

Strategic Direction Two: Fully Integrate the System

The Minnesota State Colleges and Universities will become a more fully coordinated and integrated system of distinct higher education institutions that provide high-quality education.

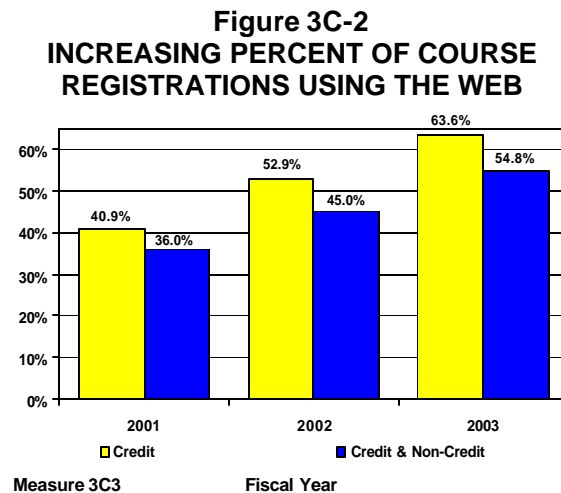
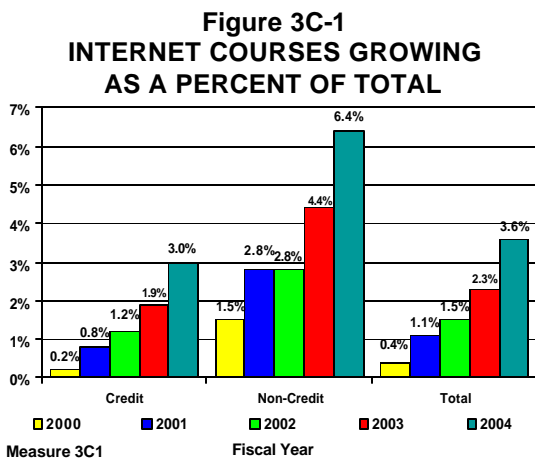
Indicator 3: Fiscal & Physical Capital Utilization

Measure 3C: Technology Measures

Definition: Measure 3C-1 is the utilization of technology in instruction. The numerator is the number of Internet-based course sections offered. The denominator is the total number of course sections offered. Measure 3C-2 is the percent of Web functionality in the Integrated Statewide Record System that has been implemented by the colleges and universities. Measure 3C-3 is the percent of student course registrations that completed on the internet. Measure 3C4 is the percent of customers that reported satisfaction with the system's Information Technology Services Division.

Significance: Measures 3C-1 through 3C-4 are significant in that they measure the system's efforts to utilize technology in instruction and support services and customers satisfaction with IT services.

Measure: The percent of the system's course sections offered online grew from 0.4 percent in 2000 to 3.6 percent in 2004, as shown in Figure 3C-1. The system had 25,228



students enrolled in its 3,589 Internet course sections in 2004. Fifty-four percent of available Web functionality has been implemented by the colleges and universities. Online registration in credit courses increased from 40.9 percent in Fiscal Year 2001 to 63.6 percent in Fiscal Year 2003, as shown in Figure 3C-2. Forty-two percent of system Information Technology Services' customers indicated that they were completely or very satisfied with its services in a 2002 survey.