

Goals and Facilitating Activities July 1, 2006 – June 30, 2007

A. CIRT Administration

Goal: Set the direction of the CIRT unit with input from OIT administration, ITAC, and the University and lead the CIRT staff to effectively carry out their assignments.

B. Professional Development, Instructional Design, and Training

Goal: To foster effective teaching practices which contribute to the advancement of active learning.

Objective 1: To provide and enhance professional development, instructional design, and technical training opportunities in support of instruction and research while focusing on the development of an understanding of active learning strategies for the classroom and the on-line environment.
(Initiatives for Faculty)

Objective 2: To provide and enhance professional development, instructional design, and technical training opportunities in support of instruction and research while focusing on the development of an understanding of active learning strategies for the classroom and the on-line environment.
(Initiatives for Graduate Students)

Objective 3: Develop and administer student information technology education program. (Initiatives for Undergraduate Students)

Objective 4: Develop and administer Student Academic Technology Resource Center (Initiatives for Undergraduate Students)

C1. Research Support (Evaluation and Assessment)

Goal 1: To provide statistical research design, evaluation, and consultation services.

Objective 1-1: Offer a broad range of research, statistical, and evaluation consultation in response to and in anticipation of changing technologies and campus needs.

Objective 1-2: Provide evaluation services for OIT's communication operations, projects, services, and grants.

C2. Research Support (Grants)

Goal 2: To identify and develop funding opportunities for technology-enhanced research, projects, and programs.

Objective 2-1: Coordinate internal grant support of faculty instructional and scholarly projects.

Objective 2-2: Develop external funding for information technology related projects.

D. Emerging Technologies and Academic Technical Support

Goal: To support the University community through the exploration, development, application, and infusion of new and emerging technologies in instruction and research.

Objective 1: Investigate new and emerging technologies that can be adapted to the teaching, learning, and research environment.

Objective 2: Support scientific and research technologies / systems (high performance computing).

Objective 3: Encourage faculty to experiment and incorporate technology to support teaching, research, and service activities.

E. Interactive and Multimedia Design

Goal: To provide traditional, digital, and multimedia design and production services for instructional and research support.

Objective 1: Provide digital design and multimedia services for instructional and research purposes.

Objective 2: Provide traditional design and production services.

Objective 3: Examine existing office procedures and explore new ideas for efficiency and cost effectiveness.

F. Academic and Technology Publications/Communications

Goal: To facilitate internal and external communications for matters of technology, research, and instruction.

Objective 1: Produce and provide direction for the print communication and marketing needs of the Office of Information Technology.

Objective 2: Produce and provide direction for the electronic communication and marketing needs of the Office of Information Technology.

Objective 3: Publicize OIT events, services, and programs.

Objective 4: Promote the work of OIT to various stakeholders (external presentations/publications (regional/national)).

A. CIRT Administration

Goal: Set the direction of the CIRT unit with input from OIT administration, ITAC, and the University and lead the CIRT staff to effectively carry out their assignments.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Hold regular meetings with non-OIT IT staff from the Colleges and Administrative areas	More tightly integrate OIT work activities with non-OIT technology support functions. (ITAC 1a)	Emerging Technologies and Research Support Coordinator	Director	Count meetings	Quantitative	6 meetings	Reviewed Semi-annually
2. Use MS Project for major initiatives	Implement formal project management for technology projects directed and support by OIT personnel. (ITAC 1d)	CIRT staff coordinating the initiative	Supervisor	Count projects managed with MS Project	Quantitative	6 initiatives	Reviewed Semi-annually
3. Participate on the Notebook Implementation Committee	Engage the campus community in a review and evaluation of a "Notebook University" concept. Establish an implementation team for a Fall 2007 implementation (ITAC 4h)	Director	CIO	Verify participation	Quantitative	Attend all meetings schedule allows	Reviewed Semi-annually
4. Give input to ITAC about CIRT activities and goals for	(ITAC 5c)	Director	CIO	Verify Completion	Quantitative	Items considered by ITAC	February 2007

the creation of 2007-08 ITAC priority activities.							
5. Coordinate professional development activities of CIRT staff	Including IT Project + (ITAC 7a)	CIRT Supervisors	IMDRS Assistant Director	Verify progress toward approved plans	Quantitative	All staff obtain 75% of approved opportunities	Reviewed Semi-annually
6. Coordinate the OIT internship program and advise the Sycamore Technology Solutions activities.	Support the administrative efforts of the STS Project Coordinator	Training and Research Support Specialist	PDIDT Assistant Director	Verify hiring schedules are maintained Verify work progress with Coordinator Verify time sheet sign-off	Quantitative	Continuation of coordination	Ongoing, weekly contacts
7. Coordinate the Start of School Activities for OIT.	Follow activities included in the MS Project file. (ITAC 6)	Director and various OIT staff	Director	Verify tasks on task list are completed	Quantitative	Completion	Reviewed Quarterly
8. Incorporate experiential learning activities into CIRT.	Especially for graduate students.	PDIDT Assistant Director	Director	Count number of opportunities made available Count number of students participating	Quantitative	6 opportunities 20 students	Reviewed Semi-annually
9. Review CIRT daily operations to increase efficiency	Key check out, library check out, student employees, staff guidelines (ITAC 6a)	Administrative Assistant	Director	Count initiatives undertaken Document improvements and their results	Quantitative Qualitative	4 initiatives 3 initiatives improved	Reviewed Semi-annually

B. Professional Development, Instructional Design, and Training

Goal: To foster effective teaching practices which contribute to the advancement of active learning.

Objective 1: To provide and enhance professional development, instructional design, and technical training opportunities in support of instruction and research while focusing on the development of an understanding of active learning strategies for the classroom and the on-line environment. (Initiatives for Faculty)

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Provide and increase instructional training offerings	Notebook training, equipment, and new software applications covered	Training and Research Support Specialist Training and Documentation Specialist Academic Technology Support Specialist	IMDRS Assistant Director (Fall '05) PDIDT Assistant Director (Spring '06)	Count sessions Count number of new topics Count sessions of new topics Count participants Survey participant satisfaction	Quantitative Staff #s: TRSS (5) TDS (6) ATSS (3) Qualitative	320 total sessions Implement 25 new workshop topics Hold 75 sessions of new topics 2,200 participants 85% satisfaction	Reviewed Semi-annually
2. Coordinate self-paced training opportunities	Including Makau CBT program and cleaning out unused accounts after 12 months (starting December 2006)	Training staff	IMDRS Assistant Director (Fall '05) PDIDT Assistant Director (Spring '06)	Count programs/ documentation offered Count trainees registered for Makau. Count courses taken Survey participant satisfaction	Quantitative Qualitative	Determined by Makau 450 trainee registrations 600 courses taken 60% user satisfaction	Reviewed Annually
3. Offer Security Awareness Training	See details in project plan Possible partnership with Purdue for	Training staff	IMDRS Assistant Director (Fall '05)	Count sessions Count participants Count integrations	Quantitative	2 new workshops 500 participants 15 integrations	Workshops offered by July 1, 2007

	training, etc. Re-examine feasibility due to needed coordination w/User Services		PDIDT Assistant Director (Spring '06)	with other training options			
4. Provide faculty support for student portfolio software and evaluate use at Indiana State	First Year Portfolio Program and College of Education Teaching Portfolio	Training and Research Support Specialist Academic Technology Support Specialist	IMDRS Assistant Director (Fall '05) PDIDT Assistant Director (Spring '06)	Count sessions Count faculty Count focus groups/surveys	Quantitative Qualitative	30 sessions Work with all involved 5 evaluation events/surveys	Reviewed Semi-annually
5. Delivery of a Summer Institute Series on teaching with technology	Blackboard Content Blackboard Assessment Visual Information	Instructional Design staff Graphic Design staff	(CTL) Director	Count programs Count sessions Count participants	Quantitative	3 programs 3 sessions (To be counted) participants	Reviewed Annually (Done-June/July 2007)
6. Implementation of a New Faculty Orientation Program that includes two half-day seminars prior to classes	Some sessions facilitated by non-CTL staff	(CTL) Director PDIDT Assistant Director Instructional Design staff	(CTL) Director	Count new faculty Satisfaction survey/evaluation	Quantitative Qualitative	31 new faculty 85% participant satisfaction	Reviewed Annually (Done-August 2006)
7. Implementation of a New Faculty monthly series of seminars	Some sessions facilitated by non-CIRT staff Instructional Design staff to deliver <i>Enhancing Student Understanding and Interaction Using Technology</i> Fall '05	(CTL) Director* (Fall '05) PDIDT Assistant Director* (Spring '06) Instructional	(CTL) Director* (Fall '05) CIRT Director (Spring '06)	Count seminars Count participants Satisfaction survey/evaluation	Quantitative Qualitative	6 seminars 60-93 participants (10-31participants/ seminar) 85% participant satisfaction	Reviewed Semi-annually

		Design staff (1 session)					
8. Implementation of New Faculty bi-weekly brown-bag sessions on teaching	Some sessions facilitated by non-CIRT staff	(CTL) Director* (Fall '05) PDIDT Assistant Director* (Spring '06)	(CTL) Director* (Fall '05) CIRT Director (Spring '06)	Count sessions Count participants	Quantitative	10 sessions 20-80 participants (2-8 participants/ session)	Reviewed Semi- annually
9. Delivery of a new institute, Introduction to Online Pedagogy Using Blackboard, focused on the delivery of courses for on-line education	Revised each semester dependent upon upgrades to Blackboard and pedagogical considerations	Instructional Design staff	PDIDT Assistant Director	Count sessions (Delivered once per semester) Count participants Satisfaction survey/evaluation	Quantitative Qualitative	3 sessions 24 (8 per session) 85% participant satisfaction	Reviewed Semi- annually
10. Professional consultations for faculty on issues involving instructional design and course development/delivery	Consultation can include e-mail, phone and face-to-face or synchronous online contact	Instructional Design staff PDIDT Assistant Director	PDIDT Assistant Director Director(s)	Count consultations	Quantitative	Benchmark being set during 2006-2007	Reviewed Semi- annually
11. Develop and deliver new instructional programs	New programs may be created from faculty interest, new technologies and/or initiatives at ISU, etc.	Instructional Design staff PDIDT Assistant Director	PDIDT Assistant Director Director(s)	Count number of new programs Count sessions of new program Count participants Satisfaction survey/evaluation	Quantitative Qualitative	5 new programs 1 or 2 sessions of each new program (To be counted) (10-20 participants per session) 85% satisfaction	Reviewed Semi- annually
12. Delivery of three Faculty Learning Communities focused on pedagogical issues	2006-2007 Learning Communities: 1. SoTL* 2. Lecture based teaching*	(CTL) Director* (Fall '05) PDIDT	(CTL) Director (Fall '05) PDIDT	Count learning communities Count participants	Quantitative	3 FLCs 24-30 (6-10 participants in each FLC)	Reviewed Semi- annually

	3. Using technology in the classroom**	Assistant Director* (Spring '06) Instructional Designer**	Assistant Director (Spring '06)	FLC sets goals (Submits to Director)	Qualitative	Goals met	
13. Delivery of the Institute for Transforming Teacher Education (ITTE), a program focused on pedagogies of engagement (case teaching, problem-based learning) that support Project PRE	Project PRE	(CTL) Director	(CTL) Director	Count sessions Count participants Satisfaction survey/evaluation	Quantitative Qualitative	3 sessions 45-15 per session 85% participant satisfaction	Reviewed Annually Verified (See survey results)
14. Oversight and delivery of Faculty Learning Communities sponsored by Project PRE	Sessions may be facilitated by non-CIRT staff	(CTL) Director* (Fall '05) PDIDT Assistant Director* (Spring '06)	(CTL) Director* (Fall '05) CIRT Director (Spring '06)	Count learning communities Count participants Satisfaction survey/evaluation	Quantitative Qualitative	5 learning communities 30-50/6-10 per learning community 85% participant satisfaction	Reviewed Semi-annually
15. Continued service for ISU faculty working with international partner institutions who require face to face or pedagogical training and course development	Provide Instructional Designer support as needed Interface with Office of International Affairs (OIA)	Instructional Designer w/International focus Additional Instructional Design staff as needed	PDIDT Assistant Director Director	Count programs/projects Create web page for CIRT-International Collect/count case studies	Quantitative Qualitative	Benchmark being set during 2006-2007 Verify completion of Web page for CIRT-International	Reviewed Semi-annually
16. Offer training opportunities to selected community organizations	Project PRE, CAPE Grant, SMWC, United Way	Training staff Instructional Design staff	IMDRS Assistant Director (Fall '05)	Count organizations Count workshops/programs	Quantitative	5 organizations 15 workshops/programs	Reviewed Semi-annually

		PDIDT Assistant Director	PDIDT Assistant Director (Spring '06)				
17. Coordinate training/professional development opportunities taught or produced by non-CIRT staff	Identify what training can be offered by resources other than CIRT training staff Identify resources, develop, or recruit resources. Organize, manage, coordinate training (database, scheduling, etc.)	Training staff Instructional Design staff Other ISU faculty and/or staff	IMDRS Assistant Director PDIDT Assistant Director	Count topics Count sessions Count participants Count non--CIRT instructors	Quantitative	Benchmark set during 2006-2007 (pilot year)	Reviewed Semi-annually
18. Provide active learning components for web-based instruction by producing interactive media for the ISU instructional community	Develop model units of instruction in selected university courses by integrating instructional and graphic design services	Instructional Design staff Graphic Design staff Training staff	PDIDT Assistant Director	Count products/projects Count courses Count instructors	Quantitative	Benchmark set during 2006-2007	Reviewed Semi-annually
19. Coordination and implementation of a course conversion process from WebCT to Blackboard	Some courses will be converted without the support of CIRT staff; some courses may not be converted	Instructional Design staff	PDIDT Assistant Director	Count course to be converted	Quantitative	Verify completion 100% of courses to be converted and/or eliminated	Reviewed Semi-annually Conversions or eliminations by June 30, 2007
20. Introduce 3D Visualization elements into classroom and distance education		Instructional Design Staff Graphic	PDIDT Assistant Director	Count projects Collect/count case studies	Qualitative Quantitative	Benchmarks being set during 2006-2007	Reviewed Semi-annually

environments		Design staff	Director(s)				
21. Coordination of the Caleb Mills Teaching Awards for faculty	Nominations Fall '05 Committee selection Spring '06	(CTL) Director* (Fall '05) PDIDT Assistant Director* (Spring '06) Administrative Assistants	CTL Director (Fall '05) CIRT Director (Spring '06)	Count recipients (0-4 may be awarded)	Quantitative	Verify completion	Reviewed Annually
22. Provide documentation for new CIRT initiatives and to supplement instructor-led training	Office Clues, Custom Guide (Renew subscriptions) Prepare new documentation to style guide	Training staff Instructional Design staff	IMDRS Assistant Director (Fall '05) PDIDT Assistant Director (Spring '06)	Count documents created and/or provided	Quantitative	Provide documentation for 80% of new projects implemented	Reviewed Semi-annually
23. Review and update current documentation for accuracy	Create style guide Add standard styling (footers, headers, etc.)	Training staff Instructional Design staff (Spring '06)	IMDRS Assistant Director (Fall '05) PDIDT Assistant Director (Spring '06)	Count documents updated	Quantitative	Review/Update 100% of documents still in use	50% by December 1, 2006; remaining by April 1, 2007
24. Create central clearing house for all CIRT training documentation	Place on shared network, SANS, or GW space	Training staff	IMDRS Assistant Director (Fall '05)	Verify completion	Quantitative	100% of documents used in training housed in clearinghouse	December 1, 2006 (Done November 2006)
25. Expansion of active learning and other holdings for the CIRT Library	Placed in CIRT Conference Center Library; possible new holdings should	Instructional Design staff PDIDT	PDIDT Assistant Director	Count new holdings added	Quantitative	Benchmark set during 2006-2007	Reviewed Semi-annually

	be reviewed/evaluated by CIRT staff member and approved prior to being placed in library	Assistant Director Training staff (Spring '07)					(Fall review to be compiled in January 2006) Ongoing maintenance
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Objective 2: To provide and enhance professional development, instructional design, and technical training opportunities in support of instruction and research while focusing on the development of an understanding of active learning strategies for the classroom and the on-line environment. (Initiatives for Graduate Students)

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Delivery of a summer institute for international teaching assistants aimed at improving language skills and subsequent delivery of pedagogical content in a classroom setting	Participants are nominated by their chairperson	PDIDT Assistant Director	PDIDT Assistant Director Director	Count participants Satisfaction survey/evaluation	Quantitative Qualitative	6-10 participants 85% participant satisfaction	Reviewed annually (Done May/June 2007)
2. Delivery of a fall and spring orientation program consisting of content modules necessary for new teaching and/or graduate assistant development	Some sessions facilitated by non-CIRT staff	PDIDT Assistant Director	PDIDT Assistant Director Director	Count participants (Delivered twice in the fall/once in the spring) Satisfaction survey/evaluation	Quantitative Qualitative	30-60 participants (10-20 participants per session) 85% participant satisfaction	Reviewed Semi-annually (Done August 2006) Spring 2007
3. Implementation of monthly seminars focusing on relevant topics that overlap areas of professional interest for both	Some sessions facilitated by non-CIRT staff Instructional Design staff to deliver	PDIDT Assistant Director Instructional Design staff	PDIDT Assistant Director Director	Count programs Count sessions	Quantitative	7 programs 14 sessions (2 sessions per program)	Reviewed Semi-annually

teaching assistants and graduate assistants	<i>Communicating with Technology</i> Instructional Designer to deliver one session on <i>Understanding and Appreciating Difference</i>	(1 session) Instructional Designer w/international focus (1 session)		Count participants Satisfaction survey/evaluation	Qualitative	210-280 participants (15-20 participants per session) 85% participant satisfaction	
4. Development and delivery of technologically-based programs focused on skill building for teaching and/or graduate assistants	Identify # of sessions	Instructional Design staff PDIDT Assistant Director	PDIDT Assistant Director Director	Count programs Count sessions Count participants Satisfaction survey/evaluation	Quantitative Qualitative	2-5 programs 1 or 2 sessions of each program (To be counted) (10-20 participants per session) 85% participant satisfaction	Reviewed Semi-annually
5. Offer technical training to distance education students	Develop Macromedia Captivate Modules, offer Statistical Training	Academic Technology Support Specialist Training and Research Support Specialist	IMDRS Assistant Director (Fall '05) PDIDT Assistant Director (Spring '06)	Count training modules	Quantitative	Develop 5 modules	Reviewed Semi-annually
6. Delivery of Blackboard training programs focused on rapid skills acquisition for teaching and/or graduate assistants	Revised each semester dependent upon upgrades to Blackboard and pedagogical consultations	Instructional Design staff	PDIDT Assistant Director Director	Count programs Count participants Satisfaction survey/evaluation	Quantitative Qualitative	5 programs 75-100 participants (15-20 participants per program) 85% participant satisfaction	Reviewed Semi-annually
7. Implementation of		PDIDT	PDIDT	Count programs	Quantitative	6 programs	Reviewed

pedagogical services for new teaching assistants through a year-long, monthly program		Assistant Director	Assistant Director Director	Count sessions Count participants Satisfaction survey/evaluation	Qualitative	12 sessions (2 sessions per program) 120-180 participants (10-15 participants per session) 85% participant satisfaction	Semi-annually
8. Delivery of Teaching Assistant Learning Communities that address pedagogical skills for returning teaching assistants	Fall 2006: Classroom Management Spring 2006: <u>The Missing Professor</u>	PDIDT Assistant Director	PDIDT Assistant Director Director	Count learning communities Count participants Satisfaction survey/evaluation	Quantitative Qualitative	2 learning communities 6-10 participants per learning community 85% participant satisfaction	Reviewed Semi-annually
9. Continuation of a certification program for teaching assistants		PDIDT Assistant Director	PDIDT Assistant Director Director	Count recipients Collect/count portfolios	Quantitative	2-6 recipients 2-6 portfolios	Reviewed annually
10. Professional consultations for teaching and/or graduate assistants on issues involving instructional design and course development/delivery	Consultation can include e-mail, phone and face-to-face or synchronous on-line contact.	Instructional Design staff PDIDT Assistant Director	PDIDT Assistant Director Director	Count consultations	Quantitative	Benchmark being set during 2006-2007	Reviewed Semi-annually
11. Maintenance of a website for new teaching and/or graduate assistants specifically aimed at transitioning these teaching and/or graduate assistants to the university		Instructional Design staff PDIDT Assistant Director	PDIDT Assistant Director Director	Verify completion	Quantitative	Verify completion	Reviewed annually Ongoing maintenance

Objective 3: Develop and administer student information technology education program. (Initiatives for Undergraduate Students)

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Hire and develop student trainer positions		Academic Technology Support Specialist	IMDRS Assistant Director (Fall '06) PDIDT Assistant Director (Spring '07)	Verify Completion Count student workers	Quantitative	Hire and keep 4 student workers	In place by September 15, 2006 Done (2 student workers hired)
2. Develop and implement Student IT Training Workshops	Activities detailed in Project file	Academic Technology Support Specialist	IMDRS Assistant Director (Fall '06) PDIDT Assistant Director (Spring '07)	Count workshops Count participants	Quantitative	10 workshops developed and implemented Set benchmarks 2006-2007 for participants	5 in place by September 15 '2006; 5 more by January 10, 2007
3. Provide student support for student portfolio software and evaluate use at Indiana State.	First Year Portfolio Program and College of Education Teaching Portfolio	Training and Research Support Specialist Academic Technology Support Specialist	IMDRS Assistant Director (Fall '06) PDIDT Assistant Director (Spring '07)	Count sessions Count students Count focus groups/surveys	Quantitative Qualitative	30 sessions Set benchmarks 2006-2007 for students 5 evaluation events/surveys	Reviewed Semi-annually
4. Evaluate Student IT Training Program	Create evaluation tools, analyze results	IT Evaluation and Research Support Specialist Academic Technology Support Specialist	IMDRS Assistant Director (Fall '06) PDIDT Assistant Director (Spring '07)	Count focus groups/surveys	Quantitative/ Qualitative	85% Satisfaction	Reviewed Semi-annually

5. Create and maintain Student IT Education website and training database		Academic Technology Support Specialist	IMDRS Assistant Director (Fall '06) PDIDT Assistant Director (Spring '07)	Verify Completion and Continued Maintenance (Training Database)	Quantitative	Verify Completion	Reviewed Semi-annually
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Objective 4: Develop and administer Student Academic Technology Resource Center. (Initiatives for Undergraduate Students)

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Define ATRC space	1 Lab I Digital Media Walk-in Lab Office Space for OIT Staff Member and Student Workers	Director Academic Technology Support Specialist IMDRS Assistant Director PDIDT Assistant Director	IMDRS Assistant Director (Fall '06) PDIDT Assistant Director (Spring '07)	Verify Completion	Quantitative	Verify Completion	In place by October 2006 Done (Fall '06)
2. Order and provide equipment for ATRC	See Project file for details.	Academic Technology Support Specialist Emerging Technologies and Research Support Coordinator ATRAC Support Staff	IMDRS Assistant Director (Fall '06) PDIDT Assistant Director (Spring '07)	Verify Completion	Quantitative	Verify Completion	As Needed

3. Order and install software for ATRC	PhotoShop All Macromedia (Adobe) Inspiration Video Editing Software	Academic Technology Support Specialist Emerging Technologies and Research Support Coordinator Director Student workers	IMDRS Assistant Director (Fall '06) PDIDT Assistant Director (Spring '07)	Verify Completion	Qualitative	Verify Completion	As Needed
4. Open Academic Technology Resource Center for Operation		Academic Technology Support Specialist	IMDRS Assistant Director (Fall '06) PDIDT Assistant Director (Spring '07)	Verify Completion Count Students	Qualitative	Verify Completion Set benchmarks 2006-2007 for students	October 15, 2006 Done
5. Create and maintain Student IT Education website and training database		Academic Technology Support Specialist	IMDRS Assistant Director (Fall '06) PDIDT Assistant Director (Spring '07)	Verify Completion	Quantitative	Verify Completion	Ongoing maintenance

C1. Research Support (Evaluation and Assessment)

Goal 1: To provide statistical research design, evaluation, and consultation services.

Research: Stats

Objective 1-1: Offer a broad range of research, statistical, and evaluation consultation in response to and in anticipation of changing technologies and campus needs.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Develop and offer statistical and research support to ISU community	including distance learning students	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Count sessions Count remote access research support	Quantitative	100 sessions	Reviewed Semi-annually
2. Work with faculty to develop evaluation section of grant-related proposals		IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Count faculty Count projects	Quantitative	As requested	Reviewed Semi-annually
3. Provide evaluation support for faculty mini-grant proposals	Design evaluation plans for mini-grants.	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Design evaluation model Count proposals	Quantitative Qualitative	Completion and documentation of report As requested	Reviewed Semi-annually

4. Increase ISU on-line statistical and research support sources	- Increase stats and research methodology information - Add basic research on stats calculators	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Count new stats information sources	Quantitative	4 new stats information sources	March 2007
5. Develop and provide an expert system for statistical and research support	On-line, self-service system	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Verify completion Count users	Quantitative	25 users	January 2007
6. Identify and implement best practices for research support and assessment	-visit research support schools -visit research support school websites -review literature on research support -establish contacts with other universities -create process, guidelines and benchmarks.	IT Evaluation and Research Support Specialist and Director	Director	Count visits Count websites Count contacts Verify Completion	Qualitative	1 visit 15 websites Create document / write article 5 contacts	Reviewed Semi-annually
7. Create a forum for graduate student research initiatives	-Set up modalities for operation -Inform graduate students of the opportunities -develop web pages	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Count graduate student participation Count proposals discussed Evaluate satisfaction	Qualitative Quantitative	12 students 8 proposals per semester 80% satisfaction	Reviewed Semi-annually January 2007

Research: Stats

Objective 1-2: Provide evaluation services for OIT’s communication operations, projects, services, and grants.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Evaluate new research technology initiatives	Apply OIT evaluation model to each new technology	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Count usability testing Document project start/finish Survey/interview faculty Cost analysis	Quantitative Qualitative	Full-evaluation of 75% of initiatives Partial evaluation of 25% of initiatives	Reviewed Semi-annually
2. Assess suitability of OIT publications for internal/ external audiences	-newsletters -technology guides - Technology Profile	IT Evaluation and Research Support Specialist and editors	Director	Verify completion Assess suitability of documents	Quantitative Qualitative	60% satisfaction by users	Reviewed Annually
3. Evaluate OIT faculty mini-grant program	Determine if program is successful in meeting OIT goals	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Verify completion	Quantitative Qualitative	Report sent to CIO	Reviewed Annually
4. Evaluate technology-related training	-workshops -one-on-one sessions -brown bag lunches - non-CIRT staff workshops coordinated by CIRT trainers	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Count focus groups Analyze survey data Analyze participant satisfaction	Quantitative Qualitative	5 focus groups 5 surveys 85% user satisfaction	Reviewed Annually
5. Evaluate statistical consultation services		IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Count participants / consultations Count surveys/focus groups	Quantitative	3 surveys/ focus groups 60% satisfaction	December 2006

6. Help other OIT directors establish benchmarks for their units	.	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Verify completion	Quantitative	3 units completed	Reviewed Annually
7. Facilitate the collection and analysis of all OIT unit benchmarks	This will include external evaluations as well.	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Verify completion	Quantitative	Collect data from all OIT units. Analyze data from all OIT units	Reviewed Annually
8. Explore institutional data for technology and academic research enhancement	Work with OSPIRE collected data	IT Evaluation and Research Support Specialist	IMDRS Assistant Director	Verify completion	Quantitative	Conduct 2 reviews	Reviewed Annually

C2. Research Support (Grants)

Goal 2: To identify and develop funding opportunities for technology-enhanced research, projects, and programs.

Research: Grants

Objective 2:1 Coordinate internal grant support of faculty instructional and scholarly projects.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Conduct competitive mini-grant program for faculty to distribute \$100,000 to ISU faculty for innovative instruction and research activities	Maintain application procedures and forms Coordinate review of proposals and awards Evaluate process for each cycle Maintain mini-grant website	IT Grant Specialist, Reviewers	IMDRS Assistant Director	Count proposals submitted Count grants given Count total dollar amount awarded	Quantitative Qualitative	Minimum 15 proposals submitted per cycle Website updated within 1 month of awards	Fall cycle in October, Spring cycle in January. Process reviewed Semi-annually
2. Publicize mini-grant program for faculty	Advertise mini-grant competition Conduct ideas/process workshop Publicize awards in print publications and on CIRT website	IT Grant Specialist, Communications and Documentation Manager, Emerging Technologies and Research Support Coordinator, and Director	IMDRS Assistant Director	Count publicity notices Verify completion Create website of grants awarded Annual publication	Quantitative	Successful promotion of mini-grants to have at least 15 proposals submitted per cycle	Reviewed Semi-annually

3. Determine directed mini-grants to target OIT areas	HPC, Visualization, Breeze, data storage, distance education	IT Grants Specialist, Emerging Technologies and Research Support Coordinator, and Director	IMDRS Assistant Director	Determine 3 directed mini-grants per cycle	Quantitative	Award 4 directed mini-grants per year	Reviewed Semi-annually
4. Coordinate Instructional Development Grant program		IT Grants Specialist, PDIDT Assistant Director	IMDRS Assistant Director and PDIDT Assistant Director	Verify completion	Quantitative	Verify completion	Reviewed Semi-annually

Research: Grants

Objective 2:2 Develop external funding for information technology related projects.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Inform ISU community about IT related external grant opportunities	Identify external funding opportunities Disseminate information about IT grants by e-mail, global, newsletter, etc.	IT Grant Specialist and Communications and Documentation Manager	IMDRS Assistant Director	Count number of grant articles and e-mails Count number of funding notices sent	Quantitative	12 articles or e-mails Minimum 10 inquiries from faculty Minimum 200 grant opportunities sent	Reviewed Semi-annually
2. Work with faculty to develop their grant-related ideas	Locate funding, facilitate partnerships, identify equipment and services	IT Grant Specialist, and Emerging Technologies and Research Support Coordinator, and faculty involved with grants	IMDRS Assistant Director	Track requests from faculty Count faculty Count projects	Quantitative	As requested	Reviewed Semi-annually

3. Work with faculty to submit grant applications	Individual faculty or department applications	IT Grant Specialist, OSP, and faculty involved with grants	IT Grant Specialist	Count number of proposals submitted Count dollars submitted Positive review by faculty	Quantitative Qualitative	4 large grants (over \$100K) 4 small grants (under \$100K)	Reviewed Semi-annually
4. Write multi-departmental grant proposals	Project involves more than one academic department	IT Grant Specialist, OSP, and faculty involved with grants	Director	Count grants and dollars submitted Count grants and dollars awarded Positive review by faculty	Quantitative Qualitative	2 per year	Reviewed Semi-annually
5. Develop and submit OIT grant proposals	CIRT, OIT, Institutional projects (i.e., HPC, visualization, training, experiential learning support)	IT Grant Specialist, OIT and CIRT staff	Director	Count grants submitted Count dollars submitted	Quantitative	4 per year \$1,000,000	Reviewed Semi-annually
6. Receive grant funding	Awards obtained	IT Grant Specialist, and faculty involved with grants	IT Grant Specialist	Count number received Count dollars awarded	Quantitative	1 large grant 4 small grants \$500,000-1 million total	Reviewed Semi-annually
7. Develop relationships with external funding agencies (foundations, government agencies, corporations, etc.)	Identify and build relationships. Consult with OSP/ISU Foundation.	IT Grant Specialist, OSP, and faculty involved with foundations	IT Grant Specialist	Count foundations contacted Count relationships made Count money garnered	Quantitative	1 foundation \$50,000	Reviewed Semi-annually

8. Develop grant partnerships with business, higher ed, and K-12 institutions		IT Grant Specialist, CIRT Unit	Director	Count partnerships	Quantitative	2 per year	Reviewed Annually
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D. Emerging Technologies and Academic Technical Support

Goal: To support the University community through the exploration, development, application, and infusion of new and emerging technologies in instruction and research.

Emerging

Objective 1: Investigate new and emerging technologies that can be adapted to the teaching, learning, and research environment.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Investigate and expand the use of desktop conferencing	(ITAC 4d)	Emerging Technologies and Research Support Coordinator	Director	Number of users	Quantitative	25 new users	Reviewed Annually
2. Upgrade and integrate Macromedia Breeze into the Blackboard course management system	(ITAC 3i)	Academic Programmer and Emerging Technologies and Research Support Coordinator	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	Must be completed by Fall 2006
3. Expand the use and integration of video streaming technologies	(Windows Media, Real Player, Flash Communications Server) (ITAC 3k)	Emerging Technologies and Research Support Coordinator	Director	Number of faculty / departments utilizing streaming resources	Qualitative	Work with 4 faculty and departments to utilize campus streaming resources	Reviewed Semi-Annually
4. Explore, test, and evaluate new and emerging technologies	(ITAC 3b)	Emerging Technologies and Research Support Coordinator	Director	Number of technologies explored	Quantitative	10 new technologies explored	Reviewed Quarterly
5. Investigate the expansion and use of other desktop operating systems	(Novell Linux Desktop) (ITAC 2f)	Academic Programmer, Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Number of other desktop operating systems investigated	Quantitative	Explore 2 other desktop operating systems	Reviewed Semi-Annually

6. Develop and maintain collaborative relationships with research institutions and product vendors on new and emerging technologies		Emerging Technologies and Research Support Coordinator	Director	Number of collaborative relationships	Quantitative	Develop 5 new collaborative relationships	Reviewed Quarterly
7. Investigate mobile and portable computing technologies as applied to instruction, research, and notebook institutions	(CIO Goal)	Emerging Technologies and Research Support Coordinator	Director	Number of mobile and portable computing technologies	Quantitative	Investigate 5 mobile and portable computing technologies	Reviewed Semi-Annually
8. Investigate, develop, and implement a project management system for OIT projects	IT Project + and Microsoft Project Server	Emerging Technologies and Research Support Coordinator and Academic Programmer	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	Must be completed by Spring 2007
9. Provide professional development and growth opportunities for faculty concerning new and emerging technologies	Include usage of HPC and Scientific Research Systems Training and support (CIO Goal)	Academic Programmer, Scientific and Research Systems Administrator, Emerging Technologies and Research Support Coordinator	Director	Number of opportunities	Quantitative	Provide 5 professional development and growth opportunities	Reviewed Quarterly

10. Investigate new and emerging video technologies to aid faculty research, instruction, and collaboration	Work with faculty to discover possibilities (ITAC 4d, Ed Goal)	Emerging Technologies and Research Support Coordinator	Director	Count technologies	Qualitative	4 technologies	Reviewed Annually
11. Investigate learning spaces and e-learning as it applies to faculty research, instruction, and collaboration	Work with faculty to discover possibilities (CIO Goal)	Emerging Technologies and Research Support Coordinator	Director	Count investigations	Qualitative	4 investigations	Reviewed Annually
12. Work with faculty to develop supplemental material and alternative methods of instruction for gateway courses that will aid students and increase retention	Work with faculty to discover possibilities (CIO Goal)	Emerging Technologies and Research Support Coordinator	Director	Count gateway courses supported	Qualitative	4 courses	Reviewed Annually
13. Investigate and expand the use and availability of Internet 2 applications and technologies	(ITAC 3l, 4e)	Academic Programmer, Scientific and Research Systems Administrator, Emerging Technologies and Research Support Coordinator	Emerging Technologies and Research Support Coordinator	Count new uses	Quantitative	4 new uses	Reviewed Semi-Annually
14. Work with the College of Business on the development of		Scientific and Research Systems Administrator, Emerging	Emerging Technologies and Research Support	Verify Completion	Qualitative	Verify Completion	Reviewed Annually

the Financial Trading Center (Prudential Building)		Technologies and Research Support Coordinator	Coordinator				
15. Expand visualization initiative to include immersive and high-resolution capabilities		Academic Programmer, Emerging Technologies and Research Support Coordinator, and Graphic Designer Supervisor	Emerging Technologies and Research Support Coordinator	Verify Completion	Qualitative	Verify Completion	Reviewed Annually
16. Provide academic programming support for faculty	Design and develop programs for faculty	Academic Programmer	Emerging Technologies and Research Support Coordinator	Count programs	Quantitative	10 programs	Reviewed Quarterly
17. Investigate assistive technologies and collaborate with Rita Worrell.		Emerging Technologies and Research Support Coordinator		Count technologies	Qualitative	4 technologies	Reviewed Semi-Annually
18. Develop and implement EAP Portfolio Tool		Academic Programmer, Emerging Technologies and Research Support Coordinator	Director	Verify Completion	Qualitative	Verify Completion	Complete Fall 2006

Emerging

Objective 2: Scientific and Research Technologies / Systems (High Performance Computing)

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Expand Faculty use of the HPC and scientific and research technologies	(ITAC 3h)	Academic Programmer and Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Count number of faculty	Quantitative	10 additional faculty members	Reviewed Quarterly
2. Create a Windows based High Performance Computing infrastructure	Purchase and install Windows cluster (ITAC 3h)	Scientific and Research Systems Administrator, Emerging Technologies and Research Support Coordinator	Director	Verify Completion	Quantitative	Verify Completion	September 2006
3. Provide HPC programming and application support	(ITAC 3a, 3h)	Academic Programmer and Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Number and type of programming done for faculty and quality of code created. Number and type of applications installed.	Quantitative Qualitative	Determined by faculty need 90% user satisfaction	Reviewed Annually
4. Expand the current Linux based HPC to provide additional computational resources	Purchase and install additional small nodes and expand big and medium nodes. (ITAC 3h)	Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	Spring 2007
5. Upgrade HPC OS and subsequent applications		Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	Reviewed Semi-Annually
6. Purchase and install	(ITAC 3h)	Academic Programmer and	Emerging Technologies	Count applications	Quantitative	Determined by faculty	September 2006

additional HPC applications to enable faculty research		Scientific and Research Systems Administrator	and Research Support Coordinator	Verify Completion		need Verify Completion	
7. Provide server consolidation support for interested departments	Work with departments to consolidate servers (ITAC 2m)	Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Count server consolidations	Quantitative	Consolidate 10 servers	Reviewed Quarterly
8. Research and build a digital repository for large data-set storage	(ITAC 2i, 2j)	Academic Programmer, Scientific and Research Systems Administrator, and Emerging Technologies and Research Support Coordinator	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	May 2007
9. Investigate the advantages and disadvantages of GRID and/or mesh network technologies	(ITAC 3m)	Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	May 2007
10. Visit R1 (Purdue, IU) Research Computing Facilities to determine what value added components can be incorporated into research computing resources at ISU.		Director, Academic Programmer, Scientific and Research Systems Administrator, and Emerging Technologies and Research Support Coordinator	Emerging Technologies and Research Support Coordinator	Count visits	Quantitative	2 visits	July 2007
11. Investigate the appropriateness of using the	(Ming Zou – Decision Tree)	Scientific and Research Systems Administrator	Emerging Technologies and Research	Verify Completion	Quantitative	Verify Completion	Reviewed Semi-Annually

HPC for resource intensive applications in campus departments			Support Coordinator				
12. Install, configure, and test Matlabs Matpar extensions		Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	August 2006
13. Expand HPC capabilities to allow visualization renderings to occur on more than eight nodes		Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	October 2006
14. Require two (2) CIRT staff members to complete MCSE certifications for Windows Server / Cluster Management		Academic Programmer and Emerging Technologies and Research Support Coordinator	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	March 2007
15. Investigate Backup Technologies (as applied to digital repository and scientific / research servers)	Determine appropriate solution and feasibility / cost of implementation	Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Verify Completion	Qualitative	Verify Completion	February 2007
16. Investigate Parallel File Systems on antiquated HPC		Academic Programmer and Scientific and Research Systems	Emerging Technologies and Research Support	Verify Completion	Quantitative	Verify Completion	August 2006

		Administrator	Coordinator				
17. Maintain academic departmental servers (hardware and software)		Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Count servers maintained	Quantitative	TBD	Reviewed Annually

Emerging

Objective 3: Encourage faculty to experiment and incorporate technology to support teaching, research, and service activities.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Provide demos either in Digital Sandbox or through on campus road shows		Emerging Technologies and Research Support Coordinator	Emerging Technologies and Research Support Coordinator	Count demonstrations	Quantitative	Provide 50 demonstrations	Reviewed Semi-Annually
2. Enhance and maintain Digital Sandbox	Inventory hardware and software	Emerging Technologies and Research Support Coordinator	Emerging Technologies and Research Support Coordinator	Count enhancements Verify Completion	Quantitative	5 enhancements	Reviewed Quarterly
3. Create and distribute HPC, programming, etc., marketing campaign to select faculty members.	Work with IMDS to create Talisma like campaign for targeted faculty distribution	Academic Programmer	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	Reviewed Semi-Annually
4. Investigate the use of idle lab computers for disk/computational resources	(computational screensaver) Investigate and test commercial systems in a small closed environment	Scientific and Research Systems Administrator	Emerging Technologies and Research Support Coordinator	Verify Completion	Quantitative	Verify Completion	Reviewed Semi-Annually

E. Interactive and Multimedia Design

Goal: To provide traditional, digital, and multimedia design and production services for instructional and research support.

Objective 1: Provide digital design and multimedia services for instructional and research purposes.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Continue working with faculty and instructional designers to develop multimedia projects	Establish distinct goals, objectives, and required documentation for each visualization project Establish visualization program guidelines	Graphic Designer Supervisor, Graphic Designer, Faculty, CIRT Graduate Assistants	IMDRS Assistant Director	Count visualization/ interactive projects Count visualization/ non-interactive projects Count non-visualization/ interactive projects Count non-visualization/ non-interactive projects	Quantitative Qualitative	Setting benchmarks Spring 2006 90% satisfaction	Reviewed Semi-Annually
2. Create 3-D animations for academic purposes		Graphic Designer Supervisor, and Graphic Designer	IMDRS Assistant Director	Count animations	Quantitative	Setting benchmarks Spring 2006	Reviewed Semi-Annually

Objective 2: Provide traditional design and production services.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Conference posters	Oversize prints designed to summarize research projects for presentations both on and off campus	Graphic Designer Supervisor , Graphic Designer, and CIRT Graduate Assistants	IMDRS Assistant Director	Count posters	Quantitative	Setting benchmarks Spring 2006 (31 posters Fall 2006)	Reviewed Semi-Annually
2. Promotional signs	Poster design, mounting, and/or lamination used for promotion of campus events, both instructional and community oriented.	Graphic Designer Supervisor and Graphic Designer	IMDRS Assistant Director	Count signs	Quantitative	Setting benchmarks Spring 2006 (700 signs Fall 2006)	Reviewed Semi-Annually
3. Educational visual aids	Various output formats of information, including: charts, graphs, line art drawings, line art re-creations, static graphics for web or PowerPoint presentations	Graphic Designer Supervisor and Graphic Designer	IMDRS Assistant Director	Count items	Quantitative	Setting benchmarks Spring 2006 (60 items Fall 2006)	Reviewed Semi-Annually
4. Lamination	Lamination only; not part of projects counted above	CIRT Graduate Assistants	Graphic Designer Supervisor	Count jobs	Quantitative	Setting benchmarks Spring 2006 (80 jobs Fall 2006)	Reviewed Semi-Annually
5. Mounting	Mounting only; not part of projects counted above	CIRT Graduate Assistants	Graphic Designer Supervisor	Count jobs	Quantitative	Setting benchmarks Spring 2006 (72 jobs Fall 2006)	Reviewed Semi-Annually

6. Other promotional and non-educational services	Door signs, bulletin board banners, department banners, calendars, hours signs, non-educational lamination, non-educational mounting, non-educational promotional posters, PowerPoint presentations.	Graphic Designer Supervisor, Graphic Designer, and CIRT Graduate Assistants	IMDRS Assistant Director	Count items	Quantitative	Setting benchmarks Spring 2006 (157 jobs Fall 2006)	Reviewed Semi-Annually
7. Reevaluate non-critical uses of traditional services		Graphic Designer Supervisor	IMDRS Assistant Director	Verify Completion	Quantitative	Verify Completion	May 2007

Objective 3: Examine existing office procedures and explore new ideas for efficiency and cost effectiveness.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Review all services for usage, turn-around times, and currency of the technologies used in production.	Create inventory of services to publicize	Graphic Designer Supervisor	IMDRS Assistant Director	Verify Completion	Quantitative	Verify Completion	March 1, 2007
2. Review current project tracking and management systems.	Including communications with clients.	Graphic Designer Supervisor	IMDRS Assistant Director	Verify Completion	Quantitative	Verify Completion	March 1, 2007
3. Design and implement web-job submission form		Graphic Designer Supervisor, Academic Programmer	IMDRS Assistant Director	Verify Completion	Quantitative	Verify Completion	February 1, 2007
4. Design and implement web-job evaluation form		Graphic Designer Supervisor, Academic Programmer	IMDRS Assistant Director	Verify Completion	Quantitative	Verify Completion	February 15, 2007
5. Assess and track material cost	By purchase orders	Graphic Designer Supervisor	IMDRS Assistant Director	Verify Completion	Quantitative	Verify Completion	Reviewed Semi-Annually

6. Assess and track employee time cost	Per hour	Graphic Designer Supervisor	IMDRS Assistant Director	Verify Completion	Quantitative	Verify Completion	Reviewed Semi-Annually
7. Assess Novell print network vs. current USB system		Graphic Designer Supervisor	IMDRS Assistant Director	Verify Completion	Quantitative	Verify Completion	January 1, 2007
8. Design a system for a chargeback system for non-instructional or research jobs.	Chargeback to include materials and labor	Graphic Designer Supervisor	IMDRS Assistant Director	Verify Completion	Quantitative	Verify Completion	May 2007

F. Academic and Technology Publications/Communications

Goal: To facilitate internal and external communications for matters of technology, research, and instruction.

Communication

Objective 1: Produce and provide direction for the print communication and marketing needs of the Office of Information Technology.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Faculty Technology Guide	Summer 1 month	Communications and Documentation Manager	Director	Verify completion	Quantitative	1 publication	July 2007
2. Student Technology Guide	Spring 1 month (ITAC 6e)	Communications and Documentation Manager	Director	Verify completion	Quantitative	1 publication	June 2007
3. Sycamore.Net Newsletter	Bi-monthly	Director and Communications and Documentation Manager	Director	Count Verify completion	Quantitative	5 publications	Sept/Oct #1 Nov/Dec #2 Jan/Feb #3 March/April #4 May/June #5
4. Technology Profile	-Comparative data -research vignettes -history of technology (Meet with Evaluation team to establish chart format.) (ITAC 6d)	IT Evaluation and Research Support Specialist and Communications and Documentation Manager	Director	Verify completion	Quantitative	1 publication	Develop December 2006 Deliver End of January 2007
5. Teaching and Learning publication	July – discuss photos needed Oct.-Nov. Deliver Dec.1	Director and Communications and Documentation Manager	Director	Verify completion	Quantitative	1 publication	December 2006
6. Research publication	July-discuss photos Feb-March Deliver Late April	IMDRS Assistant Director and Communications	Director	Verify completion	Quantitative	1 publication	April 2007

		and Documentation Manager					
7. Academic Affairs Newsletter	monthly	Director and Communications and Documentation Manager	Director	Count Verify completion	Quantitative	6-12 newsletters	As needed
8. Technology Ads	Summer 05 Start of School (SOS) Sept.-Security Campaign (Oct) 2-3 others as needed	Director and Communications and Documentation Manager	Director	Count	Quantitative	5 ads	As needed
9. Brochures/Flyers	Review all current brochures	Various OIT staff and Communications and Documentation Manager	Director	Count	Quantitative	6 brochures	Review Feb/March Redone end of April 2007
10. Posters	SOS Security Others as needed	Communications and Documentation Manager	Director	Count	Quantitative	2-5 posters	As needed
11. Invitations	Fall and Spring Open House	Communications and Documentation Manager	Director	Count	Quantitative	2 invitations	1 Fall 1 Spring
12. Letter from CIO to: • parents • new faculty • all faculty • new students • all students		CIO and Communications and Documentation Manager	Director	Verify completion	Quantitative	5 letters	July 2007
13. Build library of photos to use in publications		Communications and Documentation	Director	Verify completion	Quantitative	1 library	October 2006

		Manager					
14. Publicize change of MyISU portal ID to Sycamore Login and Password	Contact various administrative units and send global e-mail and MyISU targeted announcements about change. Include message in print publications and ads.	Communications and Documentation Manager	Director	Verify completion	Quantitative	Various methods of delivery	July 2007

Communication

Objective 2: Produce and provide direction for the electronic communication and marketing needs of the Office of Information Technology.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Enhance OIT Web Site by Build tracked design	Summer	Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	Reviewed Semi-annually
2. Maintain OIT news data base (function and content)	Summer	Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	Reviewed Semi-annually
3. Maintain OIT staff directory		Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	Reviewed Semi-annually
4. Define support of OIT units' Web sites	Fall	Director	Director	Verify completion	Quantitative	Done	Reviewed Semi-annually
5. Video/Multimedia Distribution Technology infomercials/Getting Started CD	Summer	Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	June 2007
6. Develop Video highlighting technology @	Fall	Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	Completed by December 2006

ISU							
7. OIT channel on the MyISU portal		Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	Monthly
8. Portal announcements and e-mails		Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	As needed
9. OIT global e-mail announcements		Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	As needed
10. Emphasize technology in teaching and research on OIT Web site	Spring	Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	As needed
11. Produce Getting Started CD	Summer	Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	June 2007
12. Produce Security CD	Summer	Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	June 2007

Communication

Objective 3: Publicize OIT events, services, and programs.

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. Develop standard text block(s) that can go into any publication		IMDRS Assistant Director	Director	Verify completion	Quantitative	Done	As needed
2. Promotional Materials: - Banners	Summer	Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	As needed
3. Promotional Materials: -Spiffs	Summer	Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	Reviewed Annually

4. Promotional Materials: -Table Cloths	Summer	Communications and Documentation Manager	Director	Verify completion	Quantitative	Done	Reviewed Annually
5. Meet monthly with Public Affairs		Communications and Documentation Manager	Director	Count	Quantitative	8 times per year	Ongoing
6. Meet monthly with Indiana Statesmen		Communications and Documentation Manager	Director	Count	Quantitative	6 times per year	Ongoing
7. First Thursday of the month discussions of new OIT stories (with Directors)		Director	Director	Count	Quantitative	9 times per year	Ongoing
8. Directors to meet with Deans and College Leadership		IMDRS Assistant Director	CIO	Count	Quantitative	Each college once per year	Ongoing
9. Student Info/ Help Tent (Start of School)		IMDRS Assistant Director	CIO	Verify completion	Quantitative	Done	August 2007

Communication

Objective 4: Promote the work of OIT to various stakeholders (external presentations/publications (regional/national)).

Facilitating Activities	Additional Information	Who	Responsibility	Measure	Type of Data	Benchmark	Timeline
1. OIT Presentations External	Local/National	IMDRS Assistant Director	Director	Count	Quantitative	10 presentations	Reviewed Annually
2. OIT Publications External	Local/National	Director	Director	Count	Quantitative	5 publications	Reviewed Annually
3. OIT-Committees	External/Internal	IMDRS Assistant Director	Director	Count	Quantitative	2 committees	Reviewed Annually
4. Membership/ Participation in events	External/Internal	IMDRS Assistant Director	Director	Count	Quantitative	2 events	Reviewed Annually
5. Promote the use of wireless and	External/Internal (ITAC 4c)	Communications and Documentation	Director	Count	Quantitative	2 ads CCA ads	Reviewed Annually

mobile/portable computing technology		Manager					
6. Promote use of Academic Technology Resource Center		Communications and Documentation Manager, Academic Technology Support Specialist	Director	Count	Quantitative	1 Statesman ad, table tents, 1 Sycamore.Net article, Open House	Ongoing/Review Semi-annually
7. Promote Security Awareness Campaign		Communications and Documentation Manager, Training and Documentation Specialist	Director	Count	Quantitative	Promotions	Ongoing/Review Semi-annually
8. Develop OIT marketing & communication plan		Communications and Documentation Manager, IMDRS Assistant Director	Director	Count	Quantitative	Verify Completion	March 2006 Review Semi-annually
9. Advertise and document new CIRT services.		Communications and Documentation Manager	Director	Count	Quantitative	As needed	As needed
10. Submit OIT data to external entities (i.e. Educause) to create the ability to do peer group comparisons		Director	Director	Count surveys	Quantitative	3 national surveys	Reviewed Annually