

# Student Technology Enhancement Program Plan 2021-2026

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## **EXECUTIVE SUMMARY**

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It is increasingly evident that the influence of technology on higher education will be more profound than any previous circumstance or resource that has impacted teaching and learning in recent history. Both the method and organization which currently characterize universities are being transformed. This transformation is accelerated by rapid and continuous advancements in communication technologies, changing population demographics, the expectations of the market place, and disaster declarations. The advancement of UL Lafayette will depend largely on its ability to anticipate and accommodate these. The Strategic Plan calls for the University to compete nationally, and eventually globally, for a growing nontraditional, technologically astute clientele. To do so effectively and efficiently will require a product-oriented organizational structure marked by cooperation and by a dynamic plan of action: The implementation of which will define UL Lafayette as an Eminent Major Research University, will help to create a marketable workforce, and ensure the stability of the university to operate under any condition.

In an effort to upgrade and increase the availability of technology on the UL Lafayette Campus, the Student Government Association, on behalf of the Student Body of the University of Louisiana at Lafayette, voted to approve the assessment of a student technology fee in September of 1999. The amount of said fee was to be determined by the UL Lafayette Student Government Association Senate. As determined by House Bill 2339 of the Louisiana

Legislature, proceeds from the fee shall be placed in a restricted account and expenditures from this account will be accounted for separately to the management board of the university. The proceeds are to be in accordance with the following written plan agreed upon by the Student Government Association and the University upon signature of this agreement by the President of the University and the President of the Student Government Association. The availability of adequate funding for technology will determine the successful implementation of the technology plan and the future use of technology in the University. Funding of the technology plan comes from student assessed fees. The fee amount shall be \$5.00 per student credit hour at a cap of \$100.00 per student per semester.

Changing demographics and expectations of students, along with rapid advances in information technology, and now public health disasters, are refocusing the University of Louisiana at Lafayette to invest heavily in technology. UL Lafayette is determined to make these investments to the benefit of its students. To ensure the most efficacious expenditure of limited funds, The Office of STEP Support was established. The Office of STEP Support has initiated a planning process for the procurement and use of technology. Organized into a series of service level objectives (SLO) and service level expectations (SLE) this five-year technology plan aligns with the University's Strategic Plan and Information Technology's Plan.

The specific interpretation of each objective is detailed separately and only to the extent that will ensure maximum efficiency and that will produce a visible product, without enforcing a rigid, literal interpretation of the plan.

## STRATEGIC VISION & OBJECTIVES

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The Office of STEP Support's vision for the use of technology to advance the quality and effectiveness of the teaching/learning process is detailed in a series of objectives presented herein. These objectives are action-oriented and ultimately defined by their product. While they are specific in their intent and method, it is understood that they are adaptable. An ongoing evaluation process will be implemented by the Office of STEP Support and evaluated by the Chief Information Officer's Office. This process will help ensure appropriate direction and continued evolution of the technology plan and associated objectives. Based on evaluation results, objectives may be continued, modified, or suspended. The development of new objectives is an ongoing process guided by the Office of STEP Support's vision and facilitated through the efforts of an empowered student body.

The Office of STEP Support has been established to ensure that all service level objectives are met and that each supporting service level expectation is properly maintained. The Office of STEP Support is a collaborative, diverse team that strives to acquire the most innovative technology for students to utilize while navigating their educational experience. The Office of STEP Support employs students that include undergraduate and graduate classification. This provides a balanced mentoring environment for student employees, hence, improving student success through engagement in high impact practices.

The Student Technology Enhancement Program (STEP) Council is established to evaluate progress toward the completion of objectives, make recommendations with regard to new objectives, and offer input on all major technology efforts, in addition this group will grade and evaluate STEP grant submissions for each cycle initiated by the STEP manager. The Council will consist

of the Student Government Association vice-president or designee, the Chief Information Officer or designee, the Student Government Association President of each college or their designee, the Provost or his/her designee, the Vice President for Student Affairs or his/her designee, and a representative from the Office of Disability Services.

The STEP Council will ensure that extensive planning and communication with students will occur prior to any major commitment of funds. Each year the Office of STEP Support shall produce a report on fee expenditures. A copy of this report will be filed with the Vice President for Administration and Finance for proper accountability. The list of approved grants will be posted to the Office of STEP Support's website, along with the details of grant execution. Proposals for expenditures to improve the educational experiences will be solicited by the STEP manager from departments and colleges within the University. These should be in the form of one-year proposal and should be aligned with campus strategic plans driven with associated timelines, evaluation plans, and general funding requirements. A majority of the proceeds shall be used for general access and infrastructure objectives.

## SERVICE LEVEL OBJECTIVES

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**SLO-1** – Create and maintain a stable and consistent software environment in all classrooms and open-use labs.

**SLE1.1** – Continue to utilize System/Software Center, which manages a variety of software titles for the campus community, to its full potential.

**SLE 1.2** – Implement new operating systems campus wide within 2 years of their release.

**SLE 1.3** – Implement virtual desktops in the next 5 years so that virtual labs may be available to the campus community.

**SLO-2** – Continue to expand and enhance the campus network/internet access and its capabilities.

**SLE 2.1** – A priority within the Student Government Association technology plan, and an effort that will determine the success of many of the technology objectives, will be the updating of the campus network. The goal is to provide sufficient bandwidth to meet the increasing demands of emerging technologies as well as, the instructional and research needs of the University.

**SLE 2.2** – Adequate personnel will be hired to ensure that the proposed Intranet, Internet, and available web-based services are constructed and managed appropriately, and that reliability of the system is assured.

Additionally, the campus moves toward distributed networking, the field support for these networks will be provided.

**SLE 2.3** – Each residence hall will eventually be equipped with high speed internet access that will allow students convenient access in individual rooms.

**SLO-3** – Create, deploy, and maintain effective learning environments that facilitate multiple instructional and learning styles.

**SLE3.1** – A number of classrooms will be equipped with interactive, multimedia instructional technologies.

**SLE 3.2** – Various departments within the University may submit proposals to meet the technology needs of that unit.

**SLE 3.3** – Multimedia classrooms require a balance between technology and the learning environment. To maintain this balance as technology increases, learning environments must adapt at a structural level. These environments must have adequate seating and fixtures to be able to provide students with an optimal learning environment. STEP currently funds 100 percent of technology in grant request and will additionally provide up to 30 percent of funding needed to update learning room fixtures. This will ensure that the learning environment completely meets the University's technology standards.

**SLE 3.4** – Support for the development of distance learning courses including web-based courses shall be encouraged. This includes the use

of the internet and development of a learning management solution for course load management. Remote learning technology will be necessary for delivery and SMART classrooms will be equipped to meet the growing demand.

**SLE 3.5** – Ensure that a triage manager is in place to assist in the management of issue tracking and workflow.

**SLO-4** – Enhance open use labs with technology that allows students to fulfill coursework requirements.

**SLE 4.1** – Open-Use Labs will be equipped with current technology.

**SLE 4.2** – Open-Use Labs will be available for use by all students regardless of the college or academic unit with which they are associated.

**SLE 4.3** – The computer labs should be directly connected to the institution's network for access to a full set of productivity software, printing services, e-mail, copying services, and other information services.

**SLE 4.4** – Ensure that a triage manager is in place to assist in the management of issue tracking.

**SLE 4.5** – The majority of the proceed for the Technology Fee may not be used in conjunction with any restricted computer labs on the campus.

Restricted, for the purpose of this agreement, shall mean: any lab in which only classes are held, or any lab that is not open to the general student population, regardless of academic major or College affiliation, the majority of the day.

**SLE 4.6** – The development and maintenance of at least one American Disabilities Act (ADA) workstation in each public access computer laboratory on campus is required.

**SLE 4.7** – Request for laboratory supplies such as printer paper for student use, printer cartridges, etc., for open access laboratories may be included in proposals. Supplies will not be provided for departmental laboratories. Allowable purchases of hardware and software include, but are not limited to, computers and peripherals, software, and networking equipment and supplies.

**SLO-5** – Create marketable graduates through a comprehensive employment plan.

**SLE 5.1** – Develop a Student Employment Plan with Human Resources.

**SLE 5.2** – Improve student success through engagement in high impact practices. These student positions will be career centric and provide students with opportunities to gain “real-life” experience before graduation.

**SLE 5.3** – Continue to utilize Career Services as a hiring center. Ensure that students have access to the services and assist staff where needed.

**SLO-6** – The Office of STEP Support is created to manage all aspects of STEP and is directed by the STEP manager.



**SLE 6.1** – Training and support services will be coordinated for students, this includes technological support for special student services that otherwise would not be available.

**SLE 6.2** – Students will be provided opportunities to participate in STEP sponsored workshops for training in the use of available technologies and associated services. In these workshops, students will be introduced to new and innovative technological ideas.

**SLE 6.3** – Continuously update and improve the quality and appearance of the Information Technology websites.

**SLE 6.4** – Identify and continue to develop business services that facilitate revenue generation.

**SLE 6.5** – Use metric tools, such as Labstats, that give visibility of room and software usage.

**SLE 6.6** – The STEP manager will oversee STEP grant execution. All information related to grants will be posted to [step.louisiana.edu](http://step.louisiana.edu).

**SLE 6.6.1** – The STEP manager can increase STEP grant budgets when certain criteria is met. The total budget increase for each grant cycle shall not exceed 10% of the total dollar amount of awarded grants for that cycle.

**SLE 6.7** – Student employees will be needed to provide help-desk support, assistance with management of assets, technical support for laboratories and classrooms, and to support specific objectives and expectations.

**SLE 6.7.1** – Up to 25% of proceeds from the STEP Sustainability Plan may be used to pay for training, salaries of student employees, and staff positions.

**SLE 6.8** – The STEP manager will be allowed to appoint student representatives to fill cabinet positions for the Student Government Association. The cabinet members will function as a liaison between the Office of STEP Support and the Student Government Association.

Members will file reports on behalf of the STEP manager.

**SLE 6.9** – Continuous audit of services provided by Office of STEP Support and Information Technology to ensure service levels are maintained and the student experience is optimized.

**SLO 7** –On April 15, 2010, the STEP Council approved a STEP Sustainability Plan designed to ensure that laboratories, smart classrooms, and infrastructure funded by STEP can be maintained and continue to provide satisfactory service to students. Upon approval of the 2021-2026 plan, this document will supersede all previous agreements regarding the STEP Sustainability Plan.

**SLE 7.1** – The Office of STEP Support will maintain and support the STEP Sustainability Program on campus.

**SLE 7.2** – The plan allocates one third (33%) of STEP revenues to a fund for the following six purposes

1. Hardware maintenance and replacement
2. Software licensing, maintenance, and assurance

3. Network infrastructure (backbone)
4. Wireless coverage on campus
5. Manage/Maintain open-use print laboratories
6. Adequate and trained student employees

**SLE 7.3** – In addition to providing a stable and steady revenue source, the STEP Sustainability Plan will ensure that the integrity of all STEP assets is maintained. The Office of STEP Support will oversee and set priorities for maintenance, management, and software licensing. The Office of STEP Support will work with campus IT managers, faculty, staff, and students to ensure the success of this program.

**SLE 7.4** – To assure accountability and transparency the Office of STEP Support will produce an annual report that 1) documents the objectives and priorities for the fiscal year; 2) provides utilization data; and 3) summarizes STEP Sustainability expenditures by category.

#### NON-ALLOWABLE USES FOR THE TECHNOLOGY FEE (Does not include Sustainability Funds)

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The following items (but not limited only to) cannot be funded by STEP grants:

- Personnel recruiting expenses
- General purpose furniture
- General office supplies (except in support of Open-Use labs)
- Vehicle Rental

Photocopying (any photocopying such as copying for computer manuals is not allowable)

Travel

Equipment not accessible to students - Specifically excluded is research equipment, whether or not it is use by undergraduate students. The term “accessible to students” is meant to imply equipment used by students in order to fulfill academic requirements. Such equipment may be available in an open lab or in a specialized laboratory accessible only while a faculty/staff member or a student employee are present. Often specialized equipment can only be used in a meaningful manner when a direct supervisor is present. Purchase of administrative equipment is not considered an appropriate use of the technology fee.

## REPORTING AND EVALUATION

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Every aspect of UL Lafayette's technology plan will be made available for input from the University community. Recommendations for modifications or additions to the plan should be sent to: [step@louisiana.edu](mailto:step@louisiana.edu) and will be considered each year. Each objective will be evaluated for its impact with respect to its stated intent. All relevant reports and data will be published at [step.louisiana.edu](http://step.louisiana.edu).

## Governance and Supporting Documents

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Once this Plan is approved by the STEP Council it will supersede all other governing documents.