

Student Technology Fee (STF) Report FY 24-25

Student Technology Fee (STF) Sub-committee

Membership

- Adam Pocius, Executive Director Pueblo IT and CSU System Client Services (chair) *Ex officio*
- Ashley Minnich, Educational Technologist, CSU Pueblo (staff) *Ex officio*
- Shaylan Wilson (student)
- Rhode Gachette (student)
- Jarec Henderson (student)
- Jeanmarie Emmanuel (student)
- Rhonda Manzanares (faculty/staff)
- Jude Depalma (faculty)
- Margie Massey (faculty)

Mission and Purpose

The Division of Information Technology (DoIT) serves as the central IT organization for Colorado State University's Pueblo, Fort Collins, and Spur campuses as well as the CSU System Office. The division supports our multi-campus missions around teaching, learning, research, outreach, and service. DoIT is responsible for delivering enterprise-level services. CSU Pueblo IT has dedicated local support to ensure we meet the mission of CSU Pueblo.

Student Technology Fees (STF) support is specifically used for CSU Pueblo by providing resources for technology infrastructure, connectivity, support services, classroom technology, lab & virtual computers, software, and educational technology that maintain and improve the quality of student technology experience on campus. All fees collected from Pueblo students stay and are used at Pueblo.

The Student Technology Fee Advisory Sub-Committee identified the following categories for the fee to be applied:

Infrastructure

- Wireless technology infrastructure and services.

Academic Technology

- Sustaining physical and virtual lab environments
- Maintenance and replacement of classroom multimedia technology
- Licensing of campus learning management system (LMS) - Blackboard

Tech Learning & Innovation

- Student-approved initiatives to support technology tutoring, innovation, and support

Student Salary

- Student technology support staff salary

CSU Pueblo Initiatives

CSU Pueblo IT is crucial in supporting the university by enhancing student success. The university invests in technology that helps students access learning resources, collaborate with peers, and engage with instructors in real time. This includes using online textbooks, digital course management systems, and online tutoring services that provide students with the support they need to succeed academically. Furthermore, technology-enhanced learning environments, such as virtual labs and video conferencing collaboration tools, help students develop critical thinking skills and hands-on experience in their chosen fields.

Another way IT supports the university is by expanding the functionality of the campus. With enterprise infrastructure and academic technology, CSU Pueblo offers a modern and dynamic learning environment that supports students, faculty, and staff. For instance, the university provides high-speed internet connectivity, online collaboration tools, technology-rich spaces, and virtual learning platforms to enhance the educational experience.

Lastly, IT supports the goal of developing people. The university provides various technology learning and innovation opportunities to help students, faculty, and staff expand their technological literacy and improve their professional skills. This includes workshops, training programs, and access to the latest innovative technologies and tools. As a result, students, faculty and staff are better equipped to create engaging and

effective learning experiences for everyone, while also improving their professional growth. IT is an essential component in fostering a dynamic and innovative learning community.

Services Provided and Student Success

The STF budget accounts for roughly 20% of the total spending associated with Pueblo IT and is critical for delivering the services provided today. IT supports academics, departments, and administrative tasks; there is much overlap in data between those categories. There are many ways by which Information Technology track success, and we will provide examples. The tech fee's support of students can be grouped into three categories: Infrastructure, Academics, and Technology Learning & Innovation. Note that the student tech fee is part of funds percentages of IT costs and is focused on the areas that affect student success.

Infrastructure Technology

Internet Access

STF provides primary Internet connectivity membership to the Bi-State Optical Network (BiSON) consortium of higher-learning institutions that extend up the Front Range and into Wyoming. Secondary Internet is provided as a backup through SECOM in an outage.

Internet Security

Securing the campus network, labs, and technology is vital to safeguard normal operations and the quality of computing experience for students. STF helps provide reputation-assessment services for Internet traffic to ensure that access to sites that have been publicly verified to spread threats are limited. Since this technology was implemented, the ITS department saw a significant decrease in malware infections and saved valuable time in reduced support calls.

Wireless Capability

STF provides a portion of the maintenance and support for the enterprise-class wireless controller software that increases student device security and enables dynamic tuning of the wireless environment as needs change on campus. This existing infrastructure in 2024 is aging, and STF is a critical funding source for installing new equipment.

Payment systems for student services

STF provides a portion of the technology platform that enables various student payment services, including student printing, Thunderbucks, and other convenient payment capabilities.

Data storage systems

STF has provided a portion of the new high-capacity data storage platform where student and academic data reside. This platform holds data for financial aid, admissions, student records, and much of the administrative data capability that supports student services and the university's academic mission.

Datacenter management systems

In conjunction with the data storage system mentioned above, STF provides a portion of ongoing maintenance and support for the server virtualization and database technology that are a part of all student services and student data administration.

Academic Technology

Online Learning Management

STF provides Blackboard, the learning management system (LMS) of the campus, used for the administration, documentation, tracking, reporting, and delivery of academic classes.

Multimedia classrooms and learning spaces

STF provides technology to support the classroom learning experience. This includes integrated sound reinforcement, projection systems, touch panels, microphones, conferencing equipment, related control systems, and other technologies that enhance the academic mission in the classroom. A comprehensive database of these spaces is found here: <https://multimedia.csupueblo.edu>

Physical and Virtual Lab Management

Student Computer Labs across campus are on a refresh cycle and are supported by technicians. STF helps ensure computers are up-to-date and upgraded to suit the specific higher-demand software needs required in some labs. We assess each lab for replacement and equitable size and adapt each cycle space based on the use

case and usage. Recently, more virtual options have been adopted. When a lab contains inaccessible software, it does not benefit students, and so we are evolving to adopt virtual labs that students in the cloud can access. That means students will have more access to specialized software in the cloud.

Printing Services

STF provides a student printing system built on the Pharos print management platform integrated with payment services. Recently, new printers in the library (LARC) and one in the dorms have been funded. The added capability of “internet printing” is forthcoming and will allow students to print from nearly any device and release at a specific location in the library and one in the dorms.

Technology Support Staff

The STF budget supports hiring hourly student staff to ensure complete coverage each semester and through the summer terms. Each year we hire non-student hourly positions (typically former students) to see through projects related to IT STF initiatives and support. A small portion of the salary category helps fund temporary work for these employees.

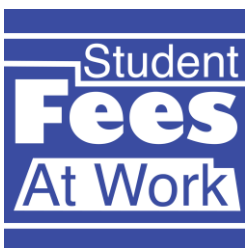
IT ensures work-study students are paid fair wages and can sustain a consistent schedule from the start and close of the semester. Current work-study allocations and semester distribution amounts are not enough to provide consistent part-time employment through the semester, and the STF is critical to sustaining a student on hourly student funds when they no longer have work-study.

Technology Learning & Innovation

Learning Innovating and Networking Center (LINC)

We need to be strategic and flexible in our approach to learning, implementing, and using innovative technology to align STF better with rapidly changing technology and the needs of our campus. The growing

presence of Learning, Innovating, Networking, and Collaboration (LINC) supports the many needs of our students around research and technology.



In the LINC there exists a technology-specific group called the Innovation Lab. This group of students offers specific technology learning and tutoring services for students. Activities include intermediate to advanced support of technology tools for research projects, poster presentations, and multimedia creation.

In partnership with faculty through the greater LINC, this new service is expanding rapidly to fill the gaps needed to support student growth.

Additionally, this group is tuned into the needs of students and faculty on how we engage campus each semester and help identify tools and services we should invest in supporting student success across disciplines. The LINC collaborates with the STF committee to identify, procure, and embrace innovative technology initiatives.

FY 2024 - 2025 Budget Spending

This is based on [\\$7.10 fee](#) per credit hour at a projection of 73,000 credit hours.

DESCRIPTION	ACCOUNT	BUDGET	NOTES
STF Funds	2516060	\$518,300.00	Full STF loaded
Total Revenue FY24		\$518,300.00	
FTE Salary + Fringe	2516079	\$13,607.00	1PT Agent
Student and Non-Student Hourly	2516079	\$40,500.00	Funding to sustain student help desk employee
Total Salary		\$54,107.00	
Tech Learning & Innovation	2516075	\$116,890.00	Student computer lab and device replacement; Innovation lab technology
Academic Technology	2516076	\$47,188.00	Multimedia, educational tech, classroom support
Infrastructure	2516077	\$300,114.00	Wifi, email, hardware, maintenance, licensing, and connectivity
Total Supplies & Services		\$464,192.00	
Total Expenses		\$518,299.00	
FY 24 Balance		\$1.00	
FY24 Rollover	2516060	\$484,078.00	
STF Savings	2516061	\$15,921.54	Savings
Spendable Rollover		\$490,832.00	
<i>Estimates on spends</i>			
FY23-24 WIFI			Student voted to spend toward WIFI enhancement and replacement, phase 1 completed @\$18,000
FY24-25 WIFI		\$490,832.00	Student voted to spend toward WIFI equipment replacement, phase 2 ongoing
Total Balance Remaining		\$00.00	

Explanation and Major Expenses

Current budget and significant expenses.

The budget is tracking as usual in terms of annual costs for infrastructure and academic technology licensing. Students voted to leverage the rollover account for addition infrastructure related to WIFI expenses and expend the money in FY 2024 -2025

There was a large rollover from the prior years due to a few factors in those budget cycles. The specific factors were spending CARES budget of expenses that generally came out of STF, E&G carrying expenses that should be transitioned (or split) within the STF, and new technology licensing to support virtual technology platforms. The rollover funds are critical to leverage and spend in the coming year. The money has been earmarked for a major WIFI improvements, and that work started in February 2024 as Phase 1 to enhance the login to the network. The plan is to use the rollover funding toward our WIFI upgrades in Phase 2 is to replace all the equipment and install additional access points to cover more of campus.

The STF is critical to maintain the service and support IT offers for student technology.

Fall and Spring 2024 - 2025 spending

The normal Fall and Spring expenditures cover connectivity, infrastructure equipment (i.e. - connectivity, classroom equipment, computer labs), support staff salary, and academic technology licensing. Upcoming spending includes

- Replacement of critical WIFI access points and control system ~\$540,000 (using rollover and existing infrastructure encumbrances related to WIFI)
- Blackboard licensing ~ \$117,000
- Student Hourly IT Support Employees ~\$40,500
- Printing Upgrades ~\$15,000
- Multimedia Upgrades ~\$25,000
- Infrastructure & Security ~\$212,500

Funding justification

The current and past allocations of the Student Technology Fee (STF) have been effectively distributed across key areas that directly support student success and the academic mission of Pueblo IT. These allocations ensure that critical infrastructure, academic technology, and innovative learning environments are well-maintained and aligned with students evolving needs. The review of spending indicates that the STF has been vital in sustaining essential internet access, security, and wireless capabilities, which are foundational to campus connectivity and the protection of digital assets. In academic technology, the STF has successfully funded the Blackboard learning management system, multimedia-equipped classrooms, and both physical and

virtual labs, ensuring that students have access to state-of-the-art resources for their studies. Additionally, the allocation towards Technology Learning & Innovation through initiatives like the Learning Innovating and Networking Center (LINC) has fostered a collaborative and supportive environment for students to engage in research and develop technical skills. As evidenced by expenditures in critical areas such as WIFI upgrades, licensing, support staff, and multimedia, the STF spending has been appropriately allocated to enhance and maintain services essential for student success.

Saving funds

\$15,921.54 in kept savings as part of the bylaws for fees.

Contact

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Executive Director, IT | Pueblo Campus | CSU System Client Services

Student Technology Committee Notes – 10/24/2024

Attendance

- Adam Pocius (chair)
- Ashley Minnich (staff)
- Shaylan Wilson (student)
- Rhode Gachette (student)
- Jarec Henderson (student)
- Jeanmarie Emmanuel (student)
- Rhonda Manzanares (faculty/staff)

Faculty representative

Adam opened with the need to identify a Senate-appointed faculty representative to replace Jude DePalma who recently retired.

Student introductions

- Each attendee introduced themselves, detailing roles and responsibilities related to tech, student services, and their roles.

Fee report and spending review

- **Meeting purpose**
 - The chair clarified the meeting's purpose—to discuss the November 8th fee report deadline, review past spending, and plan future spending.

- **Spending review**
 - The STF team reviewed prior spending with planning goals and assessed impacts on students. There was a focus on WiFi and the student representatives confirmed the STF is being used appropriately. There was a focused discussion around continued enhancement around WiFi for campus.
- **Future spending**
 - The committee discussed future spending plans, potentially increasing fees to support long-term student benefits.
 - The committee highlighted the need to continue enhancing communications around where student dollars are spent by funding core student resources like Wi-Fi and Blackboard.
 - Emphasis was placed on the continued funding of essential services via tech fees.

Printing services

- Discussion around students' printing allotments, tracked by the Pharos system, and plans to add high-capacity printers in key areas.
- Students noted that some groups, like TRiO, receive free printing, while others pay for extra usage, but that was unrelated to STF.

Virtual labs and Apporto

- **Overview and Implementation**
 - Ashley explained virtual labs via Apporto, allowing remote software access. They discussed implementation costs and access equity, prioritizing math, engineering, and physics courses.

Future tech fee rate

- **Sustainability**
 - Adam discussed the potential of a flat rate fee and setting aside funds for future upgrades to align with rising costs and student needs in technology.
- **Technology upgrades**
 - The committee noted the need for structured tech fee adjustments over the next years to fund future improvements.

WiFi Infrastructure Upgrade

- **System Replacement**
 - The outdated WiFi system was re-confirmed to be replaced using rollover and some of the budgeted STF this year to support connectivity campus-wide.
- **Cost savings**
 - Strategic vendor partnerships across the CSU System reduced the WiFi upgrade cost significantly and has helped to make this a reality.

Meeting final thoughts

- Adam emphasized the value of student feedback in tech fee planning and decisions and reminded attendees of the November 8th report deadline.

Actions

- **Report preparation** - Adam to prepare and circulate the November 8th fee report.

- **ASG report** - Rudy to report meeting outcomes to ASG.
- **Tech Fee presentation** - Adam to send the presentation deck to participants.

Updates as of 11/7/2024

- All actions were completed.
- Patrick Radigan was identified as a potential replacement for the faculty presence and we are working to confirm his addition to the STF committee.