

## IT Strategic Plan - Big 8 Ideas

<b>Division or Area</b>	Academic Programs and UG Studies
<b>Date</b>	11-13-17
<b>Number of Participants</b>	9

### Summary of BIG Ideas:

- Integration and Analysis – We need Analysis and ideas on how to integrate - Personalization, online experiences and Mobile First
  - We know someone needs assistance and we reach out to help them then the service department or office has to be ready to help the student.
- Location based - Pop up tutoring on the mobile app
- We need to protect our undocumented students
- Help develop online thinking

### Summary of Keywords:

- Flipped Advising

### New Trends Identified:

- No new trends were identified.

### Action Items / Concerns:

- We need to still encourage taking notes by hand for the learning experience

### Common Themes - ideas noted by trend and primary theme

<b>Personalization</b> <ul style="list-style-type: none"> <li>• Notifications of contacts with students</li> <li>• Informing referred</li> </ul>	<b>Machine Learning</b> <ul style="list-style-type: none"> <li>• Keep open source</li> <li>• Clearly understand the algorithms</li> <li>• Need pop up tutoring in the ASC and other locations</li> </ul>	<b>Online Experiences</b> <ul style="list-style-type: none"> <li>• Taking notes by hand is an active learning process. We need to still encourage hand notes too, not just online note/homework</li> <li>• We need online tutoring for our learning centers</li> </ul>
<b>Identity Management</b>	<b>Customer Service</b> <ul style="list-style-type: none"> <li>• Print Stations everywhere</li> <li>• Students should be able to print from google docs and wifi</li> </ul>	<b>Security and Privacy</b> <ul style="list-style-type: none"> <li>• We need to protect our undocumented students with location tracking auto off feature when off campus</li> </ul>
<b>Technology Enhanced Class</b>	<b>Open Ed. Resources</b>	<b>Software as a Service</b>

	<ul style="list-style-type: none"> <li>Improving the usability of finding learning resources would be helpful</li> </ul>	
<p><b>Mobil First Perspective</b></p> <ul style="list-style-type: none"> <li>Login to learning centers using their phone not typing the ID number</li> <li>Application development for campus programs</li> </ul>	<p><b>Self Service</b></p> <ul style="list-style-type: none"> <li>Flipped Advising (like the concept of flipped class)</li> <li>Help develop online thinking</li> </ul>	<p><b>IT Training</b></p>
<p><b>Non-Traditional Support</b></p> <ul style="list-style-type: none"> <li>Not just IT - Advising and Student Support Services too</li> </ul>	<p><b>Data and Ana. Dec. Making</b></p> <ul style="list-style-type: none"> <li>Good to identify students who are at risk</li> <li>It takes human interaction in order to intervene with at risk students</li> <li>User Data feeds from systems like Accudemia to find the effects of participation</li> <li>Connect student class attendance in the LMS to provide an early alert system</li> </ul>	<p><b>Digitalization</b></p>