

**2004 - 2005
INFORMATION TECHNOLOGY
VISION PLAN**

For

**The School of Social Work
The University of Texas at Austin**

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Executive Summary

Social work is a multi-faceted cross discipline profession. Our students need both specialized knowledge and a broad perspective on all issues affecting the human condition. The study of social work requires vast information about people, society, and service. With information technology we improve the educational experience, There are information resources available to us. We need the technology and support to incorporate them into curricula and deliver them to students. Our vision is to provide the information and technology necessary for faculty and students by providing the resources for information access and presentation technologies. We seek a learning experience that emphasizes mastery of content and analytical ability. We wish to support faculty and students, making it easy for them to access and use appropriate resources for development and delivery. This vision requires equipment resources, information resources, and personnel resources.

Small schools face formidable challenges in attaining and maintaining technology resources and support staff necessary to operate at a level consistent with other departments. We can easily exhaust our annual allocation simply providing equipment, software, and maintenance. At current funding, we proceed incrementally into the future, seeking ways to fund existing technology rather than making innovations. This severely impedes our ability to compete with other schools of social work and produce the graduates, research, and products that represent us as a flagship institution. The FCI, CLC, Microsoft agreement and departmental volume pricing have made significant contributions to offset our operating expenses. We look to The University to continue to provide low/no cost software and assist with resources such as a campus-wide wireless solution, network security, and help desk/training.

We are committed to our students and our enrollment continues to rise. We will continue utilizing our ITAC funds to provide them with the best possible technology and support for education and training. However, we need financial support that goes beyond our current allocation to upgrade our facility and provide us with renewable funding for support staff and equipment. Our proposal is to put IT resources in all of our classrooms, provide curriculum and library support, and continue life cycle maintenance on all equipment in our classrooms and student labs. We have 5 proposals eligible for ITAC funding and two non-eligible. **Learning Resource Center Support is the only new addition to ITAC from last year's plan.**

Proposal (ITAC Eligible)	Cost
IT Classroom and Auditorium IT equipment in 1 classroom and Utopia Theater	\$80,000
IT Classrooms and LRC Life Cycle Funding Life cycle equipment and support	\$91,000
(New) Learning Resource Center Support Funding for staff position to produce on-line resources and provide support to students in Learning Resource Center	\$32,000
Curricula Development Funding for faculty release time and TA support to develop IT resources for integrated curricula support and assist with 508 mandates	\$60,000
Network Infrastructure Upgrade network connections and Servers	\$25,000
Total ITAC	\$288,00
Proposal (Non-ITAC Eligible)	
Cooling Equipment in Server Closet	\$15,000
Administrative Support Life Cycle Funding Life cycle equipment upgrade for staff and non-tenure faculty	\$25,000
Total Non-ITAC	\$40,000
Total Proposal	\$328,000

ITAC Expenditures and Support Funds

Our annual ITAC allocation is our primary source of IT funds. It is used to maintain our computer lab, IT classrooms, and partially pay for professional staff to oversee the network and overall technology operations. We have completed six IT classrooms. We replaced 1/3 of the PC's in our computer classroom and LRC computer lab as part of our life-cycle plan. We upgraded our network with wireless to student areas.

Students pay an IT fee and an LRC fee. The IT fee was used for permanent support staff positions and GRA's. These positions provide support for curricula development, student projects, IT classrooms, LRC computer lab, Web resources, and network administration. Other support funds for staff came from School accounts.

School of Social Work Vision Plan

Social work is a profession that touches all aspects of the human condition. Our students are trained to work in a variety of settings, needing both a high degree of specialized knowledge and the ability to see the big picture. For example, a case worker in the mental health field may need to incorporate physician, psychologist, and pharmaceutical instructions; family and external support assessments; available community services; federal, state, and local assistance criteria; cultural issues; and a thorough understanding of client needs, wishes, and rights into a coherent work plan. Social workers are called upon to make potential life and death decisions in child and elder abuse, welfare eligibility, drug and alcohol treatment, domestic violence, sexual assault, parole, gang prevention, victims services etc. Still others take knowledge of direct services and apply it to advocacy, community organization, program evaluation, policy analysis, politics, and management.

We must provide complete information support to faculty and students by providing the appropriate resources for development and delivery. This requires equipment resources, information resources, and personnel resources. We will achieve our goal, if we can provide the following:

- Equipment Resources for the development and delivery of information technology;
- Information Resources that are clearly identified or specifically designed to support curricula, enhance student understanding, enhance teaching effectiveness, and promote professional growth, research, and community service;
- Personnel Resources for technical expertise, development, support, and maintenance.

Proposed Projects (ITAC Eligible)

IT Classroom and Auditorium

\$80,000

Faculty and students have consistently asked for improved video projection and computer presentation capabilities in classrooms. For years we have pushed faculty and students to develop and integrate information technology into their course work without being able to provide a platform for them to adequately present it. Our plan is to upgrade our remaining classroom and our auditorium, the Utopia Theatre, with IT presentation equipment. The Utopia Theatre seats over 200 and is used regularly as a large lecture classroom.

IT Classrooms and LRC Life Cycle Funding **\$ 91,000**

This proposal is for funding to maintain our IT classrooms and LRC computer lab so that faculty and students can teach and learn in a first class environment. We are requesting funds for life cycle maintenance, support, and upgrade.

(New) Learning Resource Center Support **\$ 32,000**

The Learning Resource Center has a vast array of publications, videos, and other materials that need to be cataloged and put on-line for accessibility and ease of use. In addition, students are asking for training and assistance in their projects. We need a full-time staff position to provide student support and develop the School's resources.

Curricula Development **\$ 60,000**

The School recognizes that even with Blackboard and ITS support, that the time and expertise involved in developing curricula materials is often beyond the scope of our faculty. Most faculty are already involved in research, community, and practice endeavors outside of their normal teaching load. Therefore we are requesting funding for faculty release time to develop IT resources for integrated curricula support. In addition to faculty we need funding for TA's to assist faculty in the production of curricula materials, especially with new 508 requirements for Web-based instruction materials.

Network Infrastructure **\$ 25,000**

We recently upgraded our network switches to meet our goal of providing 10/100 Mbps service throughout the School. In doing this upgrade we found that some of our wiring is CAT 3 and will need to be replaced. We have also been hit hard in the last year by Internet attacks on our Windows based workstations. In order to secure our network and meet growing demands for services we need to replace several servers and deploy new ones with requested services such as streaming quicktime and coldfusion.

Proposed Projects (Non-ITAC Eligible)

Cooling Equipment in Server Closet **\$ 15,000**

In order to provide year round cooling of the server rooms, a new fan coil unit must be installed. The fan coil unit could be installed in the upper room and be served by chilled water available from across the hall in the mechanical closet. This was recommended by Network Services and the Physical Plant.

Administrative Support Life Cycle Funding **\$ 25,000**

We need an allocation to implement a life-cycle funding strategy based on 1/4 replacement for administrative staff and non-tenure track faculty similar to that provided by the CLC, as well as, provide for new positions.

Appendix I:

Building Network Status

Our network switch architecture was upgraded to 10/100 Mbps and we have a fiber link to the NOC. However, some of our internal wiring is CAT 3 and will need to be replaced. We have installed wireless in student areas and would like to deploy it in the whole building. We continue to provide a router slot for Central Duplicating and port for the University Child Care Center, both located in our building. The School has several dedicated servers. Internally they provide cross-platform file sharing, networked printer access, run LabMan software to manage the LRC Computer Lab, manage the IT classroom, and provide utility, diagnostic and installation software. Externally they provide Internet services, especially database applications ranging from on-line testing and application forms to a searchable university-wide database of TA/RA job applicants and a community-wide database of human service volunteer and employment opportunities. These are needing to be upgraded to better secure the network and provide additional services.

Computer Lab Status

The LRC computer laboratory is managed as an open facility, not limited to social work students. The lab is used by students, TA's, AI's, GRA's, and faculty. The computer lab is filled to capacity with 24 workstations,. The LRC also has a video production studio with tape editing equipment and a computer workstation with graphics, and authoring software, a color scanner, digital camera, and CD/DVD burner.

Classroom Technology Status

We have six classrooms with the UT IT configuration. Another classroom has 30 Pentium III Dell workstations and a patchwork setup instructor station, VCR, and LCD projector. This facility needs to be standardized to the UT configuration like the other classrooms. The School also has a large capacity auditorium that is used for classes, presentations, conferences, and theater productions. The Utopia Theater is used by many other departments on campus in addition to the School of Social Work. It does not have any presentation technology.

Curriculum Innovation Status

We have numerous faculty that have been using blackboard for a number of years. The School is making a big push to get all courses on the Web and develop content that can be delivered as distance education and for participation in the Knowledge Gateway. The School recognizes that Internet delivery is the future of education and necessary for us to compete as a world class institution.

Staffing Status

The School recognizes it is at a significant disadvantage by not being able to provide annual funding for adequate staff support. With increased technology in the classrooms, growing security issues and cleanup after attacks, new 508 compliance regulations for Web materials our current staff are overwhelmed with just day-to-day administration. The School has only two full-time professional technical staff. They are funded from ITAC, IT fee, and School funds depending on budget and allocation. Together with a handful of GRA, AI, and workstudy positions, they are responsible for all network administration, Web resources, training, data analysis, technical support , IT classrooms, the LRC computer lab, student support, and faculty IT projects related to curriculum development. We would like to increase our student support with a dedicated full-time person in the Learning Resource Center.