

## IT Strategic Plan - Big 8 Ideas

<b>Division or Area</b>	MIS 304
<b>Date</b>	11-2017
<b>Number of Participants</b>	Students in the class - 38

### Summary of BIG Ideas:

- Programming language should be part of LOTER requirement
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### Common Themes - ideas noted by trend and primary theme

<p><b>Data Analysis and Decision Making</b></p> <ul style="list-style-type: none"> <li>• Following the data that students have provided, CSUSM should see the data and allow for more connective outlets on campus such as; optimizing the Wi-Fi into places where it is most commonly used</li> </ul>	<p><b>Digitalization</b></p> <ul style="list-style-type: none"> <li>• Need to continue to move away from paper. Keep updating the cougar app</li> <li>• Textbooks for classes should also be accessible online. This would be helpful to students because sometimes we just forget our books and the time and effort to get it from home is too much</li> <li>• Assistance of online tutoring, flexible process learning for students, easier to accommodate student schedules</li> <li>• Make every book from the library available online</li> <li>• Same experience on phone and computer</li> <li>• I still have classes in which we turn in physical documents. CSUSM should never require physical HW. CSUSM should only require online submissions through turn it in</li> <li>• Fixing timesheets, not needing to print out physical sheet to turn in</li> </ul>	<p><b>Enabling and Supporting Self-Service</b></p> <ul style="list-style-type: none"> <li>• Implement an online survey for CSUSM students. Kind of like rate my professor but this survey focused on the school with specific questions to gather what students want/need from the school.</li> <li>• Good idea to have computers in the library. Especially when you need to use safe browser for tests</li> <li>• Cameras in parking lots to see how parking is</li> </ul>
<p><b>Focus on Customer Service</b></p> <ul style="list-style-type: none"> <li>• As a full time student also working full time, office hours</li> </ul>	<p><b>Hybrid and Cloud Computing</b></p> <ul style="list-style-type: none"> <li>• Having the cloud allows students to easily share files and work between computers.</li> </ul>	<p><b>Identity Management</b></p> <ul style="list-style-type: none"> <li>• Provide the option for a 2 step factor authentication for online services. The school can use a</li> </ul>

<p>are not flexible. Would like office hours later than 5pm</p> <ul style="list-style-type: none"> <li>• More accessibility to advisors. Advisors on LifeChat or more efficient appointment scheduling</li> <li>• Having the ability to manipulate or edit the GUI in any and all platforms</li> </ul>	<p>Especially while using special office programs</p> <ul style="list-style-type: none"> <li>• The university should have more than 6 machines in the cloud. Having the ability to upload more data should be imperative</li> </ul>	<p>text code input service or work with google authentication app. This makes it harder for malicious user to access your information.</p> <ul style="list-style-type: none"> <li>• It would be much quicker to be able to log into myCSUSM with a fingerprint</li> <li>• CC requires me to have two sources of authentication. This issue should be fixed.</li> </ul>
<p><b>Machine Learning</b></p> <ul style="list-style-type: none"> <li>• Many times people just believe in what machines tell you. Even though machines are amazing tools people should think about where the information is coming from</li> <li>• Students learn at different paces. So rather than professors expecting all students to learn at the same speed or slowing down for the slowest learners, software can personalize each chapter or activity closer to the learning style of each student as the semester goes on</li> <li>• Having the CSUSM app becoming more aware of the need of the user. This might work w/personalization like the app knowing where you park</li> </ul>	<p><b>Mobile First Perspective</b></p> <ul style="list-style-type: none"> <li>• Camera in parking lot for cougar app. AR integration for students to find locations</li> <li>• Students will benefit if we are able to turn in assignments on using our mobile devices. We cannot attach any documents to cougar courses using our mobile devices.</li> <li>• CSUSM needs to have a mobile app that is safe and easy to navigate. Also needs to have enough storage on each database for each student</li> <li>• Cougar course app and myCSUSM on same app to add classes, access course work, and chat with classmates.</li> <li>• More cameras in the food court so you can if there are lines</li> <li>• The school should integrate the CSUSM library tutoring services and counseling in the CSUSM app. Services include using library database, seeing available tutors, and setting appointments with an advisor. Add live chat services</li> <li>• The current CSUSM application should work collectively with each student to provide them with task reminders for assignments and class times</li> <li>• Be able to order food/coffee from the campus areas as well as pay so you can just pick it up</li> </ul>	<p><b>Next Generation Learning Environment</b></p> <ul style="list-style-type: none"> <li>• Everything online. No more in person classes, online classes, all you need is a computer. Cloud based?</li> <li>• Establishing more online mobile learning, maybe along with or another version of connect/learn smart. Cougar courses update</li> <li>• If we can move a forum type of platform where we can ask questions and our fellow students can give opinions or answers</li> <li>• Programming language should be part of LOTER requirement, can include Java, SQL, etc... Display intermediate level of understanding. Apply skills to desired major or passion</li> <li>• Next LMS should be able to give you immediate access on your phone since many people use their phones as computer for certain things</li> <li>• Chat like Facebook messenger for students during class. Allows for student to ask questions and provide answer without interrupting professor</li> </ul>

<p><b>Non-Traditional Support Services</b></p> <ul style="list-style-type: none"> <li>• The ability to make a video call on live chat with professors during office hours will be helpful to students. Students who have work during their office hours can talk to their professors at work.</li> <li>• 24/7 computer online support or somewhere to go for help anytime needed</li> <li>• Provide support discussion service like Microsoft support. In this service students post a question and other students answer. Students rate the answers to the questions to show how helpful they are</li> <li>• Support services today are outdated and should be more technology driven. Helping students think in the classes using technology</li> </ul>	<p><b>Online Learning and Experiences</b></p> <ul style="list-style-type: none"> <li>• It would be really helpful if the school would provide a video conference that can connect everyone. Review sessions would be much easier and it would be much more convenient knowing students contact email address is own database.</li> <li>• Classes online are so boring because of the teacher being used. Basic seems like it is from early internet days</li> <li>• Courses utilize the streaming services. For communication between instructors and students. Convenient for students who live far away.</li> </ul>	<p><b>Open Educational Resources</b></p> <ul style="list-style-type: none"> <li>• If CSUSM is able to partner with book authors to create online learning material/textbooks to work like phones. Any time a new edition is present, the book can be updated online free of charge or maybe a small fee since authors have to get paid as well</li> <li>• Allows students to have a better learning experience with more tailored info that can trigger better critical thinking with connection to real world</li> </ul>
<p><b>Personalization</b></p> <ul style="list-style-type: none"> <li>• Parking spots are a big issue on campus. If we can have a parking spot GPS to save students time.</li> <li>• Instead of having Gmail and cougar courses separately it will be easier to have both in the same place.</li> <li>• CSUSM should install lights and sensors in the parking structure to provide real time info on parking spots. The lights can be installed above the parking sport or on the ground in between each parking spot. In the entrance, a digital display shows available spots</li> <li>• Having the app and notification to email with events you may be interested in. Make students feel more welcome to campus</li> <li>• Be able to see different events move. Track the time people spend on campus</li> </ul>	<p><b>Security Privacy</b></p> <ul style="list-style-type: none"> <li>• Student should feel safe when using the technology in school. Safety feature in CSUSM.</li> <li>• Protecting my data is the part of my technology uses that I worry about. Maybe the using the data could help the university make sure my data is protected</li> <li>• The security should be improved with logins</li> <li>• Since cyber security threats are always developing and present, I would expect CSUSM officials to take innovative technological steps to protect students valuable data</li> <li>• I don't like the idea of being logged in for 7 days. Like private info myCSUSM has address.</li> </ul>	<p><b>Software as a Service (SaaS)</b></p> <ul style="list-style-type: none"> <li>• Moving more to the cloud allow for faculty and students to access the information that they need from many different devices, will allow for more storage capability</li> </ul>

<ul style="list-style-type: none"> <li>• Very convenient for the app or school website to give recommendations based on my online activities</li> <li>• App or CC providing homepage integrating assignments from all courses on one calendar. Availability to add personal entries to calendar</li> <li>• Similar to "maps" a personal map that will help the user find what he/she needs, the app could have a function that when you sign in, it opens a customized portal with you classes and related activities</li> </ul>		
<p><b>Strategic Alliances</b></p>	<p><b>Supporting Research</b></p> <ul style="list-style-type: none"> <li>• More accessible databases for research for classes with all text available.</li> <li>• Technology and databases for research for classes, reports, etc....</li> </ul>	<p><b>Technology Enhanced Classrooms</b></p> <ul style="list-style-type: none"> <li>• 2 way video/audio talk through your own devices. Classroom outside of the traditional room</li> <li>• Live stream class sessions. Allow access via password that professors can give students when they may not attend class.</li> <li>• BYOD- easier for everyone. Record each class allows me to review and really learn the section.</li> <li>• Video of teacher teaching. Having the ability to have hands on experience with innovative technology, whether it concerning MIS, Business or however the technology can be implied.</li> </ul>
<p><b>Unified Communications</b></p> <ul style="list-style-type: none"> <li>• Along with being able to email teachers, I think a secure facetime like application should be implemented for better communication between students and teachers</li> <li>• It would be really helpful if we can have a live chat box with the library or counseling during office hours. I think it will help us save time by not needing to talk to them on campus.</li> </ul>	<p><b>Virtual Reality</b></p> <ul style="list-style-type: none"> <li>• If need be, the school can integrate VR headsets in the online classes, to get a better learning experience for the student.</li> <li>• Maybe more of AR campus maps. Easier to use and understand. Useable on cellular phone and to have physical access AR/VR maps at school.</li> </ul>	

<ul style="list-style-type: none"><li>• Students should go into a queue, and be responded to within 24 hours. This could be done on an app that only allows current students enrolled in a particular professor's course to contact and be in the queue for that professor. The app will show questions, responses and response times</li></ul>	<ul style="list-style-type: none"><li>• Would be crazy if a teacher can take a day off and we still see them from the comfort of their own home</li></ul>	
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