of limiting purchases during this FY2011:

- Upgrade PA system with enhanced capabilities (Multibox, wireless microphones, etc.)
- Fund R & D with new technologies. (next generation solid ink printers, 3 D classroom technology, managed labs)

Technology staff took advantage of opportunities for technology staff professional development including supervisor training. More expensive training was deferred in support of limiting purchases during FY2011, including Windows 7, and Macintosh training (*Higher Values in Higher Education, Goal 1, Action 2d; and Goal 5, Action 1l*). FY2012 training will be critical to respond to a changing infrastructure and user interface including:

- Paul Finley is enrolled and scheduled to start Cisco ICND1 & ICND2 certification training classes on 03/14/2011.
- Windows 7 training for all QC Tech Staff
- Apple Macintosh technician training for two QC Tech Staff
- Continuation of Cisco ICOMM and/or CVOICE training for NW & Communication specialist to support the VoIP telephony system of all QC campus buildings.
- Windows server 2008 training as all server operating systems are being upgraded to 2008 from Windows 2003.
- VMWare vSphere (Install, configure & Manage) training as QC Campus moves to a virtual server environment.

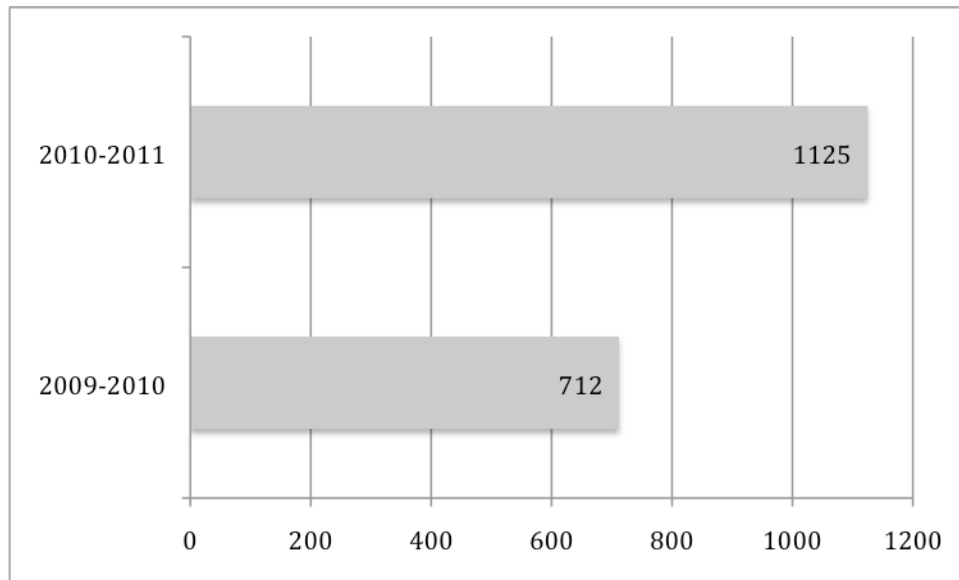
Quad Cities Instructional & Administrative Services

Jean Kenney continues to evolve her role in preparation for relocation to Riverfront campus. Future staff needs for Riverfront will require a staff member who is able to serve in a variety of roles and require expertise that includes ability to purchase departmental supplies, arrange travel and vehicles, process student employees, and provide instructional support. Jean has mastered these responsibilities and will be prepared to support all facets of instruction at Riverfront.

Carmen Sandoval and Lois Retherford collaborated to provide registrar services for students, such as transcript access, address change, enrollment verification, and other records services on both 60th Street and Caxton Block.

Lois Retherford successfully supports Quad Cities course maintenance and resource scheduling (*Higher Values in Higher Education, Goal 2, Action 2*). Lois coordinates and communicates with Sarah Lawson in the Registrar's Office to review conflicts and processes related to registrar services, including updating the WIU Space Master with new Riverfront campus spaces.

Lois also successfully processed 1,125 course changes from May 2010 to February 2011, compared to 712 May 2009 through February 2010, and successfully schedules on and off-site campus spaces. Lois also continues her student-centered approach to course changes, and provides informational mailings prior to the start of each semester for students with courses located at Caxton, GradCenter, and other off-site locations.



WIU-Quad Cities – Number of Course Changes Processed 2009-2011

The Assistant Vice President and Lois created a new Quad Cities Master Calendar that provides key dates and information to Quad Cities Admissions and Academic and Student Services for enrollment management purposes. Lois also continues to support the operations and function of Caxton Block and the School of Engineering, and assisted Dr. Bill Pratt and Curtis Williams in their efforts to establish a seamless admissions and registration experience for new and returning Engineering students.

Alison Shook, Emily Pitz, Janet Wilson, and Temia Rice continue to provide excellent instructional support for Quad Cities full-time and adjunct faculty and instructors (*Higher Values in Higher Education, Goal 2, Action 2*). Thanks to support from Academic Affairs, WIU-Quad Cities was able to create a new Office Support Assistant position now held by Temia Rice. Temia Rice, in coordination with Alison, Emily, and Janet, have expanded the operation of the Quad Cities Testing Center hours of operation to serve faculty who teach online, students who use disability resources, and for individual student make-up exams. Temia, Alison, Emily, and Janet all developed a renewed partnership with Carla Farniok in Distance Learning office to review and revise testing procedures.

Alison and Emily collaborated to successfully promote the “Summer Scanning for Sustainability” effort to encourage faculty to increase use of electronic materials in place of printing and paper. This effort allowed for a decrease in funds used for paper and ink toner, and also promoted a new service to faculty who took advantage of this head-start to fall course planning. (*Higher Values in Higher Education, Goal 5, Action 3l*)

Alison took a leadership role in research and installation of the new postage meter machine in the Quad Cities photocopy center. Alison also collaborated with WIU Quad Cities unit support staff in a “train the trainer” model. The new machine is an operational milestone for the Quad Cities to now process the majority of its own mail pieces.

All instructional support staff maintains positive communications and connections with their Macomb counterparts. Alison, Emily, and Janet maintain a high level of coordination especially during faculty evaluation form season. Each individual is able to distribute and

collect evaluations according to strict departmental guidelines that ensure reliability and confidentiality of materials.

Instructional support staff continued to effectively streamline with an eye toward good customer service. Staff reviewed and revised procedures for faculty materials to increase security of materials, and improved the system for collecting and distributing CODEC materials between campuses.

Janet Wilson, in collaboration with instructional support colleagues successfully transitioned the campus information desk to the second floor area. Janet's trusted presence at the information desk continues to serve as an information hub for campus visitors and employees, and has created additional student study, and collaboration space on the first floor.

The Quad Cities expansion to the Riverfront campus reveals several opportunities to enhance business services on campus to support large scale-equipment, technology, and furnishings research, procurement, and policy adherence. Current staff were able to meet last year's goals related to administrative services supported by the Quad Cities, including staff cross-training and support of purchasing related to Riverfront Campus.

The Quad Cities Facilities Implementation Team (QC FIT) is comprised of members of QC TIAS who are actively involved in research, procurement, and purchase of items that will completely furnish the Riverfront Campus. The team collaborates with the University Business Office, including Theresa Roegge and John Simmons to pro-actively plan and follow university and state purchasing guidelines. The team was also responsive to the new State of Illinois procurement documentation guidelines, and developed a team response to ensure all QC FIT members were trained and had a communication structure to report contacts with potential vendors.

Carmen Sandoval, following her 80% reassignment to Academic and Student Services to lead Student Activities, found opportunities to cross-train other support staff across campus to assist with departmental purchasing and student employee processing. Carmen continues to serve as a subject matter expert resource for staff who continue to expand their duties in support of unit operations. Carmen has increased her role in student services with her focus on student activities and diversity initiatives. Carmen serves as the lead adviser for the Association of Latin American Students, and successfully led student efforts with Jesus Delgado and others to host the WIU-Quad Cities Diversity Conference, as well as other diversity-centered activities and programs such as Day of the Dead, Pre-Finals Fiesta, and family-focused holiday activities. Carmen continues to be involved in administrative support for campus budget and purchasing.

All WIU-Quad Cities units engaged in fiscally responsible spending, and are on track to reduce operational expenses between FY10 and FY11 by \$15,789.61 (14%) for postage, student employees, photocopying, supplies, and telecommunication. This reduction is especially notable given that a new postage meter was added to the Quad Cities mailroom.

	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

QC-TIAS staff were very involved in University service through various committees both on the Quad Cities Campus and in collaboration with Macomb. To name just a few:

- Quad Cities Facilities Implementation Team, Art in Architecture, & 60th Street Planning Team
- North Central Accreditation
- Quad Cities Civil Service Committee & Scholarship Sub-committee
- Quad Cities Block Schedule Review team
- Digital Signage Exploration Team
- Quad Cities Regional Energy Consortium
- Student Leadership Awards Committee
- 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, Advisory Group, Cabinet, Technology Implementation Team, MCTF Promotion and Implementation Sub-committee
- ID Protection Act Task Force
- Memorial Hall task Force
- Paws on the Web
- University search committees, including Testing Center, Admissions, COEHS Dean and more.

QC-TIAS staff were not able to participate in technical professional development opportunities due to limited funding. However, the team continues to identify professional development that is affordable and in-house to continue to develop job-related skills and expertise.

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

The Assistant Vice President and QC-TIAS staff engaged in regular communication and meetings to plan, facilitate, and evaluate unit goals. Sub-units of the team were also formed to increase communication within the unit.

II. Budget Enhancement Outcomes for FY11

WIU-Quad Cities Technology, Instructional & Administrative Services received a permanent position allocation from Academic Affairs in FY11 to support one Office Support Assistant for Testing Center and Distance Learning Support. Temia Rice was hired and in cooperation with the Instructional services team, has successfully expanded operation of the QC Testing Center hours, disability accommodation testing, and support for distance learning CODEC classes.

III. Major Objectives and Productivity Measures for FY12

A major objective of FY 2012 will be successful transition of operations and instruction to Riverfront Campus in all aspects of Planning, Technology, Instructional, and Administrative support.

Assistant Vice President, Quad Cities and Planning

Support the short- and long-term expansion of WIU-Quad Cities in existing and expanded facilities at Riverfront campus. (Higher Values in Higher Education, Goal 5, Action 3f)

- 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. This includes operationalizing campus spaces in consultation with the Quad Cities Facilities Administrative Team, and implementing all plans for successful opening and operation of WIU-Quad Cities Riverfront Campus Phase I.
- 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.

Support the academic mission at WIU-Quad Cities.

- Strengthening and continuing development of community college partnerships, expanding into new opportunities in the state of Iowa 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 with inclusive input from a team comprised of appointees from each college, and implement revisions for Spring 2012 that continue to maximize student ability to enroll in multiple courses without conflict, increase alignment with Macomb final exam schedule to reduce CODEC conflict, and maximize facility efficiency.
- 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 to ensure completable

of academic programs by ensuring Quad Cities students have access to seats in online courses required to graduate.

QC T-IAS continued to engage in academic, professional development, research and teaching opportunities (Higher Values in Higher Education, Goal 1, Action 2d):

- Present at one national conference.
- Engage in internal and external research opportunities in higher education.

Instructional & Administrative Services

Instructional/Faculty Support (*Higher Values in Higher Education, Goal 2, Action 2*):

- Assess instructional support and implement plans to provide instructional and operational support including campus copy centers, university vehicles, and Testing Center.
- 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 to maximize communication and efficiency including renewed partnerships with Macomb-based departmental support staff and continued collaboration with Document and Publication Services, Registrar, Human Resources, and Testing Center.

Administrative Support:

- Evaluate in consultation with the Assistant Vice President efficient, simplified facilities scheduling procedures and identify opportunities to streamline or centralize 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 in collaboration with the Assistant Vice President.
- Successfully research and inform selection of office-related equipment for Riverfront Phase I in collaboration with QC FIT team.
- Coordinate with Assistant Vice President, Director of QC Facilities, and the Registrar's office to provide information to complete establishment of Riverfront Phase I campus spaces in the University Space Master.

IV. Technology Goals and Objectives

Quad Cities Technology will complete the following infrastructure projects, including move to a two-building campus with increased student enrollment. (Higher Values in Higher Education, Goal 1, Action 3)

- 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.
- Complete documentation of all wiring closets, server racks and schematics of network equipment, and VoIP network and user instructions.

Quad Cities Technology will complete the following office, classroom, and computer lab projects (Higher Values in Higher Education, Goal 2, Action 3B)

- 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.
- Provide managed public area print services.
- Establish a full service hardware resource/repair center at 60th Street building to serve staff and faculty at both Riverfront and 60th Street.
- Streamline multi-casting process for labs and classrooms work-stations.
- Increase technology inventory to provide equipment checkout at both campus locations.
- Clean up and document computer lab cable management.
- Inventory and organize all software CDs/DVDs and associated licenses.
- Upgrade all WQPT computers to get them to a WIU compliant build.
- Complete the SnS scans on all active workstations.
- Update the lab and public area workstation lists for security office.

Quad Cities Technology will complete the following goals aimed at increasing operational and QC Technology Team efficiency and effectiveness.

- Hire an additional fulltime technology staff to provide 2nd shift support and increase in support hours and scope.
- Increase the efficiency and effectiveness of the Quad Cities Help Desk, including streamline resources to centralize the two-campus helpdesk at 60th Street campus, enhance and train helpdesk resources to provide remote user support, and where possible, provide normal business hours student worker helpdesk coverage towards a dual-purpose lab attendant and helpdesk worker model.

- 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.

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

- 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.

**V. Internal Reallocations and Reorganizations,
WIU-Macomb: None.**

**VI. Internal Reallocations and Reorganizations,
WIU-Quad Cities:**

During the past two years, Jean Kenney expanded her portfolio of instructional and operational support to include management of campus copy center, procurement of supplies, vehicle requisition and travel, and room scheduling. Jean will expand her role to provide departmental-level support for the School of Engineering and the College of Business and Technology at the open of Riverfront Phase I.

VII. New Operating Resources

Permanent:

- 1) Campus expansion to Riverfront Phase I will require contracted security services to ensure the safety and security of Riverfront students, employees, and inventory for approximately 70 hours weekly.

\$65,000 for Contracted Security Services for Riverfront Phase I

2) In response to campus expansion to Riverfront campus Phase I and approximately 70 additional hours of technology and operational support, Quad Cities Technology, Instructional and Administrative Services requests one additional position. Existing technology staffing is insufficient to cover hours of instruction and operation at two campus locations, and a position to cover additional classroom and network support is requested.

\$40,000-\$56,000 for Instructional Technology Systems Manager (ITSM)

This position manages and maintains all classroom and instructional technology, supervises student facilitators, and provides instructional technology training to faculty and staff. This position also provides network support for WIU-Quad Cities in consultation with Macomb and Quad Cities Technology. This position also serves as the evening and weekend technology and operational support generalist.

Strategic Plan Goals & Objectives: Support learning inside and outside the classroom. (Higher Values in Higher Education, Goal 4, Action 1). Deliver a strong, user-centered information technology infrastructure. (Higher Values in Higher Education, Goal 2, Action 3).

One-time Funding:

1) Quad Cities Technology requests one-time funds to replace 11-year old audio-visual equipment in QC 60th Street Room B16 and B17.

\$16,400 for audio visual component replacement including digital computer projection equipment.

2) Quad Cities Technology requests as funds are available funds to comply with University equipment rotation. This includes 44 staff and classroom work-stations, 16 laptops for the classroom reservation laptop cart, 8 printers, 6 document cameras, and 4 projectors.

\$91,312 for classroom, lab, and office computers and peripherals.

Items:	Quantity	Unit Price	Cost
Staff & Classroom Work-Stations	44	\$998.00	\$43,912.00
Classroom Reservation Laptop Cart	16	\$1,300.00	\$20,800.00
Printers	8	\$1,200.00	\$9,600.00
Document Cameras	6	\$1,500.00	\$9,000.00
Projectors	4	\$2,000.00	\$8,000.00
		Total	\$91,312.00

3) Quad Cities Technology requests funding to provide necessary staff training to be able to respond to changing infrastructure and software needs at WIU-Quad Cities, including Cisco ICOMM, VMWare vSphere, Microsoft Windows 7, and Lynda.com self-paced SW.

\$13,500 is requested for QC Technology Staff Training.

VIII.

Facilities Requests: None.

Questions about this Annual Report may be directed to:

Kristi S Mindrup

Assistant Vice President, Quad Cities and Planning

309.762.9481 x62252

KS-Mindrup@wiu.edu