IT Strategic Plan - Campus Leadership Briefing

Meeting Notes

Division or Area	President's Office Meeting
Date	01-26-18
Number of Participants	7

Debrief – Executive Summary

- **IT Training –** Data sources training and how to query the data.
  - Is there a need to have a computer competency course/test?
- **Common Data Tracking –** example, Accudemia – once place to standardize on checkout check-in of events or other? Then you have common data
- **Data and Analytics** – There are ways to get the data but it is complex. With a more standardized system then the information can flow more easily.
- **Customer Service and Integration** – We need to pay attention to BlockChain as it pertains to the Higher Ed space.

Item of concern

- Some students have a higher tolerance to sharing about themselves and others do not. Concern about trackers on who comes into the library or who is going to class. We have to allow adult personal responsibility.

What have we missed?

- Is anyone looking at BlockChain technology? There is a way to use this technology to streamline processes. In the Higher Ed space, it is new. We need to pay attention to BlockChain.
- **IT Training** – Unified query training. How do you use Tableau? Security training? Data sources training and how to query the data. It would be nice to have the CSU alliance with this topic (IITS) we have the move to SalesForce can be a front end to PeopleSoft can be the transaction system. Office could have an interface to SF so that all the data is in a central location. Query to PS may vary on campuses due to mods.
  - Unified query training for PeopleSoft and Tableau, security training, what are the data sources? We need consistency in the CSU for queries.
- **Security or privacy** – Two of so many things, due to security or privacy. Technology should make this easier. No desk phone would be nice too. One device can be complicated; students are not always tech savvy to be able to know how to be safe online.
  - Is there a need to have a computer competency course/test?
- **Customer Service for Donors or external/all audiences** – ideas is to see their previous gifts, a location for external community to see detailed and personalized information. Then, the information can be shared by many departments (breaking down the Silo)
  - **For all areas** – Using the app for areas like SAND for example. They could use capabilities internally.

- o **Identity** – Why not use your watch to login?
- External audiences are looking at our website that has aged. The website does not always allow us to be as flexible or make sites look nice. The look of the site now, it would be nice to have less design constraints. Can't have a slider. (IITS) will the website be less used in the future? Or will people use apps instead? Gets there are accessibility concerns but we need a better design.
- **Personalization / Security and Privacy** – Tracking and locations – What are the implications of security? How do we know what data is going out?
- Some groups are utilizing old technology and could personalize and leverage new technologies. Focus on internal audiences and what help do they need.
- Working on scanner that would be used on the app to collect information. For examples, athletics and tickets. It could be used having OneCard with a declining balance that vendors would accept as a method of payment.
- **Data and Analytics** – There are ways to get the data but it is complex. With a more standardized system then the information can flow more easily. With a CRM for example, the integrations are key, example with early warning – there is data scattered but the tools are getting easier to collect and report the data.
  - o Is CFS going to be a part of the CRM/SF model? In CMS or PeopleSoft There are 3 systems (CS, HR, CFS) but each of these systems shares data.

Question – Sharing your BIG ideas

- **Common Data Tracking** – example, Accudemia – once place to standardize on checkout checkin of events or other? Then you have common data. Have the software and the also the guidelines to teach staff or faculty how to use the system.
  - o Early warning – how can advisors know that the student is not attending, especially in the first 2 weeks of classes.

Question – 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:

- **Mobile First along with Security**
- **Virtual Reality** – Educational experience with VR will be impactful – the clinical appects are important, what does it feel/look like to be with a real life experience. For Palliative care, this is important.
  - o VR experience of a dig in Archiology?
  - o VR could be the same experience but could free up classroom space.
  - o What about campus tours that are virtual? We have signage but sometimes people miss the signs. There is an app called Flight Radar 24. Why can't we have something like this for our campus to find stuff that we are looking for? Craven Hall, rest rooms, etc. Where is financial aid?

- Simulation and virtual reality will be impactful. There is so much that can benefit students. What does that clinical experience look like to practice what they are learning? It will reduce the cost to give the students the real cost application.
- **OER** is important! Required for the CSU. coded in the course schedule is now mandated
- **Personalization** – for student athletes, tracking where students are and that they are at practice.

The impact could be positive or negative. Are there items to list here?

- **Security and Privacy** – Huge privacy issues were notes. We need to educate students to be safe with their data.
    - Implications with demographics. How can we use technology to study demographics? What are the negative implications of tracking this information? Are there singular demographics among courses?
    - Some students have a higher tolerance to sharing about themselves and others do not. Concern about trackers on who comes into the library or who is going to class. We have to allow adult personal responsibility.