



## Associate Vice President for Information Technology

### Overview

The Associate Vice President for Information Technology Services (ITS) provides leadership and oversight for the Information Technology University operating budget of computing services and Technology Fee budget. Services to the campus include new development and project management to support the needs of students, faculty and staff as articulated in the Mission Statement. Karen Klose serves as associate vice president of information technology and supervises a staff of 28 professionals. The leadership and oversight of this unit is based on university goals and objectives determined in conjunction with the Information Technology Services Executive Board, the Information Technology Advisory Board (ITAB) and associated Steering Committees, and ITS staff members.

Every aspect of the SUNY Fredonia environment utilizes computing and information services. The initial 'visit' to SUNY Fredonia likely occurs through [www.fredonia.edu](http://www.fredonia.edu) and continues with on-campus visits, online application processes and e-mail communications, online course registration and billing transactions, online access to library resources and course syllabi/content/discussion forums, and electronic door access to student living spaces. Information Technology Services provides the infrastructure and support that makes these online services and transactions possible in a high-speed, secure, and accessible environment.

### Highlights

A summary of some of the highlights of the Information Technology Services operation include:

- Wireless access in all but one academic building has been achieved. Popular outdoor public spaces have been site-surveyed for potential wireless access.
- A new Sound Recording Studio for the Sound



Recording Technology Program benefited from expert design and build advice by a member of Academic Information Technology.

- SUNY Fredonia was one of four schools nation-wide to win the ANGEL Impact 'Extreme Conversion' award from ANGEL LMS for the conversion from the Blackboard system to ANGEL in a six-month time-frame. The conversion is credited to Educational Technology project management and programming partnership that provided Banner/ANGEL data integration for automated course, student, and faculty data loads to ANGEL based on student course registration in Banner.
- The conversion of the University Advancement's financial data from Raiser's Edge to the Banner Information System was completed with credit to a successful partnership between University Advancement staff and ITS programming, database administration, and project management staff.
- Wireless computer access and support for hearing-impaired students was developed to meet a need outlined by the Disability Support Services office. This program is individualized according to student need each semester.
- A Commencement DVD was developed in conjunction with University Advancement and the Commencement Committee and distributed to all graduating undergraduate and graduate students. This DVD process was presented at the June 2007 SUNY Technology Conference.

**Information Technology Services provide new development and project management to support the needs of students, faculty and staff, as articulated in the Mission Statement.**



***The 2008-2009 budget will allow the Associate Vice President for Information Technology Services to maintain current operations and maintenance of stable and secure communications, business, and learning systems.***

- A “Targeted Messages” application to provide a portal-type messaging system in Your Connection for students was developed and presented at the SUNY Wizard Conference and at the SETA Northeast Conference. Three schools nationwide have implemented the SUNY Fredonia application.
- The conversion to the standardized Microsoft Exchange e-mail and calendaring system for the university was completed with the addition of student’s accounts. Workshops on efficient use of the Exchange platform were offered for faculty and staff in the fall of 2006 with excellent participation and feedback.
- The Campus Call fundraising software was implemented by University Advancement, with project management, system setup, lab

setup, data imports, and development of donor pledge reminders provided by ITS.

- An academic dismissal appeal process was designed and implemented within the Your Connection web interface, providing a completely online and streamlined process.

## Planning Assumptions

Planning assumptions used in the development of the 2008-2009 budget for the Associate Vice President for Information Technology Services include the following:

- Full funding for existing positions.
- Funding for replacement of one vacant position.
- Information Technology Fee will increase by \$7 per semester (\$14 annually).

## Operating Budget

The 2008-2009 budget will allow the associate vice president for Information Technology Services to maintain current operations and maintenance of stable and secure communications, business, and learning systems. A ‘technology acquisition queue’ outlines and prioritizes emerging technology needs. An additional investment in technology funding is sought each year to cover a portion of these needs that include applications to meet online communication, collaboration and educational needs in addition to streamlined and efficient university business functions.