

## CONCLUSION

In 1996, the California State University Board of Trustees approved the Integrated Technology Strategy (ITS) as the framework under which CSU would make its information technology investments. This framework has successfully guided the CSU's efforts in technology since then, resulting in a world-class baseline infrastructure that undergirds academic and administrative initiatives. These initiatives all support one or more of the outcomes of the ITS: Excellence in Learning and Teaching; Administrative Quality and Productivity; Quality of the Student Experience; and, Personal Productivity.

The Measures of Success series of accountability reports to the legislature has tracked the success of these initiatives since 2000. They have shown how the state's investment in a minimum baseline infrastructure for each CSU campus has expanded the benefits of the academic, administrative and productivity initiatives to increasing numbers of faculty, students and staff.

The 2007 Measures of Success provided an overview of individual initiatives and the progress achieved at the institutional level since the baseline year of 2000. It also documented the generally positive improvements in access to, use of and satisfaction with the CSU IT environment on the part of students, faculty and staff as the infrastructure evolved.

This final document provided an opportunity to look back at the successes and to address the challenges of maintaining and improving upon the culture of evidence that the Integrated Technology Strategy and Measures of Success efforts have brought to CSU. This report looked at ways that CSU can continue to build accountability into new information technology initiatives through adherence to a set of common sense principles of data collection. In addition, it offered a potential approach to answering broader policy questions on the minds of higher education leaders (not only in the CSU, but nationwide) about the learning and productivity outcomes associated with investments in information technology.

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