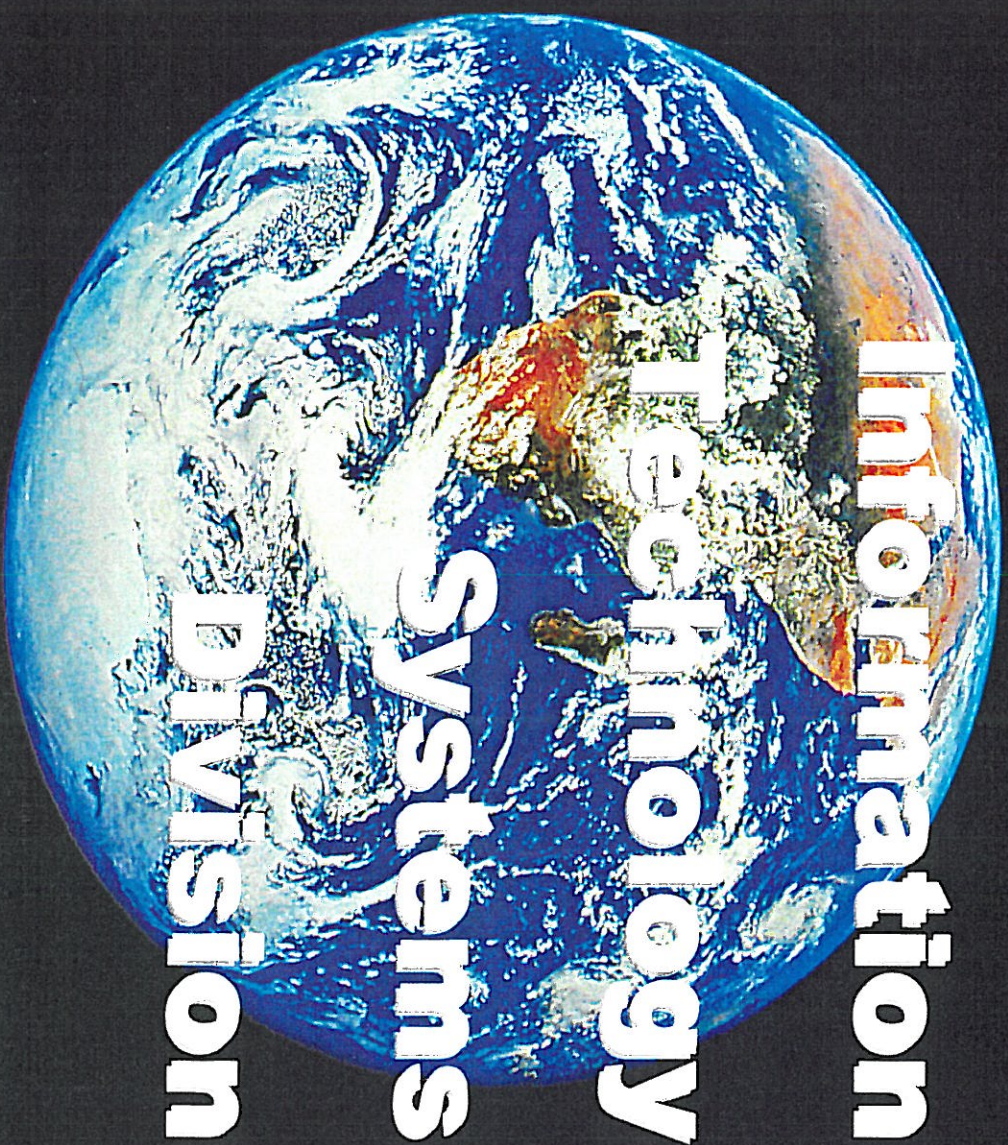
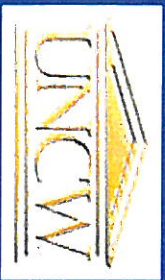




*University of
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at Wilmington*



*Vice Chancellor,
Dr. Robert E. Tyndall*



*University of
North Carolina
at Wilmington*

CSIT Report

*Vice Chancellor,
Dr. Robert E. Tyndall*

Information Technology Systems Division

Managing Necessary Change in UNCW's Knowledge Ecology

To respond to the overarching charge for integration, CSIT was asked to address in some measure each of the following items:

- To develop and support student universal access and user capacity
- To provide for faculty universal access, support, and user capacity
- To ensure programmatic 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



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*Vice Chancellor,
Dr. Robert E. Tyndall*

Information Technology Systems Division

Functions Brought Together

Phase I-II

- Microcomputing for Faculty
- Hypermedia Classrooms
- All Microcomputer and Hypermedia Personnel
- Student Labs-General Access
- Laptop Support
- Computer Network Services
- Computer Network Design
- Student Lab Personnel
- Faculty Supercomputer Support
- Baseline Standards
- Management Applications & Purchasing Protocols
- Systems & Procedures—Dual Reporting
- Web Management Office
- Infrastructure Wiring
- Telecommunications
- Architectural Standards Team
- Web Course Development Team: OASIS Model



*University of
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at Wilmington*

*Vice Chancellor,
Dr. Robert E. Tyndall*

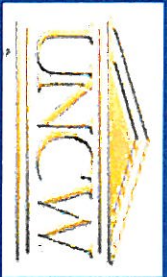
Information Technology Systems Division

Functions Brought Together Phase I-II

- Function Alignment
- Position Alignment
- Budget Alignment
- New Protocols
- New Processes
- New Structure

Unique UNCW Approach

- ITSD Must Facilitate and Connect
- ITSD Must Avoid Creating New Rigidity and Bureaucracy



*University of
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at Wilmington*

*Vice Chancellor,
Dr. Robert E. Tyndall*

Information Technology Systems Division

Phase III Issues

- Library Access
- NCIH/NCREN Infrastructure
- Distance/Distributive Education/Classroom Infrastructure
- Faculty Incentives Model
- Market Niches/Pricing
- Articulation Agreements—New Model
- Intellectual Property
- Innovations in Applied Technology—HELIX Concept

“Appearing Soon At A Theatre In Your Area”



*University of
North Carolina
at Wilmington*

*Vice Chancellor,
Dr. Robert E. Tyndall*

Information Technology Systems Division

**Chancellor James Leutze
Announces a “Technology Standard of
Expectation” for all entering Freshmen in the
Fall of 1999**

- **Essential Skill Acquisition by Graduation**
- **Universal Access for All Students**
- **Supportive Student Centered Environment**



*University of
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at Wilmington*

*Vice Chancellor,
Dr. Robert E. Tyndall*

Information Technology Systems Division

Standard 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
- 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.



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at Wilmington*

*Vice Chancellor,
Dr. Robert E. Tyndall*

Information Technology Systems Division

Standard of Expectation:

Universal Access

- Preferred Vendor Program
- General Access Labs
- 24-hour Access Labs (5)
- Wireless Laptop Checkouts (Library)
- Hypermedia Classrooms with Full Connectivity
- Infrastructure Wiring Plans
- Expansion of Randall Library Computer Lab
- Increased Access to Ports Across Campus
- All Residence Halls Wired
- Off Campus ISP Contract Development



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North Carolina
at Wilmington*

*Vice Chancellor,
Dr. Robert E. Tyndall*

Information Technology Systems Division

Standard of Expectation:

Supportive Student Centered Environment

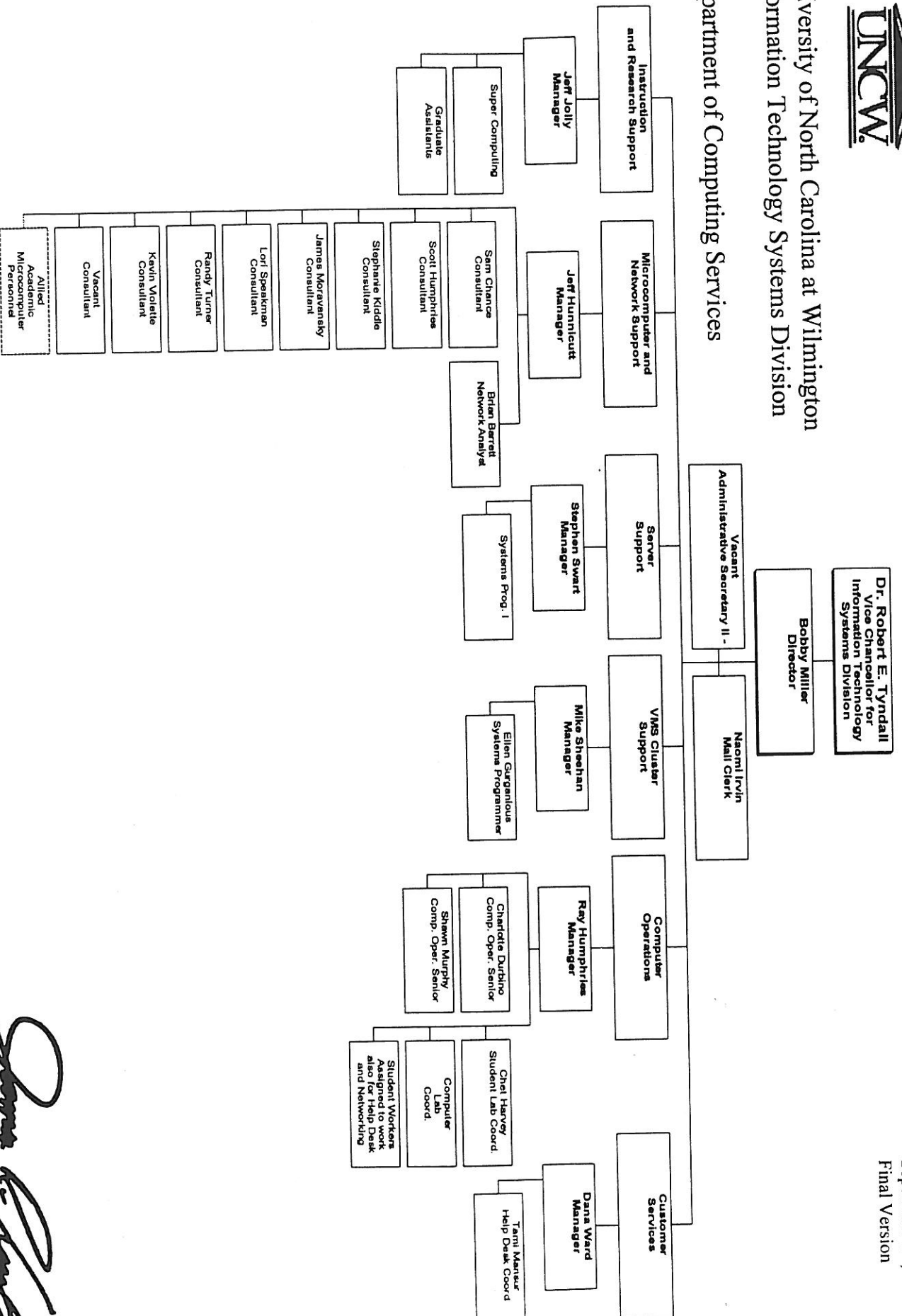
- Expanded Help Desk Services
 - Expanded Help Desk Personnel
 - Expanded Help Desk Hours
 - User Guides and Instruction Disks and Videos
- Refocused Technology College Support
- Pre-scheduled Training Sessions and General Interest Workshops
- Increased Repair & Troubleshooting Services
- Web Mail on and off Campus Options
- Information Technology SGA Club



University of North Carolina at Wilmington
Information Technology Systems Division

September 24, 1999
Final Version

Department of Computing Services



Robert E. Tyndall
Vice Chancellor for Information Technology Systems

10-1-99

Date

James Leitze
Dr. James Leitze
Chancellor for UNCW

10-1-99

Date



University of North Carolina at Wilmington
Information Technology Systems Division

Department of Application Services

Dr. Robert E. Tyndall
Vice Chancellor
Information Technology
Systems Division

William Pate
Director

Office Assistant

Elizabeth Hosier
Student Information Manager
SIS/ADS/Voice Response Systems

- Dawn Boyes
Applications Programmer
- Eddy Cavenaugh
Applications Analyst
Touchnet Server Manager
- Phyllis Croom
Applications Liaison
Applications Security
- Elizabeth McIntosh
Applications Programmer

Arthur W. Goodwin
HRS Project Leader

- Jeanne B. Cole
Applications Analyst
- Donald H. Sloan
FRS Project Leader
Database Analyst
- Focus Programmer
- Applications Analyst

Steve Perry
Director
Office of Web Management

- Web Programmer
- Kim Kelly .25
Program Consultant
- Area Web Site
Coordinator
- Student Workers

Robert E. Tyndall
The Robert E. Tyndall
Vice Chancellor for Information Technology Systems

10-1-99

Date

James Lettize
James Lettize
Chancellor for UNCW

10-1-99

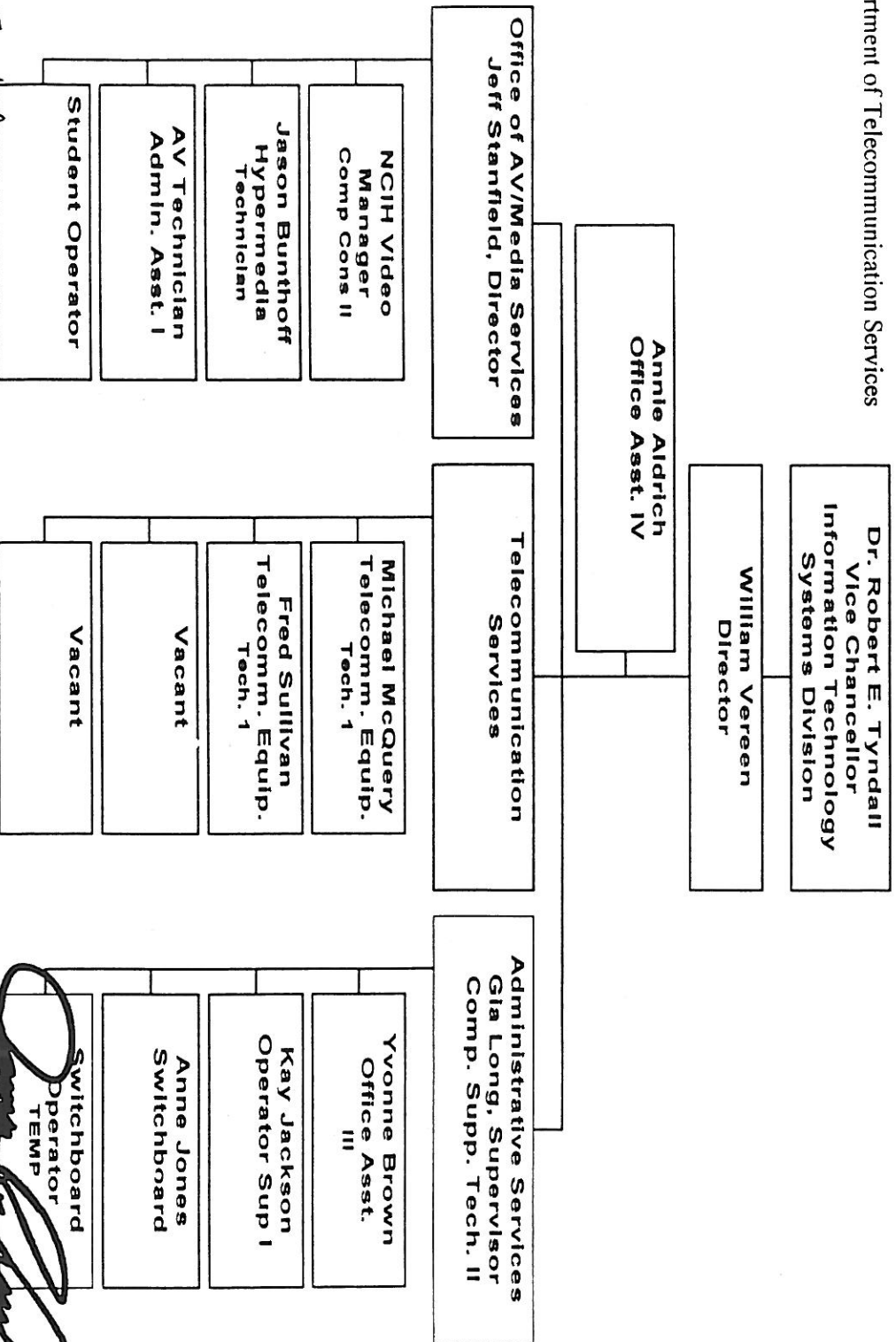
Date



September 24, 1999

University of North Carolina at Wilmington
Information Technology Systems Division

Department of Telecommunication Services



Robert E. Tyndall
The Robert E. Tyndall
Vice Chancellor for Information Technology Systems

10-1-99 Date

Gia Long
Dr. James Leitze
Chancellor for UNCW

10-1-99 Date



University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION

Department of Application Services

The Department of Application Services was established to ensure consistency and quality in the development, distribution and maintenance of software programs intended to support campus wide data management needs at the division, school, department or other administrative unit level. Expertise is provided by the department to assist administrators with aligning their specific needs and goals with appropriate information program management software solutions which are responsive to the demands of the client. When commercial applications are deemed unsuitable, the department will assist administrators with the development of customized programs. The work of the department can be summarized under six service functions as follows:

- To exercise administrative coordination and management authority over the design, development implementation and maintenance of administrative application systems.
- To serve as the primary consultant to university user/clients with regard to computerized processes and problems related to program applications.
- To design application software to solve administrative problems or participate in the review, authorization and purchase of such software.
- To program, test and document the selected application systems.
- To provide maintenance support for all distributed application systems utilizing either server, VAX or web delivery.
- To deliver or coordinate training of user/client personnel to ensure effective utilization of application systems.

The chief administrative officer for the department is the Director of Application Services. The Department of Application Services is housed within the Information Technology Systems Division headed by the Vice Chancellor for Information Technology Systems.

Robert E. Tynan
Date 10-1-99

Dr. Robert E. Tynan
Vice Chancellor for Information Technology Systems

James Leuze
Date 10-1-99

Dr. James Leuze
Chancellor for UNCW



University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION

Department of Computing Services

The Department of Computing Services is responsible for the planning, installation, management and support of the campus-wide computing and data network infrastructure. This infrastructure enables faculty, staff and students to utilize efficiently and effectively UNCW's information technology resources for teaching, research, public service, and information management. Technical assistance with computer lab wiring and equipment configurations, specialty ordering and networking capabilities are provided by the staff. General access computer labs are equipped, staffed and managed by the Department of Computing Services. The department, headed by a director, is based in the Information Technology Systems Division and is under the administrative purview of the Vice Chancellor for Information Technology Systems.

Computing Services:

- Manages and operates the central VMS, Windows NT and Unix servers.
- Manages and operates the campus-wide fiber-based data network.
- Provides and supports the campus connection to the Internet.
- Provides microcomputer support to the entire campus.
- Manages and operates ten student computer labs.
- Provides Help Desk support to the entire campus including students.
- Assists faculty with utilizing technology in the collection and analysis of information to enhance their teaching and research endeavors.
- Provides select technology training to faculty, staff and students.
- Serves as the distribution and inventory management center for the UNCW Life Cycle Funding plan.
- Maintains infrastructure maps and progress profiles for computing networks, labs and assigned special projects.

Mark E. Tynan
Date 10-1-99

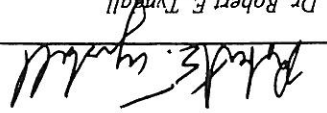
Dr. Robert E. Tynan
Vice Chancellor for Information Technology Systems

James Leutze
Date 10-1-99

Dr. James Leutze
Chancellor for UNCW

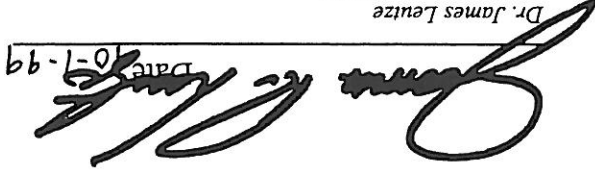
Dr. Robert E. Tynkall
Vice Chancellor for Information Technology Systems

Date 10-1-99



Dr. James Leitze
Chancellor for UNCW

Date 10-1-99



The department is receipt supported, deriving its operating expenses from revenue generated through customer charges. Given the customer service orientation of the department this places the overall operation in the unique context of attempting to balance cost and quality with customer satisfaction. The Department of Telecommunications is headed by a director and is housed within the Information Technology Systems Division and reports to the Vice Chancellor for Information Technology Systems.

2) **Telecommunications:** charged with all aspects related to the operation of the UNCW phone system, both line and wireless. Responsibilities include the design, deployment, central switchboard, maintenance and billing services.

1) **AV/Media Services:** responsible for infrastructure design, maintenance and operation of the UNCW Distance Education Initiative which is coordinated with DPSEE; audiovisual and media support for administrators, faculty and students in areas where such services can best be centrally delivered, and logistical and operations support for the campus satellite and cable system.

The Department of Telecommunications has design, development and oversight responsibilities in a number of operations areas associated with information systems. These responsibilities are organized into four areas supporting two general service categories as follows:

Department of Telecommunication

INFORMATION TECHNOLOGY SYSTEMS DIVISION

University of North Carolina at Wilmington



September 27, 1999

- 5) The ITS Division in partnership with the Division of Academic Affairs, provides faculty support in course enhancement utilizing an array of technologies through positions provided to the Center for Teaching Excellence.
- 4) To provide limited production services to faculty such as video and audio taping, basic tape editing, duplication and reformatting.
- 3) To provide audiovisual equipment and services which are too expensive or technical for departments to provide. Such services are intended to support special events such as national speakers, conferences, programs and institutes. Services may include technicians to operate equipment, set up and take down of equipment or assisting with vendor negotiations for the rental of equipment and services which AV/Media Services currently cannot provide.
- 2) To provide assistance to academic units in developing hypermedia classroom environments through the ordering of equipment which will lead to a campus baseline. This unit will assist in installation, technical repair, and make loans of equipment in emergency situations. The AV/Media Services unit will respond to requests on a sign in basis and will limit support to requests filed by administrators at the level of department chair and above. This is a centralized equipment supply, support and maintenance operation with limited emphasis on production. To ensure that these services are not duplicating other services, the unit will handle only select and unique equipment needs rather than provide general services. The unit may also be called upon to advise persons seeking to purchase equipment. An online equipment and services inventory will be available by November 15, 1999.
- 1) To manage the technical operations of the distance learning classrooms including the configuration of equipment and furniture, technical staffing, equipment and material purchases, and presentation needs.

As part of the overall reorganization of technology systems and services at UNCW, the Office of Audiovisual Media Services has been created. This unit is a service-focused entity created to extend support to the university in high demand and developing areas. The primary functions of this unit are as follows:

Office of Audiovisual/Media Services

INFORMATION TECHNOLOGY SYSTEMS DIVISION

University of North Carolina at Wilmington



September 27, 1999

6) To provide special service interfaces involving technical support for the UNCW satellite and cable networks. Services include purchasing equipment, maintaining systems and accessing networks in support of the university's missions.

The Office of Audiovisual/Media Services is headed by a director and is aligned with the Department of Telecommunications.

Robert E. Tyndall
Date 10-1-99

Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems

James Leutze
Date 8-1-99

Dr. James Leutze
Chancellor for UNCW



University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION

Office of Web Management

September 27, 1999

The Office of Web Management is responsible for the overall quality, utility and ease of access and navigation of the UNCW web presence. The director is charged with establishing and maintaining general guidelines intended to ensure a common look and feel and uniform navigation systems among the numerous web sites under the university umbrella. The office is authorized to review official university sites for quality of design and general continuity and compliance with identity standards established by the university. In cooperation with the assistant vice chancellor for university relations, the director shall assist organizational units or persons with their efforts to create web sites in compliance with university standards. The Office of Web Management is also responsible for the planning, purchasing and maintenance associated with web servers used to provide the campus wide presence on the web. In this capacity the office assists with services ranging from the delivery of the UNCW homepage, supporting materials for some online courses or course segments, and database connectivity to live streaming video.

The director of the Office of Web Management will be responsible for addressing issues which concern the development, maintenance and integration of presentation formats, hardware and software that support UNCW's web sites. The director shall seek advice and guidance in this effort from a campus-wide committee. The Web Coordination Committee will serve as a planning resource on issues concerning site development, navigation and usage by UNCW faculty, staff and students as well as the general public. Organizational units on campus which have or will establish designated web-site coordination roles will be expected to charge such individuals with working closely with the director to ensure that optional quality, clarity and usage standards are achieved.

Web Applications

- Serve as a consultant for web based products and solutions.
- Applications for accessing databases on either SQL Servers, VAX/VMS, and database files.
- Working with programmers in Application Services to achieve integrated solutions for the web.
- Student testing systems used for online courses.
- Form handling system for web based forms.

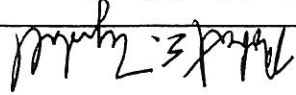
Web Servers

- Planning, purchasing and maintaining of web server hardware and software.
- Microsoft NT and Linux based systems.

Vice Chancellor for Information Technology Systems

Dr. Robert E. Tyndall

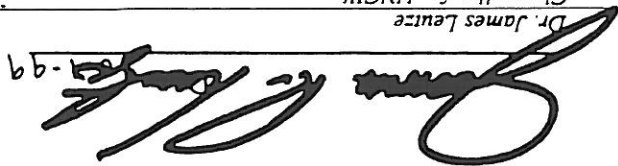
Date 10-10-99



Chancellor for UNCW

Dr. James Leuze

10-10-99



- Work with the Web Coordination Committee on issues concerning procedures for use of the site by UNCW Faculty and Staff.
- Coordinate efforts of Web Site Coordinators.
- Work with departments and organizations to coordinate campus wide efforts.
- Promote unification of www.uncwil.edu.

Coordination

- Netscape Enterprise, Microsoft IIS and Stronghold Apache server software.
- RealNetworks streaming video and audio servers.
- Infoseek search engine providing search ability for multi server sites.
- ColdFusion providing web to database connectivity.
- WebBoard system for online discussion areas for classes.



University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION

Committee Functions and Membership

As part of the overall ITS reorganization effort a complete review of all known technology related committees at UNCW was undertaken. At a planning meeting on June 29, involving representatives from each division, several campus organizations and agencies, a new committee structure was endorsed for those committees appointed by the Chancellor and the Vice Chancellor for ITS. Since the Chancellor's Steering Committee on Information Technologies report was presented, forty-nine committees have been collapsed into less than fifteen and of these fifteen the new division has established seven new committees as follows:

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

The chairs of these committees and the committee membership have been selected to ensure for broad-based representation and expertise. Attached you will find a description of each committee's function and membership.

Appointees will serve an initial three-year term to give stability during the creation of the division. Recommendations for action shall be forwarded by the committee co-chairs to the Vice Chancellor for Information Technology Systems who shall coordinate implementation steps or refer recommendations to the appropriate Vice Chancellor(s) in the appropriate area(s). Summary reports of action items will be filed with the Chancellor and included in the division's annual report. The overall strategic technology plan will flow from the work of these committees and the recommendations of internal and external consultants contracted to assist the division with the development of the UNCW Strategic Technology Long Range Plan.

Robert E. Tyndall
Date 10-1-99
Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems

James Leutze
Date 10-1-99
Dr. James Leutze
Chancellor for UNCW

September 27, 1999



University of North Carolina at Wilmington
INFORMATION TECHNOLOGY SYSTEMS DIVISION

Committee on Application Services

The Committee on Application Services was established to advise the Department of Application Services and the Information Technology Systems Division with regard to project prioritizing and management processes, the allocation of strategic computing resources devoted to software purchases and essential training needs. Committee recommendations will guide the department as it develops short-term and long-range planning goals intended to ensure an efficient and progressive applications support environment. In addition the committee will advise the department and division in the selection or development of applications, the identification of implementation strategies associated with application systems and will assist with the development of general policies needed to give clarity and coherence to the overall operations in this area. The committee will meet a minimum of four times annually and committee members shall be appointed for an initial three-year term. The committee will be co-chaired by the Director of Application Services and an appointee of the Chancellor.

Committee Members

- Co-Chairs 1999-2000
- Enrollment Affairs/Academic Affairs
- Financial Accounting/Student Accounts
- Business Office/Purchasing
- Institutional Research
- University Advancement
- Human Resources
- Public Service and Extended Education
- Student Affairs
- Systems and Procedures
- College of Arts and Sciences
- Department of Biology
- Bob Fry and Bill Pate
- Dennis Carter
- Jan Riemersma
- Dick Scott
- Bob Fry
- Ty Rowell
- Sam Connolly
- Bruce Ragon
- Thom Rakes
- Sharon Boyd
- Jeff Hill
- Scott Quackenbush

The recommendations of the committee shall be forwarded to the Vice Chancellor for Information Technology Systems, who shall coordinate a response or forward the recommendations to the appropriate administrators for action.

Robert E. Lynam
Date 10-1-99
Vice Chancellor for Information Technology Systems

James Leitze
Chancellor for UNCW

September 27, 1999



University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION

Committee on Baseline Standards for Computers

A significant portion of the strategic technology resources of the university are invested in the purchase of faculty, staff and lab computers. The Information Technology Systems Division is charged with developing and monitoring the university's response to managing these investments through economies created by baseline standards, bulk purchases, interchangeable components, standardized training and a life cycle replacement plan. The primary charge to the committee is to advise the Vice Chancellor for ITS on standards for hardware and software configurations for faculty and staff use, student labs and classrooms. In addition the committee shall review waiver requests from individual or organizational units proposing deviations from the standards. The committee will meet four times annually.

Specific Charge to the Committee:

1. To establish baseline hardware and software configuration standards for all desktop and laptop computer acquisitions on campus including faculty and staff systems, student computer lab systems and classrooms.

2. To establish and administer procedures for addressing exceptions to the baseline standards. Waiver requests will be responded to one of four ways as follows:

- a) Approved with support – the baseline specifications do not meet the legitimate needs of the requestor. Requestor recognizes and accepts the fact that support may be limited.

- b) Approved without support – the needs of the requestor are legitimate but unique and outside of the university's capacity to support. Requestor accepts the fact that no support will be available.

- c) Approval in category a) or b) above if modifications stipulated by the committee is agreed to by the requesting party.

- d) Denied for funding or support by UNCW.

Important Note:

The standard operating system for the university is Microsoft Windows as recommended by the Chancellor's Steering Committee on Information Technology in 1999. Deviations from Windows as the campus standard operating system must be approved by the ITSD Advisory Council.

Committee Membership

Co-chairs: Dr. Joe Wilson, Chair of the Faculty Senate Information Technology Committee
Mr. Bobby Miller, Director, Department of Computing Services

- | | |
|--------------------|-------------------------------------|
| Dr. Ron Vetter | Computer Science |
| Dr. John Bennett | Health, Phys. Ed. And Recreation |
| Dr. Gabriel Lugo | Mathematics and Statistics |
| Dr. Mohnaz Moallem | Education |
| Terri Joynes | Advancement |
| Diane Billings | Student Affairs |
| Sandra Harris | Public Service & Extended Education |
| Stephanie Kiddle | ITSD Microcomputer Support |
| Jeff Stanfield | AV/Media Support |
| Nita Hartless | Purchasing |

The committee's recommendations are furnished to the Vice Chancellor for Information Technology Systems, who shall coordinate implementation or refer the recommendation to the appropriate Vice Chancellor(s) for response.

Robert E. Tyn dall
Date 10-6-99

Dr. Robert E. Tyn dall
Vice Chancellor for Information Technology Systems

James Leitze
Date 10-6-99

Dr. James Leitze
Chancellor for UNCW



University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION

Committee on Student Support and Technology

The University of North Carolina at Wilmington has as an integral part of its education mission the need to provide students with an array of social, personal life management, financial and career planning services, from initial contact through graduation. In today's technological environment such services must include the vast resources available through intranet and internet information technologies. Access to and guidance in the use of such networks, tailored to the unique styles, interests and needs of students are a vital part of UNCW's commitment to giving students the best learning and living environment possible. To that end, the Information Technology Systems Division and the Chancellor have established the Committee on Student Support and Technology. The committee is charged with giving overall direction to efforts addressing students' concerns and needs through technology facilitated processes. The committee does not take the place of any day-to-day work teams, but should utilize its authority to consider recommendations from such individuals and groups where there is a need for broader coordination or even campus wide participation in developing solutions.

Student needs and the technological support required to help address such needs, change as they move from applicant to student to graduate. Therefore, this committee will explore the technology needs at each stage of students' interactions with the campus, and make recommendations for high quality services throughout their UNCW experience.

The committee will look at three major stages of student life:

A. Joining the UNCW Community

- Application
- Admission
- Orientation
- Registration
- Housing
- Meal Plans
- Financial Aid
- Academic Advising
- Transferring In
- Bookstore
- Parking, Post Office & Email
- Health Services

B. Involvement in the UNCW Community

- Academic Advising
- Financial Aid
- Bookstore
- Parking, Post Office & Email
- Recreation
- Health Services
- Student Computer Labs & Help Desks
- Meal Plans
- Student Technology Training
- Student & Program Assessments/Evaluations

C. Transitions from UNCW

- Career Services
- Bookstore
- Graduation Follow-Up
- Alumni Association
- Advancement

The committee will explore a coordinated and integrated approach to students' use of technology, making their experience as seamless, efficient and personal as possible. To this end, the committee will explore one stage at a time, and the membership of the committee will change through the use of floating seats to reflect the issues being explored.

Co-Chairs: Mr. Thom Rakes, Student Affairs
Dr. Carol Chase-Thomas, Academic Affairs

Committee Membership:

- Liz Hosier, ITS
- Jim Walters, Admissions
- Ron Whittaker, Registrar
- Dick Fauson, Auxiliary Services
- Youstry Sayed, SASP
- Sharon Polley, Student Accounts
- Chris Kaberline, H&RL
- Karla Carney, Orientation
- Li-Shing Wang, Student Life Assessment
- Mark Williams, Financial Aid
- Five Floating Memberships
- Four Students (Orientation Leader, Freshman, Transfer Student & SGA Rep)

Robert E. Tynndall
Date 10-1-99

Dr. Robert E. Tynndall
Vice Chancellor for Information Technology Systems

James Leutze
Date 10-1-99

Dr. James Leutze
Chancellor for UNCW

Dr. Bruce Ragon

Vice Chancellor for DPSEE (1)

Dr. Denis Carter

Dr. Melton McLaurin

(Enrollment Affairs)

Vice Chancellor for Academic Affairs (2)

Faculty Support individual (within CTE)--TBA

Vice Chancellor for Information Technology Systems (1)

Committee Membership 1999 – 2000:

Web Course Development Team Leader (Dr. Rogers)

Dr. Melton McLaurin

Committee Co-Chairs – 1999 – 2000 through 2001 – 2002

The Information Technology Systems Division is charged with varied and broad responsibilities for advancing the use of information technologies in support of the university's education mission. Such responsibilities require the direct initiation and management of certain efforts and the facilitation of discussion and planning in other cases. With regard to distance and distributive education, the role of the division is to insure that the parties responsible for coordinating the design, development, delivery, enrollment, marketing and resolution of copyright and ownership issues work together to create a coherent approach to online education. The Committee on Distance and Distributive Education shall recommend standards, policies and processes to ensure that the University of North Carolina at Wilmington's commitments to learning, rather than mere distribution and quality over quantity are maintained. Agenda items may be proposed by any person with appointive powers or any member of the committee. Initial terms of appointment shall be three years. Recommendations made by the committee shall be forwarded to the Vice Chancellor for Information Technology Systems who shall take appropriate implementation steps or forward the recommendation to the appropriate Vice Chancellor for response.

Committee on Distance and Distributive Education

INFORMATION TECHNOLOGY SYSTEMS DIVISION

University of North Carolina at Wilmington



September 27, 1999

College of Arts and Sciences (2)

Dr. Karen Sandell

Dr. Jeff Brown

Cameron School of Business (1)

Dr. Becky Sawyer

Watson School of Education (1)

Dr. Burt Browning

School of Nursing (1)

Dr. Allen Gray

Graduate School and Research (1)

Dr. Bill Harris

Robert E. Tyndall
Date 10-1-97

Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems

James Leuze
Date 10-1-97

Dr. James Leuze
Chancellor for UNCW



September 27, 1999

University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION

Committee on AV/Media Services

The demand for access to high-end audiovisual equipment, media production support and specialized technical assistance has escalated at UNCW consistent with national trends on higher education campuses. By 1998, requests for such services at UNCW had increased by seven hundred percent above 1990 levels. As faculty attempted to integrate hypermedia presentations into their classroom instruction and were increasingly invited to make presentations to external audiences at the regional, state and national levels, the need for an organized response to such opportunities became increasingly apparent. The Office of AV/Media Services has been established to provide a coordinated set of services to address some of these needs. In cooperation with the Center for Teaching Excellence, the Student Affairs Division and the Division of Public Services and Extended Education, this office will develop, deliver and evaluate a wide range of service delivery options. The Committee on AV/Media Services is charged with advising and guiding the efforts of this new office to ensure that the type, quality and scope of such services meet the needs of users within allocated resources or through requests for additional support. Issues related to equipment for special functions and presentations, hypermedia baseline configurations for classrooms, distance education classroom arrangements and user support and limited production support are within the scope of the committee. Initial appointments to the committee shall be for three years.

Committee recommendations shall be forwarded to the Vice Chancellor for Information Technology Systems who shall either take implementation action, establish a study group or refer the recommendation to the appropriate vice chancellor(s) in the appropriate area(s) for a response.

Co-chairs:

Jeff Stanfield

Dr. Patricia Turissi

Committee Membership:

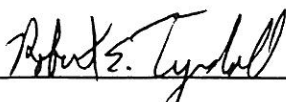
Lee Pridgen

Dr. Gabriel Lugo

Kate Walsh

Dr. Richard Dixon

Dr. Burton Browning
John Osinski
Susie Goodrum
Mike McQuery
Brian Barrett
Don Hawley
John Murray, CMSR Technical Director


Date 10-1-99
Dr. Robert E. Tynall
Vice Chancellor for Information Technology Systems


Date 10-5-99
Dr. James Leutze
Chancellor for UNCW



September 27, 1999

University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION**Web Coordination Committee**

The primary role of the Web Coordination Committee is to guide the development of UNCW's web presence ensuring a quality image, standard guidelines for web presence and a common navigation system. To accomplish its charge the committee will be comprised of a broadly representative group of individuals responsible for matters related to UNCW web sites. Given that most departments are online, we now have the task of integrating the various points of information into a streamlined and integrated presence. The committee will focus on issues concerning format, standards, style, identity and navigation and will advise the Web Manager regarding such matters. It is not within the purview of the WCC to critique content other than when such suggestions might be useful in providing greater clarity for users or when content presentation is not consistent with established procedures. The Web Manager shall provide the committee with information and examples which assist in executing its charge and shall provide information and recommendations to the Information Technology Systems Vice Chancellor. This will require working with all areas that have an upper level web presence on our site.

Specifically, the committee will advise the Director of the Office of Web Management and the Vice Chancellor for Information Technology Systems as follows:

- Approve all new non-personal sites
- Establish design standards for upper level pages
- Ensure that appropriate identity controls are maintained
- Define and maintain the Web Policies Procedures Guide
- Consider issues relevant to the governance of the UNCW web site
- Design and content for upper level pages
- Requirements of use for identity
- Maintain the web Policies and Procedures guide
- Issues governing the UNCW web site
- Promote uniform and integrated efforts by campus site developers as appropriate

DRAFT

Committee Membership

Co-Chairs

School of Nursing
DPSEE
Cameron School of Business
Watson School of Education
Student Affairs
Graduate School
Campus Legal Counsel
Athletes
Faculty Senate
Enrollment Affairs
Public Relations
Business Affairs
Library
ITSD
Faculty
Faculty
Faculty
Student Representative
Campus Communique

Dr. Paul Hosier
Steve Perry
Dr. Allen Gray
Hunter Thompson
Dr. Art Gowan
Dr. Burt Browning
Diane Billings
Donna Lamont
Hal White
Joe Browning
Dr. Joe Wilson
Linda Ferrell
Mimi Cunningham
Sharon Boyd
Sue Cody
Kim Kelly
Dr. Dick Ward
Dr. Ron Vetter
Dr. Rick Dixon
Tim Crider (Appointment by SGA)
Phillip Brown

Date

Date

Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems

Dr. James Leutze
Chancellor for UNCW



September 27, 1999

University of North Carolina at Wilmington

INFORMATION TECHNOLOGY SYSTEMS DIVISION

Committee on Technology Innovations

The primary objectives of the overall UNCW information technology initiative are to stimulate high levels of quality in program content, enhance learning experiences and collaboration emphasizing technology, with the focus on coherent programs rather than isolated course offerings. To participate in the rapidly changing, fluid and highly competitive world of the "knowledge ecology" UNCW needs to create both the resources and the delivery mechanism which will allow it to capitalize on the creative talent and strategic resources of the university. Innovations which hold promise for advancing our institutional mission need a means of catalyst support at the point of initial development. Such innovations can be as diverse as piloting new equipment or software, supporting design teams and internal or external partnerships, developing models for training personnel in mission critical areas or supporting transitions in methods or processes. The Committee on Technology Innovations was established as a means of stimulating and expediting transfers which utilize the power of information technology to improve learning or the quality of life at UNCW and in the region. Innovations targeting the leveraging of network resources and talents will be encouraged. The committee will establish a review process, RFP frameworks, funding guidelines, accountability processes and standards to guide proposal review, selection and monitoring. The committee will identify projects for funding which have as a central thrust innovations tied to information technology, hold high potential for external funding matches, patents or other revenue generating opportunities and address real and important needs of the university. The committee will consist of twelve (12) appointees serving an initial three (3) year term and up to five (5) floating seats. Recommendations of the committee shall be forwarded to the Vice Chancellor for Information Technology Systems who shall inform appropriate individuals of plans, progress and results and coordinate project logistics with appropriate officials. Eight to sixteen projects ranging in funding from \$10,000 to \$20,000 for (1) to (2) years will be approved annually. Finally, authorization and contract specifications will be developed by the Vice Chancellor.

Chair: 1999 – 2000 through 2001 – 2002

- 1. Dr. Rebecca Porterfield

Advisor:

Dr. Robert E. Tyndall

Committee Membership:

- 2. Dr. Ned Martin
- 3. Mr. Hal White

4. Dr. Dick Ward
5. Mr. Patton McDowell
6. Dr. Steven Miller
7. Dr. Carol Chase-Thomas
8. Mr. Hunter Thompson
9. Dr. Barbara Greim
10. Dr. Paul Hosier
11. Ms. Leslie Langer
12. Ms. Kim Kelly

Floating Seats from Corporate/Scientific Community:

1. _____
2. _____
3. _____
4. _____
5. _____

Date

Dr. Robert E. Tyndall
Vice Chancellor for Information Technology Systems

Date

Dr. James Leutze
Chancellor for UNCW

Dr. Robert E. Tyndall
Dr. Melton McLaurin
Dr. Denis Carter
Dr. Michelle Howard-Vital

ITS Briefing
January 28, 1999

**Essential agreements related to course development protocol established
by the Division of Academic Affairs and the Division of Information
Technology Systems**

- The Division of Information Technology Systems establishes, in consultation with the Division of Academic Affairs and appropriate others, the construction and delivery standards for course development consistent with the COLLEGIS/UNCW course development model, specifies stipend amounts to be paid for course development to ensure regulated and reasonable ranges, monitors transference and replication requirements for course tools along with the IT Standards Council and collaborates with deans and the Division of Academic Affairs regarding the guiding frameworks established to determine the type and number of courses selected and ensures access to such courses. This process is specific to courses offered for academic credit as part of the Chancellor's Web Course Development Initiative. Individual departments or schools may initiate course development at a different compensation rate or as part of the faculty members load provided such courses are processed through Academic Affairs as normally required with notification to ITS. Note: Basic Studies courses will also need Faculty Senate review as required.

- The Division of Academic Affairs develops course RFP's and schedules for development and delivery consistent with VC-ITS construction and delivery standards, stipends, replication and transference requirements.
- The Division of Academic Affairs establishes procedures for the review of responses to RFP's and rank orders the proposals for funding.
- The Division of Academic Affairs reviews the proposed awards with the VC for ITS and a joint award letter is transmitted to selected faculty.
- The Division of Academic Affairs recommends the number of courses to be developed annually and specifies the course frameworks. [Fall 1999 courses must be part of a program set or core/constellation of courses which could be delivered as part of a programmatic sequence.] Academic Affairs authorizes courses to be considered for awards once they have been authorized, approved and forwarded by the appropriate department chair and dean for consideration. Any course authorized at the departmental level and authorized and approved by Academic Affairs is suitable without any other unique requirements for authorization.
- The Division of Information Technology Systems advocates for the appropriate use of information technologies, establishes and monitors standards and protocols, coordinates points of overlap to assist in the removal of barriers and serves as the spokesperson for UNCW's overall IT efforts.

- The Division of Academic Affairs: Sub-division of Enrollment Affairs oversees student and course enrollment matters. This sub-division shall continue to assume proactive responsibility for admission, enrollment and areas of student financial aid and academic support and retention, while ensuring easy access, records maintenance and transcribing and coordinating the processes essential to effective enrollment management.
- The Division of Public Service and Extended Education provides marketing assistance for web courses, assists with recruitment and encourages broad participation in such courses. All Virtual University courses will be handled by the Division of Public Services and Extended Education. Credit-bearing courses will need to be authorized and approved by the appropriate department, deans and Academic Affairs when possible. These courses will be developed as part of the Faculty Team Model established by the ITS Division but funded and marketed separately. Further, the Division of Public Services and Extended Education may work with departments and schools or individual faculty to develop special need non-credit bearing web-offerings, training or renewal credit programs or other non-academic offerings which are responsive to community needs. In such cases DPS will ensure that such offerings are recorded in the ITS office. Further, DPS will continue to require sign-off as appropriate when faculty are engaged in contracted work even if the work is related to non-credit bearing activities.

- The ITS and AAD offices will meet with the Technology College to consider the current process for course inclusion in the Technology College course inventory by February 15.

Separate Information Note Option

- The VC-ITS will complete a review of current roles, functional relationships, authority lines and coordinating requirements related to ITS services by April 22 and propose a preliminary organizational plan for review by the Senior Administrative Council by May 1. This report will be provided as requested by the Chancellor along with appropriate recommendations by the VC-ITS by June 1, 1999. The CSIT report will be utilized as the starting point for such an analysis.

Agreements Governing Course Development for 1999-2000

1. RFP's will be distributed by the Division of Academic Affairs by February 12, 1999 with a submission return date of March 5, 1999.
2. Proposals for Fall 1999 will be reviewed by and award notices transmitted by March 12, 1999. Up to twelve stipends of \$5000.00 will be awarded for courses to be developed in the Spring of 1999 for enrollment activation in the Fall of 1999.
3. Proposals for Spring 2000 will be collected simultaneous with Fall 1999 submission and awards will be announced by March 31 and awarded in the Summer of 1999 for courses to be offered in the Spring of 2000. Eight awards of \$5000.00 will be made for summer development with faculty payments to occur after July 1, 1999.
4. All courses will meet the standards established by CSIT and monitored by the Division of Information Technology Systems and will be developed through a Team Design Model headed by a UNCW Faculty Course Development Team Leader. The team leader will be selected by the VC-ITS. Faculty will be expected to participate in the schedule of design and development events specified in the course development plan for that cycle.
5. Proposals will be judged on the basis of conceptual quality, design goals, and potential as part of a program sequence and the level of support by the department. An attempt will be made to select at least one course from each school's inventory to ensure balance and access on a broader scale.

Appendix J: Market Niches — Analysis

The University of North Carolina at Wilmington, through the work of the Chancellor's Steering Committee on Information Technologies and professional support personnel, is working to advance the university's mission through its information technology investments. The Committee has looked for potential niche markets within its programmatic framework that would help distinguish UNCW as a progressive, forward thinking institution determined to provide the best learning opportunities to its students, while maintaining a robust and inviting teaching environment for its faculty.

Several schools and departments are proactively working to harness the full range and power of information technologies to serve the university this year and beyond. Together, they are developing unique IT potential in their own specialty areas.

The Graduate School

The Graduate School is a comparatively young division and currently has limited experience with distance learning programs. The Graduate School does have potential information technology projects that can be seen as strategic opportunities for the university. In particular, Marine Sciences is participating in collaborative course delivery with NC State and Chapel Hill. The Marine Sciences program has the capacity to accelerate visibility through its unique programs. The Graduate School's MS in Nursing currently has an arrangement with Chapel Hill to share specific materials online. The MA in Liberal Studies and adult scholars program also has some web delivery of course material available. This demonstrates the notion of shared projects between universities in the system. The Watson School of Education is seeking authorization for an MS in Instructional Technology with the intent that this would become UNCW's first on-line graduate degree program. The on-line program would compliment a campus option. In addition, the Watson School of Education is revising all ten of its authorized masters degrees to ensure alignment with emerging national standards and to provide extension options through a new Model Teacher Consortium with area community colleges. The Graduate School's research mission actively supports creating an educational component in K-12 public schools to introduce fiber integration perhaps with a scanning electron microscope which can transmit those images via Internet connectivity to classrooms. This is an integrative way of exercising our information technology investment not just for the greater good of UNCW, but for the greater good of the community at large.

The Watson School of Education

The Watson School of Education is planning a community college pilot to offer core requirements for all education majors via extension, the web and NCIH. This cooperative venture fills a niche not currently addressed at the local level and could also respond to certification needs. Such a model could address the technological training needs of teachers in the K-12 school systems throughout North Carolina and across the country. The state mandated renewal credits for continuing licensure affects some 28,000 teachers in southeastern North Carolina who must earn 15 renewal credits within a 5 year span of time (based on 1 renewal credit equal to 10 clock hours). The Watson School of Education will be connected in a CuSeeMe network to some 47 schools by 1999. This course work could be delivered through online instruction as a great service. The Watson School of Education sees this potential market niche as a substantial boost to the university.

The School of Nursing

The School of Nursing currently utilizes distance learning courses on the Internet and provides access to web delivered course material. The School of Nursing may become the first division at UNCW to mandate a computer requirement for all students at the graduate level. The school is exploring delivery options tied to its Onslow extension program. One of three pilot courses delivered as part of the UNCW/Japan international initiative, "Virtual University" will be provided by the School of Nursing. This could become the prototype for other international course development efforts.

The Cameron School of Business

The Cameron School of Business has targeted executive training, small business and community agency consultations, Decision Sciences and Marketing as potential areas for online delivery. Certain core introductory courses in other areas that could be delivered as course sets are also being considered. Recent success with the MA in business may prove fertile ground for a future market. The Cameron School of Business has also formed a transatlantic alliance with four European Union business schools and two United States business schools to develop and implement a model international business education program that will permit students to study and work two years at home and two years abroad and receive degrees from both schools. The EU/US Exchange Scholar programme will be developing a variety of innovative instructional delivery methods. These methods will combine satellite videoconferences, videotaped lectures, "Chat Room" instruction for collaborative projects and Internet CuSeeMe/NetMeeting modes for education delivery.

The College of Arts and Sciences

The College of Arts and Sciences is pursuing strong potential market niches for the university in Criminal Justice, Marine Science, Computer Science, Masters of Liberal Studies and Social Work. Each of these program areas is recognized for high levels of quality, innovative faculty and marketability. A certificate program in Gerontology also appears to hold promise.

Student Affairs

The Student Affairs Division is developing a number of unique aspects of Technology and web usage. Some are currently in use, and many others are planned for the future. Current uses include online searchable databases of employment and various student information mechanisms. Student Affairs is looking to develop a more robust Internet handbook online utilizing site searches, chat rooms and virtual workshops to serve the various needs of the new and returning students.

The Student Affairs Division under Pat Leonard's leadership and Enrollment Affairs under Dr. Denis Carter are among the most aggressive and successful users of information technologies. They are determined to provide an array of services and needed information for faculty, the students and the public. Enrollment Affairs is perfecting online registration, responsive data guides, virtual advisory models and other important models for the future.

UNCW Career Services web site was recently recognized by Joyce Lain Kennedy in the Los Angeles Times as "...the most comprehensive online resource I've seen." The "What Can I Do With a Major In...?" section was featured in the syndicated CAREERS column in the Times on August 2, 1998 and subsequently appeared in over 100 newspapers throughout the country. This resulted in the site being visited by an unprecedented 8,794 visitors during the month of August, 1998. Future refinements for this site include live links for all listed occupational titles, as well as brief online videos of professionals describing their career fields. To view: <http://www.uncwil.edu/stuaff/career>

The Division for Public Service and Extended Education

The Division has spearheaded the Southeastern Public Interest Network-a public/private partnership that work with community agencies to develop and maintain a web presence targeted in North Carolina counties.

In a spirit of cooperation, SpinNC and content providers throughout the southeast provide information and resources to create a value-added web presence to empower citizens and improve the quality of their lives. The counties identified in this initiative include Cumberland, Bladen, Columbus, Pender, Brunswick, Onslow, Duplin and New Hanover.

The Virtual University component of the Digital Communities Project is a project that is being promoted by the Japan Electronic Industry Development

Association (JEIDA) and the University of North Carolina at Wilmington (UNCW).

In early 1998, Governor James Hunt requested that Chancellor Leutze furnish leadership for the virtual university component of the Digital Communities Project that is being spearheaded by representatives from JEIDA (Japanese Industry Development Association), several university presidents, and governors of prefectures in Japan. Overall, the Digital Communities (DCs) project has been designed to promote the active participation and application of information technology into the lives of twenty-first century Japanese citizens. In the course of the project, various regulations and legal issues will be examined and assumptions constructed about a twenty-first century global community.

The Digital Communities project also includes examining how information technologies can address problems and present solutions in health care, workforce development, intergovernmental collaborations, civic involvement in legislation, and the development of new industries.

The CSIT recommends that the market areas cited above be further articulated in focused and concise language and that surveys and other market analysis strategies be developed and that information related to need, uniqueness and visibility be charted as soon as possible. It is hoped that the current course array will be strengthened by a program approach to academic offering and an integrated plan for supporting services. The Division for Public Service and Extended Education will need to work closely with these initiatives and continue its leadership in providing analysis, marketing and vital administrative services.

Watson School of Education Online Course Development Sequence 1998-2002

Targeted Program Areas:

- Core Course Sequence: Professional Core
- MSIT Graduate program
- Onslow County Elementary Education Undergraduate
- Certification and Renewal or Degree Course: Random

Key:
 X = Not Appropriate
 D = Developed
 TBD = To Be Developed
 UD = Undeveloped

PROGRAM AREA	1998-99		1999-2000		2000-2001		2001-2002	
	F	S	F	S	F	S	F	S
PROFESSIONAL CORE SEQUENCE:								
EDN 200 Teacher, School & Society			TBD					
EDN 200 Field Studies	X	X	X	X	X	X	X	X
EDN 203 Psychological Foundation of Teaching		D						
EDN 301 Instructional Design & Evaluation				D				
EDN 303 Instructional Technology		D						
PSY 223 Life Span and Human Development OR PSY 221 Adolescent Psychology		UD						

Watson School of Education

Online Course Development Sequence 1998-2002

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- MSIT Graduate program
- Onslow County Elementary Education Undergraduate
- Certification and Renewal or Degree Course: Random

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PROGRAM AREA	1998-99		1999-2000		2000-2001		2001-2002	
	F	S	F	S	F	S	F	S
MASTERS IN INSTRUCTIONAL TECHNOLOGY SEQUENCE:								
MIT 500 Instructional Systems Design: Theory and Research				TBD				
MIT 501 Motivation in Instructional Design				TBD				
MIT 510 Design & Development of Instructional Technology				TBD				
MIT 511 Multimedia Design & Development				D				
MIT 512 Computer Application in Education		UD						

Watson School of Education

Online Course Development Sequence 1998-2002

Targeted Program Areas:

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- MSIT Graduate program
- Onslow County Elementary Education Undergraduate
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Key:

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- UD = Undeveloped

PROGRAM AREA	1998-99		1999-2000		2000-2001		2001-2002	
	F	S	F	S	F	S	F	S
MASTERS IN INSTRUCTIONAL TECHNOLOGY SEQUENCE:								
MIT 513 Computer Based Instruction						TBD		
MIT 520 Managing Instructional Development						TBD		
MIT 522 Organizational Management Of Instructional Programs		UD						
MIT 530 Evaluation & Change in Instructional Development Process						TBD		
MIT 540 Colloquium I				TBD				

Watson School of Education

Online Course Development Sequence 1998-2002

Targeted Program Areas:

- Core Course Sequence: Professional Core
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- Onslow County Elementary Education Undergraduate
- Certification and Renewal or Degree Course: Random

Key:

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- D = Developed
- TBD = To Be Developed
- UD = Undeveloped

PROGRAM AREA	1998-99		1999-2000		2000-2001		2001-2002	
	F	S	F	S	F	S	F	S
MASTERS IN INSTRUCTIONAL TECHNOLOGY SEQUENCE:								
MIT 541 Colloquium II				TBD				
MIT 542 Internship I				TBD				
MIT 568 Program Design & Evaluation								TBD
MIT 599 Thesis								TBD

Watson School of Education

Online Course Development Sequence 1998-2002

Targeted Program Areas:

- Core Course Sequence: Professional Core
- MSIT Graduate program
- Onslow County Elementary Education Undergraduate
- Certification and Renewal or Degree Course: Random

Key:
 X = Not Appropriate
 D = Developed
 TBD = To Be Developed
 UD = Undeveloped

PROGRAM AREA	1998-99		1999-2000		2000-2001		2001-2002	
	F	S	F	S	F	S	F	S
ONSLow COUNTY ELEMENTARY ED. PROFESSIONAL EDUCATION SEQUENCE:								
EDN 319 Meeting Needs of Special Students in Elementary Schools	X	X	X	X	X	X	X	X
EDN 322 The Teaching of Mathematics (K-6)			TBD					
EDN 334 Social Studies Curriculum and Instruction (K-6)					TBD			
EDN 336 The Teaching of Science And Health (K-6)			TBD					
EDN 340 Reading Foundations (K-6)		UD						

Watson School of Education

Online Course Development Sequence 1998-2002

Targeted Program Areas:

- Core Course Sequence: Professional Core
- MSIT Graduate program
- Onslow County Elementary Education Undergraduate
- Certification and Renewal or Degree Course: Random

Key:

- X = Not Appropriate
- D = Developed
- TBD = To Be Developed
- UD = Undeveloped

PROGRAM AREA	1998-99		1999-2000		2000-2001		2001-2002	
	F	S	F	S	F	S	F	S
ONSLow COUNTY ELEMENTARY ED. PROFESSIONAL EDUCATION SEQUENCE:								
EDN 344 Literature in Elementary School (K-6)		UD						
EDN 348 The Teaching of Communication Arts (K-6)	X	X	X	X	X	X	X	X
HEA 304 Comprehensive School Health Education OR HEA 105 Individual Well-Being	X	X	X	X	X	X	X	X
								TBD

Watson School of Education

Online Course Development Sequence 1998-2002

Targeted Program Areas:

- Core Course Sequence: Professional Core
- MSIT Graduate program
- Onslow County Elementary Education Undergraduate
- Certification and Renewal or Degree Course: Random

Key:
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PROGRAM AREA	1998-99 COURSE STATUS		1999-2000 COURSE STATUS		2000-2001 COURSE STATUS		2001-2002 COURSE STATUS	
	F	S	F	S	F	S	F	S
CERTIFICATION AND RENEWAL OR DEGREE COURSES: RANDOM								
EDN 543 Teaching & Social Studies	X	X	X	X	X	X	X	X
EDN 523 Research in Education				TBD				
EDN 356 Reading/Secondary Schools						TBD		