

STUDENT SERVICES FEE DEPARTMENTAL REPORT

Use of 2017-18 Fees

Department Name: Information and Educational Technology (Student Information Systems)

Total 2017-18 Allocation: \$ 5,153,000

This allocation is 15% of the total 2017-18 Student Services Fee revenue.

1. What percent of the department/program budget is funded by the Student Services Fee? 14.7 %

2. Please provide a *general* description of your department's function:

The primary focus of the Information and Educational Technology team is to support the UC Davis community's work in teaching, research, and public service by providing and supporting technology infrastructure and application services.

3. Please list the departmental program(s) or service(s) *specifically funded by the Student Services Fee*:

The primary area that is funded by Student Services Fees is the Enterprise Student Applications (ESA) unit. This organization was formerly the Student Affairs Office of Technology. ESA supports the Banner Student Information System, the myucdavis portal which provides students with online access to many other systems, tools and resources, OASIS student advising system, and a variety of other systems and interfaces that support student success. .

IET also has a relatively small amount of student fees that support IT Express Help Desk Service, open access Computer Labs, and audiovisual support for classrooms and meeting spaces.

4. **Student Services Fees Allocations**

Please provide a minimum of the information requested below. If additional data is available, aside from these 2 line items, please add rows as needed. The more information that is detailed here will assist COSAF to better understand the full content of the Student Services Fees used for this department.

Expense	2016-17 Actuals	2017-18 Allocation
Salaries and Benefits	\$4,350,172	\$4,239,000
Operational Costs	\$844,166	\$914,000
TOTAL	\$5,194,338	\$5,153,000

In March 2017, the Student Affairs Office of Technology (SAOT) moved to IET. Expenses for this unit are included in the 2016-17 Actuals above for a better comparison with 2017-18 Allocations.

5. Please provide information regarding the benefit to UC Davis students from the departmental program(s) or service(s) specifically funded by the Student Services Fee.

Be as specific and concise as possible. Include the specific type (e.g., undergraduate, graduate, professional, transfer, etc.) and an estimated number of students served.

Undergraduate and graduate students, transfer students and professionals, rely on and interface regularly with my.ucdavis.edu, Banner and key services provided by Information and Educational Technology (IET). As subject matter experts in technological solutions for the campus, our units create a supportive, reliable and technologically current academic environment to support the UC Davis community.

Information and Educational Technology services support each of the ~30,000+ undergraduate students and ~7,000 graduate/professional students.



IET'S USE OF STUDENT FEES

Presentation to the Council on Student Affairs and Fees

APRIL 27, 2017

VIJI MURALI, CIO AND VICE PROVOST

BRAD HARDING, INTERIM DIRECTOR, ENTERPRISE STUDENT APPLICATIONS

UCDAVIS
INFORMATION AND
EDUCATIONAL TECHNOLOGY

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.

2017-18 Allocation

- Overall Budget \$35.2 million
- \$5.15 million allocation from Student Fees
- 14.7% of IET’s budget is from Student Fees
- IET is allocated 15% of total Student Fees
- IET employs about 150 student employees

	2016-17	2017-18
Enterprise Student Applications	\$4,408,194*	\$4,428,000
IT Express Help Desk	\$115,778	\$119,000
Open Access Computer Labs	\$444,884	\$359,000
AV Engineering	\$225,481	\$246,000
Total:	\$5,194,337	\$5,152,000

* In March 2017, Student Affairs Office of Technology was transitioned to IET as Enterprise Student Applications. There was no change in the services provided or the usage of student fees. The numbers shown here cover the entire fiscal year including both SAOT and IET ESA.

IET Services (all funds)

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

Description

- ESA (formerly known as Student Affairs Office of Technology) 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

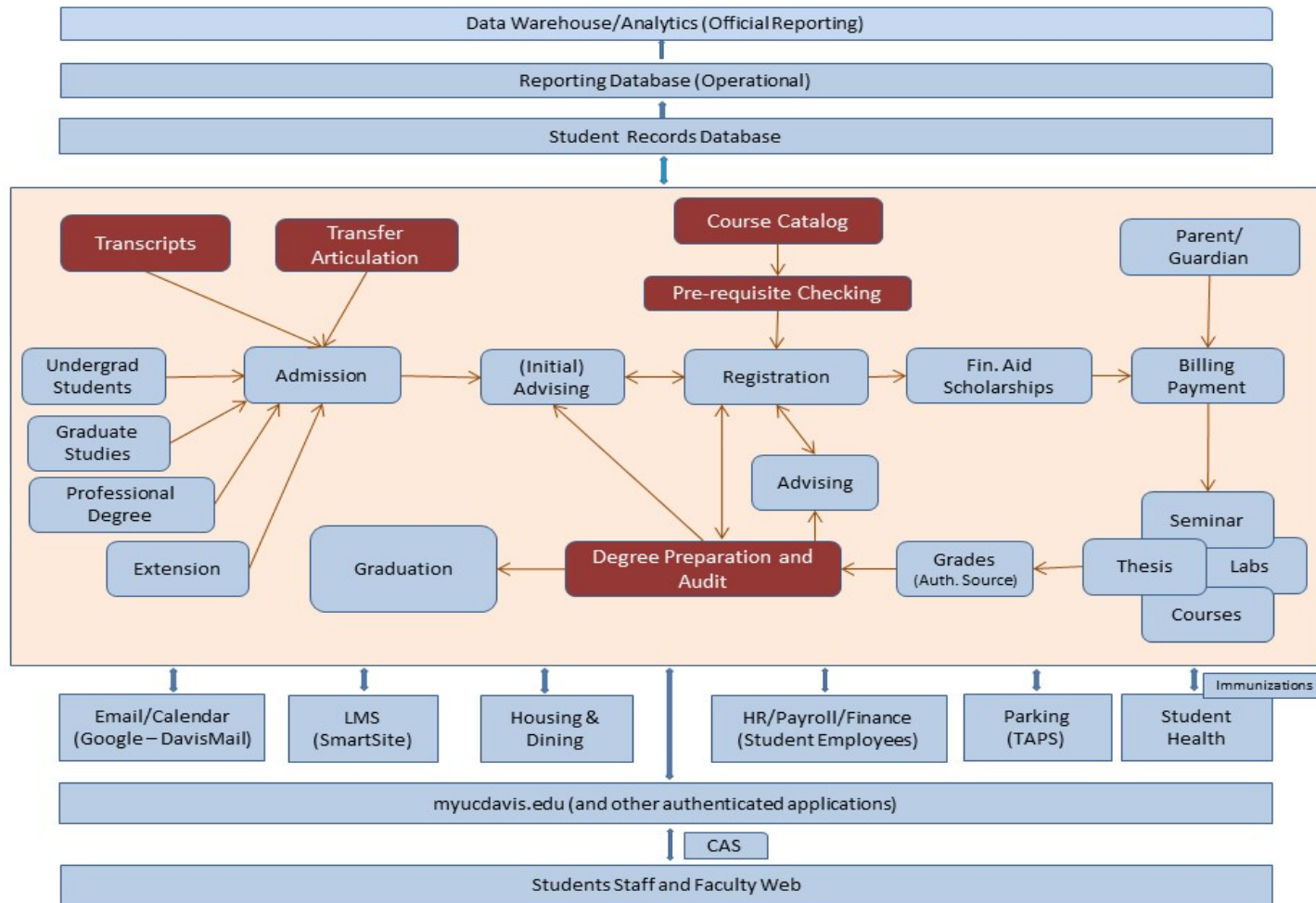
All undergraduate and graduate student records are maintained in the Banner Student Information System. All students use the tools supported by ESA in their daily activities.

Budget

Approximately 85% of ESA's budget is supported by Student Fees.

All of ESA's work benefits students.

Enterprise Student Applications



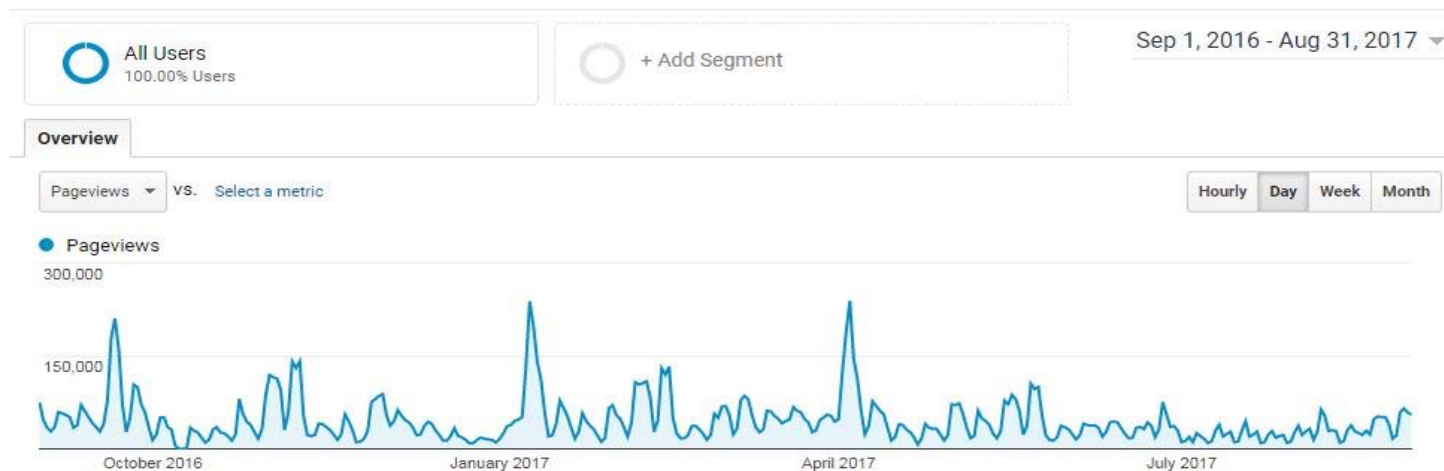
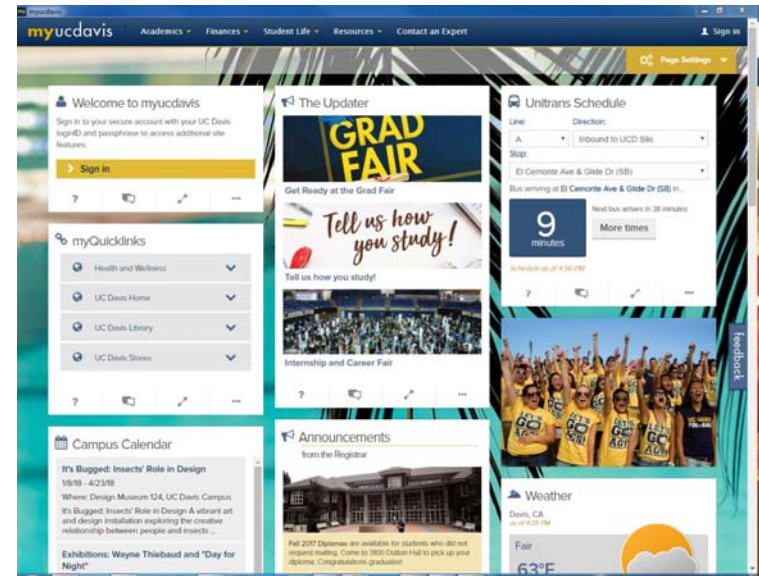
Note: This diagram is intended to illustrate the multiple systems and functions that are supported by ESA to provide a wide range of student facing services. Some, but not all, of these systems and functions are supported by Student Fees. This is not intended to be comprehensive or technically accurate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

myucdavis

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

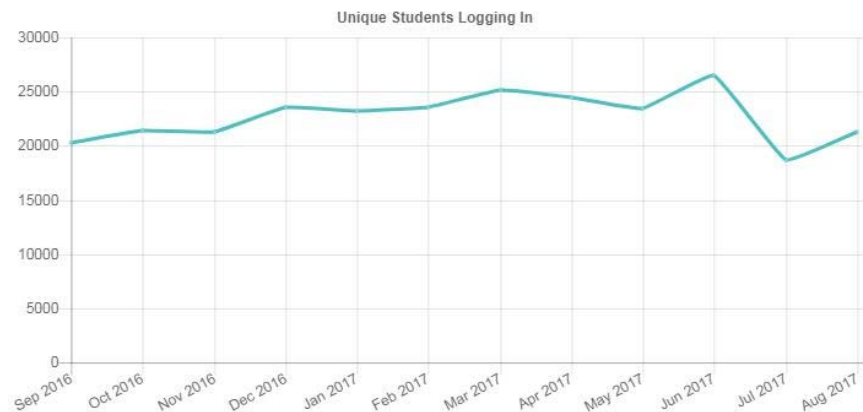
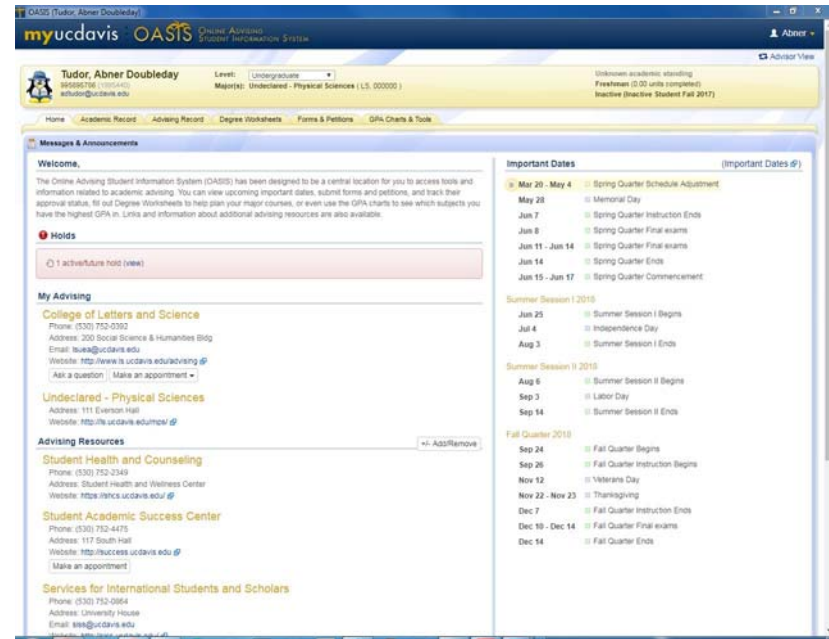
- mySchedule (class schedule)
- AggieFeed (news feed)
- UC Davis Library (search, books on loan)

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



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), MyDegree and many college and department specific applications.
- OASIS is regularly accessed by 20,000-25,000 unique students each month.



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.

The screenshot shows the 'myucdavis' Schedule Builder interface. At the top, there is a navigation bar with 'myucdavis' and various menu items like 'Academics', 'Finances', 'Student Life', 'Resources', and 'Contact an Expert'. Below this is a secondary navigation bar with 'Schedule Builder' and buttons for 'Add / Search Courses', 'Create New Schedule', 'Pre-Check Registration', 'Register ALL Changes', 'Help', and 'Feedback'. The main content area displays the user's current schedule for 'Spring Quarter 2018'. Two courses are listed: 'BIS 102 002 - Struc-Func Biomolecules' (CRN: 54280, 3 units, Letter Grading) and 'MIC 102 001 - Intro Microbiology' (CRN: 70871, 3 units, Normal/Letter Grading). Both courses are marked as 'Registered'. A warning message is displayed: 'WARNING: Your prerequisite petition is awaiting review. Click here to see when petitions will be reviewed. If the instructor of the course denies your petition, you may be dropped from this course. Our records indicate you have not completed the prerequisite requirement below: • C- or better in MIC 102. Please refer to the course details from the class search results or the general catalog for the complete restrictions on this course. The prerequisites listed here are only course based requirements. Click here to view your prerequisite petition.' A status bar at the bottom indicates 'This course is full and there are currently 0 student(s) on the waitlist.' On the right side, there are sections for 'SUGGESTED COURSES' (including OASIS Advising) and 'PREVIOUSLY SAVED COURSES' (including AMS 055, BIS 102, FST 213, and MIC 102). A vertical 'feedback' button is located on the right edge of the interface.

Description

IT Express provides phone, chat, email and self-service support to students, staff and faculty for a broad variety of technical services, such as computing account management, email, network access (wired and wireless), voice systems, and most campus applications, such as Office365, Davis Mail and Google Suite for Education, Banner, Canvas, Box, and Qualtrics.



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

10.5% of IT Express budget funds are from Student Fees

25.7% 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.

Description

IET Supports 7 open access student computer labs with 201 computers, including the specialty IET Media Lab and Center for Accessible Technologies. 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 & CAT support many other specialized services and software as well.

Budget

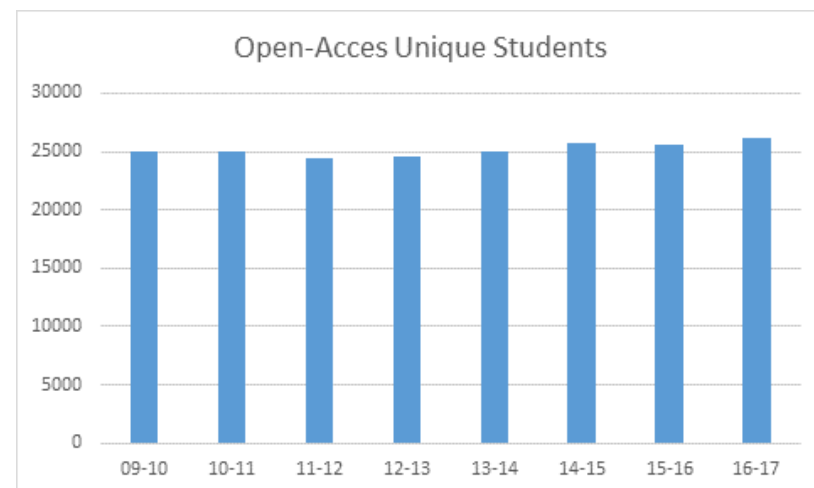
Open access computer labs are funded by student fees and print charges – roughly \$359K in student fees and \$230-240K from print charges.

~60% of Computer Lab Management budget comes from Student Fee funds.

Nearly 100% of Computer Lab usage is by students.

What Students are Served

Primarily undergraduates. Approx. 25,000 unique students are served each year. There were nearly 500,000 log-ons in 16-17.



Description

AV Engineering designs, installs and maintains the projectors, monitors, control panels and other components provided in classrooms and other spaces on campus to support instruction and other uses (e.g. student clubs).

The helpdesk provides after hours classroom clean up and maintenance. They also provide telephone troubleshooting for student groups that are having issues with equipment during evening hours.

What Students are Served

All student groups may reserve General Assignment Classrooms for their meetings and other activities. There is no fee for this usage if it is less than 4 hours per week.

Student groups and ASUCD used GAC classrooms 8,054 times in the past year.

Estimated hours of use by student groups is greater than 24,000 hours per year.

Budget

Currently, about 34% of AV Engineering's budget is supported by student fees.

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 150 student employees in computer labs, IT Express, AV engineering and other roles