Gil Gonzales, CIO
Board of Regents  October 28, 2009

Discussion Points

• HLC advice presented to the President
• Are there sufficient computing resources for students?
• Direction from the Provost
• Collaborators
• Methodology
• National Survey Results & Peer Institutions
• Local Inventory to date
• Student engagement
• Timeline
• Outcomes
HLC Advice to the President

Infrastructure, Technology & Resources

<table>
<thead>
<tr>
<th>Recommendation</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>In meetings with team members, students stated that there are not nearly enough computers available on campus for their use (500 for 18,000 students), and that this problem is magnified because many students are financially challenged and do not have access to computers in their homes. (pg. 18)</td>
<td>Gil Gonzales</td>
</tr>
</tbody>
</table>

Are there sufficient computing resources for students?

Direction from the Provost:

Confirm the advice and propose recommendations
Collaborators

- Office of the CIO, Information Technologies
- Office of the Provost
- University Libraries, Health Sciences Library & Informatics Center
- Departmental IT Service Providers

Methodology

- **Environmental Scan Approach**
  - National Surveys (Educause, Campus Computing)
  - UNM Resources (Lab Data)
  - Peer Institutions (Univ of Az, Univ of Utah, etc.)
- **Listen to Students (Spring 2010)**
  - Student Surveys
  - Focus Groups
- **Confer with Academic Units, Deans**
- **White Paper - Provost**
Educause ECAR
UNM Undergraduates

UNM Data on Computer Usage

- 75% have laptops 1-3 yrs old;
- 64% have desktops 1-3 yrs old
- 73% prefer courses with moderate or extensive use of technology
- 53% are on the internet 1-3 hrs/day
- 73% early adopters of technology (self described)

National 2009 Data Summarized

- Students are entering school with newer computers - 88% laptops.
- Two-thirds own a computer 2yrs old or less.
- Social Networking 90%+ – even older students – but not integrated into instruction.
- 65% own, plan to own internet-capable hand-held devices.

Spring 2009

American College Student Profile
April, 2008

Devices owned by students

<table>
<thead>
<tr>
<th>Location/Device</th>
<th>UNM</th>
<th>National Avg</th>
<th>Regional Peer Grp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cell phones</td>
<td>91.6%</td>
<td>95.3%</td>
<td>92.8%</td>
</tr>
<tr>
<td>Laptop</td>
<td>73.7%</td>
<td>83.2%</td>
<td>79.8%</td>
</tr>
<tr>
<td>Desktop Computer</td>
<td>60.0%</td>
<td>41.1%</td>
<td>43.3%</td>
</tr>
<tr>
<td>Computer Accessories (printers, external drives, web cam, etc)</td>
<td>67.6%</td>
<td>74.8%</td>
<td>74.2%</td>
</tr>
<tr>
<td>PDA</td>
<td>6.5%</td>
<td>6.4%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Blackberry</td>
<td>4.8%</td>
<td>5.4%</td>
<td>5.7%</td>
</tr>
</tbody>
</table>

Devices used to access the internet

<table>
<thead>
<tr>
<th>Location/Device</th>
<th>UNM</th>
<th>National Avg</th>
<th>Regional Peer Grp</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCs</td>
<td>68.4%</td>
<td>84.8%</td>
<td>76.4%</td>
</tr>
<tr>
<td>Campus Computers (Library, Lab)</td>
<td>14.2%</td>
<td>6.2%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Work Computer</td>
<td>10.7%</td>
<td>3.8%</td>
<td>7.7%</td>
</tr>
<tr>
<td>Friend's computer</td>
<td>1.3%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Family's computer</td>
<td>1.3%</td>
<td>3.3%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Cell phone</td>
<td>1.3%</td>
<td>3.3%</td>
<td>5.6%</td>
</tr>
<tr>
<td>PDA</td>
<td>2%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Blackberry</td>
<td>4%</td>
<td>7%</td>
<td>4%</td>
</tr>
<tr>
<td>Computer at an internet cafe</td>
<td>7%</td>
<td>1%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Internet access at residence

<table>
<thead>
<tr>
<th></th>
<th>UNM</th>
<th>National Avg</th>
<th>Regional Peer Grp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>89.3%</td>
<td>97%</td>
<td>95.3%</td>
</tr>
</tbody>
</table>
Campus Computing Survey Concerns

- **Campus notification**: Web, email, text, cell
- **Security**: Identity theft, Identity management, data security, especially on departmental servers
- **Antiplaigarism** software
- **Open-source or SaaS** for LMS, CMS, E-Portfolio

UNM-Wide TechQual

**Student Concerns**

- **Wired & wireless capacity**, reliability and performance (Points 2, 4)
- **Wireless coverage** where students need it (3)
- Available **online services** (9-11)
- **Technology in classrooms** (12)
- **Timely resolution** to IT problems (16)

All UNM Student Responses

Oct 2008
Inform UNM’s Inquiry

- How does national data apply to UNM demographics?
- How does network access relate to computer use?
- What about printing? Free?
- Where is computing from mobile devices?
- What are the academic strategies to use technology and software in instruction and research?

What Other Universities Are Doing

- University of Utah
  - 6 Labs open for student use – 161 machines total
  - 14 college-specific labs managed by colleges – 776 machines

- Arizona State University
  - Learning Commons
  - Many Decentralized labs
Current UNM Public Computing Environments

**IT Computing Pods & Classrooms**
- 6 Computer Labs (Pods)
- 11 classrooms open as labs when not scheduled.
- 510+ workstations and hall stations for email/internet.
- General & course-specific software
- 73% of all Main Campus students used the IT Pods in 2009
- 80+ PCs ‘recycled’ 2009 to Departments/Student usage

**Other UNM Resources - Partial**

**Libraries**
- University Libraries
  - 350 computers
  - Internet Access, wireless
  - Minimal software
- Health Sciences Library
  - 73 computers
  - Internet access
  - Minimal Software

**Departments**
- Residence Halls, Student Organizations,
- Departmental Computers: Anderson, Law, Biology, Engineering, Math, Architecture, Languages…
Student Engagement

- UNM Student Surveys
- American College Student Profile Survey – Spring 2010
- Student Focus Groups
- Departmental Focus Groups

Timeline

- January 2010 – Complete Environmental Scan
- February – Surveys & Focus Groups
- April – White Paper to the Provost
- May 2010 – Final Paper to the Provost
Outcomes

• Clearer understanding of UNM student computing.

• Understanding and anticipation of student computing usage trends.

• Inform improvements for Student Access to Computing @ UNM

Questions?

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