CTO Meeting Agenda

Name:	Campus Technology Officers					
Date, Time:	May 17, 2006 9:00am-11:00am		Location:	Via Video		
Purpose:	Regular Meeting					
Facilitator:	Lee Alley		Note taker:	Sally Phares		
Attendees:	Steve Zink		Lori Temple		Terry Norris	
	Lyle Pritchett		Brian Chongtai		Steve Zideck	
	Jeff Cox		Don Moxley		Rand Key	

Topic:		Presenter:	Lee Alley	Time:	9:00am

Discussion Outcome:

Role Check
Opening
Introduction(s)

Topic:	CALEA Discussion	Presenter:	Don Deiner	Time:	9:15am

Discussion:

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EDUCAUSE has a discussion list.  To subscribe use the following URL:
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http://listserv.educause.edu/cgi-bin/wa.exe?A0=CALEA-HE

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FCC Ruling:
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http://r.vresp.com/?Apogee/d42ed93f90/578975/c826710b50/5e428e2

```
First Report and Order:
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www.fcc.gov/FCC-05-153A1.pdf

```
Ask Calea site
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http://www.askcalea.net/

Topic:	Project Management Office	Presenter:	McDonald	Time:	9:45am

Discussion/Decision:

Tabbed Project Status
Email Planning Process

Project Briefing - email futures request 5.3.06.doc

Topic:	Roundtable	Presenter	All	Time	10:15am

Information:

Topic:	Wrap-up	Presenter:	Sally	Time:	10:55am

CTO Meeting Agenda

Information:				
Miscellaneous
Next meeting June 21, 2006 via video
Agenda items for next meeting?				

Email Services Planning

The SCS Project Office has received a request from the CTO group to begin understanding the needs and planning for the delivery of essential email services to NSHE students, faculty and staff.

Within the Higher Education industry, basic email services have been provided by campuses to their students for over a decade. SCS has provided a central mechanism for campuses to offer basic email services since the mid-1980s, and has provided an email address for every student that is unique throughout NSHE in recent years.

Email communication is becoming more and more common as the channel of choice for institutions to deliver official campus information to their students.

Students and faculty are becoming more sophisticated in both their use and needs for email and other productivity tools such as calendaring, address books, multiple attachment capability, and more and more storage. NSHE campuses' email systems do not contain the rich functionality students and faculty would like to be able to use.

These are but a few of the questions that such a taskforce should investigate and report:

- What should a campus' email system provide functionally to its constituents?
- Should the system support wireless, mobile devices such as smartphones, organizers, handhelds and other ubiquitous technology?
- At what cost?
- How should it be deployed? Should we offer email for life?
- How do we handle the issues of spam, virus and forwarding emails?
- How do we encrypt FERPA protected data, such as grades, when they are sent via email?
- Should it be free or fee?

The PMO would propose the creation of a system-wide taskforce representing the campus roles affected by this service. The membership of this system-wide taskforce would be developed from nominations from each campus CTO for areas deemed relevant to assessing the requirements. Membership would include administrative personnel, faculty, students and technology professionals. Membership from campus executive levels, such as Vice Presidents of Student Affairs or Student Services should be included in order to understand the campus strategic goals in communicating with students and alumni through the use of email.

Ideally, these members would be able to discuss the functional needs for communication and productivity tools used by students and faculty. Members would be knowledgeable about campus user volumes (# of students; growth factors; retention factors; strategic uses for email being discussed by the campuses; etc.), and have a general understanding of the interfaces that would be needed to other applications.

Once a taskforce is assembled a scope would be defined for the assessment. Deliverables would be defined and dates and duration estimated.

A framework will be followed to facilitate the gathering, documentation, options evaluated and analyses performed as the basis for recommendations.

The framework may include several types of activities:

 - Education to the membership on state of the industry/technology
         Education will be developed to understand new and emerging technologies, trends
         and directions within higher education, and other areas as appropriate. Included
         here are links to two related articles:

         http://www.tltgroup.org/programs/seven.html
         Chickering, Arthur and Stephen C. Ehrmann (1996), "Implementing the Seven
         Principles: Technology as Lever," AAHE Bulletin, October, pp. 3-6.

         http://chronicle.com/free/2001/06/2001061901t.htm
         Carslston, Scott. (2001), "Colleges Offer Graduates Lifetime e-mail Addresses"
         The Chronicle of Higher Education

 - Gathering Requirements**
         Interviews:
                 Taskforce members
                 Student Government
                 Focus groups
                 Faculty Senates
         On-line Surveys
                 Campus users
 - Gap Analyses of Current vs. Future Needs

 - Application Sizing
         Users
         Storage
         Archiving

 - Trends and Directions within Higher Education

 - Solution options
         Outsourcing options
         Open source application options
         Commercial Off-The-Shelf (COTS) options

 - Cost Benefit Analysis of each option considered

** NOTE: While the Taskforce could perform all interviews and surveys as a group, hearing from each campus directly, the CTOs may prefer their campus perform their own requirements gathering through interviews and surveys at their own campus, then bringing it to the taskforce for the remainder of the assessment activities.

The end result of the process should enable NSHE to evaluate all options to either develop or buy email services and be able to formulate a recommendation and a budget request for same.

We would like the CTOs to discuss this and to provide the names of campus leaders they believe should represent their campuses on this taskforce.