Date: March 22, 2013

To: Budget and Long Range Planning Committee

From: Wayne Veres
             Dean, Instructional and Information Technology Services and Chief Information Officer

Subject: IITS Comments for the P form for Post Master of Science in Nursing, Palliative Care
             Certificate Program

Thank you for the opportunity to provide additional comments for the program proposal for the Post MSN Palliative Care Certificate Program. Review of the proposal indicates that you will not have any additional technology needs. However, on page 2, under the Academic Objectives bullet, #4 states that an objective is to "use technology systems that capture data for the evaluation of palliative nursing care." We ask that the program proposal provide more information about the technology system that will be used. If the technology system is software, is there a need to have the software available off campus? Does the software license allow the software to be accessed off campus through our Citrix system? Will the software need to be installed in the computer labs?

To effectively support any proposal which includes new courses and new faculty, we have the following guidelines.

- It has been our experience that new courses with typical technology resources take 3 to 5 hours of instructional developer support and more technology-intensive courses (especially fully online courses) may take 20 hours or more of support.

- Any new course must comply with the CSU Accessibility Technology Initiative (ATI) guidelines for instructional materials: "New courses and new course content, including instructional materials and instructional websites, will be designed and authored in a manner that incorporates accessibility." An instructional developer will meet with the faculty member designing the new course to review specific accessibility guidelines and ensure that the course content is in compliance with the ATI. Typical issues include captioning multimedia, adding image tags to PowerPoint, using styles in Word, and naming links appropriately in the LMS or website. Analyzing the instructional materials and training how to make these items accessible could take a minimum of 3 hours of instructional development time.

- New faculty members are usually not familiar with our Learning Management System (LMS) or the multimedia options we offer. Therefore, they are highly encourage to attend workshops or request an orientation by contacting ids@csusm.edu to become familiar with all of the options that Academic Technology Services has available to support their teaching. This training can range from 1 hour to 20 plus hours depending on the interactive content, media integration and whether the course is flipped, hybrid, or fully online.

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- Online courses are labor-intensive to develop. The Instructional Development Services team provides one-on-one and professional development opportunities to prepare faculty to develop quality online courses. It is suggested that faculty teaching online meet with the IDS team one semester in advance of teaching the course.

- Multimedia resources including video studios, Mediasite studio, and videoconferencing rooms are supported Monday through Friday, 8 am to 5 pm. Funds need to be identified for additional support for programs with support needs outside of this schedule.

- Courses taught at the Temecula site require increased support from IITS. Courses taught outside of the established academic calendar may need additional coordination and/or effort in order to provide resources to students and instructors. IITS should be notified of these conditions as early as possible.

cc: David Barsky
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