Monitor Newsletter January 19, 1998

Bowling Green State University

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A Technological Vision for BGSU: Progress and future directions

This semester, the Provost’s Office will begin providing the campus community with regular updates on campus technology initiatives. The update which follows was submitted by Charles Middleton, provost and vice president for academic affairs, and prepared by Ann-Marie Lancaster, vice provost for technology.

It is a status report on technology projects underway at BGSU. It also provides an overview of the implementation approach and illustrates the variety of ways academic and administrative units have participated in setting priorities related to technology integration.

The full report appears on the University’s World Wide Web home page under “Special Features” at www.bgsu.edu/welcome/feature.html.

In addition to upgrading desktop systems in academic and administrative units, the University will move forward this semester with planning for a comprehensive campus network infrastructure. President Sidney Ribeau has appointed a Cabinet Working Group on Technology Infrastructure, chaired by Middleton, to lead this charge. The working group will be scheduling open forums during spring semester for all interested members of the campus community. Information on this process, along with a schedule of meeting dates, will be provided in next week’s Monitor.

Background

Spring 1996 — Campus Technology Committee Submits Report

In fall 1995, Ribeau established the Campus Technology Committee, chaired by Dean Lou Kazner, and charged it with developing a comprehensive campus technology plan. In spring 1996, after several months of meeting with campus constituents, the committee issued its report, identifying 10 components of a “technological vision for the University.”

Spring 1997 — Technology and OBOR Requests Submitted

Fall 1996 — Academic and Administrative Units Submit Requests

Spring 1997 — Technology and OBOR Requests Evaluated

Fall 1996, academic and administrative units submitted their technology and Ohio Board of Regents (OBOR)-funded equipment requests. These requests, which total more than $15 million, were prioritized by the individual units, and then by the collegiate and vice-presidential areas (see pie chart).

In spring 1997, the total requests were merged and analyzed. Total funds available to support requests was approximately $3.7 million.

Spring 1997 — Implementation Plan

The largest category of requests related to desktop computing. This area comprised nearly $5.9 million, or 40 percent of the $15 million total.

Because desktop computing impacts the entire University community, addressing this area of need has been given a high priority. Implementation plans were developed to address a number of critical need areas including: stabilization of desktop computing for faculty and staff; classroom technology upgrades; upgrades to student lab facilities; development of effective technical support and training processes; implementing a plan for the University to transition to a stable and manageable desktop environment.

Spring 1997 — Technology and OBOR Requests Evaluated

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Technology Transition Plan

1997-98
- replace student lab systems
- add to student lab facilities
- recycle lab systems to faculty/staff
- replace some faculty/staff systems
- eliminate "really old" systems
- upgrade technology support services
- introduce end-user training and support
- pilot integrated workgroup environments

1998-99
- eliminate additional older models
- replace additional desktop systems
- recycle systems as required
- enhance technology support services
- enhance end-user training and support
- expand number of workgroup environments

1999-2000
- replace remaining desktop systems (all desktop systems on 3-year cycle)
- recycle systems as necessary
- fully integrate workgroup environments

Efficient and effective technology administration

In May 1996, the Board of Trustees endorsed the conceptual framework proposed in the committee’s report.

Current Status

- technology resources for research including hardware and software as well as access to electronic databases and other on-line services;
- increased use of electronic communication and electronic information storage and retrieval mechanisms and processes for administrative tasks;
- technological training for faculty, staff and students so that all members of the University community can make full use of available technological resources;
- a chief of technology responsible for overseeing all aspects of technology planning and implementation and for ensuring systematic and effective integration of technology into all aspects of the learning community;
- regular and substantial investment in technology; the regular replacement of outdated hardware and software; prompt and reliable maintenance; regularly-available, high-quality technology training; and an appropriate activeness.

Non-Computing Projects

Non-Computing Allocations

- arts and sciences: $49,312
- technology: $49,312
- EDAP: $28,498
- affirmative action/disability resources: $5,400
- academic enhancement: $1,500

- non-computing requests from business administration and libraries and learning resources were addressed under Classroom Technology Enhancements (description)

This distribution was based upon the priorities specified by the departmental, college, and vice-presidential units.

Start-up Costs

Approximately $401,657 of OBOR funds was allocated for start-up costs for 80 new faculty hired in 1996-97 and 1997-98. This includes both computing and non-computing equipment, and responds to repeated requests from academic units for support.

Desktop Computing

The wide spectrum of desktop computing environments on campus today ranges from hardware and software supporting a variety of instructional, research and administrative applications to more primitive environments that support basic word processing and electronic mail. The range of environments with the inclusion of many models of obsolete equipment makes effective management and technical support virtually impossible. Consequently, implementing a plan for the University to transition to a stable and manageable desktop environment is a high priority.

The basic goal for this year is three-fold:
- to ensure that all students had current systems configured to support the wide range of applications used for instruction;
- to provide all faculty and staff member with a computing environment that adequately supports basic office applications, electronic mail and Web access; and
- to initiate new, responsive technical support and training processes to ensure that faculty, staff and students are able to use the electronic facilities effectively and that problems are resolved in a timely manner.

(Continued on page 2)
Current Status of Desktop Project

This fall, the focus of the desktop project has been replacing systems in student facilities. Significant progress has been made in this area and remaining work will be completed this semester.

Systems removed from student labs are being refurbished (for example, additional memory is being installed) for faculty and staff. The task of replacing large numbers of faculty and student computers is more complex than replacing lab facilities, and the desktop project team is piloting this task in a few units before proceeding. The goal is to have all replacements completed by the end of February.

This semester, the primary focus of the desktop project team will be improving processes for technical support.

Consultations with Academic and Administrative Units

In summer 1997, Lancaster and Nick Gorant, WRG-TV, began meeting with academic and administrative units to assess each situation and develop a unit technology plan. Visits will be completed by mid-January. (Note: for the purposes of this project, the term "unit" has different meanings. For example, in the College of Arts and Sciences, each department was considered an individual unit whereas the College of Education and Human Development was considered a single unit because it has college-wide technology coordination.)

Desktop Technology Training for Faculty/Staff

Training classes on both Macintosh and PC platforms are being offered for faculty and staff. These include classes on using basic desktop computing software such as word processing, file management, and spreadsheets as well as classes on electronic mail and Web browsers. Several classes have been offered in fall 1997 and spring 1998 semesters.

Desktop implementation plans were based upon a combination of: the overall guidelines in the Technology Committee’s 1996 report and the priorities specified by collegiate and vice-presidential units in their technology requests. Academic and administrative units were consulted regarding any upgrades to facilities in their areas.

Training for Instructors

The Classroom Technology Group will be offering training programs for course instructors in the use of the classroom technology early in the spring semester.

Problem-Reporting

The Classroom Technology Working Group is developing a problem-reporting process to ensure that any type of classroom problem, from 'no chalk' to the projector doesn't work," is resolved in a timely manner. These processes will be implemented in the spring semester.

Specialized Computing Facilities

BGNix Upgrades

Memory and processor upgrades are scheduled for the Alpha and Sigma systems in the BGNix environment. These computing systems are used for a variety of research and instructional applications.

These upgrades are in response to significant performance problems. The need for these upgrades is also reflected in the priorities indicated in the technology requests.

Shared Math/Science Facilities

A shared computational classroom/lab facility is being established in the mathematics and science departments. This facility is expected to be operational this semester.

This facility was initiated as a result of needs identified from technology requests and a joint proposal from the math/science department chairs. A committee with a representative from each math/science department has been established to coordinate the use and evolution of this facility.

Web Servers

University Web servers will be upgraded to support the increased demand for Web-based academic and administrative activities. These upgrades are tentatively scheduled for January. These upgrades are in response to technology requests from a wide variety of academic and administrative units and groups.

Campus Student Residence Ethernet

The University has contracted with IBM Corporation to implement the Ethernet network in the campus residences. Work on this project began in September and is scheduled to be completed by the end of the spring semester. This switched Ethernet network will provide each student port with a 10 Mbps network connection. This project is in response to significant student demand for in-room connectivity.

Summary of Upgrades to Student Facilities

The following new computing facilities opened this semester:

- Four computer lab facilities in Harshman Quadrangle: Chapman, Dunbar, Anderson, and Brownfield (56 Macintosh and 17 PC systems)
- Four Computer Classroom/Lab Facilities in BA Building (4 Macintosh and 33 PC systems)
- Off-Campus Commuter Lab Facility (14 Macintosh and 14 PC systems)
- Computer Classroom/Lab Facilities in BA Building (4 Macintosh and 112 PC systems)
- Computer Classroom in Life Science Building (24 Macintosh systems)
- Computer Classroom in Olscamp Hall (21 PC systems)
- Williams Hall Instructional Lab (27 Macintosh systems)
- Political Science Lab Facility in Williams Hall (1 Macintosh and 7 PC systems)
- Academic Enhancement Lab Facilities (7 Macintosh systems)
- Philosophy Lab Facility in Shatel Hall (5 Macintosh systems and 5 PC systems)

A demonstration of this system was held in September for associate deans and staff in Registration and Records. Additional demonstrations will be scheduled in January and February for department chairs as well as faculty and staff involved in scheduling activities.

Alumni/Development Software

The ASCEND software system, designed for alumni, development, and foundation operations, is being installed to enhance the University’s fund-raising capabilities. This system is scheduled to go live in July 1998.

University Vision Statement:

Bowling Green State University aspires to be the premier learning community in Ohio and one of the best in the nation. Through the interdisciplinarity of teaching, learning, scholarship and service, we will create an academic environment grounded in intellectual discovery and guided by rational discourse and civility.

Monitor

Published for faculty and staff of Bowling Green State University

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Copy deadline: 5 p.m. Tuesday for following Monday, during the academic year. (Published every other week during the summer.)
Pay, performance and public forums highlight ASC January agenda

The following issues and developments affecting the administrative staff were discussed during the Jan. 8 council meeting:

Educational forums on collective bargaining

Council plans to conduct public forums designed to educate administrative staff about collective bargaining. The forums will explore the impact of three possibilities: maintaining status quo, instituting collective bargaining with and without union representation. The objective is to keep the University's best interests in mind and to create an environment that nurtures employees and fosters a healthier, more productive institution," said Joe Luthman, computer services, who is responding to an ASC initiative proposed last year.

Luthman is seeking ideas and suggestions for the educational forums. Any feedback or opinions regarding potential speakers, desired formats, times and locations are welcome. One suggestion was made to hold forums during lunch hours. Other suggestions should be emailed to jluthma@bgnet.bgsu.edu.

Performance appraisal and pay grades

Councl Chair Duane Whitmire, computer services, thanked Rebecca Ferguson, assistant provost for human resources, and her staff for providing two recent documents to all administrative staff: a memo and friendly reminder about the performance appraisal process and a list of administrative staff pay grades.

Ferguson said that mid-year performance appraisals should be completed by the end of January, and the new performance appraisal forms should be forwarded to Karen Woods, human resources. Goals may be revised/updated and additional information may be attached to the completed forms.

A committee spent two years devising the form and building the structure for a new appraisal process intended to be uniform across campus for all administrative staff. In part through mid-year reviews, the process is designed to encourage communication and note exceptional areas of interest, both positive and negative. There are no surprises during an annual evaluation.

"The form is not that bad if you do it in an electronic format," which is available from human resources, said Ferguson. Her office also has information on how to give and receive feedback as well as sample forms.

Performance appraisal refresher courses will be offered three times during the coming months, as requested version of the list will soon be available in Jeromie Liberman and provided to ASC leadership, she said. Eventually, the list will be posted on the World Wide Web. "It's our intent to share it," said Ferguson, noting that the information will also be available at the front desk of her office.

Professional Connections

The Professional Development committee, chaired by Dawn Mays, student activities, will be organizing a Professional Connections program for new administrative staff beginning in the spring. The program will attempt to pair new administrative employee with two current employees who will serve as mentors. In an effort to recognize existing mentors, the committee also plans to solicit nominations for best practices among administrative staff in the near future.

ASC Web site

Calvin Williams, Center for Teaching, Learning and Technology, invites all administrative staff to visit and provide feedback, comments and suggestions about the new ASC Web site by contacting him at 2-7000 or calvins@bgnet.bgsu.edu. The address is: bgnet.edu/organizations/asc." The site currently contains information about ASC members, committees, recent developments and a list of pay grades.

Karen Woods, human resources, said, grades and ACT scores. Bowling Green teachers are likely to re-enroll are those currently containing minutes from prior meetings.

The rehousing question: Why are students leaving?

Improving student retention is everybody's problem, but before permanent improvements can be made, it must first be determined why students leave the University.

Ferguson acknowledged that the list of pay grades contains some errors. She encouraged anyone who has questions or notes inaccuracies in pay ranges, titles, point values or other items on the list to contact her at ferguson@bgnet.bgsu.edu or 2-2259. An updated, corrected version of the list will soon be available in Jeromie Liberman and provided to ASC leadership, she said. Eventually, the list will be posted on the World Wide Web. "It's our intent to share it," said Ferguson, noting that the information will also be available at the front desk of her office.

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**Health and Safety**

New feature promotes health and safety

From food services to science laboratories to buildings across campus, the Environmental Health and Safety Department is working to make BGSU a more healthful and safe environment.

Department staff offer training and consultation to departments and units. They also track changes in the law and help ensure that the University community is aware of standards and regulations as well as University policies/procedures.

The department specializes in five areas:

- Fire safety
- Occupational safety and health
- Radiation safety
- Food protection
- Hazardous/Infectious waste management.

Other health and safety concerns are addressed on other units on campus. For example, facilities services handles pest control (call 2-9842 for more information), fire extinguisher maintenance (2-7666) and recycling (2-8009). To expand efforts to keep University staff informed of health and safety issues in general, environmental health and safety is sponsoring a new regular feature in Monitor, "health & safety." This column will provide updates and information about safety and environmental issues as well as services offered by department campus-wide.

For more information, visit bgsu.edu/offices/emhs/index.htm on the World Wide Web or call 2-2171.

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**Monday, January 19**

Martin Luther King Jr. Day holiday

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**Tuesday, January 20**

Classified Staff Council Meeting, 9 a.m., Tafi Room, Student Union

Faculty Senate Meeting, 2:30 p.m., Assembly Room, McFall Center.

SureFire Prospecting/Power Marketing. Learn the latest, most effective techniques used by the sales leaders of the 1990s. Ohio Division of Real Estate Certified, 6-9 p.m., 2 College Park. Fee. Information: continuing education.

Auditions for BGSU Theatre production of "Twilight, Los Angeles," monologues examining race and issues of prejudice, 7 p.m., 405 University Hall. Information: 2-2222. Repeated Jan 21.

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**Wednesday, January 21**

Martin Luther King Tribute. "Promoting Positive Race Relations: An Interactive Workshop," Marshall Rose and Barbara Waddell, affirmative action, will lead a dialogue about racial and ethnic perceptions and offer strategies for positive interaction. Part of the Issues in Cultural Diversity series, 10 a.m.-noon. Pallister Conference Room, Jerome Library.

Focus group, "How Purchasing Functions," 10-11:30 a.m. Information/Location: Jan Baffer, purchasing, 2-0419.

Women's basketball hosts Ohio, 7 p.m., Anderson Arena.

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**Thursday, January 22**

Volunteer Information Night, learn about opportunities to volunteer in five projects, sponsored by the United Christian Fellowship, 5-7 p.m., UCF Center, 313 Thurstin Ave.

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**Friday, January 23**

Workshop, "The Emerging Leadership Role," learn sound leadership practices to empower your staff and sustain high performance levels, 8-10 a.m., 2 College Park. Fee. Information/registration: continuing education, 2-8181.

Lecture, Economics Colloquium Series, "The Effect of 'Fair Housing Laws' on the Racial Integration of Neighborhoods," with Kelly DeBango, University of Wisconsin-Madison, 3:30 p.m., 4000 Business Administration Building.

Hockey hosts Northern Michigan, 7 p.m., Ice Arena.

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**Saturday, January 24**

Men's basketball hosts Marshall, 1:30 p.m., Anderson Arena.

Hockey hosts Notre Dame, 7 p.m., Ice Arena.

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**Monday, January 26**

Auditions for BGSU Theatre production of Samuel Beckett play, "Waiting for Godot," 7 p.m., 405 University Hall. Repeated Jan. 27. Information: 2-2222.

Auditions for BGSU Theatre production, "Enter the Night," 7 p.m., 402 University Hall. Repeated Jan. 27. Information: 2-2222.

International Film Series, the 1994 Chinese motion picture, "To Live," 8:15 p.m., Gish Film Theater. Free.

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**Continuing Events**

**January 13-February 6**

Art exhibit, Dorothy Uper Bryan Gallery. "By Example" by Rick Valicenti. A retrospective exhibition by an internationally acclaimed Designer and BGSU alumus. Artist's talk and reception is scheduled for 7 p.m., Friday, January 23.

**January 14-February 7**

Art exhibit, "The Body of a House," a series of eight oil canvases by Robert Beckmann. 10 a.m.-4 p.m. Tuesdays through Saturdays and 2-3 p.m. Sundays, Wankel Gallery.

Fine Arts Center. Free.

**January 22-24**

University Performing Dancers, 8 p.m., Eva Marie Saint Theatre. Tickets at the door. Sponsor: health, physical education and recreation. Information: 2-6918.