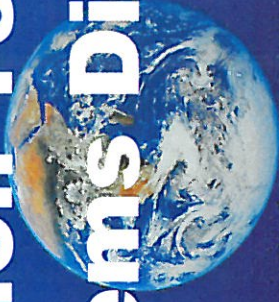




THE UNIVERSITY OF NORTH CAROLINA
AT WILMINGTON
AUGUST 27, 2001
GENERAL STAFF MEETING

The Challenge of Managing Necessary Change

Information Technology Systems Division



Dr. Robert E. Tyndall, VC, Information Technology Systems
Division and Associate Provost



THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Managing Necessary Change in UNCW's Knowledge Ecology

- To develop and support student universal access and user capacity
- To provide for faculty universal access, support, and user capacity
- To ensure the sustainability of a quality information technology environment through life cycle funding plans, baseline standards for computers and classroom peripherals, and articulated software and network hardware management plan
- To ensure programmatically integrity and coherence through safeguards embedded in structures and processes
- To identify incentives and sanctions intended to align, stimulate, or channel activities to be supported by institutional resources
- To address organizational and process concerns related to the development of quality models
- To design connected architectures that serve to stimulate and sustain necessary innovations, while remaining fluid, flexible, and responsive to opportunities





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Living Within a Culture of Continuous Transition”

UNCW’s Technology Standards

- **Provide Essential Skill Acquisition
by Graduation**
- **Ensure Universal Access for All Students,
Faculty and Staff**
- **Create and Sustain a Responsive Support
Environment for Student, Staff and Faculty**





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Living Within a Culture of Continuous Transition”

UNCW’s Technology Standards

- **Establish and Maintain a Baseline Standard for PC Replacement, Network Infrastructure and Classroom Technologies**
- **Ensure a High Quality Central Network System with User-Centric Scalable Applications with Continuous Support**





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Technology Standards of Expectation”

Essential Skill Development

- **A discipline specific model of skills needed to solve problems and produce products**
- **Skill development based on course goals drawn from syllabi**
- **Increased research and product requirements as appropriate**





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Technology Standards of Expectation”

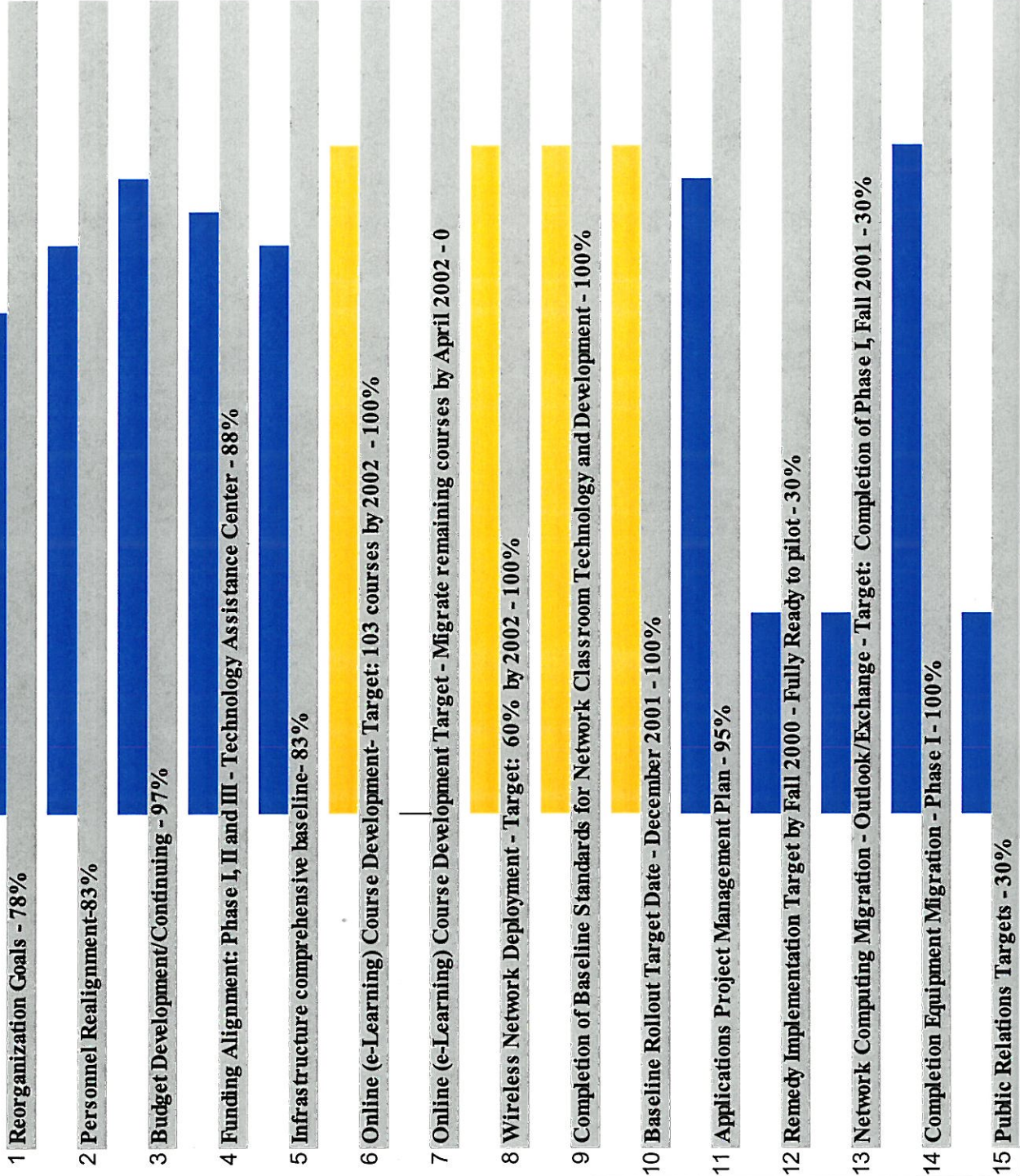
Essential Skill Development

- **Emphasis on inter-disciplinary and inter-agency collaboration**
- **Wide range of courses using technology enhancements from audio visual and computers, to specialized microscopes, probes and supercomputer access**





ITSD GOAL/OBJECTIVES COMPLETION RATE (Page 1)





ITSD GOAL/OBJECTIVES COMPLETION RATE (Page 2)



16 Internal ITSD Career Development Staff Training - Increased Investment by 25% - 210%

17 Central AV Inventory - Phase I - 100%

18 Telecommunications Building Completed by Fall 2001 - Complete Design 100%

19 Telecommunications Building Completed by Fall 2001 - Construction by 2001 - 0%

20 Complete Revenue Transition - DAIN Bill - 100%

21 Telecom Revenue Migration - Long Distance - 100%

22 Cellular Antenna Installation on Water Tower - 100%

23 Totally Redesign Help Desk to Technology Assistance Center (TAC) by Fall 2001 - 0%

24 Establish Mass E-Mail Procedures - 100%

25 Successfully Completed EDP Audit - 100%

26 Establish 3-year Budget Plan - 100%

27 Complete Phase II of Blended Mode University - 100%

28 Complete all positions called for in Phase I and Phase II in ITSD - 86%

29 Significantly Enhance Web Page Development Process - 100%

30 Significantly Enhance Web Page Services - 0%



ITSD GOAL/OBJECTIVES COMPLETION RATE (Page 3)

0 50 100%

32 Establish online "self help" guide - 80%

33 Realign Bond Funds, \$2.9 million - 100%

34 Secure Funding Authorization for Expansion to Hoggard - \$3.5 million - 100%

35 Establish technology office in Student Government - 100%

36 Realign Campus Committees into 7 IT Related Committees by Fall 2001 - 100%

37 Establish Campus Wide Technology Awards by December 2001 - 0%

38 Develop and Maintain Inventory of Current Applications and Projects - 100%

39 Pilot PSP by April 2002 - 50%



THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

**“Living Within a Culture of Continuous Transition”
UNCW Commits to Systemic Change**

Forces Shaping UNCW’s Environment

- Unparalleled growth over the past 15 years
- Transition from regional campus to a national program
- Major emphasis on service to the region and state
- Limited square footage, among the lowest in North Carolina
- High demand for access from non-traditional student population





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Living Within a Culture of Continuous Transition”
UNCW Commits to Systemic Change

UNCW’s Unique Approach to Information Technology

Through a unique approach of functional alignments, position alignments and budgetary alignments, Academic Affairs and ITSD are creating joint innovations, structures and protocols.





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Living Within a Culture of Continuous Transition”

UNCW Commits to Systemic Change

Convergence of Functions: Phase I-II

- Microcomputing for Faculty
- Hypermedia Classrooms
- All Microcomputer and Hypermedia Personnel
- Student Labs-General Access, 24X7, Dedicated Labs
- **Laptop Support, ThinkPad model**
- Computer Network Services
- Computer Network Design
- Innovations in Technology
- Student Lab Personnel
- Faculty Supercomputer Support
- **Baseline Standards**
- **Management Applications & Purchasing Protocols**
- **Web Management Office**
- **Infrastructure Wiring**
- **Telecommunications**
- **Architectural Standards Team**
- **Web Course**
- **Development Team:**
- **OASIS Model**
- **Cable, Satellite Services**
- **Innovations Model**





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Living Within a Culture of Continuous Transition”

UNCW - IT Related Committees

As part of the overall ITS reorganization effort campus-wide

IT committees were collapsed down to these 7:

- Web Coordination Committee
- Committee on Information Technology Innovations
- Committee on Student Support and Technology
- Committee on Application Services
- Committee on Baseline Computer Standards
- Committee on Audiovisual/Media Services
- Committee on Distance and Distributive Education





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

ITSD Divisional Committees

Hoggard Hall Renovation and Construction Committee

Facilities Design

Dr. Robert Tyndall, Chair Steve Perry, Coordinator
Permanent Members: Liz Hosier, Bobby Miller, Beverly
Vagnerini

Programmatic Members: Chet Harvey, Jeff Jolly, Stephanie
Kiddle, Tami Mansur, Jeff
Stanfield, Dana Ward

Special Committee – Documents Imaging and Video Digitization

David Dodd, Jeff Jolly, Bobby Miller, Jim Moravansky,
Wesley Padgett, Jeff Stanfield, Beverly Vagnerini





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

ITSD Divisional Committees

Courtesy Committee

Dr. Robert Tyndall
Patty Thompson, Chair
Annie Aldrich
Christie O'Sullivan
Jeannine Krzykwa

SECC Campaign

Annie Aldrich
Laura Zefiretto





Information Technology Systems Division
**VICE CHANCELLOR'S OFFICE and
ITSD DIVISION**

Chancellor
Dr. James R. Leutze

Vice Chancellor/
Associate Provost
Dr. Robert E. Tyndall
962-3888 e-mail: tyndallr

Budget Manager
Patricia Thompson
962-7943 e-mail: thompsonp

Executive Assistant
Beverly Jolly
962-3888 e-mail: bjolly

Executive Director
David Dodd
962-7938 e-mail: dwdodd

Program Development
Coordinator
Kim Kelly
962-7939 e-mail: kellyk

Administrative Asst
Laura Zefirello
962-7938 e-mail: zefirellol

AV and Media Services

Central
Equipment
Services

Distance
Education
Network

Classroom
Technology

Telecommunications
Services

Administrative
Services

System
Maintenance
and
Installation

Application Services

Administrative
Systems

Student
Information
Systems

Computing Services

Computer
Networking

Computer
Systems

Computer
Operations

Technology
Assistance
Center

Client Services

Microcomputer
Support

Instructor &
Research
Support



THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

ITSD Welcomes our New Employees!

DIRECTORS

Beverly Vagnerini, Director, Department of Client Services – joined
ITSD July 16, 2001

Bobby Miller, Director, Department of Computing Services – April 16,
2001

Liz Hosier, Director, Department of Application Services – July 1, 2001

Amy Davis, Information Systems Liaison, Department of
Telecommunications & Application
Services, July 2, 2001

Bill Warren, SIS Support Programmer, Department of Application
Services, July 3, 2001





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

ITSD Welcomes our New Employees!

Jeannine Krzykwa, Administrative Assistant, Departments of Application and Computing Services, February 12, 2001

Greg Gulas, Dual Computer Consultant, ITSD & Community Outreach Services, December 9, 2000

Christie O'Sullivan, Administrative Assistant, Department of Client Services, October 2000

Laura Zefiretto, Administrative Assistant, VC ITSD office, May 7, 2001

Wesley Padgett, Telecommunications Equip. Tech., Department of Telecommunications, June 2001





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

**Randall Lab
(24-hour Access)**

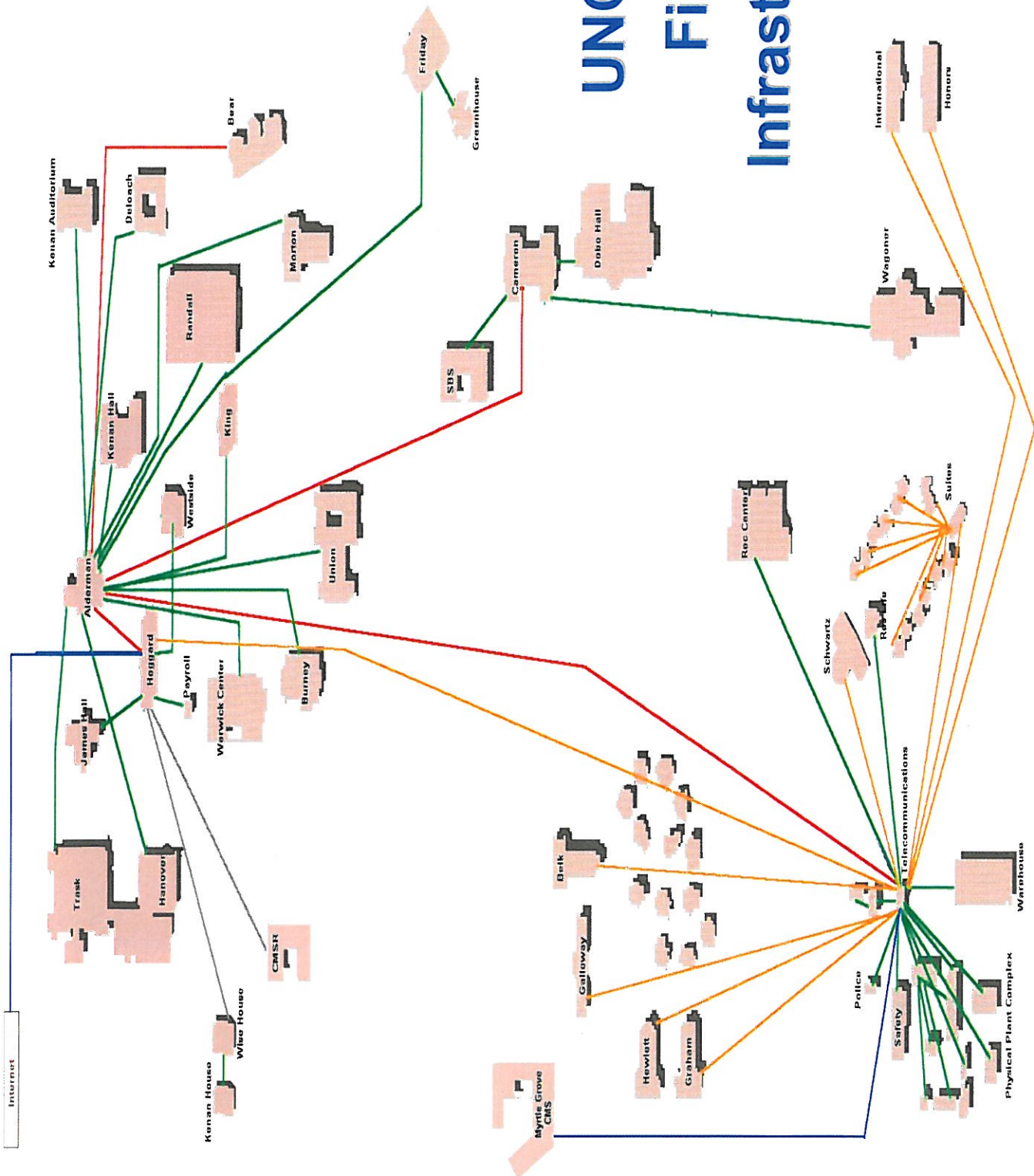
- 50 Dell Pentium III computers
- 450 MHz
- 24x CDROM
- Stereo Sound Cards
- Ionoga Zip Drive
- 5 Hewlett Packard LaserJet
Printers
- Microsoft Windows '98
- Microsoft Office '97
- Acrobat Reader 4.0
- Maple V release 5
- SPSS 9.0
- Word Perfect



**“Technology Standards of Expectation”
Universal Access**



UNCW's Fiber Infrastructure



Gigabit - 1000mb

DS3 - 45mb

Fast Ethernet - 100mb

Student Network

T1 - 1.54mb



THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Wireless Expansion Plans, 2001

ZONE D

Center for Marine Science
New Centre
Executive Center (Landfill)
Kraus-Wise Complex



Legend

- Wireless Network
- Campus Network
- Wireless Zone A
- Campus Common
- Wireless Zone B
- Student Recreation
- Wireless Zone A
- Wireless Zone B

1	Administration Center	31	Physical Education Building	61	University Hall
2	Admission Hall	32	Public Services Building	62	Public Health
3	Alumni Hall	33	Physical Plant Craft Building	63	Student Union
4	Art History	34	Recreation Building	64	System and Process
5	Business Administration	35	Recreation Building	65	Track Common
6	Chemistry	36	Recreation Tennis Courts	66	University Apartments
7	Communications	37	Recreation Tennis Courts	67	University Police
8	Construction	38	Recreation Tennis Courts	68	University Student Center
9	Development	39	Recreation Tennis Courts	69	University Union
10	Education	40	Scholar Hall	70	University Union
11	Engineering	41	Scholar Hall	71	University Union
12	Engineering	42	Scholar Hall	72	University Union
13	Engineering	43	Scholar Hall	73	University Union
14	Engineering	44	Scholar Hall	74	University Union
15	Engineering	45	Scholar Hall	75	University Union
16	Engineering	46	Scholar Hall	76	University Union
17	Engineering	47	Scholar Hall	77	University Union
18	Engineering	48	Scholar Hall	78	University Union
19	Engineering	49	Scholar Hall	79	University Union
20	Engineering	50	Scholar Hall	80	University Union
21	Engineering	51	Scholar Hall	81	University Union
22	Engineering	52	Scholar Hall	82	University Union
23	Engineering	53	Scholar Hall	83	University Union
24	Engineering	54	Scholar Hall	84	University Union
25	Engineering	55	Scholar Hall	85	University Union
26	Engineering	56	Scholar Hall	86	University Union
27	Engineering	57	Scholar Hall	87	University Union
28	Engineering	58	Scholar Hall	88	University Union
29	Engineering	59	Scholar Hall	89	University Union
30	Engineering	60	Scholar Hall	90	University Union
31	Engineering	61	Scholar Hall	91	University Union
32	Engineering	62	Scholar Hall	92	University Union
33	Engineering	63	Scholar Hall	93	University Union
34	Engineering	64	Scholar Hall	94	University Union
35	Engineering	65	Scholar Hall	95	University Union
36	Engineering	66	Scholar Hall	96	University Union
37	Engineering	67	Scholar Hall	97	University Union
38	Engineering	68	Scholar Hall	98	University Union
39	Engineering	69	Scholar Hall	99	University Union
40	Engineering	70	Scholar Hall	100	University Union





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Technology Standards of Expectation”

Universal Access

Multiple Wireless Technologies Currently Under Deployment

- **Wireless Ethernet**
 - Extension of 6000+ node fiber optic network
 - Access Points are connected to the fiber network (similar to cordless phone technology)
 - A single Access Point supports a 50-200 foot radius
- **Cellular Technology**
 - Supports web-enabled cellular phones and handheld computers (PDA's)
 - Vendor partnerships required
 - Antennas on the university water tower will significantly enhance capabilities on campus





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Students
Using
Wireless
Handheld
Computers
in a
Chemistry
Class



“Technology Standards of Expectation”
Universal Access





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

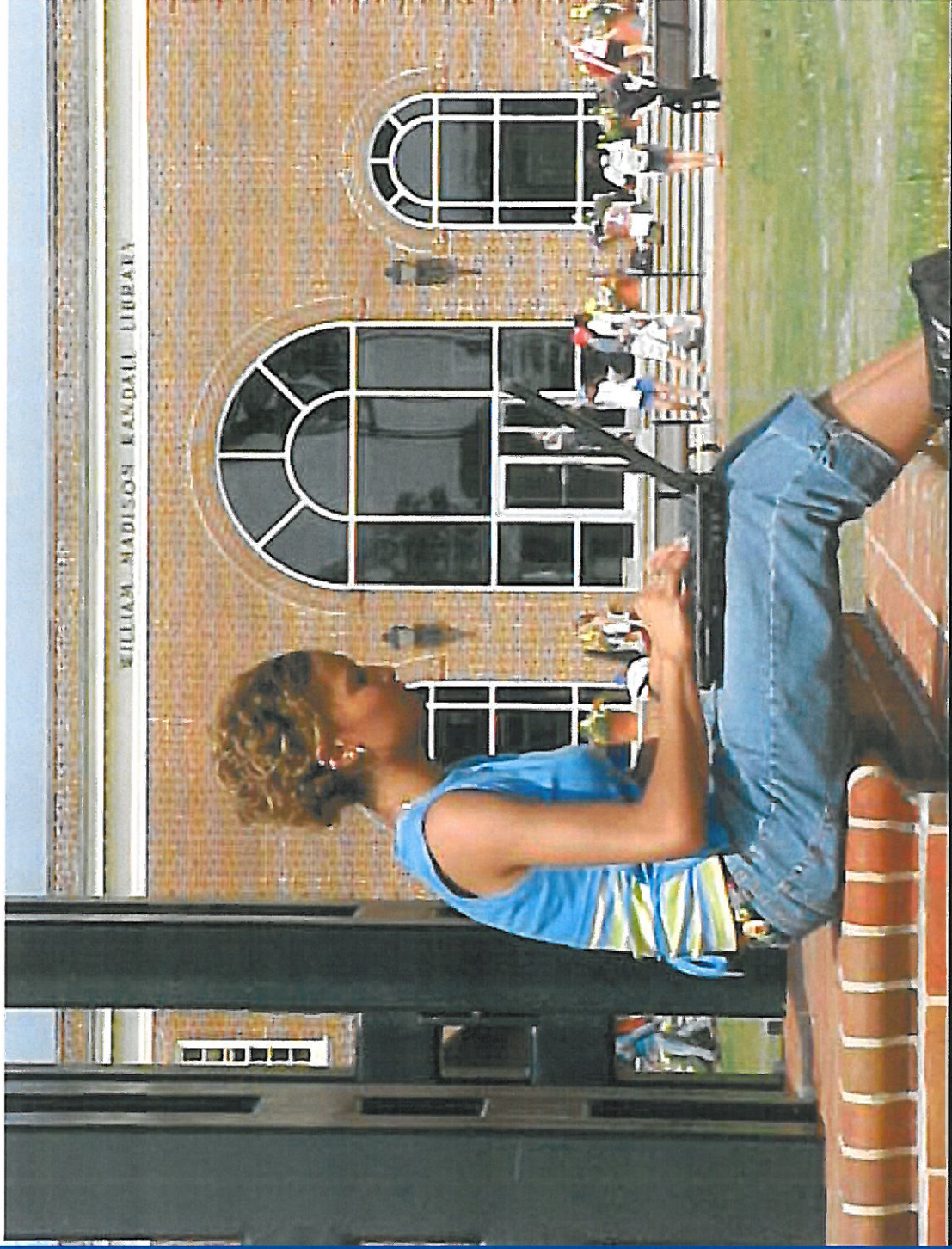
“Technology Standards of Expectation”

Universal Access

Wireless – Local Area / Wide Area



THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON



Surfing the
'Net at the
Clocktower





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Technology Standards of Expectation”

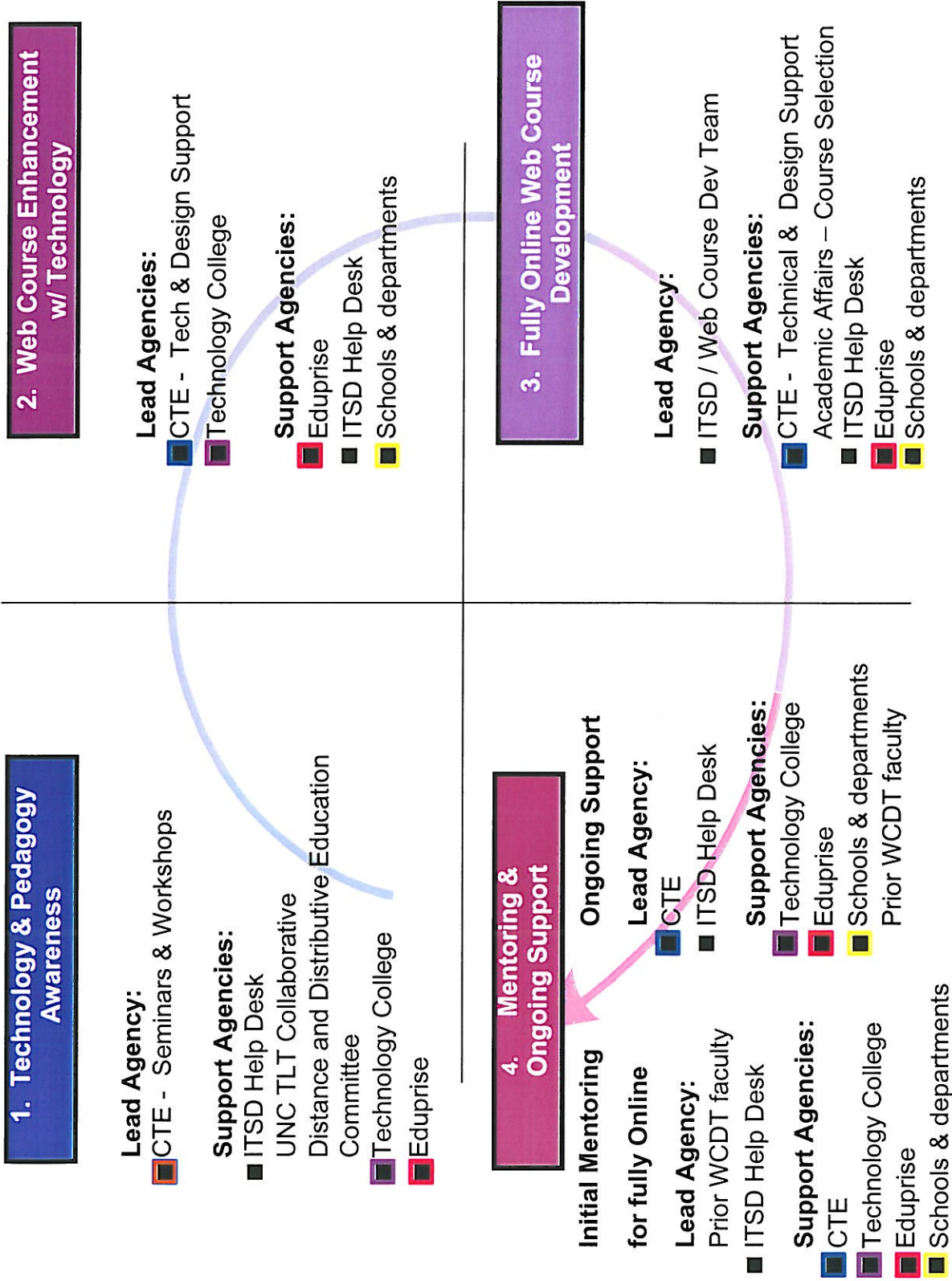
Supportive Instructional Environment

- Web Course Development Team model leverages early adopters lead by a mentor group
- Learning Community Leverage Pedagogies
- Ongoing assessment and improvement of courses through the team approach
- Ongoing reward and support of the Web Course Development Team through ITSD and Eduprise



Web Course Development Continuous Support Model:

Agency Roles





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Technology Standards of Expectation”

Supportive Instructional Environment

History of Web Course Development at UNCW

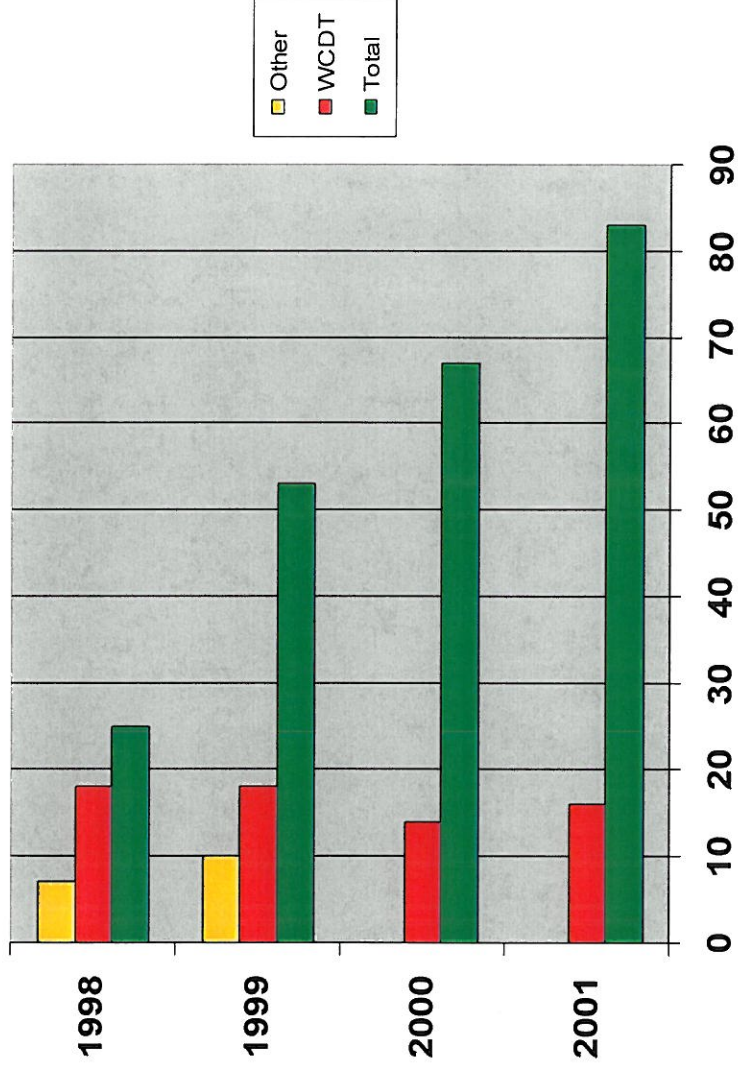
- Summer 1998—First WCDT
- Fall 1998—First Online Web Courses Offered
- Summer 1999—Second WCDT
- Summer 2000—Third WCDT
- **Summer 2001—Fourth WCDT**





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Technology Standards of Expectation” Supportive Instructional Environment Web Course Development





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Technology Standards of Expectation”

Baseline Standards

- **Baseline standard for PC configurations**
- **Life-Cycle Funding/baseline advantages**
- **Baseline standard for Technology Assistance**
- **Baseline standard for Network, CATVI (6)**
- **Baseline process for Application approval**
- **Personnel standard for dual reporting**
- **Transition to new Dell environment**





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Living Within a Culture of Continuous Transition”

UNCW’s Major IT Transitions

- **UNCW is moving from a fixed to a mobile computing environment**
- **1st in the UNC system to have a 3-phased plan to overlay a fiber network with a wireless and cellular network**
- **1st in the UNC system to have a Technology College**
- **Currently operate 52 labs, 7 of which are 24X7**
- **By 2004 the number of fixed labs will be reduced 30%**





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

“Living Within a Culture of Continuous Transition”

Blended Mode University 2004

**THE FUTURE OF THE NEXT MAJOR EMPHASIS OF THE
BLENDED MODE UNIVERSITY**

To utilize the talents and energy of faculty who have
discipline specific depth and a general love for the
world of ideas,

- ❖ first working in teams to find better means of
generating and presenting their work
 - ❖ and then collaborating as members of cross-
functional and cross-discipline teams
- bridged by technology, inventing the future together.





**THE UNIVERSITY OF NORTH CAROLINA
AT WILMINGTON**

INFORMATION TECHNOLOGY SYSTEMS DIVISION

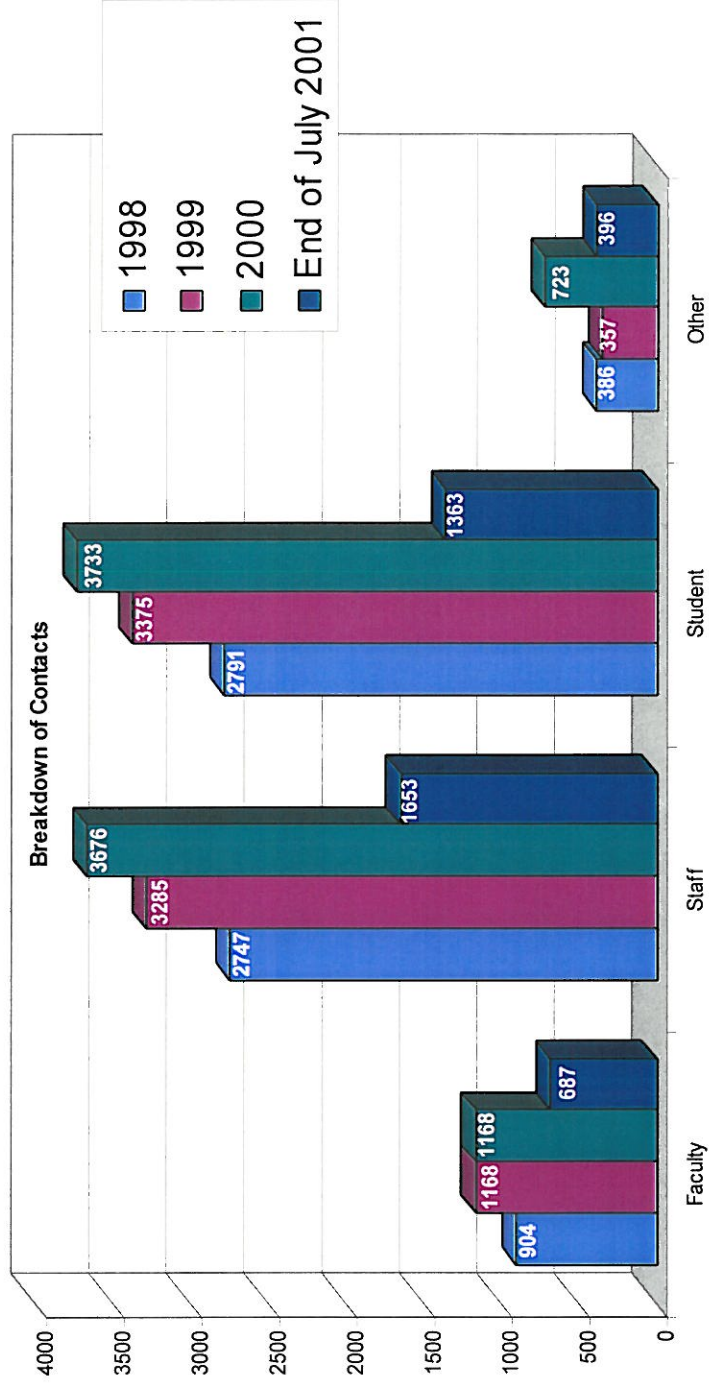
***Create a Comprehensive, Integrated
Learning Environment (Knowledge Ecology)
Utilizing Information Technologies***





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

At the present time, calls and walk-ins are manually recorded and counted. Tracking software called Remedy is currently being tested at the Help Desk. This new software will give the division and sub-units continuous snap-shots of progress and performance and will be invaluable in future planning.





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Client Services Workshop Statistics, 1990-2001

Fiscal Year	90/91	91/92	92/93	93/94	94/95	95/96	96/97	97/98	98/99	99/00	00/01
Workshops	27	38	34	41	43	54	57	33	42	32	30
Attendees	129	244	240	278	318	342	383	218	329	252	231
# Faculty	25	67	71	60	128	106	125	58	38	6	43
# Staff	104	177	169	218	190	216	234	160	291	246	188
New Workshops	n/a	1	6	2	2	2	5	2	3	3	0





General Access Labs

& Laptop checkout program

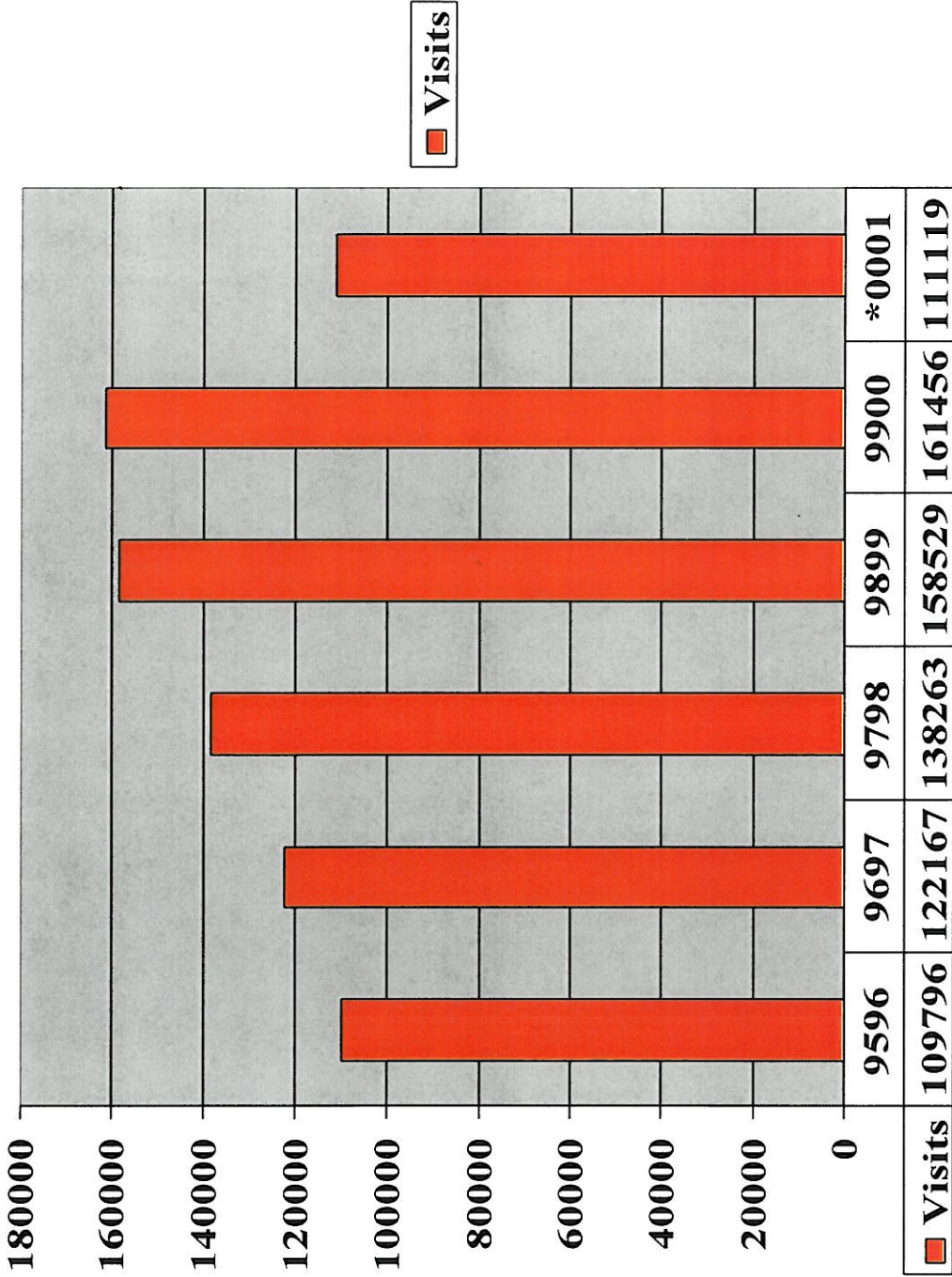
Managed labs: Scott Piner- Lab Coordinator



Randall	(staffed) (24 hours)	50
Bear 202	(staffed)	25
S&B 221	(staffed)	25
U. Union 105	(staffed)	20
Schwartz	(staffed)	20
Graduate Lab – Randall Library		10
Honors House lab		6
International House lab		10
Belk Hall lab		9
Galloway Hall lab		10
Graham-Hewlette lab		6

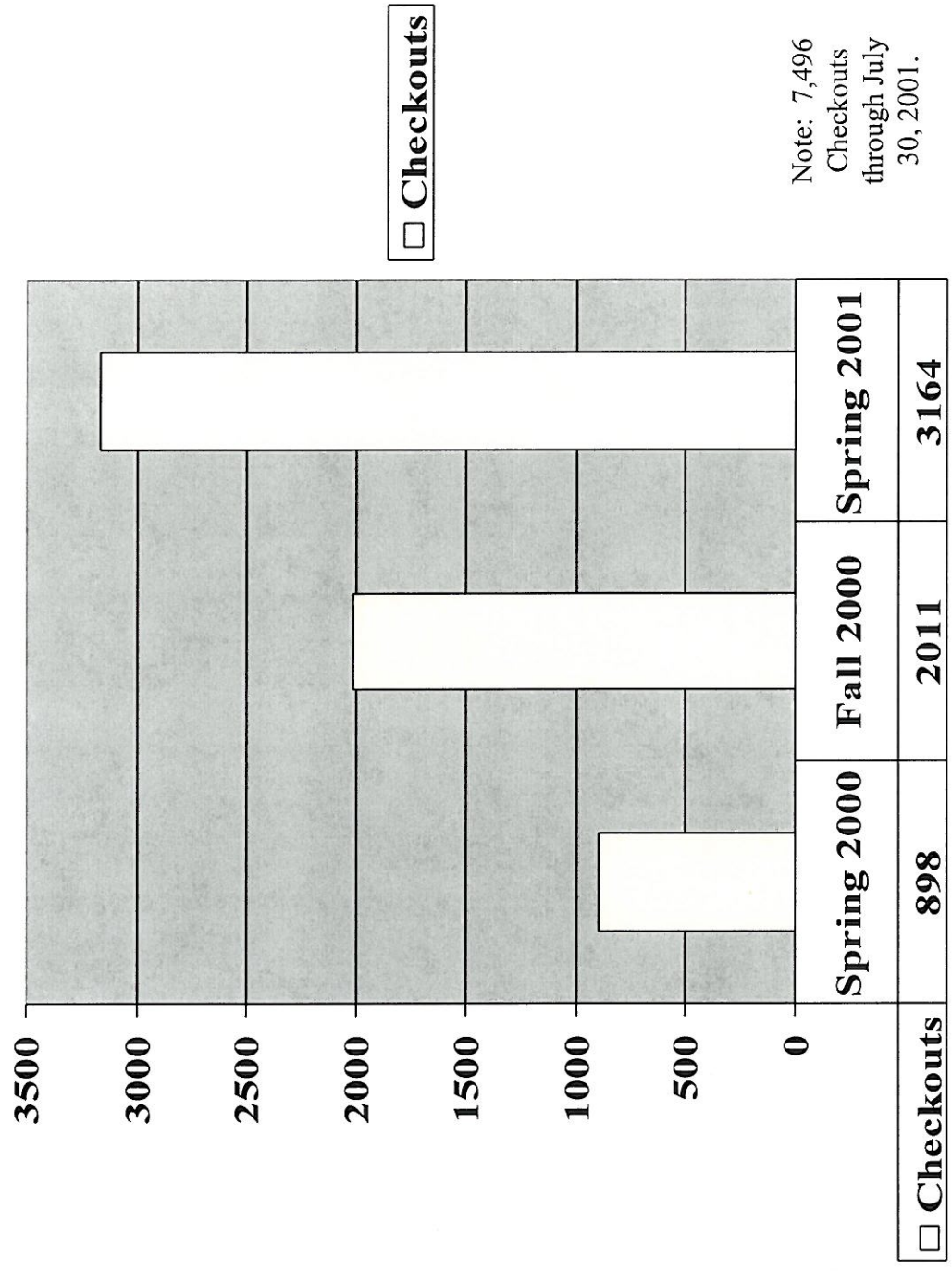


THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON



Note: 7,496
Checkouts
through July
30, 2001.



THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Jeff Jolly – ITSD Client Services Instruction & Research Support

Online Course Enrollment - June 2000 through June 2001

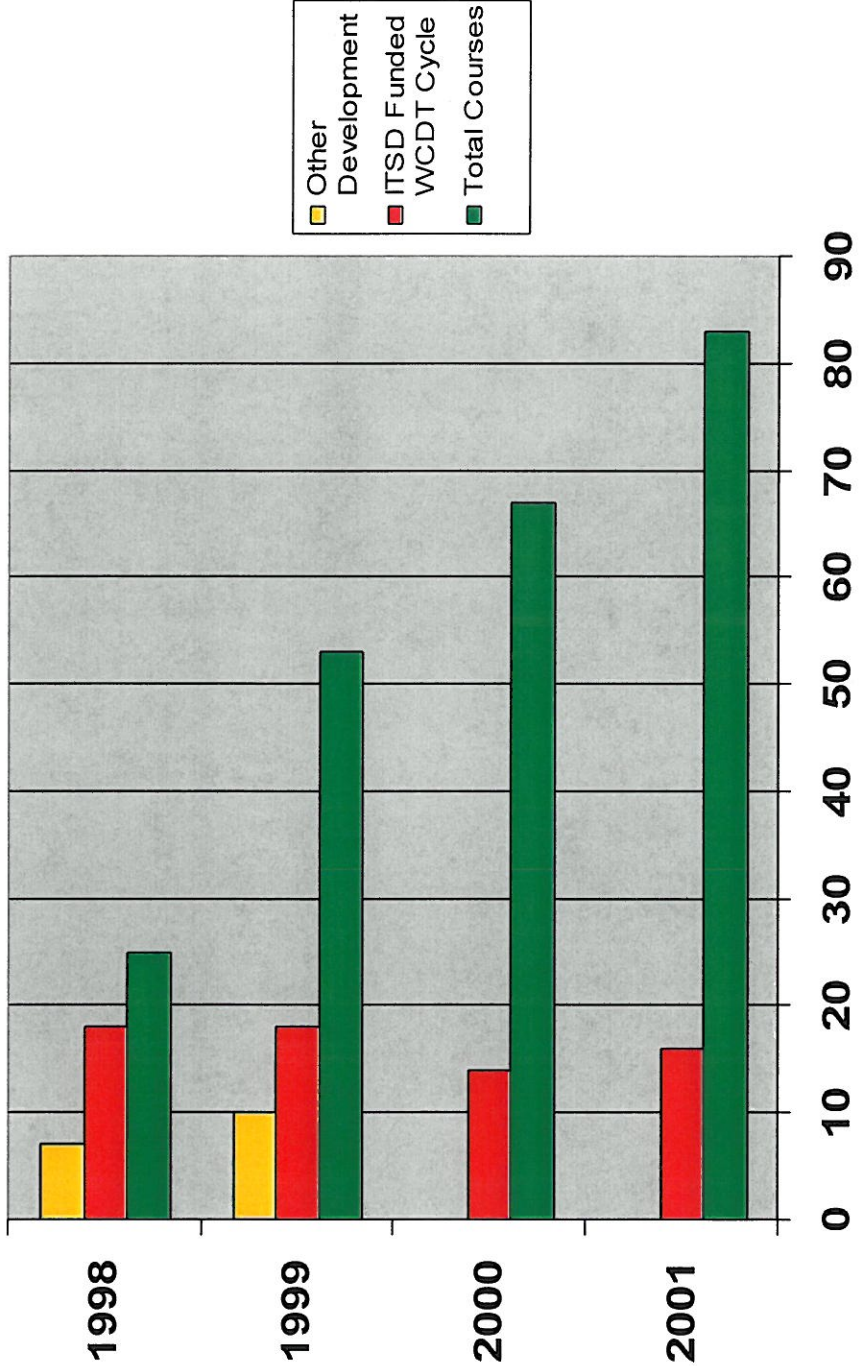
Year	Term	Number of Courses	Enrollment
2000	Summer I	1	29
	Summer II	3	82
	Fall	26	411
2001	Spring	27	554
	Summer I	5	119
	Summer II	2	41





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

WEB COURSE DEVELOPMENT - YEAR





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Jeff Jolly – ITSD Client Services Instruction & Research Support

~ 83 Fully Online Courses at UNCW ~

Undergraduate - 71

College of Arts and Sciences - 42

Watson School of Education - 14

School of Nursing - 12

Cameron School of Business - 3

Graduate - 12

Watson School of Education - 10

School of Nursing - 2

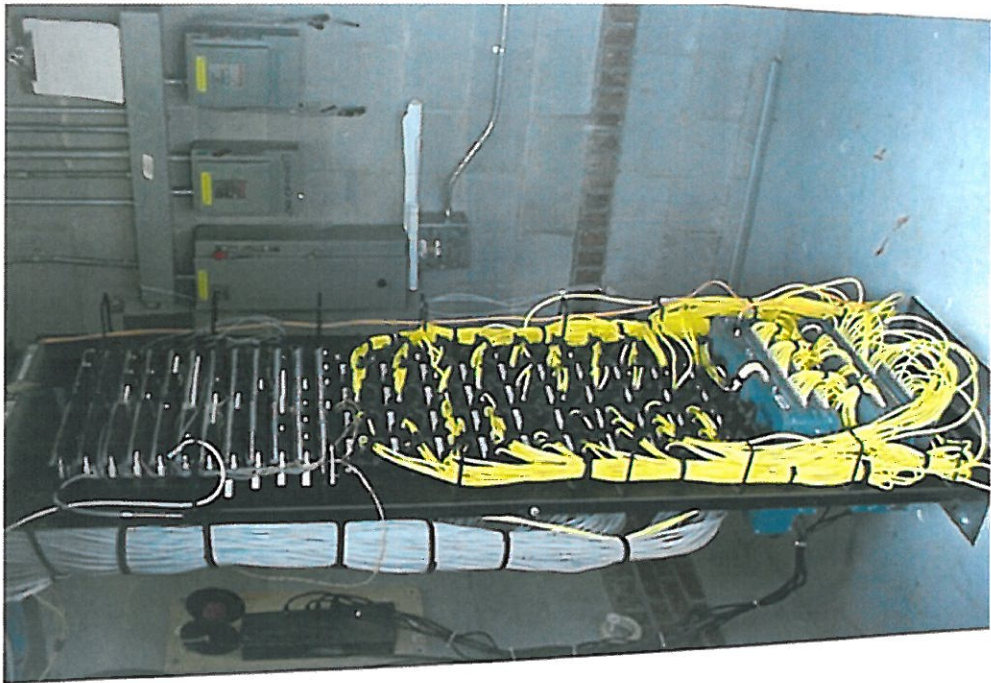




THE UNIVERSITY OF NORTH CAROLINA
AT WILMINGTON

Accomplishments

James Hall
Wiring
Closet After



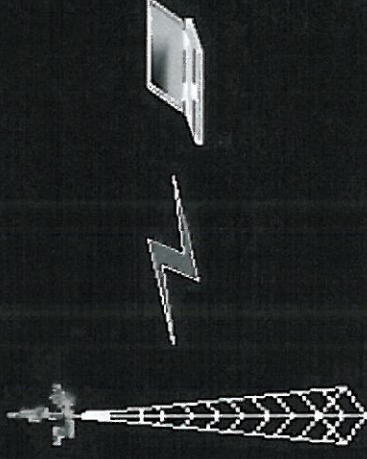


THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

SEA Port Sign



University of North Carolina at Wilmington



SEA Port Wireless Zone

www.uncwil.edu/dcs/seaports

ITSD





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

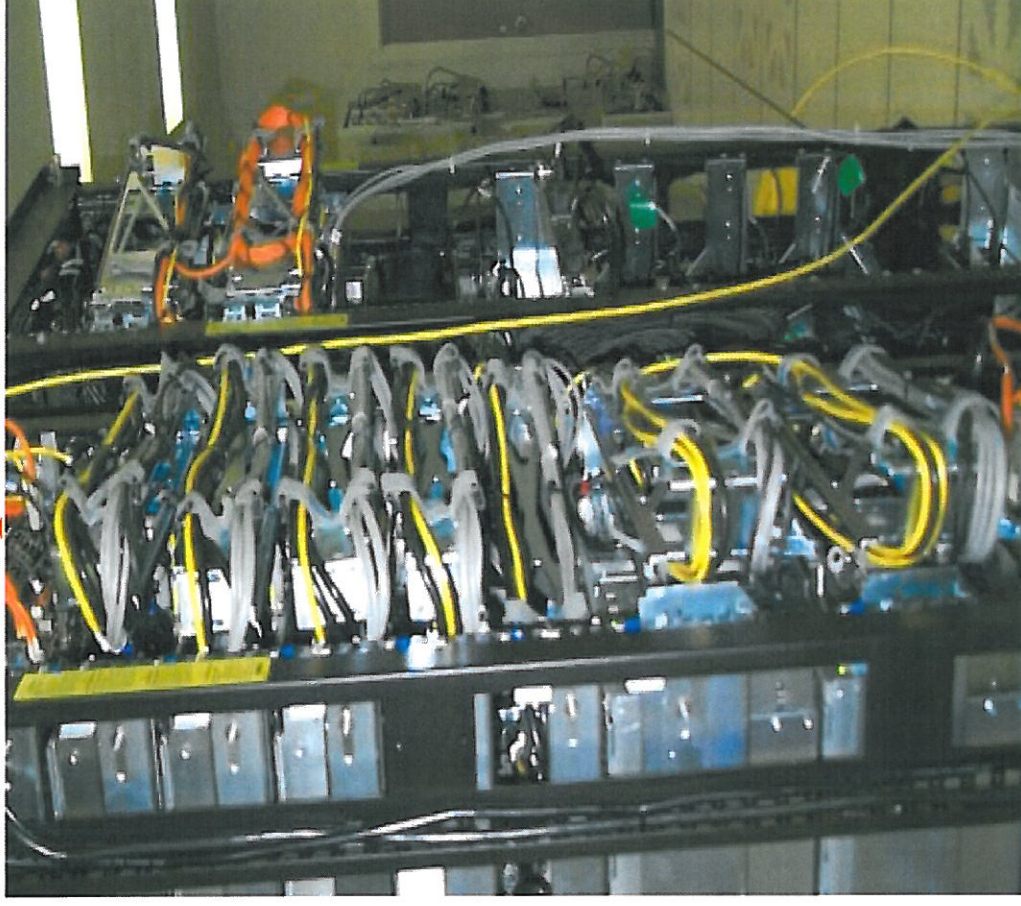
Accomplishments





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Accomplishments



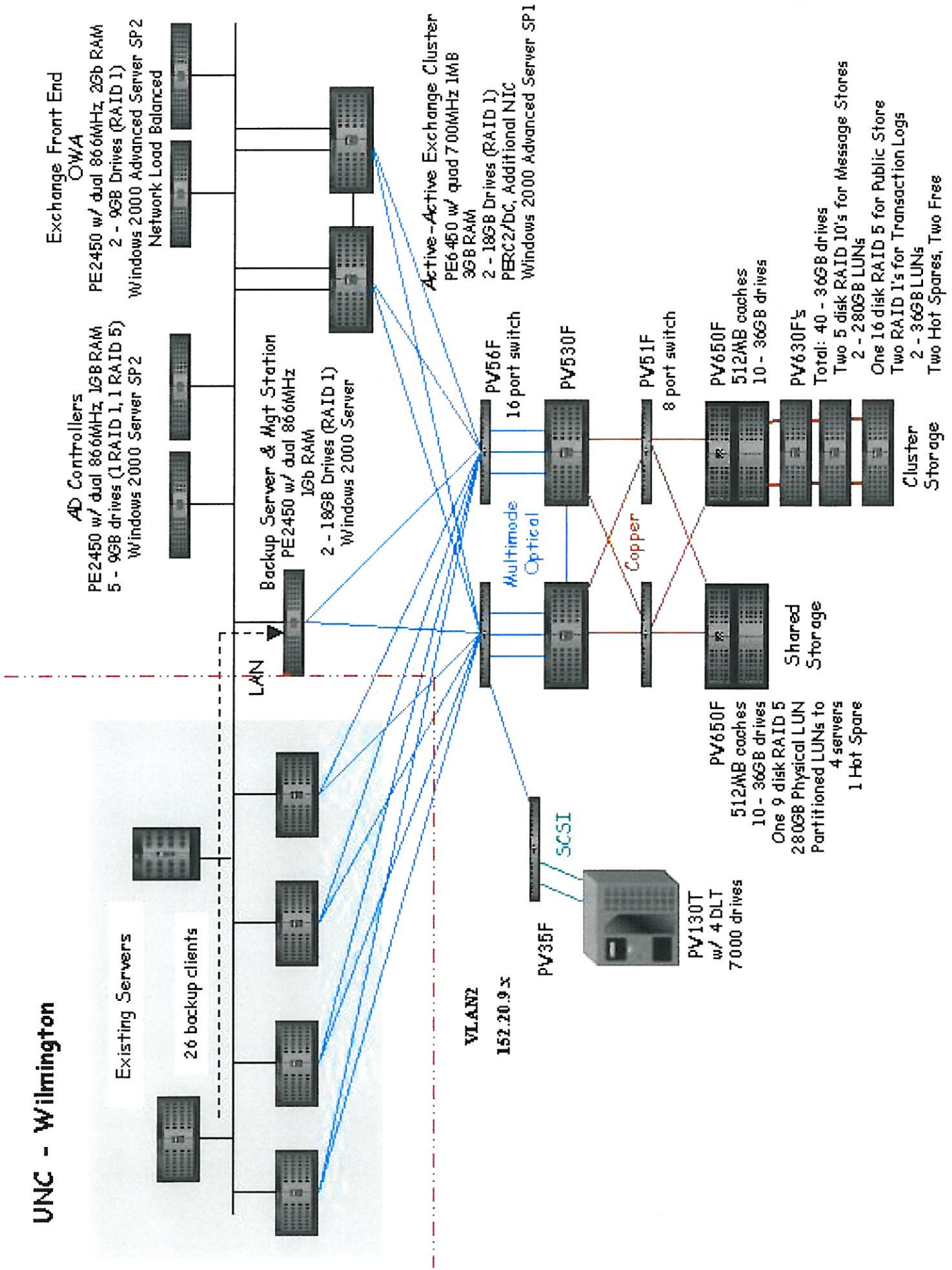


THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Accomplishments



UNC - Wilmington





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON



Current Baseline Standard (\$1387.00)

Pentium III 933/133, GX150 / 256K Cache
128MB PC133 SDRAM, 1 DIMM
Dell Enhanced Rubberdome Keyboard
P780, AG Trinitron, 16.0Inch monitor
4 MB Graphics Performance Accelerator
20GB EIDE, 7200 RPM Hard Drive
12X CDRWW

Integrated Sound Blaster AC'97 sound
ZIP 250 disk drive
Integrated 10/100 3Com



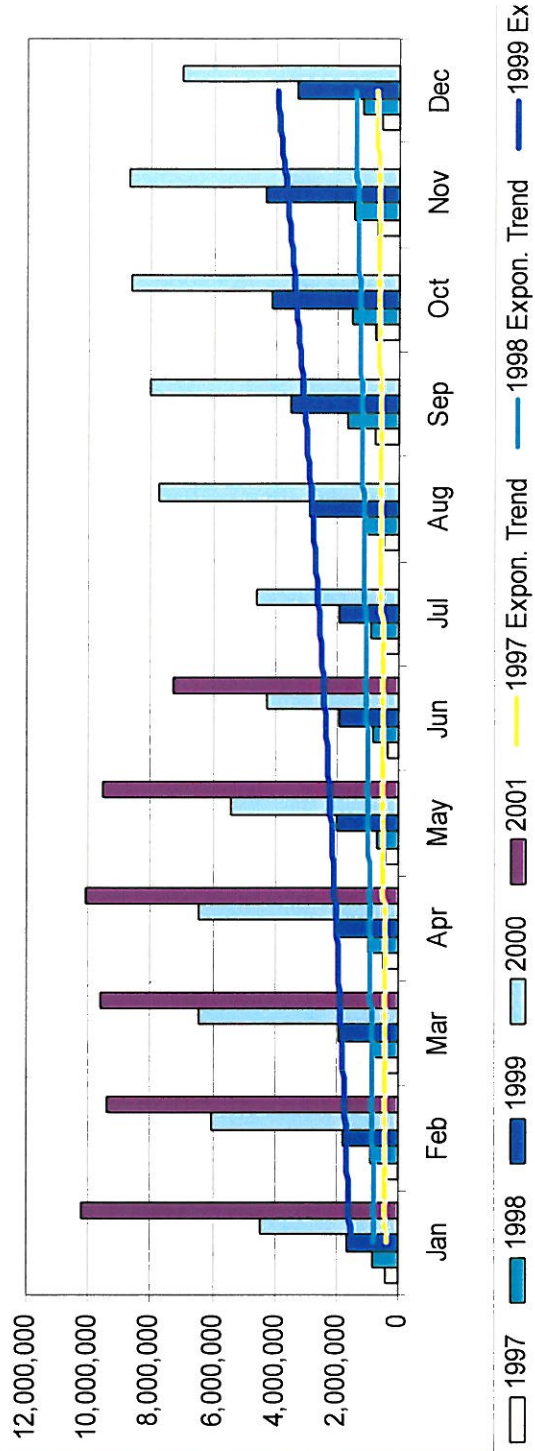


THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

**Information
Technology
Systems**

Steve Perry
Office Web Mgt.

www.uncwil.edu Total Hits Comparison





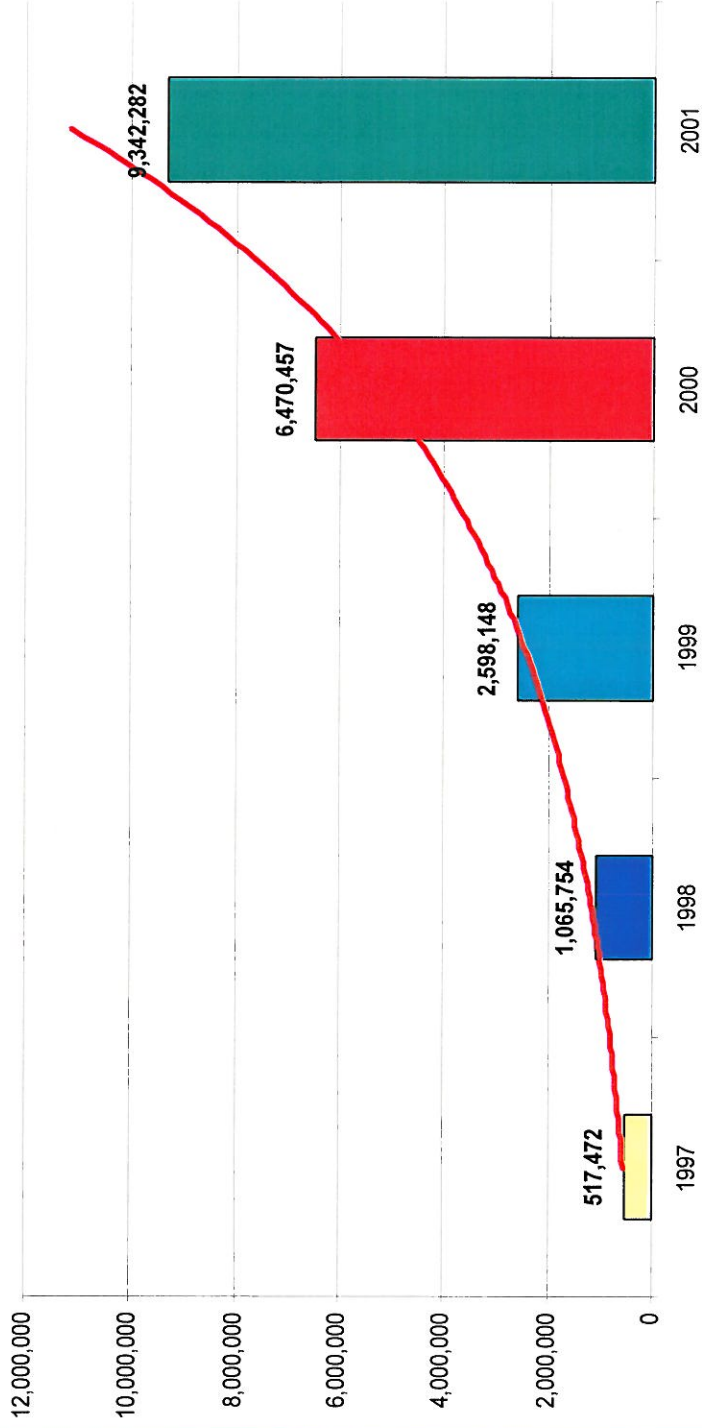
THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Information
Technology
Systems

www.uncwil.edu

Average Number of Hits per Month

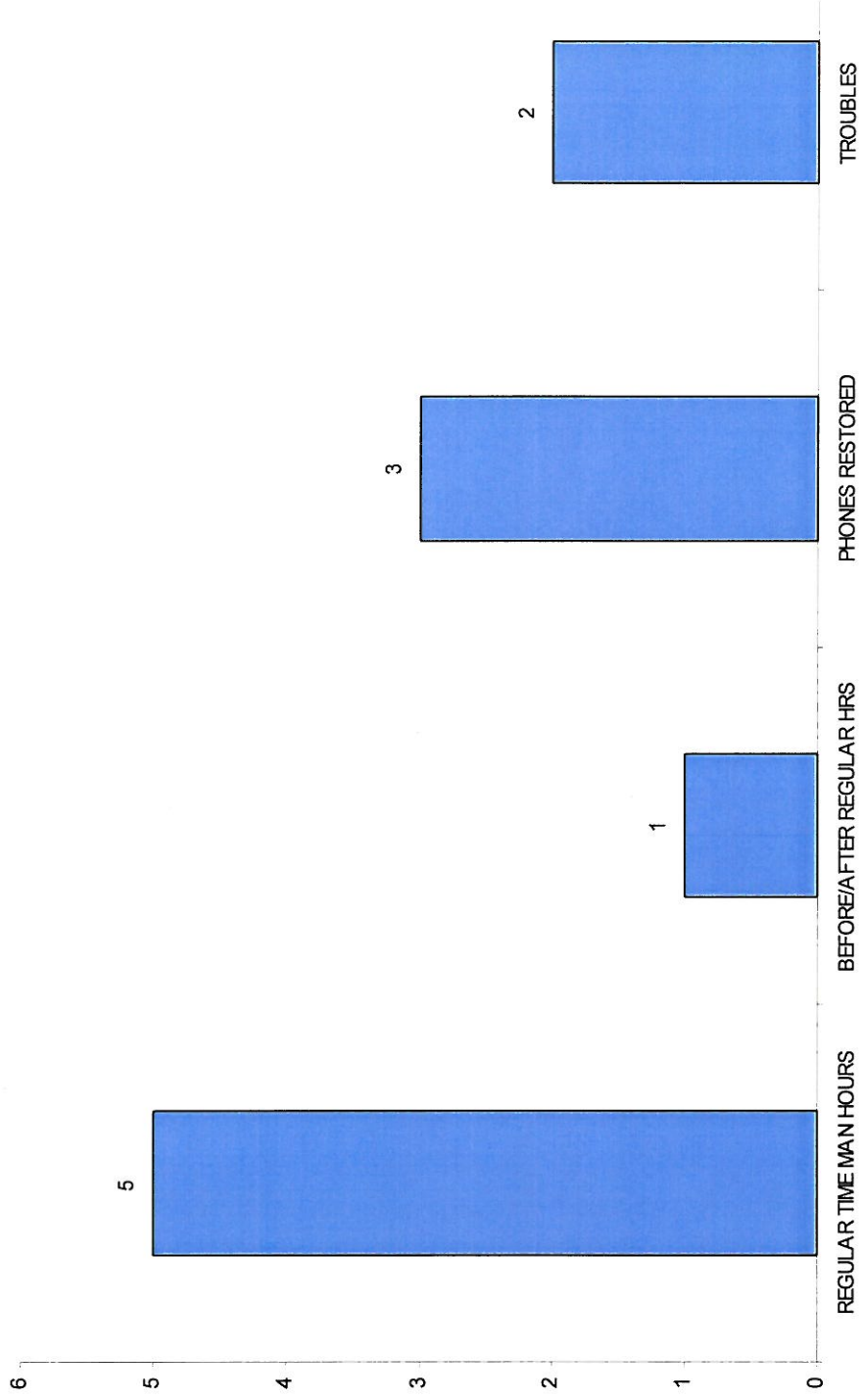
Steve Perry
Dir. Office Web Mgt





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

April 23, 2001





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

SUMMARIES FOR TELEPHONE TROUBLES BY TECHNICIAN

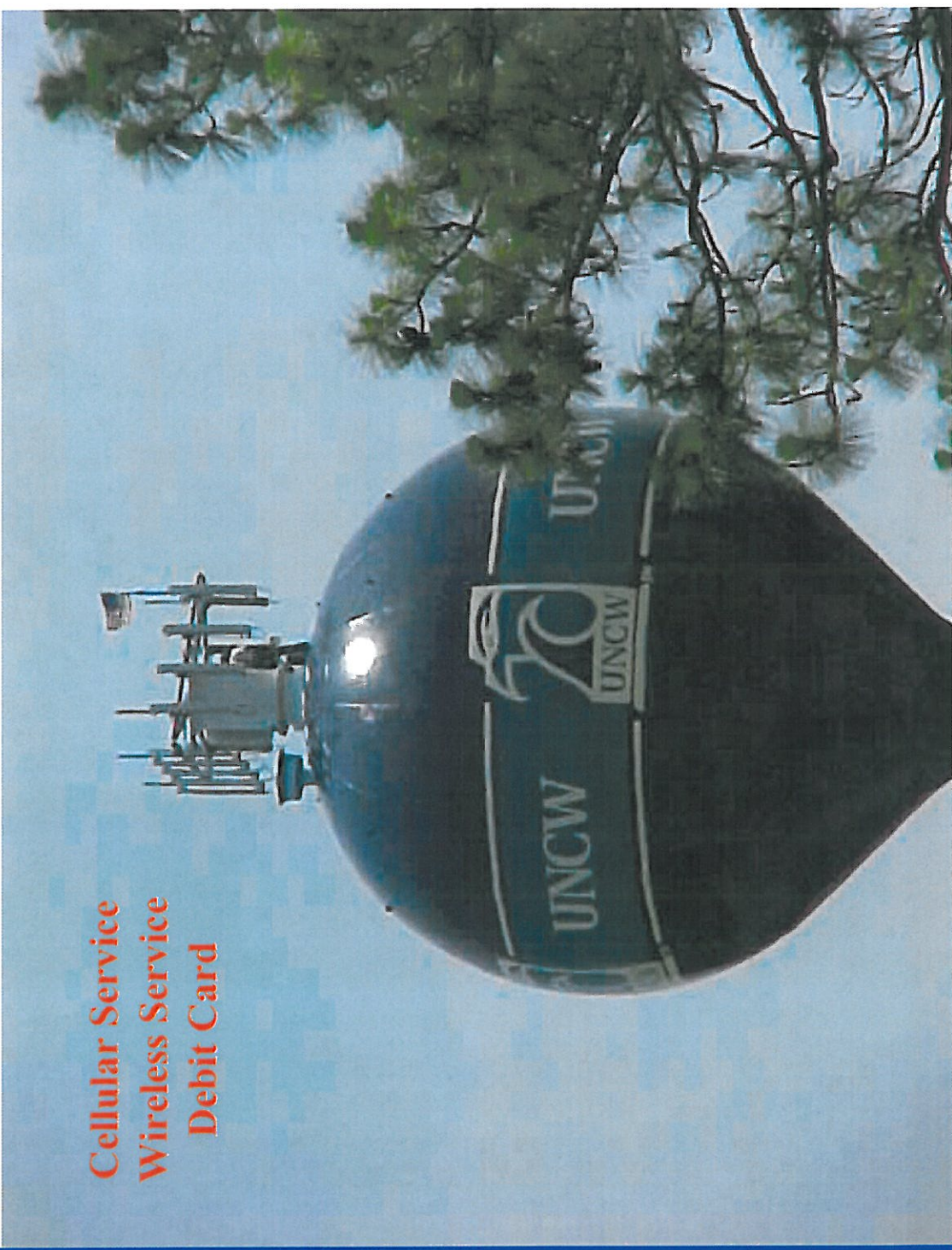
	Jan. 01	Feb. 01	Mar. 01	Apr. 01	May. 01	Jun. 01	Totals	Fiscal Yr
Mike McQuery	11	0	1	0	3	0	15	
Rusty Beckwith	12	12	3	8	16	9	60	
Anthony Hope	18	15	29	23	34	34	153	
Wes Padgett	3	5	2	2	3	1	16	
TECH. TOTALS	44	32	35	33	56	44	244	
NTF	4	0	0	0	4	3	11	





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Cellular Service
Wireless Service
Debit Card





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON



CABLE TAP COUNT OR UNCW

ADMINISTRATION:	Cable Taps	Annual charge
Building		
Alderman	13	\$1,170.00
Comm Studies	2	\$180.00
Nixon Annex	1	\$90.00
Rndall Library	1	\$90.00
Telecommunications	5	\$450.00
Warwick Center	7	\$630.00
University Union	19	\$1,710.00
Wagoner Hall	1	\$90.00
Westside Hall	4	\$360.00
Trask Coliseum	2	\$180.00
ACADEMIC:		
Morton Hall	4	\$360.00
TOTALS	59	\$5,310.00
RATES CALCULATED AT \$7.50 PER MONTH PER TA		
WHAT DEPARTMENTS DO WE SEND BILL TO		



THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

SERVICE IS WHAT WE SELL !



THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

University of North Carolina at Wilmington												
Technology Infrastructure Expansion Bond Funds Projected Cashflow												
Project	Jul 2001	Oct 2001	Jan 2002	Apr 2002	Year 1	Jul 2002	Oct 2002	Jan 2003	Apr 2003	Year 2	Year 3-4	
Project 1 - Continue To Implement the GA Baseline Standards												
1-1	Residences Halls < Baseline	111,600				111600						
1-2	Electronics for Bldg = Baselin	33,400				33400	28100			28100		28100
1-3	Buildings < Baseline	30000				30000	200000	197960		397960		47240
1-4	Expansion in Bldg = Baseline					0	50000	63940		113940		
1-5	Fiber to WSE			60000		60000						
	Comp Ctr								30000	30000		
	CMS Op, Cul Arts, Gen CR									0		189310
	Total Project 1	175,000		60000		235000	278100	261900	30000	570000		236550
Project 2 - Central Network Computing												
2-1	Balance on Dell Project Phase I		194,000			194000						
2-2	Expand to students / DRP				106000	106000	150000			150000		
Project 3 - Network Backbone / Internet Gateway												
3-1	Establish NCREN3 RPoP * partial funding toward this project			100000		100000	155000			155000		
Project 4 - Continue to Expand the Wireless Data Network												
4-1	Wireless to New Centre			16000		16000						
4-2	Continue to Deploy Wireless * partial funding toward targeted deployment plan			42000		84000	25000			25000		25000





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Project 5 - Continue to Expand the Classroom Technology Assistance Plan												
5-1	Complete Phase I	100000								100000		
5-2	16 Classrooms @ 12000 ea	100000	100000							200000		
	21 Classrooms @ 12000 ea										100000	250000
											100000	50000
Project 6 - Relocate/Upgrade Interactive Video Classrooms												
6-1	Upgrade Westside Classroom									200000		
Project 7 - Outside Cable Plant Infrastructure Enhancements												
7-1	Spare parts for the switch	65000								65000		
7-2	Redundant fiber Burney-NTEB		50000							50000		
7-3	Conduit from NTEB to MH 42										50000	15000
	* partial funding toward completing as much of this project as possible											
		Jul 2001	Oct 2001	Jan 2002	Apr 2002	Year 1	Year 2	Year 3-4				
		240,000	50,000	60,000	0	350,000						
Totals by Quarter												
To Achieve Baseline		258,000	294,000	142,000	306,000	1,000,000	80,000	620,000	251,550			
Beyond Baseline		498,000	344,000	202,000	306,000	1,350,000	0	580,000	0			
Total		756,000	638,000	344,000	612,000	2,350,000	80,000	1,200,000	251,550			
Note: Projects 1 and 7 are "to achieve baseline".												





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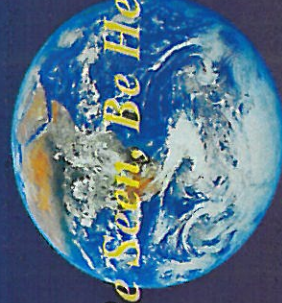


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ITSD Department Chairs

Plans and Issues

Jeff Stanfield
Audiovisual Media Services
September 11, 2001



"Be Seen, Be Heard"



**THE UNIVERSITY OF NORTH CAROLINA
AT WILMINGTON**

Audiovisual Media Services

- Central Inventory**
- Classroom Assistance Program**





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Audiovisual Media Services

Central Inventory

- **Current Operations**
- **Equipment Checkout Program**
- **Work Order Requests**
- **Expansion of Services in 2001-2002**



THE UNIVERSITY OF NORTH CAROLINA
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Audiovisual Media Services

Central Inventory

Visit our website at www.uncwil.edu/itsd

- Services Offered
- Equipment Checkout
- Work order Request





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Audiovisual Media Services

**Central Inventory
Expansion 2001-2002**

- **Equipment: Digital Camera (consumer),
LCD Portable Projectors, Laptop
Computers, Public Address Systems**
- **Services: Production Editing, Event
Staging, Live Event Broadcast, Web
Streaming**





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Audiovisual Media Services

Instructional Technology Classroom Assistance Plan

- **Baseline Design**
- **Site Selection**
- **Implementation**





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Audiovisual Media Services

**Classroom Assistance Plan
Baseline Standards**

- **Video Projector 2200 Lumens w/screen**
- **Work Station**
- **Computer Dell OptiPlex 150**
- **Audio System (Amp/Speakers)**
- **S-VHS Player**
- **Ethernet**





**THE UNIVERSITY OF NORTH CAROLINA
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Audiovisual Media Services

Classroom Assistance Plan

(Pending)

- **Large Auditorium**
 - **Video Projector 4000 Lumens**
- **Conference Room (Small)**
 - **Video Projector 1400 Lumens**





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Audiovisual Media Services

Classroom Assistance Plan (Site Selection Criteria)

- Selection Independent of New Construction
- As Needed (Department Selection)
 - Computer Classroom
 - Heavy Usage of Technology
 - Replacement of Existing Equipment





**THE UNIVERSITY OF NORTH CAROLINA
AT WILMINGTON**

Audiovisual Media Services

Classroom Assistance Plan (Site Selection Criteria)

- **Flagship Programs**
- **Seed Latent Interest**



Phase I Classroom Assistance Plan

Priority List

Priority List	Building	Room number	Video Projector F=Fixed P=Portable	Screen	Video Projection Screen	Lectern	Equipment Rack	Amplifier/Tuner	Computer	VCR	Overhead Projector	Stereo Speakers	Surround Speakers
1	Morton Hall	208	X	6 ft	X	X	X		X	X		X	
2	Soc Behav Sci	106	X	6 ft			X		X	X	y	X	
3	Soc Behav Sci	210	X	8 ft	X	X	X		X	X	y	X	
4	Trask Coliseum	119	X	5 ft	X		X		X	X	y	X	
5	Morton Hall	207	X	8 ft	X		X	X	X	X			X
6	Friday Hall	151	X	8 ft							y		
7	Morton Hall	101		6 ft	X		X			X	y		
8	Kenan Hall	106	X		X				X				
9	Deloach Hall	205	X	6 ft	X		X	X	X		y	X	
10	Soc Behav Sci	108	X	8 ft			X		X	X	y	X	
11	Soc Behav Sci	212	X	8 ft	X	X	X	X	X	X	y	X	X
12	Morton Hall	206	X	8 ft	X	X	X		X	X	y	X	
13	Soc Behav Sci	112	X	6 ft			X		X		y	X	
14	Trask Coliseum	117	X	5 ft	X		X		X		y	X	
15	Deloach Hall	101	X	5 ft	X		X		X	X	y	X	
16	Hoggard Hall	117	X	8 ft			X	X	X		y	X	
17	King Hall	Ed Lab	X	6 ft			X		X	X	y		
18	King Hall	101	X	8 ft					X	X	y		
19	Cameron Hall	210	X	8 ft							y		
20	Cameron Hall	212	X	8 ft							y		
21	Cameron Hall	214	X	8 ft							y		
22	Hoggard Hall	111		6 ft			X	X	X	X	y	X	
23	Friday Hall	FR230	X		X			X	X	X		X	

Phase I Classroom Assistance Plan

Building	Room number	Video Projector F=Fixed P=Portable	Video Projection Screen	Lectern	Equipment Rack	Amplifier	Computer	VCR	Overhead Projector	Stereo Speakers	Surround Speakers	Wireless Mouse and Keyboard
Morton Hall	208	\$7,700.00	\$200.00	\$3,500.00	\$750.00		\$1,500.00	\$221.00		\$1,500.00		\$150.00
Soc Behav Sci	106	\$7,700.00			\$750.00		\$1,500.00	\$221.00	y	\$1,500.00		\$150.00
Soc Behav Sci	210	\$7,700.00	\$200.00	\$3,500.00	\$750.00		\$1,500.00	\$221.00	y	\$1,500.00		\$150.00
Trask Coliseum	119	\$7,700.00	\$200.00		\$750.00		\$1,500.00		y	\$1,500.00		\$150.00
Morton Hall	207	\$7,700.00	\$200.00		\$750.00	\$400.00	\$1,500.00	\$221.00			\$1,200.00	\$150.00
Friday Hall	151	\$7,700.00			\$750.00				y			
Morton Hall	101		\$200.00		\$750.00			\$221.00	y			
Kenan Hall	106	\$7,700.00	\$200.00		\$750.00		\$1,500.00					\$150.00
Delbach Hall	205	\$7,700.00	\$200.00		\$750.00	\$400.00	\$1,500.00	\$221.00	y	\$1,500.00		\$150.00
Soc Behav Sci	108	\$7,700.00			\$750.00		\$1,500.00	\$221.00	y	\$1,500.00		\$150.00
Soc Behav Sci	212	\$7,700.00	\$200.00	\$3,500.00	\$750.00	\$400.00	\$1,500.00	\$221.00	y	\$1,500.00	\$1,200.00	\$150.00
Morton Hall	206	\$7,700.00	\$200.00	\$3,500.00	\$750.00		\$1,500.00	\$221.00	y	\$1,500.00		\$150.00
Soc Behav Sci	112	\$7,700.00			\$750.00		\$1,500.00		y	\$1,500.00		\$150.00
Trask Coliseum	117	\$7,700.00	\$200.00		\$750.00		\$1,500.00		y	\$1,500.00		\$150.00
Delbach Hall	101	\$7,700.00	\$200.00		\$750.00		\$1,500.00	\$221.00	y	\$1,500.00		\$150.00
Hoggard Hall	117	\$7,700.00			\$750.00	\$400.00	\$1,500.00		y	\$1,500.00		\$150.00
King Hall	Ed Lab	\$7,700.00			\$750.00		\$1,500.00	\$221.00	y			\$150.00
King Hall	101	\$7,700.00			\$750.00		\$1,500.00	\$221.00	y			\$150.00
Cameron Hall	210	\$7,700.00			\$750.00		\$1,500.00		y			
Cameron Hall	212	\$7,700.00			\$750.00				y			
Cameron Hall	214	\$7,700.00			\$750.00				y			
Hoggard Hall	111				\$750.00	\$400.00	\$1,500.00	\$221.00	y	\$1,500.00		\$150.00
Friday Hall	FR230	\$6,600.00	\$200.00		\$750.00	\$400.00	\$1,500.00	\$221.00		\$1,500.00		\$150.00
Total 2000-2001		\$154,000.00	\$800.00									
Total 2001-2002		\$160,600.00	\$1,600.00	\$14,000.00	\$16,500.00	\$2,400.00	\$27,000.00	\$2,873.00		\$21,000.00	\$2,400.00	\$2,700.00
		\$6,600.00	\$800.00	\$14,000.00	\$16,500.00	\$2,400.00	\$27,000.00	\$2,873.00	\$0.00	\$21,000.00	\$2,400.00	\$2,700.00

Red = Equipment purchase **\$185,597**
NC Sales Tax (6%) **\$196,733**
Blue = Equipment to be purchased **\$280,103**
Money needed to complete **\$83,370**



**THE UNIVERSITY OF NORTH CAROLINA
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Audiovisual Media Services

**Instructional Technology
Classroom Assistance Plan
2001-2002**

- **Phase I Completion = \$100,000
Oct/Nov 2001**
- **Phase II, Identification of 20+ rooms =
\$200,000. Fall 2002**
- **Incorporation of Tiered Levels**





**THE UNIVERSITY OF NORTH CAROLINA
AT WILMINGTON**

Audiovisual Media Services

**Instructional Technology
Classroom Assistance Plan
2001-2002**

- **Lakeside Hall = 10 additional classrooms online**
- **Review of Baseline Standards**





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Audiovisual Media Services

Instructional Technology Classroom Assistance Plan

- Initial Survey = 14 classrooms multi-media ready
- Phase I = Additional 23 (total = 37)
- Lakeside Hall – Additional 10 (total = 47)
- Phase II – Additional 20+ (Total = 67)





THE UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Audiovisual Media Services

Barriers

- Delay in Priority Identification
- Granting of Funds in Timely Manner
- Room Access
- Training
- Sustainability





ITSD Technology Co-Chairs Meeting

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ITSD Co-Chair Meeting

Notes from March 21 Meeting

- **Web Coordination Committee**
- **Application Services Committee**
- **Student Support and Technology Committee**
- **Life Cycle Funding / Baseline Standards**
- **Web Course Development Team**



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Office Of Web Management

ITSD • Web Coordination Committee

WCC Minutes from ITSD Co-Chair meeting

- Review WCC membership. Request new WSE member
- Discussion of WCC activities for the year 2000 (see handout)
- Discussion of WCC minutes for the year 2000 (see handout)
- Discussion of ADA compliance concerns
- Review graphics site growth (see handout)



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Office Of Web Management

ITSD • Web Coordination Committee

Action Items from March 21, Co-Chairs Meeting

- **[Done]** Ask Peggy Turner to meet with next Co-chair meeting to discuss ADA
- **[Done]** Ask Peggy Turner to meet with the WCC
- **[Done]** Create a Web site for WCC
- **[IP]** Update membership roster
- **[IP]** Place Minutes of WCC on line
- **[IP]** Add out sourcing issues to WCC agenda for 2001
- **[IP]** Add off site server usages to WCC agenda for 2001



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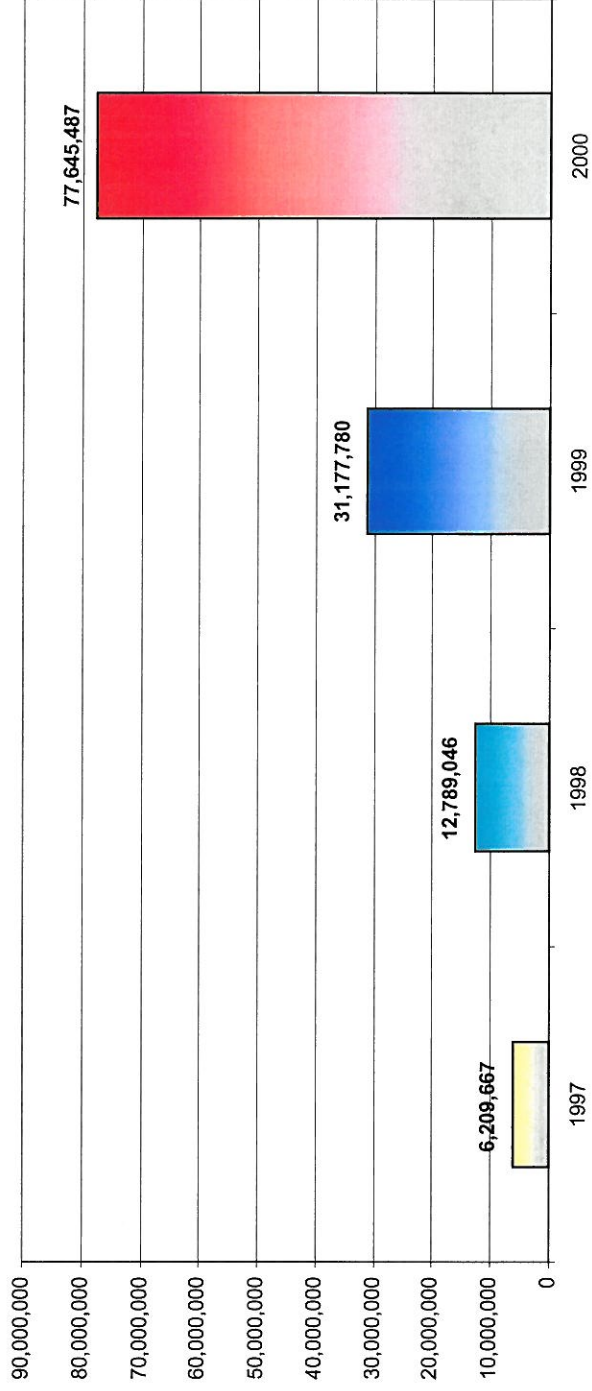
Office Of Web Management

ITSD • Web Coordination Committee

SACS Report Information

www.uncwil.edu

Total Number of Hits Per Year



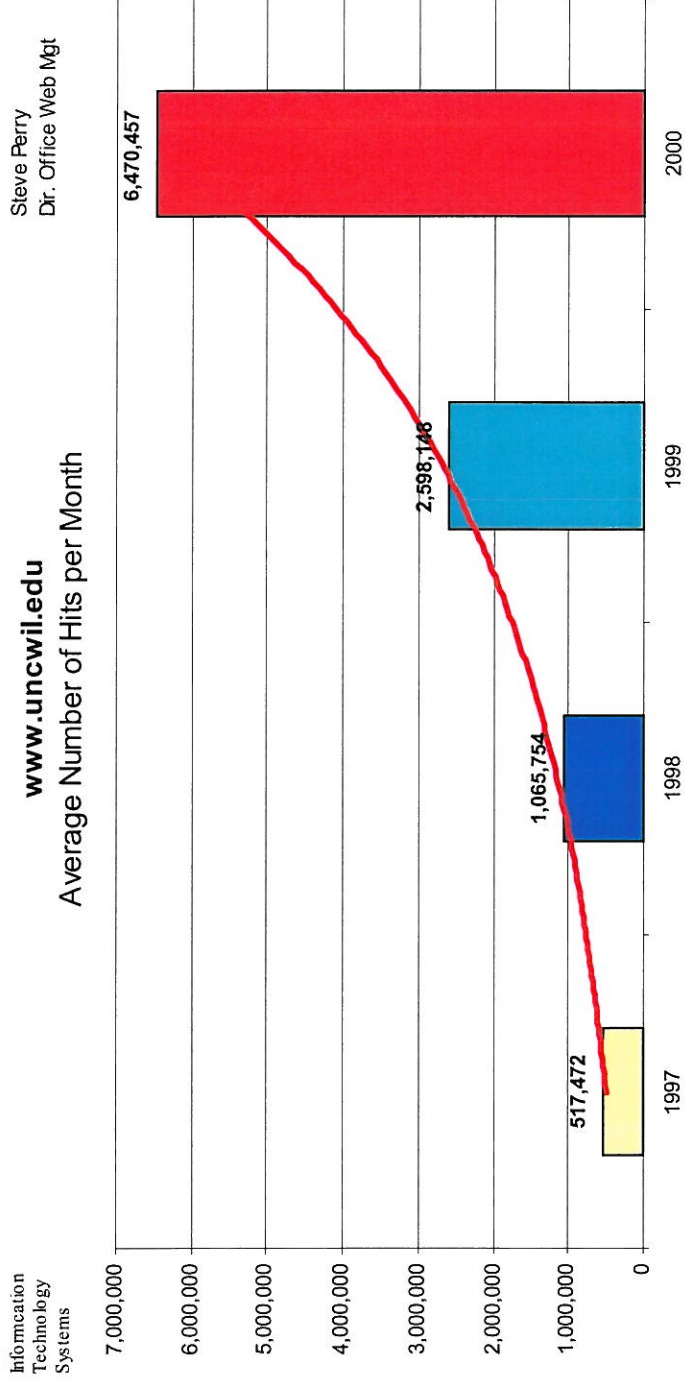


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Office Of Web Management

ITSD • Web Coordination Committee

SACS Report Information





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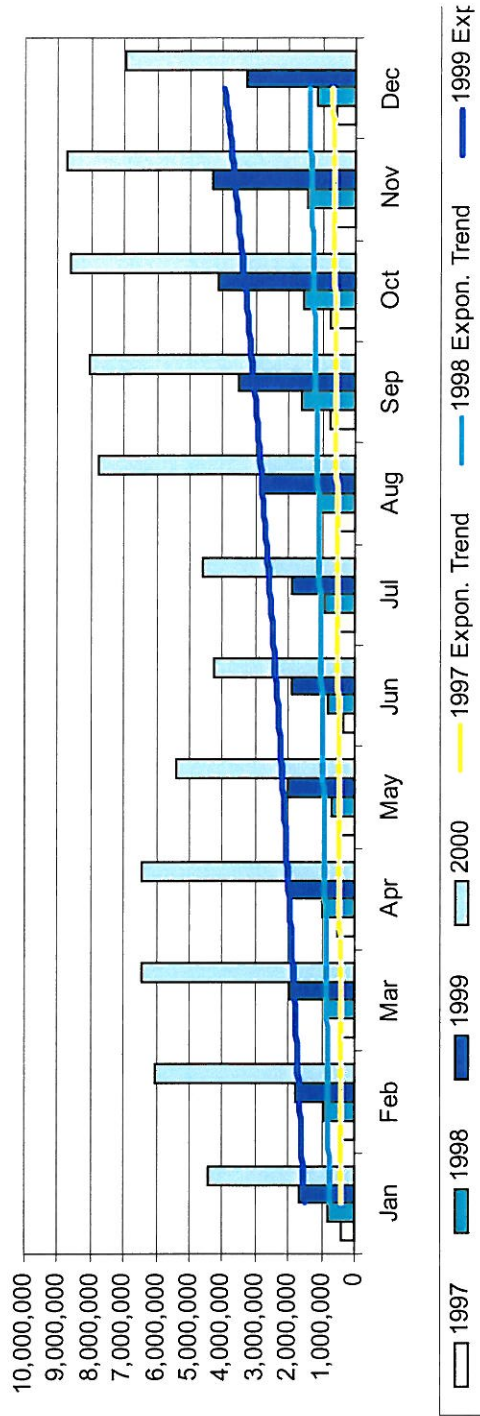
SACS Report Information

Information Technology Systems

www.uncwil.edu

Total Hits Comparison

Steve Perry
Office Web Mgt.





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ITSD - Department of Application Services

Committee for Application Services

- to ensure that there is an effective mechanism for users to track project requests online
- to ensure that clear guidelines are in place to facilitate requests for services from Application Services to include project development and the approval for the implementation of applications campus wide
- to establish a mechanism for project prioritization to include a process for emergency requests



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ITSD Co-Chair Meeting

Student Support and Technology

Library Services

- variety of services now available to remote/online students
- problems remain with setting up proxy services
- need to advertise services in publications and on web to encourage usage
- need to describe services in orientation and other activities



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ITSD Co-Chair Meeting

Student Support and Technology

Computer Labs

- the lab in Randall is extensively used by undergraduates
- need to encourage students to use labs in Bear Hall and S&B building
- consider decreasing fixed labs and increasing wireless capabilities



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ITSD Co-Chair Meeting

Student Support and Technology

Offcampus Access

- expensive for universities to maintain ISPs
- consider discounted rates with an outside vendor for faculty, staff, students
- look at linking with Web for Profit committee recommendations



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ITSD Co-Chair Meeting

Student Support and Technology

Nontraditional Students

- access and compatibility are major needs
- consider configuration of Pipeline tags
- ADA compliance important



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Life Cycle Funding/Baseline Standards for Computers ITSD – Department of Client Services

First Baseline Standard System \$1,306.00

Desktop or laptop PC with the following minimal specifications:

- 300 MHz Pentium
- 64 MB Ram
- 4 MB Video Ram
- 17" desktop monitor or 11" TFT laptop display
- 6 GB Hard drive
- CD, Floppy
- 10/100 Ethernet Card
- Zip Drive
- Windows 98/NT
- Microsoft Office Pro suite
- Norton Antivirus



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Life Cycle Funding/Baseline Standards for Computers ITSD – Department of Client Services

Second Baseline Standard System \$1,385.00

- Windows 98SE 2nd edition
- Dell 800 Mid- Desktop and Mini-Tower
- 133Mhz
- 4MB Internal Vision
- Network Card
- Integrated sound
- Microsoft Intellimouse
- 128 MB
- CD-ROM



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Life Cycle Funding/Baseline Standards for Computers

ITSD – Department of Client Services

IBM Laptop ThinkPad Standards

Standard

- 500 MHz Pentium III
- 64 MB Memory
- 6 GB Hard Drive
- CD
- 10/100 MBS Ethernet
- Floppy Drive
- 4 Year Warranty

\$1,961 w/tax

Plus

- 500 MHz Pentium III
- 128 MB Memory
- 12 GB Hard Drive
- 10/100 MBS Ethernet
- DVD
- Floppy
- 4 Year Warranty

•\$2,703 w/tax



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Life Cycle Funding/Baseline Standards for Computers ITSD – Department of Client Services

Mac Standard

- 500 MHz Power PC G4- 1MB L2 cache
- 128 MB SDRAM-1DIMM
- 20 GB Ultra ATA Drive
- Apple Studio Display (17"/16 VIS)
- Zip Drive
- DVD-ROM drive with DVD Video
- Rage 128 Pro card – 16 MB SDRAM
- Gigabit BASE- T Ethernet built-in
- Mac OS
- 3 Year AppleCare Protection plan+Power Mac+Display

\$ 2,249



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Life Cycle Funding/Baseline Standards for Computers ITSD – Department of Client Services

Current Baseline Standard System \$1,470.00 w/ tax

- Pentium III 933/133
- 128 MB Memory
- 4 MB Graphics Performance Accelerator Video Card
- Floppy
- Windows 2000 OS
- CDRW
- Integrated Sound



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Interim Report of the WCDT - 2001

Interim Report of the

UNCW

***Web Course Development Team
2001***

Jeff Jolly, ITSD

Date: May 7, 2001



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Interim Report of the WCDT - 2001

Chancellor's Steering Committee on
Information Technologies (CSIT)
Report – October 1998

Recommendation 7.1

Develop distance programs to
be delivered entirely online.



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Interim Report of the WCDT - 2001

The Total enrollment in Fully Online Courses has already gone over 1000 students for the current academic year.

It is becoming common for a Fully Online Course to have a waiting list.



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Interim Report of the WCDT - 2001

**HISTORY OF WEB COURSE
DEVELOPMENT AT UNCW**

Summer 1998 – First WCDT

Fall 1998 – First Online Web

Courses Offered

Summer 1999 – Second WCDT

Summer 2000 – Third WCDT

Summer 2001 – Fourth WCDT



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Interim Report of the WCDT - 2001

The Course Management Tool



Supported by:

ITSD

Center for Teaching Excellence

Eduprise and WebCT



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Interim Report of the WCDT - 2001

WCDT Leader

Rick Dixon

WCDT Faculty Associates

Russ Herman

Midori Albert

UNCW/Eduprise Coordinator

Jeff Jolly



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Interim Report of the WCDT - 2001

ITSD Staff

Jeff Jolly

Kim Kelly

Dana Ward

Dana Little

CTE Staff

Dana Little

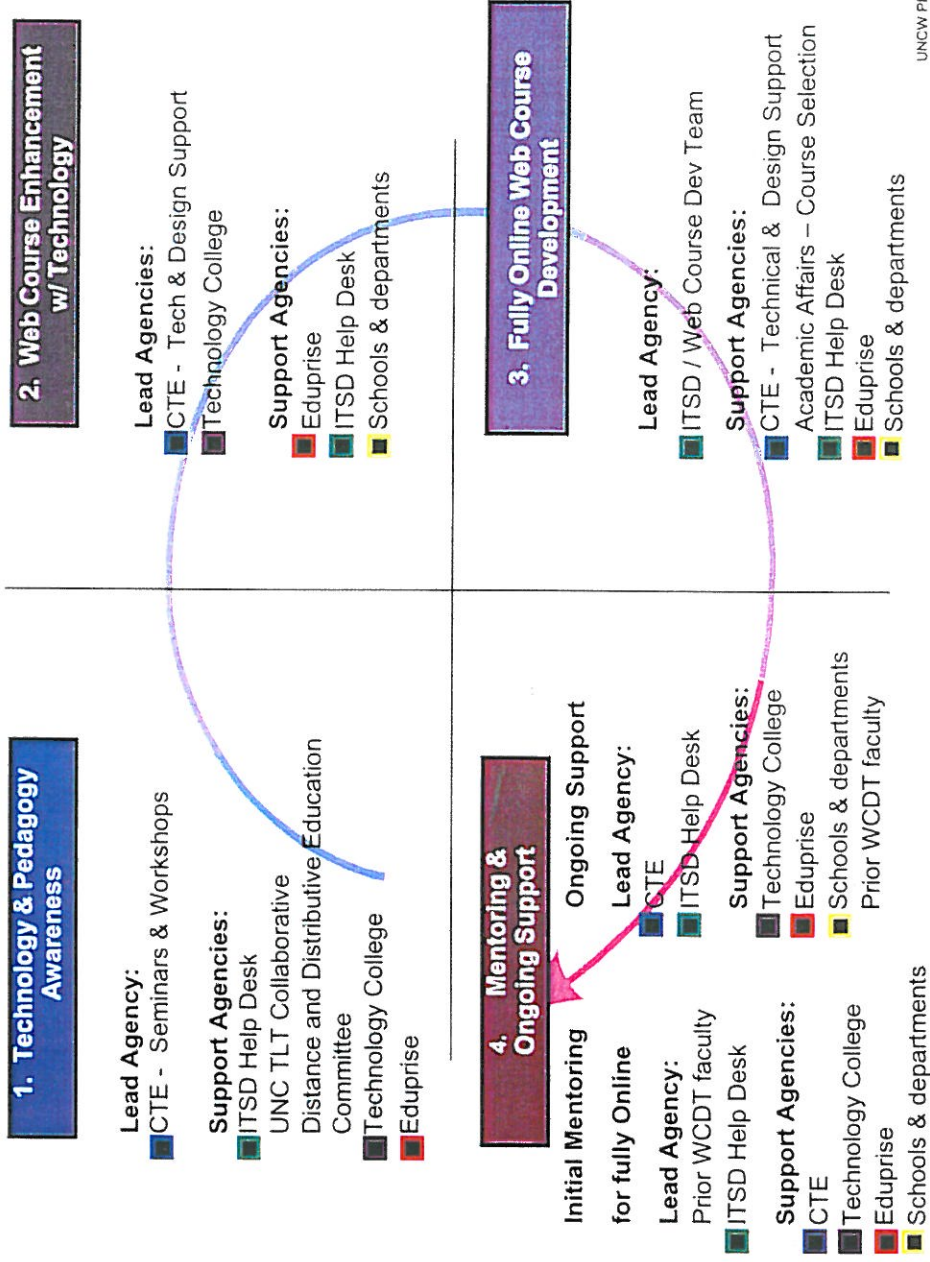
Shane Baptista



Interim Report of the WCDT - 2001

Web Course Development Continuous Support Model:

Agency Roles





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Interim Report of the WCDT - 2001

Course List - Development Thirteen in Progress

ARH 201	Ancient Through Medieval Period	John Myers
EDN 200	Teacher, School and Society	Deborah Sherrill
EDN 321	Meeting Needs of Special Students in High Schools	David Gill
EDN 520	Instructional Development	Mahnaz Moallem
ENG 110	Introduction to Literature	Margaret Parish
HEA 292	Nutrition and Diet Therapy	Melody Kyzer
NSG 415	Research in Nursing	Allen Gray & S. Hesley
NSG483 / NSG583	Migrant and Farm Worker Health	Karen Bullock & Betty Godwin
PLS 308	Public Administration	Tom Barth
PSY 223	Life Span Human Development	Joe Kishton
PYS 265	Human Sexual Behavior	Carrie Clements
PSY 492	Research Animal Care	Steve Dworkin
SOC 300	Methods of Social Research	Jammie Price



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Interim Report of the WCDT - 2001

Course List - Migration Thirty Two in Progress

ANT210	Physical Anthropology	Dr. Midori Albert
CRJ105	Introduction to Criminal Justice	Dr. David Evans
CSC304	Multimedia Systems	Dr. Ron Vetter
CSC385	Prof & Ethical Issues in Computer Science	Dr. Sridhar Narayan
EDN203	Psy Foundations of Teaching	Dr. David Gill
EDN303	Instructional Technology	Dr. Edna Mory
EDN356	Reading in Secondary Schools	Dr. David Gill
EDN356	Reading in Secondary Schools	Dr. Deborah Sherrill
EDN403	Theory & Practice in Teaching Secondary English	Dr. Deborah Sherrill
EDN540	Adolescent Literature	Dr. David Gill
EDN364	Mental Retardation in School and Society	Dr. Eleanor Wright
EDN495	Teaching Students with Birth Defects	Dr. Eleanor Wright
EDN495	Seminar in Learning Disabilities	Dr. Eleanor Wright
EDN550	Nature and Needs of Exceptional Children	Dr. Eleanor Wright
ENG103	College Writing and Reading (Advanced)	Dr. Eli Byington
FIN335	Principles of Financial Management	Dr. Joe Farinella



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Interim Report of the WCDT - 2001

Course List - Migration Thirty Two in Progress

HS T201	American History	Dr. David La Vere
HS T500	War and the United States - Revolution to the Civil War	Dr. James Leutze
HS T501	War and the United States - Civil War to the present	Dr. James Leutze
JPN201	Intermediate Japanese	Yoko Kano
JPN292	Japanese Culture Through Cinema	Yoko Kano
MIS 313	Introduction to Management Information Systems	Dr. George Schell
MIS 313	Introduction to Management Information Systems	Dr. Tom Janicki
MIT500	Instructional Systems Design: Theory and Research	Dr. Manaz Moallem
MAT101	College Math for the General Student	Dr. Yaw Chang
MAT111	College Algebra	Dr. Jeff Brown
NSG216	Contemporary Issues in Nursing	Dr. Yeoun Soo Kim-Godwin
NSG389	Family Nursing	Dr. Allen Gray
NSG410	Community Health Nursing	Dr. Susan Scheuring
P AR232	Asian Religions	Dr. Joe Wilson
PSY105	General Psychology	Dr. Steve Dworkin
PSY221	Adolescent Psychology	Dr. Joe Kishton



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Interim Report of the WCDT - 2001

“Double-Helix Concept”

