

IET'S USE OF STUDENT FEES

Presentation to the Council on Student Affairs and Fees

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Information & Educational Technology (IET) Overview

IET supports the UC Davis community's work in teaching, research, and public service by providing technology to support students, staff, and faculty.

2021-2022 Allocation

- Overall Student Fee Budget is \$36 million
- IET Student Fee allocation is \$5.4 million (15% of total)
- 9% of IET's budget is from Student Fees
- IET employs about 125 student employees

2021-2022*	
Enterprise Student Applications	\$4,938,654
IT Express Help Desk	\$121,710
Student Computer Labs	\$125,372
Total:	\$5,185,736
Encumbrances	\$187,749
Total Including Encumbrances	\$5,373,485

* 2022-2023 expenditures expected to be comparable.

IET Services (all funds)

- Campus network (wired and wireless) and Telephony
- Identity Management (CAS)
- Email (Office365 & Davismail)
- IT Express help desk and knowledge base
- Online Advising Student Information System (OASIS)
- Canvas
- Classroom Technology
- Computer Labs
- Data Center
- Application and Database Administration
- System Development
- Website hosting and development services
- Information Security
- Desktop support for staff
- Registration systems

Description

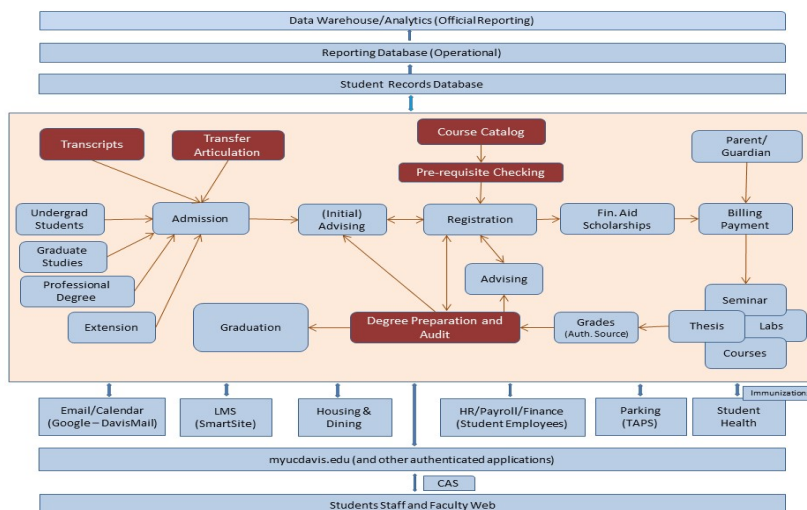
- Enterprise Student Applications (ESA) supports the essential student information systems that manage student records, course enrollment, scheduling, financial aid, and advising.
- ESA also maintains and operates the **myucdavis** portal, which is the primary user interface through which students interact with these systems.
- ESA also is responsible for developing and maintaining the Online Advising Student Information System (OASIS), Schedule Builder, and other tools used by students on a daily basis.

What Students are Served

All student records are maintained in the Banner Student Information System. All students use the tools supported by ESA in their daily activities.

Budget

Approximately 95% of ESA’s budget is supported by Student Fees.
All of ESA’s work benefits students.



Note: This diagram is intended to illustrate the multiple systems and functions that are supported by ESA to provide a wide range of student facing services. Some, but not all, of these systems and functions are supported by Student Fees. This is not intended to be comprehensive or technically accurate system diagram.

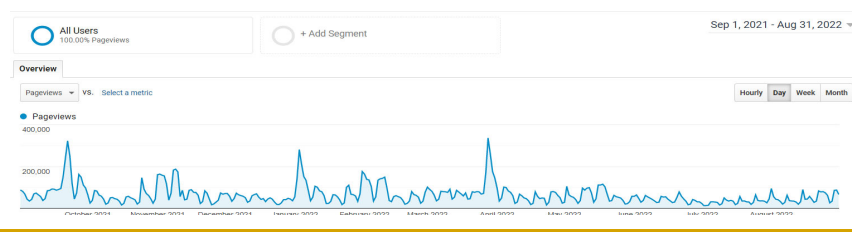
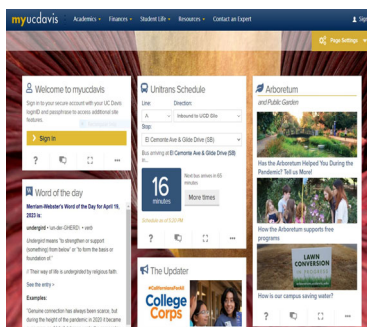
Enterprise Student Applications

myucdavis

Students can use the **myucdavis** portal to access a variety of tools and information such as:

- mySchedule (class schedule)
- AggieFeed (news feed)
- UC Davis Library (search, books on loan)

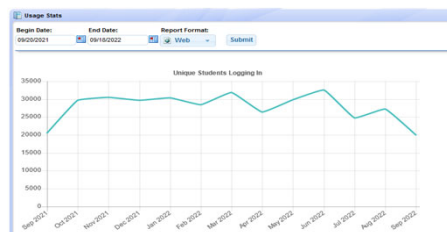
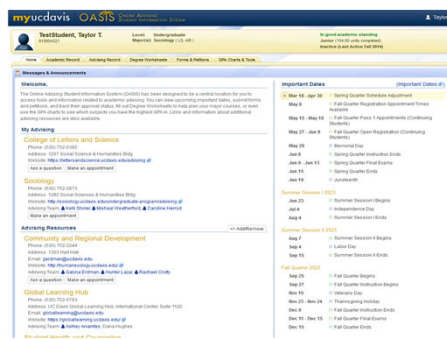
Thousands of students use **myucdavis** every day, with daily page views exceeding 150,000 during peak times




Enterprise Student Applications

OASIS

- The Online Advising Student Information System was developed at UC Davis and is maintained by ESA staff.
- It is used by undergraduate students and Advisors for many advising functions, such as scheduling appointments, tracking progress, submitting petitions.
- OASIS interfaces with the Banner Student Information System (also maintained by ESA). Some examples include MyDegree and many college and department specific applications.
- OASIS is regularly accessed by 20,000-35,250 unique students each month.

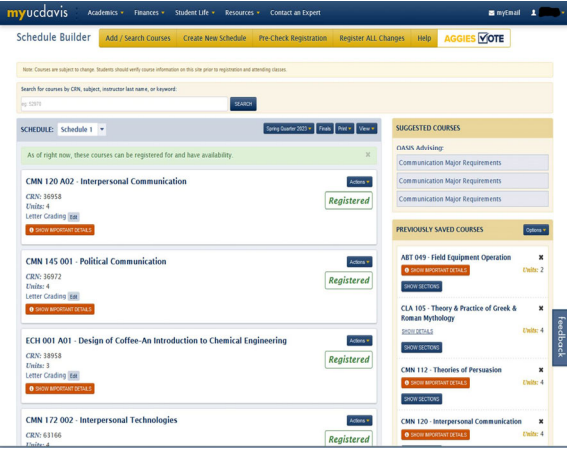





Enterprise Student Applications

Schedule Builder

- Schedule Builder was created and is maintained by ESA to facilitate students planning their schedule and registering for courses.
- It is used by nearly all UC Davis students to register for courses.
- Schedule Builder was built with input from student focus groups and testing by students.



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IT Express Service Desk

Description


IT Express provides phone, chat, email and self-service support to students, staff and faculty in support of IET enterprise level systems and services. Common services and supported applications include computing accounts, Duo Multi-factor authentication, email with O365 and DavisMail, network access (wired and wireless), voice systems, Canvas, Box, Banner and Google Suite for Education.

What Students are Served

All UC Davis students for their entire relationship with UC Davis – applicants, undergraduate, graduate, professional students, as well as alumni.

Budget

10% of IT Express budget funds are from Student Fees
 27% of IT Express call volume is student support calls (at a minimum).
 Actual % may be higher, as not all calls can be identified by their source.



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Student Computer Labs

Description

IET Supports 6 open access student computer labs with 153 computers, including the specialty IET Media Lab. The labs provide a wide variety of services: B&W printing, color printing, flatbed/document/book scanning, etc. The labs have a wide variety of software – web browsers, MS Office, and specialized applications to support student coursework. The Media Lab support many other specialized services and software as well.

What Students are Served

Primarily undergraduates. Approx. 10,000 unique students are served each year. There were over 55,000 logons in 21-22.



IET Computer Lab Management Student Employees

Budget

Student Computer Labs are funded by student fees in roughly \$125K in student fees. ~15% of Computer Lab Management budget comes from Student Fee funds. Nearly 100% of Computer Lab usage is by students.

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Student Involvement

IET Invites Students' Input

- ASUCD representative on the CIO Strategic Advisory Council
- Student representative on the Student Technology Governance Committee
- Feedback mechanism available in myucdavis
- ESA solicits input from students in focus groups in early iterations of development efforts.
- IET employs about 125 student employees in computer labs, IT Express, classroom operations, programming and other roles

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