

## **Instructional / Student Support**

### Enrollment Services

- OIT is a part of Registrar/Admissions/Financial Aid's long term systems planning efforts
- Registrar and Admissions core systems are older, COBOL-based systems that need to be replaced with an integrated system with modern, interactive functionality that supports schools and students as well as central offices.

### Online Instruction

- A call to faculty was issued by UCOP in November requesting "Letters of Intent" to "initiate a Pilot Project to evaluate the effectiveness of online instruction in delivering a UC-quality undergraduate education" (<http://onlineeducation.universityofcalifornia.edu/>)
- Funding will be made available to develop up to 25 online courses and evaluate their effectiveness – 72 proposals received by UCOP, 11 of which are from UCI
- Faculty will participate in system-wide workshops and discussions that will define the course design principles and related technology and other standards that will apply across the Project and help define the evaluation framework that will be used to assess the effectiveness of online instruction
- It can be argued whether online education is good or bad, but the truth is it can be either one, it all depends on how it is done.
- *Is this an area for future discussion by the OIT Faculty Advisory Committee?*

### Learning Management Systems (LMS): EEE, Moodle

- Question has come regarding the use of Moodle, rather than EEE, as the Learning Management System for potential online courses at UCI (Moodle is LMS used in Summer Session and in Extension courses)
- OIT feels that UCI undergraduates (and instructors) should not have to use multiple systems -- EEE should be used for online as well as regular classes. OIT is also geared to support undergraduate education through EEE and not Moodle.
- An OIT/UnEx/DUE group is assessing key EEE/Moodle differences; will seek Council on Educational Policy assistance in reviewing current/longer-term policy
- EEE is well received on campus by faculty and students, and it would be costly to move to a new system such as Moodle. However, Moodle is in use by other campuses, and has a community helping to support it. Sakai is yet another option.
- *Feedback? What is the downside of UCI having a different LMS than campuses?*

### Classrooms

- Classroom Technology Services (CTS), is now a part of OIT; CTS is responsible for supporting UCI's 130 General Assignment Classrooms
- *Maintenance:* the campus-wide "smart classroom" upgrade project started in 2003 and the oldest equipment purchased is now over 7 years old; OIT submitted a \$333k request to upgrade the oldest 23 rooms, and a \$216k request to replace the 28 projectors in UCI's large lecture halls

- *Customer Service*: OIT has instituted quarterly surveys of instructors to give them an opportunity to communicate issues and overall satisfaction with rooms and support
- Spring 2010 Survey Results:
  - Classroom Experience: 38% Excellent, 43% Good, 14% Fair, 5% Poor
  - Technology Reliability: 45% Excellent, 35% Good, 10% Fair, 5% Poor
  - Classroom Support: 58% N/A, 24% Excellent, 12% Good, 4% Fair, 2% Poor
- *Longer Term Classroom Planning*: how should technology, layout and facilities change as technology and educational strategy evolves? EEE Executive Committee has charged a sub-group with coordinating classroom planning efforts
- *Immediate feedback? A future OIT FAC item for greater discussion.*

## **Future IT Directions / Topics of Discussion**

Feedback/discussion on conclusions of Academic Unit IT Workgroup

Prioritization of services and projects in light of budget cuts

Research Computing Services:

- What are critical areas for central IT investment in support of research?
- Data Center, Cluster support, secure (agency compliant) and high-capacity data storage, research computing specialists, cluster support, research project web site support, IT security assistance for researchers, research software licenses?

Application Development Priorities from the Faculty Perspective

- Academic Personnel, EEE, Research/Grant Administration (Kuali Coeus), Student Information Systems, etc.

Classroom Technology and Support

Online Course Development and Support

Utilization of services from “the cloud”

What other topics should be on our agenda?