

IT Strategic Plan - Campus Leadership Briefing

Meeting Notes

Division or Area	COBA Meeting
Date	11-13-17
Number of Participants	4

Summary of Ideas – Big 8

- Simulations for interactive learning (i.e. Nursing students)
- One-stop campus app with options/notifications in one place
- Interactive discussion abilities in online learning environments
- Whiteboards/smartboards with ability to switch to computer for presenting
- “Smart rooms” that turn on and enable projecting when you enter the room
- Tech dashboards to augment (lack of) advisors
- AI to enable faculty research
- Learning analysis (and early interventions) in dashboards
- Train students on critical thinking (soft skills needed by employers)

Keywords:

- Communication, Security, Accountability, Essential (life) skills, Balance (of tech and traditional teaching methods)

Action Items/Concerns:

- Tech flows freely, but what about access/control/security
- Effective learning transfer in online/virtual environments (need interactivity)
- Reliability of hardware and software
- Want to see integration to campus strategic plan (how to ensure student success)
- How do you determine the breadth of services needed over next 5 years?
- How to communicate effectively with thousands of students (email not working, text platform?, how to scale)

Question – What have we missed?

- Concerns listed where technology and information flows freely then who is in control? What do we do with Faculty who never will teach online? Teaching online is easy, but effectively using the materials to get students to learn is harder.
- **Mobile First** – we can do targeted communications with the app since student have to login.
 - **Clutter** – some concern noted that the application becomes clutter. We only want one campus app. Students would get notified in one place.
- **Personalization** – How can we break through the clutter to find the right message to students? Example: I see your T-TH schedule, here is a good timeline, degree planner – what can we do to target the data? (strong opinion) If we do not do this then students will not use the App. Anything that we can do to get the courses they need will be supported.

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- **Tech Enhanced Classrooms** – I need more whiteboards! What can we do to make the experience better? Touch screens in the classrooms, how can we do these changes but make it comfortable. The classrooms can be made to handle both ends of the spectrum. How do we move the presentation to the desktop?
 - If you're teaching an MBA course that is online then they can keep up better. They may be at the airport or outside the classroom. This is the difficult part, we are trying to predict forward what we need but we have baggage that we take along. The technology is about getting the information out to the students, but how do we get back their ideas? ...(IITS) – there are ways to make the systems more interactive.
 - They would like to have a more proactive way to know if the labs are working (all of them).
 - The computers in the classroom are not needed.
 - (IITS) - When the classroom is the same then you have the same experience. Some issues with Cougar Apps (it is slow). They had issues with Access Databases. It is difficult to keep up with the technology. Can we have the IITS check if the technology is working?
 - Software is being delivered that has bugs, patches are evolving. Students are more agile, and they just deal with it. Many students have their own devices, plug in and project, ...(IITS) – what about technology knows you're here, it connects automatically, and the room is aware of you so you're ready to project. How do we transition to this new technology? How can we assure that the classrooms are easy to teach in and there are no issues with technology? If you have 45 different machines then how do you make sure they all work well?
 - Universal access – we need to push the envelope! Focus on some better ways to tell them to use their own phone. The ownership is on them that the devices work fine and they have them.
 - How does this plan integrate with the Campus strategic plan? How can we get students to be more successful? Depends on the definition, technology can go a long way to doing this because we don't have enough advisors to handle all the students. Success can be shaped by - The progression to degree, the student services, online learning and experiences.
 - **Virtual Labs** – There are ways to provide online resources to augment the delivery
- **Security and Privacy** – location based access information could be used to proactively engage a student based on their foot traffic, they go from car to class and back. Why not reach out to that student?
- **Communicating with students** – implementing a way to communicate to 1000 students. Do we need a text messaging services? How do admins and faculty do this on a large scale?
 - Emails are not read.
 - How do we filter emails? There is a culture to build. Finding a way to make the reason useful. Instead of increasing the number of ways to communicate, who has the right to decide what information can be sent out?
 - How can faculty, staff, students filter the amount of email or communication coming to them? It needs to be directed and personalized.

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- Get personalized data to the right people at the right time. Single use app will be difficult to control access to...(IITS) – but with targeted, opt in then may work well.
- Email on campus – people are inundated with data, but there is still a lack of information, they have trouble extracting data from the information. Appropriate process to communicate.
- We need to make sure not to take away personal responsibility. If people want the data then they get it. Critical thinking is the key. Push vs Pull.
- **Accountability-** How are we educating if the technology does everything for me? Lifestyle is to be last minute, not look at the syllabus, is it their fault or our fault.
 - Technology can't be an excuse for a student lack of personal responsibility.
- **Educate our students in critical thinking** not in the memorization of data, how does it change our programs? Do we still need to teach long division or binary conversion? Student success may be learning the hard way.
- **Educate our students in critical thinking** - Technology often gets in the way of learning. They don't know to look for the "meat" because they only see the surface. It's like giving them a piece of fruit, peeling the fruit, and eating the peel. How do we help them with critical thinking? Students don't know they should ask a question or how to ask a question. They take the information given from the internet or news at face value without thinking about the source and/or if the information is correct.
 - How can students learn to extract the information from the data?
 - What is the accountability when technology does everything?
- **Learning** – sometimes solutions are online. They sometimes spend more time trying to figure out a solution when there is no solution, life is not easy or pre-packaged. Writing the flash cards 100 times will help them learn, and making the flash cards will help them learn.
 - Student population is not interested in process just results.

Question – Big 8 Discussions

- Example to students of what electives are available on dates convenient to them and push that to them through degree planner. A personalized path to graduation. Example of GPS map that tells you what is ahead, traffic patterns, and when to exit.
- It's a struggle to look ahead to how students use technology when we bring back of our learning styles and how we learned vs students.
 - Microsoft Access
 - Crystal Ball
- Faculty need training on how to use technology. One instructor logged into the computer and another instructor or presenter needs access to material on their OneDrive, they don't know exactly how to get it at office365.csusm.edu.
- CoBA is open to BYOD but struggling with how to support all the different issues that students may have.
- Our IT plan should push the envelope on our campus and in the CSU on what we could do better. Promote to the student to be responsible for their technology. Tell the student what they need to make sure it is working correctly.

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- We may need to let students know there is a fee for using technology and various software needed.
- Students are asking the same questions multiple times a day with advising. Self-service is needed. Degree planner is helping students plan schedules. People were stuck on not allowing it to be put in place. It is now helping students.
- Software licensing is an issue and a need from CoBA.
- Accessibility of materials and how to help faculty automate that process. We need to think about all students.
- Qualtrics is fantastic.
- There is a need for software that isn't available. Most software used is in the cloud vs installed locally on a computer. Are we looking at the breadth of software we think students will need to know how to use in the next 5-10 years?
- What software is being used in industry? Can we leverage vendors to give us free software to train our students how to use it so they come prepared for the workplace?