

# STUDENT SERVICES FEE

2019-20

DEPARTMENTAL REPORT TO THE COUNCIL ON STUDENT AFFAIRS AND FEES (COSAF)

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Student Services Fee Recipient: **Student Information Systems (Information & Educational Technology)**

Contacts: Viji Murali, Brad Harding, Morna Mellor **Change contact to Meggan Levitt for next year.**

Total 2019-20 Estimated Allocation: \$5,327,115

Approximate Percent of the Total 2019-20 Camus Student Services Fee Revenue: 15.2%

Expense	2018-19 Actuals	2019-20 Estimated Allocation
Salaries/Benefits	\$3,918,712	\$4,036,273
Operational Costs	\$1,290,842	\$1,290,842
<b>TOTAL</b>	<b>\$5,209,554</b>	<b>\$5,327,115</b>

1. **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. Our goal is to provide leadership by being the subject matter expert in technological solutions for the campus.

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

- Banner, UC Davis' primary application for students and staff that holds critical student record information in a centralized database.
- my.ucdavis.edu, the campus site that consolidates several UC Davis Web applications and student online academic and financial information, tools and resources into a centralized location.
- OASIS, the Student advising technology that supports, coordinates and enhances the educational planning process for students and their advisors.
- The Student Information Systems (SIS) that provide key student information and curriculum services to the campus community.

3. **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 and its units touch each of the ~30,000+ undergraduate students and ~7,000 graduate/professional students.

# SUPPLEMENTAL QUESTION FROM SUBCOMMITTEE (2019-20)

## STUDENT INFORMATION SYSTEMS

### Question(s):

*Question 1: What student input do you collect to ensure you are meeting the needs of students? For example, it was suggested that it would be helpful if Schedule Builder had an interface to allow students to view syllabi. If students wanted to submit that input, how would they do so?*

*Question 2: Do you have a student advisory council?*

### Response:

**Question 1: What student input do you collect to ensure you are meeting the needs of students? For example, it was suggested that it would be helpful if Schedule Builder had an interface to allow students to view syllabi. If students wanted to submit that input, how would they do so?**

*There are multiple ways students may submit feedback for the applications they use. In myUCDavis, the campus portal, there is feedback button on the right side of most pages (see attached screenshot) that students can use to provide ideas and suggestions for improvement. This feedback button is throughout in ScheduleBuilder. Also, the “Contact an Expert” feature in myUCDavis ([https://my.ucdavis.edu/ask\\_us/](https://my.ucdavis.edu/ask_us/)) serves a similar purpose. There’s a dropdown option to direct messages to myUCDavis Tech Support. Lastly, we often hear from student leaders directly through the office of Undergraduate Education. Specifically, the Vice Provost of Undergraduate Education will contact us directly with feedback or ideas that she has received or ASUCD representatives have provided.*

**Question 2: Do you have a student advisory council?**

*Yes, we have student representation on two key advisory groups:*

*The first is the **IT Enterprise Student Technology Governance Committee**. This group is chaired by the Vice Chancellor of Enrollment Management (currently Donald E. Hunt) and the Vice Provost and Chief Information Officer (currently Viji Murali). The committee is charged with identifying business problems and opportunities that may be effectively addressed by the appropriate use of technology applications, infrastructure and services. In addition, it advises on technologies that support student success and considers long-term student technology needs from an overall institutional perspective. Currently, the student representative is Francois Kaepelin (ASUCD) with Jason Hsu (ASUCD) as the alternate.*

*The second advisory group is the **CIO Strategic Advisory Council**. The CIO Council is a multi-disciplinary group of stakeholders—including representatives of academic, research, administrative, student and technology service provider perspectives—to advise the CIO and other campus decision makers regarding IT strategy, investments, and services for the benefit of the entire campus. The objective for the CIO Council is to provide a forum to improve visibility, communication and collaboration across the IT landscape so that together*

*UC Davis can better address technology challenges and opportunities. This helps ensure that campus IT resources are being expended in an efficient and cost-effective manner in line with the Kaepelin (ASUCD) with University’s strategic objectives and ongoing needs. Currently, the student representative is Jason Hsu (ASUCD) with Francois Kaepelin (ASUCD) as the alternate.*