

IT Strategic Plan - Big 8 Ideas

Division or Area	Student Affairs - SALT
Date	10-05-17
Number of Participants	22

Summary of BIG Ideas:

- SIRI for student questions – help students off hours
- ATM like experience for each office – deadline timelines, apply for graduation or course approvals
- Use IVY Tech for EMS
- "IT's for you" - a slogan for rolling out IT and increase the image of IITS
- "IT just works" - use this same concept as Apple – keep it simple
- "Life online" - how to maintain soft skills in a virtual world
- "Bricks to Clicks" - online classrooms to provide more class offerings
- "Pizza Tracker" like interface for FinAid status; Track student interests and engagement through dashboard to inform decision-making and personalized options (Alan Brian)
- Augmented reality learning environment
- Visual Data Dashboards for faculty, staff and students. Also, use data to predict student academic success, incidents, or financial issues/alerts or to know when students are in academic trouble.
- Online App to ordering food on campus
- New technology needs to be intuitive, secure and consistent
- Buy Campus Labs – to Create a Co-Curricular Transcript and dashboards
- Streamline Paying for Services; streamline registration (choose class, faculty, order books in one-stop)
- Salesforce – Einstein Application
- More cameras – So students can see the Line at Cougar Central, Traffic camera
- Virtual Office – Student can submit docs online and speak to staff member virtually; after-hours support/real-time chat
- Student/faculty safety: text for campus escort late at night
- Automation (voice-recording) notes from student counseling/advising

Summary of Keywords:

Intuitive, Predict, Consistent, Streamline, Effective (Proactive) Training, Targeted Outreach, Reliable, Tailored Communications, Secure/Confidential, Safety

New Trends Identified:

No new trends were identified.

Action Items / Concerns:

- Business processes may need to change to support new technology (wet signatures still used).
- How can we reach out to those Ashford/Bridgepoint folks (some are current employees) to gain insight?

- Students need to learn about soft skills that employers want – Interpersonal skills, professional comm.
- Desk phones are still needed in the office.
- Cloud security concerns for the DOE data/PII compliance

Common Themes - ideas noted by trend and primary theme

<p>Personalization</p> <ul style="list-style-type: none"> • Ability to OPT out • Targeted outreach to increase engagement • Better ways to communicate with students (not email) 	<p>Machine Learning</p> <ul style="list-style-type: none"> • Immediately know when students are in trouble • ATM like experience to define office services for deadlines, apply for graduation and course approvals • Use IVY Tech for EMS 	<p>Online Experiences</p> <ul style="list-style-type: none"> • Need reliable technology we can trust • Improve Degree Planner to be more automated or less steps – auto enroll?
<p>Identity Management</p> <ul style="list-style-type: none"> • Assurance systems are safe • Consistency of SSO • Define and know levels of access • Support for Auxiliary and Self-Support departments • One platform for all needs of SSO 	<p>Customer Service</p> <ul style="list-style-type: none"> • Siri for Student questions • Salesforce - Einstein • End user Focus • After hours support • Integrate Applications with One Card for Housing, parking or Food • Use Payment Gateways • Streamline Paying for Services/ Class Registration • Consistent technology look • Virtual Customer Svc for Temecula • Integrate PeopleSoft • Real time chat platform • 24/7 eLibrarians • CRM 	<p>Security and Privacy</p> <ul style="list-style-type: none"> • Improve response of analysis of sec cameras • Make sure users privacy meets expectations • Ensure systems are protected against external intrusions, patched • Facial recognition or use thumbprint not passwords • Maintain privacy policy to ensure student data confidentiality
<p>Next Gen LMS</p> <ul style="list-style-type: none"> • Provide online degree programs to support DSS students • Eliminate the need to print coursework (go green) • Make sure faculty are using accessible materials • Automated attendance for FinAid compliance and enrollment confirmation 	<p>Unified Comm.</p> <ul style="list-style-type: none"> • Improve cell phone coverage in the USU areas • Replace x4000 with virtual system • Connect to CRM • Ability for online chat 	<p>Strategic Alliances</p> <ul style="list-style-type: none"> • Work with internal/external • CRM to Track alumni and share contacts across divisions and colleges • Connect with other CSU's • Find way to better Connect internal to SALT, EL, Athletics, etc.
<p>Technology Enhanced Class</p> <ul style="list-style-type: none"> • Virtual Classrooms 	<p>Open Ed. Resources</p> <ul style="list-style-type: none"> • Online Textbooks 	<p>Software as a Service</p> <ul style="list-style-type: none"> • Better Data Integration

<ul style="list-style-type: none"> • Augmented Reality but make it accessible • Bricks to clicks – reduce face2face classrooms to create more class offerings • Students bring own laptops? 	<ul style="list-style-type: none"> • Free eBooks (done at other schools) • Provide instant access of accessible course materials 	<ul style="list-style-type: none"> • Simplify getting cloud data • User SharePoint for applications if possible • Campus Labs App – tracks interests, events, attendance, activities by interest
<p>Mobil First Perspective</p> <ul style="list-style-type: none"> • Texting as an option for all communications and events, escort while library is open at night • Not all students have a smart phone – don't leave them behind • Fund raising for students who do not have devices • Add camera showing traffic, cougar central, free food lines • Want an App for their area • "Pizza Tracker" like interface for FinAid status 	<p>Self Service</p> <ul style="list-style-type: none"> • Improve Student Communications • Simplicity • Student Affairs is focused on communicating with students (not using email) • Call center self service • Standardize the website so it is easier for students to navigate • Enable chat connected to an AI 	<p>IT Training</p> <ul style="list-style-type: none"> • Deliver and train staff on Intuitive, simple Tech. • Train staff on SMART classrooms • Provide effective training so staff are confident • Provide multiple ways to train – dedicated lab • Image of IITS: "IT's for you" • Consider staff in Temecula for workshops/training • Consider end-user knowledge base (simplify and avoid jargon)
<p>Non-Traditional Support</p> <ul style="list-style-type: none"> • Provide afterhours support – growing trend • Virtual office – support student to staff comm. • Real-time chat 	<p>Data and Ana. Dec. Making</p> <ul style="list-style-type: none"> • Data Dashboards - Used to predict and analyze • Need more data • Display data from DW in a more visual way • Use data to predict student academic success, or academic trouble • Collect data on #visits • Real-time feedback analytics after services provided (esp. Virtual) vs surveys 	<p>Digitalization</p> <ul style="list-style-type: none"> • No more wet signatures • Provide access to research materials ADA comp. • More online forms
<p>Breaking down Silos</p> <ul style="list-style-type: none"> • Remove Technology Silos with PS, Onbase, campus logic, jump forward, acad works, maxient, CRM 	<p>Support Research</p>	<p>Hybrid Cloud Computing</p> <ul style="list-style-type: none"> • Early adopters may need IITS guidance