

3.7. The institution's information technology resources are sufficiently coordinated and supported to fulfill its educational purposes and to provide key academic and administrative functions.

[Sonoma State University Information Technology](#), housed under the Division of Administration and Finance, provides the spectrum of IT services needed to deliver quality academic and administrative technology. SSU/IT works with SSU faculty and students to provide academic computing and instructional technology in support of teaching and research. IT also works with the administration and staff to provide Administrative Information Systems for the management of finances, human resources, student records and other mission critical needs.

There are seven [SSU/IT departments](#) each under the supervision and coordination of a highly qualified Director and staff. The SSU/IT Helpdesk is available (via phone and e-mail) to faculty, staff, and students to answer questions, resolve problems, and provide information about computer use and information technology. SSU faculty and staff are offered training in classroom-related technologies such as iMovie, Dreamweaver, and WEB-CT 6. Additional trainings, in the form of workshops and seminars, are regularly scheduled in collaboration with the University Library and the Center for Teaching and Professional Development.

The Sonoma State University [Common Management System](#) (CMS) is the central hub of administrative databases, and is comprised of the Campus Solutions (Student Administration), Human Resources, and Financials applications. The three databases are integrated and share the same "person model," meaning an employee taking classes has the same record in the systems, with his/her academic and personnel records tied to the single "person" in the system. Several external systems (such as the housing and one-card applications) have custom built interfaces with these systems to maintain one "central" record.

The Student and Human Resource applications contain self-service functionality to allow students and employees to log into the system and perform transactions directly at their convenience; some examples would be students registering for classes, checking academic progress, reviewing holds, and updating address and telephone numbers. The target of the CMS project is to empower students to be able to logon to the systems 24 hours a day, 365 days a year and check their progress and access assistance in planning future semester

registration plans as well as facilitating graduation targets. Communications with students are enhanced, and virtually paperless, as every student entering SSU is given his/her own "sonoma.edu" e-mail account (all faculty and staff also receive a sonoma.edu e-mail account).

The Finance application contains all of the major accounting functions (Procurement, Accounts Payable, Accounts Receivable/Billing, and General Ledger). The baseline product of CMS Finance has been delivered (by the State of California's Chancellor's Office) with the appropriate modifications to enable SSU to meet all state and federal reporting requirements.

CMS at Sonoma State University is supported by a central department which reports under Administration and Finance. The CMS organization includes representatives from all parts of the campus, including Faculty Affairs, Student Affairs, Academic Affairs, as well as all parts of Administration and Finance. Each area has their own identified "Functional Leads" for the CMS project, and they drive the business processes and system ownership for their particular module. All areas across campus are supported by the Administrative Information Systems' team which reports under the CIO and IT. Technical/functional support is augmented by the Chancellor's Office central CMS team which delivers the baseline product for all applications, as well as configuration and business process guides. SSU has membership on all User Groups for the Chancellor's Office, and it is these groups that drive the baseline product which is delivered and maintained by the Chancellor's Office.

There are six [computer labs](#) on campus including one lab that is open 24-hours and holds 46 computers. These labs are available on drop-in and scheduled classroom hour basis. All labs are equipped with both Apple and Dell (PC) computers and most labs include an instructor's station with ceiling mounted data projector and computer work station. Requests by faculty to use computer labs can be scheduled on-line and include an orientation and support from three lab managers. SSU/IT also coordinates and supports the "[Tech Classrooms](#)" (or, Smart Classrooms) on campus that equipped with data projector, computer, and DVD/VCR. Many of the computer stations are equipped with both Mac and PC. Also, [ResNet](#), a network connection that is faster than DSL or dial-up, is available for all students living in the SSU residence halls.

The SSU/IT organization also houses the [Media Services](#) available for the campus. Opened during the day Monday through Friday, Media Services can deliver computers with data projectors and audio/visual materials to most anywhere on campus. Anyone needing to check-out media equipment and/or software packages may do so on-line. Media Services also coordinates use of the SSU videoconferencing room (capacity 32) that can be used for distance learning or group meetings. Also available for members of the campus community who are working on video, audio, or computer-based multimedia productions is the [Digital Media Lab](#).