

**Minnesota State Colleges and Universities
Information Technology Services
Minnesota Online: Technology Summary
April 15, 2009**

- **Current State**

- The core technology used in support of “online”, “hybrid”, and “on-ground” is an Instructional Management System (IMS). At Minnesota State Colleges & Universities, we use the “Desire2Learn” application as our centrally supported and hosted IMS.
- Our IMS technology environment is one of the largest in the country and supports approximately 350,000+ users annually. Usage of the system has grown by approximately 10% - 15% annually during the past 5 years.
- Our annual operational costs for the IMS environment is approximately \$5 per student/user per year. The cost includes hardware, software, and staffing. (Note: we are developing a consistent TCO (Total Cost of Ownership Model) for all enterprise applications. A draft version TCO for our IMS environment will be available by the time of the Board meeting in April.)
- The **annual** technology support costs are not likely to grow beyond 5% annually, even if we were to increase the number of online credit courses to meet the Governor’s challenge. However, we need to add an important caveat to this assertion. Although, an IMS will continue to be at the core of our online instructional technology environment, other technologies, business processes, and student services will need to be designed and incorporated into our future environment. The technology cost of these is unknown.
- **Future State**

We have begun defining and designing the next generation of our online environment. “Minnesota Online II” has four elements, each with a corresponding technology layer: analytics, web 2.0, high-touch student services, high-quality instructional design. Our approach is to build a technology “road map” and then make investments as funds become available.