

## IT Strategic Plan - Campus Leadership Briefing

<b>Division or Area</b>	Community Engagement Meeting
<b>Date</b>	01-19-18
<b>Number of Participants</b>	9

### Summary of BIG Ideas:

- Technology Fair, lunch and learn, how different divisions are using technology.
- Just because we choose at one time then why should we be limited? Sometimes we want to see the whole list.
- Need a way to have access to the campus app available to those outside the university. This will help engage with the community and students.
- Early warning, parking tracking – how do we protect that data though?
- Technology Fair, lunch and learn, how different divisions are using technology. What is the issue you're trying to do? Search on the interest.

### Concerns

- Worried about their phones when it is lost. Can someone access the data?

### Questions: What have we missed?

- Community Engagement is both inward and outward facing. Service Learning and Internships, they would look at digitalization to make the processes easier. The processes also need to be available outside the university so that students can be engaged. How does the plan help them reach out to the region? (IITS) We have refined the themes from 50 down to 25+, so we can go back to the larger list if needed.
  - **Example** - With the Mobile app, is there a way that we can get the community and managing the relationships access to the information via the app. (IITS) Yes the student identities will be available in the app so that the app will give the appropriate access to the community. The app will be personalized and targeted, discussions on it will be able to check in process, has to be 2 sided relationship to make it work.
  - Anyone of the street wants to come to an event, can they get access to that information through the app without logging in? Those processes need to be available for the community, people who are not in higher ed, but need to be involved at some level in that process.
  - **Example** – There is a need to have more than one level of access to the information and access with the app. (IITS) Salesforce integration is where we are headed. There are many layers of the transactional data that can be tracked throughout the lifecycle of the student to
- Discussed (values) critical thinking skills, personal engagement and communication skills as outcomes. How can we engage in skills to be the outcome? Just because we choose at one time then why should we be limited? Sometimes we want to see the whole list.
- Sometimes staff want to talk to a person (IITS) Customer Service/Chat has been explored, PeopleSoft has been the center but now there can be a front end (SalesForce) that can help all areas.
  - East Bay runs their helpdesk out of Salesforce
- How do we reach the students or others who are not on the app? Personalization expansion to marketing, Sometimes student don't know what they are interested in and events that they are planning/having (IITS) we can send targeted messages from the app, using Salesforce.

- Only about 2% of our population does not have a smartphone by choice.
- How is this planning going to have an aspect of outreach to the community? What makes sense in the planning in all our themes for the audience to include the community.

## Questions: Sharing your big ideas

From your list of big ideas, please share the trends, themes and ideas that you think we should be considering for the Technology Strategic Plan.

- **Security and Privacy** is key especially if we lose a phone for example. (IITS) we need to educate the students to be able to know how
  - Security/Privacy - yes, please.
- **IT Training** – There could be more information shared on new technologies. Here is how to use the technology and how to use it within your unit. (IITS) idea has been discussed about a technology learning center. When new software is available, it would be helpful to have onboarding and training. Literature was sent but a lot to digest. Give consultation and get feedback about needs. SharePoint is not their friend. Matrix of software as well as the ability search for the software needed and why to use based on search terms. Live video training or videos on how to use the software. Examples:
  - SharePoint is complex and is not easy to learn. Not their friend.
  - A Technology Fair/Day to demonstrate what's available, lunch and learn, how different divisions are using technology. What is the issue you're trying to do? Search on the interest.
  - Is there a YouTube video (short) topical video that can be built to assist in training?
  - Is there a Google Doc like way to do shared editing? (IITS) There are ways to share documents with OneDrive with outside community too.
  - IITS is looking at making a technology learning center in Kellogg 2000.
- **WIFI access on campus in isolated areas.** No reception at the bottom floor of the library. Are dead spots being reviewed to close them. Safety in the buildings, 1<sup>st</sup> floor library, (IITS) there are ways now to do Wifi calling because there is more coverage. In the last 2 years we have upgraded the wireless, usage has exploded in the last 2 years. Recommend Eduroam so that when you travel, then you can connect using your campus credentials.
  - There are also ways to add a button on the app so that the location and communication direct to the UPD. Interesting discussions on how to manage this technical ability.
- **Customer Service and Training** – (IITS) we have noted this in other sessions, with all the technology changes there has been requests for more training for students too. Students who use Google in their previous classes at other schools may not know exactly how to use the tools we have here.

## Questions: What will these trends affect our future students?

From the list of trends, which do you feel could have the most impact on students, student success, or the diversity of services to students?

- Make sure access is available for those who do not have current access. Access – if we introduce the innovative technology, how can we make sure equity for students that may not have the ability to access those resources.

- Parking flows – can we help identify where the students should park? How can we see the traffic flow and adjust signs or information? (IITS) risk in using the information is to use the real time data. Can we adjust the course schedule to help with traffic flow?
- Early warning, parking tracking – how do we protect that data though?
- Is there a collaboration tool they can use for live editing? Yes, through OneDrive. They need to have training.
- Access – if we introduce the innovative technology, how can we make sure equity for students that may not have the ability to access those resources
- Parking & transportation – if we are using technology to monitor our parking flow, we need to make sure we are making the experience as pain free as possible. Help them get a bus here earlier or parking available. Can we address the course schedule to help with traffic flow?