IT Strategic Plan - Campus Leadership Briefing

Meeting Notes

Division or Area	CEHHS
Date	11-07-17
Number of Participants	12

Executive Summary

- **Virtual Reality** – is a trend that CEHHS is focused on. They understand simulation to be very different than VR.   Students may feel more comfortable to share more in a VR environment.
- **Value of Technology** – it was discussed as technology trends evolve they are concerned that students may be burdened with the "extra" cost specific to technology.
- **Accessibility** – Noted that accessibility needs to be pointed out in our trends, seems to be missing.
- Keywords or Phrases – Simulation,

8 BIG Ideas Discussed

- ***Overview*** – The themes to focus on were chosen based on feedback from TPAC. Emphasized the technology is secondary to the process.
- **Mentioned**: Fill out the "big 8 ideas" handout and turn it in today.
- **Mobile Ready** – Single sign-on coming to the campus app, Moodle is already there. We know that the University needs to be in this space. 200K unique connections to the app already.
- **Personalization** – example of location based services, Google knows where we are headed, every Sunday at a certain time, how can we harness this? Other ideas, if a student is having issues in class is there a way to reach out to them? How can Personation bring them the tools they need to be successful?
- **Digitalization** – this is about making processes native to the digital world. Just moving a paper to the web is not digitalization. How can we make things less like a paper? Rethink services to students in this new way.
- **Technology enhanced classrooms** – the equipment continues to be updated. Larger images in the current classrooms. If you touch on the monitor, you can interact with the screen. Next – mini-hub with the active learning space. Allows, technology classroom to enhance your space, interactive, send out notes to the students, move the screen (learning device) around the room.
- **Augmented Reality** – Definitely a tool in the medical sciences! We have a 3D body in the Hub. Augmented reality goes to the next level. May be effective to have students go through the process to achieve some learning opportunities.
- **Faculty Research** – AWS and cloud computing opportunities are numerous. Time value of information? Computations sometimes take more time than the semester allows. There is value to the faculty research by using cloud in this way. Some computations take months or years. AWS is a quick way to provision servers to do that one-time research as opposed to spending money and time on faculty research. We don't have a super computer center but we have AWS. IITS can partner with faculty.
- **Mentioned**: Strategic Planning website is available for their review.

- **Mentioned**: Qualtrics Survey will be sent out to the attendees.

Question # 1 – Are there other technology trends or innovative solutions that you have heard or seen that should be considering as part of our strategic plan?

Discussion Notes:

- **Virtual Reality** – For nursing, what is the difference between simulation and VR? The difference [simulation] is hands on communications to the patient. VR doesn't always get all the same aspects of situations.
  - Kinesiology could do simulations but they need more computing power.
  - Gaming is a good example of VR.
  - **Advantage to VR** – is that there is a student who may hold back. They go behind an avatar then they may share more in that environment. Simulations take more man-power that would require changes.
  - **Future** – CA State wants us to increase the # of hours that students need to spend in simulations, in clinical type scenarios.
  - **Interdisciplinary health care in general.** They want students to know more about health care both sim and VR allow the education of the culture. Speech language also uses simulation. Human dev uses text book simulations that allow the simulations. Usually the simulations are from a DVD and text books have programs.
  - **Shadow Health** – VR environment that allows different paths were patient either does well or dies. They learn a lot but there are more ways to learn in a simulation. Team piece is a good element also.
- **Accessibility** – Noted that accessibility needs to be pointed out in our trends, seems to be missing.

Question #2 – From your list of ideas, including any items we just added which do you feel could have the most impact on students, student success, or the delivery of services to students?

Discussion Notes:

- **Non Traditional support** – they would like more support in the non-traditional times. Students tend to go to the faculty for issues. This is very important to them.
- **Academic Rigor** – example one section live and one online, how do they monitor the exams? They don't want to allow the students who are online to have an advantage than those who are in a classroom setting. (IITS) There are companies that watch the students take tests or do assignments, and then the faculty can decide if they need to explore the issue more for that student.
- **Mobile Ready** – They may need more boundaries or clarity on technology usage, example is they have zoom sessions where the student is multi-tasking as they shop through a grocery store as they take a test or having a discussion…does technology allow the students to find new ways to cheat? How do we react to these issues?
- **(**IITS**) Machine Learning** – there is future where the machine is telling you how to do something. Memorization is not going to be needed as much as in the past maybe?

- (IITS) 3 Important Skills that we cannot lose sight of 1) **critical thinking** – With machine learning or AI we still need the ability to reason through an issue, or do we just do what the machine says? 2) **communication –** receive information and reiterate the information 3) **engage** – need to be able to engage with each other and factor in the ideas from others.
- **Simulations** – there is a trend to make sure students get time in a simulation.
- **Accreditation** – During the accreditation process they will go to library and technology to make sure the issues are, certifications for the people helping with the simulations are needed for them to have good simulations. Will this add to the costs?
- **Non Traditional support** – Online support at 4AM is sometimes needed. In the past, Barbara Taylor has been great support, now they are using a different model how do they get help, or the student get help when they need it.
- If we could have our own online simulations. They are working on a statement for simulation. Tech enhanced classrooms. (IITS) technology frees us and transforms us, but if there is a problem then sometimes technology is in the way.

Question #3 – From the perspectives of your unit, and CEHHS, which do you feel will have the most impact on CSUSM from an operations perspective?

Discussion Notes:

- **Value of Technology** – it was discussed as technology trends evolve they are concerned that students may be burdened with the "extra" cost specific to technology.
- **Hidden costs to students** – Text book requires the code; it is easy for the faculty to use but has more costs to students.
    - **Task stream** – there is a cost to students to use it, some other hidden costs that we need to watch. (IITS) There is hope that we can offset some of the elements of the costs. Some elements are lower/free.   It would be helpful to develop a theme for this?
    - **Technical costs**: Maybe we have a new theme? Value equation? Things that we can review like security and privacy. Cost may not be able to be determined. If we are digitalizing an element, then there is a cost.
- **Keeping up with Technology** – It was noted that young people are learning to code? What does that mean to our faculty? Is our education department teaching to code? If the youth are learning this how do, we keep up?