



INFORMATION AND TECHNOLOGY AT SUNY CORTLAND

INTRODUCTION

As part of their educational experience, SUNY Cortland students are introduced to new media, electronic library resources, and instructional technologies. Students graduate from SUNY Cortland with the ability to use technology appropriately and identify, access, and critically evaluate information.

For students to develop information and technology fluency, they must have the opportunity to use instructional technologies throughout their coursework. Faculty and students need easy access to networked resources. Technical support must be responsive and readily available. New technologies should enrich the classroom learning experience. The Library must have adequate and up-to-date traditional and electronic resources.

Instructional technologies and Web 2.0 resources create opportunities for innovative teaching and learning. Instruction has the potential to be delivered remotely, anywhere at any time.

Information Resources takes a holistic approach to the information and technology environment. Memorial Library's Learning Commons and other teaching and learning spaces are designed to facilitate interaction and promote collaborative learning. Services are developed with a faculty and student-centered approach. The Web is a resource-rich communication tool and gateway to the world of information.

The following priorities have been identified to fully integrate information and technology into the curriculum, provide students with the opportunity to use new technologies, position the College to deliver and support instruction in a variety of electronic formats, and effectively use technology to administer the College.

CAMPUS-WIDE NETWORK

The campus network is a secure open infrastructure that promotes the sharing of data and curricular resources within and beyond college walls, while always protecting the integrity and confidentiality of information and maintaining its accessibility.

Current Status: The campus communications network, completely integrated in 2002, has full voice, video, data, and emergency response capabilities running to every building and into every

classroom. The network's integrity is protected by a series of redundant layers of security appliances, physical security, and a firewall, all working together to protect critically sensitive data and servers that reside on the network.

Classroom buildings, residence hall rooms and various other campus locations have wireless access. The network has video streaming capabilities, and multimedia programs, and videoconferences can be originated in most classrooms. Students and faculty must be challenged to seek teaching and learning opportunities through the use of networked resources and mobile technologies.

Future Plans: Resources must be available for the network to evolve and keep pace with emerging technologies and provide the potential for enhanced teaching and learning opportunities.

TECHNOLOGY TEACHING SPACES

Electronic media provides the opportunity to use a variety of on-line resources that actively involve students in the learning process and enrich the classroom experience.

Current Status: There are 63 technology classrooms, 13 video classrooms, four specialized studio classrooms, and one interactive video classroom on campus. Portable media is available for other classrooms. There are an additional 14 general purpose and 39 specialized computer labs, with workstations for each student.

Future Plans: To meet the growing instructional demands for technology, SUNY Cortland must continue to build additional technology teaching facilities while maintaining and upgrading existing ones. SCAP funding and the Technology Fee are the principal revenue sources used to equip teaching spaces with technology. Funding must continue to be available to upgrade, maintain, and support the increasing number of electronic teaching spaces. This will require additional resources, including adequate staff for technical support. Faculty should continue to incorporate media-rich resources and new technologies into their teaching, and take full advantage of the available classroom technology infrastructure.

ONLINE EDUCATION

The use of new technologies allows SUNY Cortland to reach out to students who are not physically present on campus. Through the use of interactive video technology, the SUNY Learning Network, and eLearning resources such as Blackboard, Wimba, Impatica, etc, SUNY Cortland has the ability to offer online and interactive video classes to students on campus and in remote locations. Online learners require access to a variety of technologies and library materials.

Current Status: Technologists provide training and technical support to students and faculty using interactive video facilities. Information Technology Specialists assist faculty in developing online courses and using a variety of electronic media in their courses. The majority of summer and winter session courses are offered online. The School of Professional Studies currently has several graduate hybrid programs which are cohort-based and offered in the summer.

Future Plans: Continuing support must be available for faculty and students, and a robust and integrated course management platform must be maintained and upgraded to meet campus needs.

COMPUTER EQUIPMENT FOR FACULTY

In order to effectively use instructional technology, faculty and staff must have immediate and dedicated access to computers. Their specific teaching and research needs will determine the type of technology available to them.

Current Status: With computer purchases in recent years, most faculty have technology appropriate to their needs. Funds are available to replace faculty computers on a rotating basis as needed.

Future Plans: An ongoing commitment of resources is necessary to maintain and support this greatly expanded computer inventory. Funding must also be available to meet the more specialized and highly technical needs of faculty who teach in technology-intensive programs.

STUDENT INSTRUCTION IN INFORMATION AND TECHNOLOGY

Faculty in all disciplines use a variety of instructional technologies into their classes. For all students to have hands-on technology experience, equipment must be readily available throughout campus.

Current Status: Memorial Library faculty offer Computer Applications Minor (CAP) courses, Composition Library Instruction Program (CLIP) classes, course-related research instruction, and student technology workshops. The Center for the Advancement of Technology in Education (CATE) facilitates the integration of technology into the curriculum. The Learning Commons and Circulation Desk at Memorial Library provide media equipment for students and assistance in its use. Memorial Library's Webpage provides access to a variety of electronic resources in all subject areas.

Future Plans: Memorial Library's electronic resources must continue to grow. The CAP program should continue to teach new technologies and Web 2.0 capabilities. Faculty in all disciplines should continue to integrate appropriate technologies into the curriculum.

FACULTY TRAINING AND INSTRUCTION NEEDS

As the availability of instructional technologies and their potential for classroom use continues to grow, there is more need for technology training and instruction for faculty.

Current Status: A Technology Trainer, Instructional Materials Designer, Electronic Imaging Specialist, Academic Web Developer, and several librarians in Memorial Library are available to assist faculty to develop electronic classroom materials. The Technology Training Center is available as an instructional lab for faculty and staff.

Future Plans: Training programs should continue to be available to faculty and students using instructional technologies. Information Resources professionals require ongoing technical training so

that they can be effective resources to faculty. Opportunities for developing such skills are critical, and funding is necessary for technical skills training for IR staff.

INFORMATION AND TECHNOLOGY SUPPORT FOR STUDENTS AND FACULTY

Library faculty provide students and faculty with individual instruction in the use of databases, Internet resources, and other information services. Information Resources supports the ongoing technological needs of students and faculty created by the steady growth of new technologies. The increasing complexity of these newly evolving technologies requires a centralized point for quick response, often to sophisticated questions. Academic Computing Services administers a Technology Help Center that provides centralized technical assistance to faculty, staff, and students. Memorial Library offers a full complement of information and technology services through the Learning Commons, combining traditional information resources such as print and media with technology-based resources and tools.

Current Status: Information Resources staff provide a significant amount of ongoing technical support throughout the campus. The current level of staffing cannot always accommodate the increased numbers and sophistication of support that is being required.

Future Plans: The Learning Commons in Memorial Library should continue to be promoted as a campus-wide resource with a need for continuing enhancements and updates to respond effectively in a dynamically changing environment. Additional staff resources are required to meet the growing expectations for technical support to the campus community. Staff will require ongoing education and training to keep up-to-date with new technologies.

GENERAL CAMPUS TECHNOLOGY SUPPORT

Information Resources technologists support the information and technology infrastructure throughout campus. This includes a wide variety of services including planning, procurement and implementation.

Current Status: Most campus technological needs are currently being met. However, there has been rapid growth and complexity of the campus enterprise network, dramatic increases in the installed equipment base including instructional spaces and faculty/staff offices, and significantly increased sophistication in the use of technology in the classroom. The escalation in spyware/adware/malware and virus attacks will continue to require an inordinate amount of time spent providing security for the infrastructure and installed equipment base.

Future Planning: Current staff must be deployed most effectively and additional resources will be necessary to maintain the expected high levels of service.

INSTITUTIONAL DATABASES

SUNY Cortland maintains databases required to manage the flow and control of data for student records, financial management, human resources management, and alumni tracking. It also manages the data necessary to meet state and federal reporting mandates.

Current Status: myRedDragon is a personalized campus portal with a single sign-on for the campus enterprise email (Microsoft Outlook), eLearning (Blackboard) and student information system (Banner). OnBase is the campus' document imaging and management system. TECAS is a Banner-related database that tracks and reports on all student teaching activities and provides data used in the NCATE accreditation process.

The Human Resources Management System (HRMS) maintains online connections to the SUNY human resources system. Several times each week, data is received electronically from SUNY System Administration and is loaded into the Student Information System.

The Alumni System, Raiser's Edge, tracks college alumni. Features of this system include the ability to record donations to the College by various individuals and corporations, record pledges, perform billings, handle fund drives, and deal with prospective donors.

Future Planning: Resources are required for future enhancements, hardware and software upgrades, and ongoing technical training. Technologists must continue to provide a secure open technology infrastructure that will protect the integrity and confidentiality of information while maintaining its accessibility.

September 2008