

IT Strategic Plan - Campus Leadership Briefing

Meeting Notes

Division or Area	Library Meeting
Date	01-11-18
Number of Participants	21

Debrief – Executive Summary

- **Customer service** is not independent, sees it as part of a matrix that ties into each objective, and doesn't see it as being an isolated theme.
- **IT Training** – Have a learning center that focuses on technology, support and services.
- **Mobile First** – Recognize there are still barriers to access. What happens if everything goes mobile?
- **Machine Learning** – Critical Thinking is key. We want to make sure students don't rely entirely on machines to think for them.

What have we missed?

- **Focus on Customer Service** – students are good with Facebook, Instagram, twitter, however when it comes to actual software like Excel, Adobe, Word, etc. students don't know how to use these tools and do not have a place on campus to learn them.
 - Provide sites that students can refer to such as SPSS, Lynda.com, Software Carpentry
 - How can we respond quickly and transparently to user needs and additional receive feedback?
 - Customer service is not independent, sees it as part of a matrix that ties into each objective, and doesn't see it as being an isolated theme.
 - Students need easy access to on-line software/apps. Lots of great tools and resources, yet students don't know how to access them.
- **IT Training** – IITS needs to think whether they are a technology department or learning center. There is a fundamental need for students to learn how to use technology in their learning.
 - IITS provides a lot of great stuff, need to communicate what is available – make sure people know what is out there, what we know and teach us how to use it.
- **Hybrid and Cloud Computing** – Needs to be more integration between software support and content; cross campus collaboration. GIS is a good example of this.
- **Responsiveness** – machine learning and self-support services are good, however need to keep in mind the “how” and “values” as well. Priorities need to be articulated, how the work will be done, what are the values of IITS. Privacy, transparency and communication need to be part of the conversation.

Big 8 Exercise:

- **IT Training** – Have a learning center that focuses on technology, support and services.
- **Self Service** – Virtual tours – can be used for a host of ideas: fund-raising, student projects, etc.
- **Virtual Reality** – Facilitating virtual world vs physical world –ability to move back/forth between the 2 worlds (ex – ability to print from your mobile device).
- **Mobile First** – Recognize there are still barriers to access. What happens if everything goes mobile?
 - Choose tools based on needs and not necessarily on what is new and exciting.

How will these trends affect our future students?

- **OER** – We continue to be excited about OER and other models that can help break down barriers for student access.
- **Breaking down the Silos** – What can we further do to remove barriers for students? Schedule counseling appointments on their mobile apps, make students self-sufficient. Remove barriers and silos.
- **Non-traditional support** – **after** hours support, chat support....librarians shift their scheduled to accommodate the students, it would be great to have IITS match up with some of our services.
- **Machine Learning** – struggle with the critical thinking piece of this. Higher Education is about teaching and pedagogy; the students here will be our neighbors and labor force in the community. We want to make sure they don't rely entirely on machines to think for them.