

## Student Affairs

- Mission
  - Support the Academic Mission
  - Recruit, Enroll, Register, Retain Students
  - Create High Quality Living/Learning Environment
  - Help Students develop into healthy and productive members of society
- Divisional Statistics
  - 22 Departments
  - 350 Permanent Staff FTE
  - 450 Permanent Staff Headcount
  - Several Hundred Student Workers
  - Geographically Dispersed
- Divisional Organization
  - Academic Support Services
    - Admissions
    - Campus Learning Assistance Service
    - Disabled Students Program
    - EOP
    - Financial Aid
    - International Students and Scholars
    - Registrar
    - Relations With Schools
  - Student Development Services
    - Counseling & Career Services
    - Recreation
    - Student Health Service
    - University Children's Center
  - Student Life/Community & Isla Vista Affairs
    - Arts & Lectures
    - IV Liaison
    - EPCA
    - MCC
    - Student Life/DOS
    - Orientation Program
    - Storke Publication
    - Women's Center
- SA Computing Operation as Utility
  - Foundational aspect of Divisional Infrastructure
  - Utility vs. Department an Important Distinction
- Managing a Distributed Computing Environment
  - Value-added Service (Improved service through technology)
  - Improving Business Processes
  - Adoption of Industry Standards
  - Off-the-shelf Solutions
  - Communication with Division, Community, World
  - Efficiency and Effectiveness of Computer Operation
- Principles of Management of Divisional Technology
  - Equal Access for all Departments
  - Basic Availability of Applications to all Departments
  - Development of Divisional Standards
  - Adoption of Campus Standards (TCP/IP, IMAP, POP, LDAP)
  - Minimizing of Dependency on Key Technical Personnel (Redundancy in support / cross training)

- Flexibility to Change
- Goal of no Individual Departmental Network Support Staff (Common infrastructure for Division)
- Planned End-of-Life Upgrades for Infrastructure Equipment
- Redistribution of Hardware from High-end to Low-end Users
- Global Support and Training for Basic Services
- Provide Campus-wide Services
  - GauchoNet & Campus Calendar
  - Back-up / Emergency Support for other Units
- The Divisional Network
  - 21 Departments
  - 400+ Desktops (Dell Optiplex)
  - 9 Divisional Servers (HP NetServers)
  - 3 Special Service Servers (HP NetServers)
  - 4 Web Servers (Dell PowerEdge)
  - 2 Specialized Content Production Stations (PowerMacs)
  - 2 Cisco Routers
  - Planned Additions
    - SUN Enterprise 6000
    - SUN SPARC
    - PowerMacintosh G3
- Implementing/Supporting Divisional Infrastructure
  - Student Affairs Information Technologies (SAIT)
    - Mail Services
    - Centralized File and Application Serving
    - On-Line Collaboration
    - Internet Connectivity
    - Remote Access
    - Fault Tolerance Engineering
    - Physical Layer Support (network and desktop)
    - Divisional Licensing Coordination
    - Help Desk / Training
    - Business Process Reengineering
- Divisional Applications Development
  - Student Information Systems
    - Web Based Applications
    - Support for Student Access (Gnet)
    - Student Systems Development / Support
    - Provides Support for UCSB Homepage
    - Webmaster Training / Support
    - Development Tool Research / Standardization (HTML, graphics, programming)
    - Database Development
    - Server Side Scripting Support
    - Web Hosting Services
      - Departmental / Campus Orgs (Mail forms, search engines, etc.)
- Future Directions for the Division
  - Webcentric Provision of Student Services
    - GauchoNet
    - GOLD
    - Career Advising
    - Workstudy Job Board
    - Student Orgs Registration and Events Processing
    - Integrated Student Systems

- Electronic Records Management (Medical, Registration, Financial Aid)
- GauchoNet - personalized www interface to campus systems and information sources
  - GOLD
  - Course Schedules
  - Calendar Subscriptions
  - Course Web Page Links
  - Book Lists
  - Financial Aid Info
  - DARS (Degree Audit System)
  - Search Engines
  - Bookmarks
  - E-mail Client
  - Others as Needed
- Integrated Student Systems
  - Admissions
  - Registration
  - Records (archiving)
  - Financial Aid
  - ORS / EAO
  - C & CS
  - Standards Based
    - UNIX -- Solaris
    - SQL Databases -- Oracle
    - JAVA
- Electronic Records Management
  - Liberty Systems Scanning and Retrieval System
  - Registrar
  - Financial Aid
  - Admissions
  - ORS / EAO
  - Student Health (Planning stage -- Medical Records System)
- Issues
  - Space for Growing Infrastructure (people and space)
  - Coordination with institutional developments
  - Legacy Support Issues
  - Recruiting High Quality Technical Personnel
  - Civilian Control over Technical Decisions
  - Business Process Should Lead Technical Choices