

**Report of meeting  
CIO Constituent Group  
EDUCAUSE 2001  
Sunday, October 28, 2001 — Indianapolis  
Leader: Jeff Noyes, University of Texas, San Antonio**

Thanks to all that attended the CIO Constituent Group Forum at EDUCAUSE 2001. Here are the notes from that session. Many thanks to Cynthia Golden and Perry Hanson for taking and verifying these notes. I hope everyone had a great conference.

Regards,

Jeff Noyes

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CIO Constituent Group  
October 28, 2001  
1:30 PM

1. Jeff Noyes opened the meeting with two announcements:
  - a. Memorial reception for Barbara Horgan, Sunday evening.
  - b. Commercial for session "What every CIO Needs to Know about Security", Monday afternoon
2. Facilitated discussion: COSTS - "How much does IT cost?" David Smallen, Karen Leach (Notes on this session distributed separately.)
3. Second facilitated discussion (after break). Jim Penrod led the following discussion: Is IT in higher education solving the right problems?
  - a. Jim conducted a survey - primarily responded to by academic officers - of key issues for IT in higher education
  - b. Jim reported his survey results, comparing the EDUCAUSE Current Issues Committee's ranking with that of his survey respondents : IT Funding and Faculty Development were highest ranked issues
  - c. Discussion followed about what are the "key" issues
    - i. Security - it was generally agreed that this will be high on everyone's list
    - ii. IT Funding - maintenance vs. new development costs
    - iii. Quality of Results - measuring outcomes rather than just show much you are spending
    - iv. Politics are an issue in all institutions - how to manage this?

- v. Processes to measure perceptions of services - helps counter the political issues.
- vi. Consider adopting formal methodologies
- vii. Clearly defined roles for central and distributed IT
- viii. Institution value structure - must include this in your planning
- ix. Think about balance between fluency and what you can support
- x. How do you come up with scalable models to support faculty who are very interested in technology?
- xi. Jim - National Research Council has called for minimum levels of fluency
- xii. Students are coming in with certain expectations - syllabus is online, course materials are on the web - it is all course administration that has the value to them.
- xiii. Focus should be on technology in support of teaching and learning, not on getting faculty to use the technology
- xiv. Student comfort level with technology: sometimes it is just basic problem solving skills of the student, sometimes it is student frustration with the interface, but generally they are not afraid of using technology
- xv. Managing student expectations is very difficult sometimes - start to work with Student Government Association,
- xvi. Jim reports that the EDUCAUSE list is generally a good list - the Current Issues committee is doing a good job - keep it up!

#### 4. GENERAL DISCUSSION

- a. Bandwidth limitations and packet shaping tools.
- b. Copyright agencies are informing schools about possible violations - how are we responding?
- c. Shared network file space and legal implications --- some folks use 10. ip addresses and masks.

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