

How does UNCW identify and address specific regional and state needs?

In order to prepare for the UNC Tomorrow campus visit scheduled for the afternoon of May 17, the steering committee needs your assistance in the form of a brief document (approximately 2-4 pages) that summarizes from the perspective of your area of responsibilities your responses to the attached set of questions. As an overview, the document would describe succinctly:

- 1) existing programs, curricula, research and scholarship activities, and public service activities in your area that respond to specific needs of the region or state and how those programs are organized and delivered (in response to the six questions in the first section);
- 2) how your unit identifies the current and future needs of the region or state, how those needs are reflected and prioritized in your unit's planning process, how you define and communicate with external stakeholders, and how you assess, measure, and communicate the impact of your unit on the region and the state (in response to the eight questions in the second section);
- 3) how your unit, especially in academic affairs, promotes collaboration, innovation, student learning of critical thinking and communication skills, and assessment of the learning experience in relation to essential skills.

Throughout your response, please highlight both strengths (what we are doing well) and limitations (where we can improve or face challenges and barriers). Where you feel it would be useful, please feel free to submit background material or Web links to supporting information in addition to the brief summary. In order for the steering committee to synthesize the responses and prepare presentation materials for the visit on May 17, we will need your submissions prior to March 27, or as soon thereafter as possible. We understand the magnitude of this project, will provide whatever assistance we can, and greatly appreciate your attention to this important task. Please let us know if you wish to designate someone in your area as our primary contact for this project.

ITSD PREPARATION FOR UNC TOMORROW

PARTNERING WITH EXTERNAL AGENCIES

In 2006 the Information Technology Systems Division partnered with YouthBuild <http://www.youthbuild.org/site/c.htIRI3PIKoG/b.1223921/k.BD3C/Home.htm> to offer our computer labs in the off hours to students who had to take required tests for their GED. This level of partnering, while sporadic has the capability to be expanded into a stronger partnership to the community on an ongoing basis provided the requests do not interfere with the mission of the university to provide its core students with the necessary tools they need to be successful at UNCW.

UNC Alliance is a partnership with some of the UNC campuses whose effort is to provide a learning base of shared experiences and activities especially as they relate to enterprise computing systems. This particular partnership has benefited from UNCW's commitment to training for the upgrade of the next level of information management system Banner. Facilities were set up at UNCW for training and were utilized by partners from the eastern part of the state.

PROVIDING THE REGION WITH UNIVERSAL ACCESS

NCIH networking systems that are utilized on the campus at UNCW provide the region with broader options in the education marketplace. This is clearly evidenced in the adoption by many faculty of the distance learning classroom and videoconferencing facilities. This mechanism of course delivery provides students within our region a conduit for classes usually inaccessible to them within their schedule or time frame constraints. It also is utilized by lifelong learners through various programs at UNCW to connect them with their legislators and special lecturers.

Finally, high school students have access to the distance learning networks at UNCW through special programs and projects such as the Interact Technology Showcase. This year select high school students were able to discuss the science of Aquarius and marine biology with the Aquanauts aboard UNCW's underwater laboratory located in Key Largo Florida. These unique experiences provide high school students the "spark of inspiration" they may need to motivate them in the direction of the study of science.

An additional part of this connectivity is the provisioning of the Regional Point of Presence in Wilmington. This RPoP creates a redundancy of networking systems that ties us directly to the other universities and organizations within the state as part of the teaching and research mission of the university.

The prolific use of these networks indicates there is still a strong need for a system that can be used collaboratively between and among institutions across the state. These services, along with the added capacity of the RPoP can be expanded in the future by providing additional teaching and training opportunities to the regional community in a systematic way without inhibiting the current usage and need.

PROMOTING COLLABORATION, INNOVATION, RESEARCH AND STUDENT LEARNING

Students have the opportunity to work side by side with faculty on select research projects that are funded with seed grants through the IT Innovations Program in the Information Technology Systems Division. This provides undergraduate and graduate students a unique experience as part of their educational life at UNCW. They are better able to understand the processes and procedures for rigorous research and the expectations and perhaps disappointments involved in "proof of concept" projects. The next step with this program is to encourage more student involvement in the processes of these projects at UNCW. Additionally, after a presentation on this program at a state wide conference discussion of expanding this concept into a state wide IT Innovations Program were suggested and great interest was expressed.

The IT Innovations Program also functionally supports faculty research through proposal grant support. Through the Request for Proposal process that is developed by the Committee on Information Technology Innovations, faculty submit proposals based on teaching or research. This support of research directly involves the Information

Technology Systems Division in the daily activities of research within the various departments at the schools and college.

The IT Innovations Program additionally supports best practices in learning activities by providing seed funding directly to faculty in support of their research and by engaging select students in the process of the proposal and project development.

PROVIDING ONGOING STUDENT SUPPORT

Student IT Survey: This student survey is a basis for determining the expectations for information and computer technology from the student perspective. This instrument has given the division a snapshot of the students at UNCW, the skills they bring with them and what the equipment and support needs are as part of their education. Further, this survey details how students use the technology in their life and in the classroom.

ITSD Merit Scholarship—public and private partnership: This merit scholarship demonstrates the support of the division of individual student scholarship. As part of the Honors Scholars Program, this scholarship enables students participating in the Honors Scholars Program to focus on their learning experience.

Technology Assistance Center—Student Center: Collaborative Learning Spaces
The Student Center at the TAC is a learning lab for students working on various projects for their classes. This collaborative space includes video production workstations, desktop systems for production work and a SmartBoard for presentation demonstrations. This demonstration area is outfitted with comfortable seating where students can talk about their projects, run through presentations, share ideas and make modifications needed. Students also have access to hands-on instruction from the staff at the TAC. A Laptop Lounge is also available for checking e-mail and communicating with family and friends.

Interact Technology Showcase: Interact is a technology showcase which features the accomplishments of technology development from students and faculty and which is open to the university campus along with the greater Wilmington IT community. This venue is unique for students, one where they can personally demonstrate the work outcomes from various classes in an open and public forum. This showcase opportunity helps to strengthen and enhance the students' overall learning experience.

Web support of the Osher Lifelong Learning Institute: ITSD has been key in supporting the Osher Lifelong Learning Institute in Public Service and Continuing Studies. The Web site for Osher is key to building the community that is the Lifelong Learning Institute. At this site Osher participants can share files, communicate with each other and to the group and discuss their classwork.

EFFICIENCIES

Move In Day: The service that ITSD provides during this important day for our Freshmen goes beyond connecting computers to our networks, it is also an educational event. This is the first day of the new life for these students and as responsible citizens of the campus we convey what is required of them to maintain a healthy computer and network system.

SeaPort—UNCW's Portal: The UNCW portal provides an online community for faculty, students and staff. They are able to access programs and applications that are used on a daily basis through the portal. This streamlining of services with a single sign on authentication assures a secure environment where students and faculty can collaborate using the various tools within SeaPort.

Transition Programs—ITSD's Involvement: ITSD is very involved in the freshmen, transition program orientation. At these sessions (held at various times throughout the year), the division is able to showcase their services and support to both parents and students.

Student Newspaper: This award winning student IT newspaper engages students by demonstrating how to best use the technology available to them along with showing them what to expect from ITSD as part of their learning experience.

Standards and Microcomputer Support: Efficiencies are realized through ITSD and the campus through the adoption of equipment standards. Standardizing on baseline equipment saves the university community time through ease of set up of new systems through microcomputer support and troubleshooting of those systems once they are utilized by the campus. This focus on standardization provides a consistent platform for data sharing, content mapping and communication resulting in greater efficiencies.

Other Initiatives in the Past:

NSNC

This initiative brought together regional high schools, state leaders and connectivity leaders/vendors to address establishment of a baseline standard for connectivity in the schools in an attempt to address access disparity in the region.

Technology Horizons Forums

The setting for this series of events brought together state leaders from a variety of service areas, from higher education to the state Commerce Department, along with business leaders to discuss topics of interest and issues that were on the horizon for higher education regarding technology.

New Hanover County Library and UNCW Partnership

NH County Library and UNCW through the Information Technology Systems Division and the School of Education (Dean's office) began development of a regional grant

aimed at educating and training inner city children on the use of computers. The proposal outlined the project whereby computer labs within the downtown NH County Library would be used to facilitate the training. The proposal was terminated by the Library for unknown reasons.