

IT Strategic Plan - Big 8 Ideas

Division or Area	Library
Date	01-11-2018
Number of Participants	19 attendees (Admin, Staff & Faculty)

Summary of BIG Ideas:

- Technology Learning Center (TLC)
- 100 – level computer literacy skills course (Computer Competency Requirement)

Common Themes - ideas noted by trend and primary theme

OER	Mobile First Perspective	Unified Communications
<ul style="list-style-type: none"> • There needs to be more expertise in selecting OER materials. Right now librarians create OER webpages and some have no expertise in the subject. Who are these experts and how can we work together. • I'd love it if we could get using OERs into the RTP process. (some campuses are doing this.) • Making CALM bigger • Apps allowing CALM resources to be organized by class • I'm so glad this has been added to the list, many more models we could pursue! 	<ul style="list-style-type: none"> • More focus on responsive/universal design – some people don't have mobile access – we don't want to exclude them • Important to tie this into accessibility & privacy. What location/network data are we collecting? Is it necessary? Are the potential costs worth the potential benefits? • Library eBooks available on the CSUSM mobile app include annotation, research, e.g. similar ability to overdrive app functionality • Digital divide what happens when students don't have phones/access to hardware? Will they be limited? • Library app – augmented reality <ul style="list-style-type: none"> ○ Where is/are "subject" ○ Walk into Library and see what is on each floor • Are students ready for more advanced mobile? Like we can do that, but will it be used. • Better ability to integrate mapping w/mobile for What finder & parking • More access to counselling services – maybe mobile app to make appointments on phones (Student Health & Psychological Services) • Simulated wayfinding in buildings and across campus. Show arrow paths on how to get somewhere 	<ul style="list-style-type: none"> • Right now students and rest of campus are on different email platforms • Build a portal similar to Kickstarter for potential research or other projects on campus to foster collaboration across departments on statuses • Need one card although should be "mobile" not a card (Like Apple pay) • Text alerts when classes cancel – optional alerts for assignment due dates. • Text alerts for campus closures/breaking news

<p>Bleeding Edge Room</p> <ul style="list-style-type: none"> • Have the ability to test newer technology or ideas to help inform future directions. Text beds that include vendor offerings. Could assist in informed decision making/proof of concept, etc. 	<p>Virtual Reality</p> <ul style="list-style-type: none"> • Virtual tours of library • Augmented learning • Benefit donors, stewardship, and new visitors • Can be place specific i.e. Here is the Hansen Curriculum Room • Melding real life w/lessons in class 	<p>Online Learning & Experiences</p> <ul style="list-style-type: none"> • Students need to learn how to use simple online learning tools such as Goggle Han gout or Zoom. Many distance student or even native students don't know how to. • Accounting for student access to technologies – placing expectations on students where they're required to flourish in online environments; we need to eliminate barriers to tech access. • I would like to see a 100-level technology course, where students learn the basics, but also the skills to deal effectively with rapid changes in technologies. For example, students should be able to think like project manager, an analyst, where high –level concepts, not details, are discussed. • Augmented learning • Learning modules like gaming apps <ul style="list-style-type: none"> ○ Elevate ○ Duolingo ○ Memrise • Class Chatrooms for collaboration • Technology that allows students to do group work online w/o having to meet physically • Yes. We need more capacity here across campus • Information literacy – where does this fit into the themes. We also need online learning experiences to support this.
<p>Non-Traditional Support</p> <ul style="list-style-type: none"> • Student help desk open later! • Chat! • After hours help! • Collaboration • Provide technology assistance 7 days a week via online help or a phone call 	<p>Technology Enhanced Classrooms</p> <ul style="list-style-type: none"> • Our Kellogg labs are old technologically and need new computers • Ensuring proper training of faculty & staff before implementation • In addition to training folks on how to effectively use new tech, review 7 address existing knowledge gaps related to technology • Easier access to resources on how to use the technology allowing for all different levels in knowledge of technology • Installation of touch screen boards in classrooms and library student rooms 	<p>Machine Learning</p> <ul style="list-style-type: none"> • Make sure critical thinking /information literacy is a huge part of this • Do we want to limit what students are able to explore? Sure, let's personalize their google results, but let's be mindful about how we incorporate ML into the student experience. They need to be aware of multiple perspectives/viewpoints. • Just like many website structure ads based on recent searches, is there a way to use this on campus in relation to studies • ADA compliance. This will help with students that have a hard

		<p>time using technology you have to physically access.</p> <ul style="list-style-type: none"> Where do we want to emphasize critical thinking most?
<p>Enabling and Supporting Self Service</p> <ul style="list-style-type: none"> Lynda.com – for programs Help students with MS office/other software questions at the Student Technology help desk Access to resources being able to utilize our programs/information Building Mops & Apps <ul style="list-style-type: none"> Interactive maps/GPS location Provide more help with technology the campus uses. OMS help, Excel, Word, SPSS, PowerPoint and others applications Website needs to provide more instruction and contact information about campus services events, etc. 	<p>Security/Privacy</p> <ul style="list-style-type: none"> Keeping student data safe Make this a stated and actionable value of IITS What do we track when students use the app? How do students know that the campus is keeping their data safe? Security & privacy seem like 2 related themes. Protecting campus info assets and ensuring user privacy are 2 separate issues. What info are we collecting from our students? Why? What are we doing with it? Who/What companies have access to it? We need to think about this longer. Privacy can be at odds with personalization, analytics in the LMS, and others ... and when is it work it? Always? 	<p>Personalization</p> <ul style="list-style-type: none"> Concerns ground student privacy - > how will information be guarded? Finding the balance between helpful advising vs unwanted intrusion One Card? It would be great to have one card to do everything. Be the ID, open doors, pay for food & food court. Augmented reality and a focus on situational/contextual help (ex. Maps & way finding) Show students new library resources related to their majors How many parking spots, nearest Simple over too much. Allowing the person's comfort level. So if they don't want email or text. They can choose or neither.
<p>Focus on Customer Service</p> <ul style="list-style-type: none"> Make sure this is a stated and actionable value of IITS User experience and service design Design for users at their most stressed out Pick-up when people call. Plan for busy times & staff desk accordingly. Assist users after 5 pm & on weekends. Chat or fast responses to user questions Focus on service but also understand that students are here to learn, not buy. Make ID Card creation mobile – upload photo, info, pay online, pick-up or ship Mobile payments across campus (Apple pay) Triage systems to get right information to right level quickly Remote log-in to aid students Improved hours of help to students – 24/7. Ensure all webpages about troubleshooting technology problems are updated and working 	<p>Supporting Research</p> <ul style="list-style-type: none"> Scholarly publishing cycle Facilitating/sustaining access to faculty research. How to share data/research methods in way(s) that aren't cost prohibitive? Research data mgmt. & preservation of data & scholarship What is the campus' plan to ensure adequately funded refresh programs both in classrooms & for employees? Make this theme more specifically about resources. 	<p>Digitalization</p> <ul style="list-style-type: none"> Could we move away from "wet" signatures to digital! DocuSign! What's next for employees after email? This communication method is becoming outdated. What about chat/communication method will the campus adopt? (OneDrive is not good and SharePoint is TERRIBLE). We need to invest \$ into paying for communications systems that actually work & are robust, not selecting the next available Microsoft product. Is there a need to do any paperwork processing handwritten? Move all campus procedures, documents, forms to DocuSign or equivalent. Digitizing "Locks" concept If you go digital make sure it is not complicated. The ease of pages is simple – all in focus at your fingertips
<p>Focus on Student Learning</p> <ul style="list-style-type: none"> Incorporate elements from non-traditional support services and 	<p>Next Gen Learning Management</p> <ul style="list-style-type: none"> Mobile is critical but not for every use of LMS. For example, writing 	<p>Data Analysis and Decision Making</p> <ul style="list-style-type: none"> Choose tools based on how well they meet a need, not just

<p>focus on customer service. The goal is to support student learning needs. Virtually everything a student does at CSUSM is aimed at furthering their learning. I.E., Technology Learning Center for Students similar to faculty Tech center, Math Center and Writing Center.</p> <ul style="list-style-type: none"> • 24/7 technology help 	<p>and research is still best done via a larger screen with a larger keyboard.</p> <ul style="list-style-type: none"> • I think artificial intelligences, software algorithms underpin so many of the themes • Are students ready for? If you feel the other areas need improvement. I would not investigate. • Use an instant messaging system for students to log into – can communicate with other students from their class 	<p>because they are new and available</p> <ul style="list-style-type: none"> • Software
<p>Equity/Accessibility</p> <ul style="list-style-type: none"> • How will we ensure students who don't have tech access outside of the physical campus are able to successfully and adequately utilize these increasingly online & tech. based resources? 	<p>SaaS</p> <ul style="list-style-type: none"> • Google Apps/Google Docs instead of SharePoint 	<p>Makerspaces</p> <ul style="list-style-type: none"> • Partner with the library to create a makerspace (e.g. 3 D printing, coding support, etc.)
<p>Simulation</p> <ul style="list-style-type: none"> • Simulate job interviews • Giving talk/presentations 	<p>Facilitate Successful use of Technology</p> <ul style="list-style-type: none"> • Help students learn basics of technology and software <ul style="list-style-type: none"> ○ Market or push information out on what technology is available ○ Make technology available as per current themes ○ Go final mile – facilitate use of technology with training, in-depth assistance when help desk contacted, work on department specific technology plans, etc. • Enhance staff & faculty knowledge of technology and applications they use at work. • IITS Learning Center who specialize in promulgating the effective use of technology that enables user to meet their needs. 	<p>Comments</p> <ul style="list-style-type: none"> • Support “what” Policy - We support the install - We don't actively support the “now what?” How do I use this thing? • Fiscal support of non-EOP students – impact of new trends against or non-EOP students. Is there any thought to providing “technology loans” to “middle class” students. • Incorporate themes into values <ul style="list-style-type: none"> ○ Customer service ○ Strategic Alliances ○ Enabling self-service ○ Privacy ○ Data-based decision making • Robust linking to library in Moodle • Dedicated support from IITS personnel for enhancing library instruction.