IT Strategic Plan - Campus Leadership Briefing

Meeting Notes

Division or Area	College of Science and Math
Date	12-18-17
Number of Participants	11

Executive Summary

- Need to target messages to students in an effective way (not email).
- They recommend we ask faculty about the Next Generation Learning Environment so that we know what faculty want in an LMS. Example noted how to integrate grade posting to simplify faculty posting.
- Equipment in the Labs need to work consistently working or swapped out quickly to support faculty instruction.
- Concerns about budget and how to equip classrooms and prioritize future innovative learning environments.
- Faculty are aware that first 2 weeks are critical for preventing the student's "path to doom". Using analytics, there are ways to know if the student does not login to Moodle in the first 2 weeks.
- Use data analytics to show what is the student major coming in and what is the major going out?
- Idea, click on one button on Moodle to easily communicate to a student or comment about a student who is in trouble academically.
- Re-validate of what IITS is doing right:
    - Zoom is indispensable!
    - Targeted communications in the campus app
    - Monthly checks on labs so that machines are consistently working

Questions and Discussion

- Personalization – provide data in an easier way in a targeted way. Advising student of services as they need it, athletics events previously attended may be something they are interested in attending again, so in the future they may choose to get notices of future events, or automated (push technology).
    - Q - With the fire was there a particular communications method used? (IITS) Not setup yet as part of campus EOC plan. Could faculty use the app to get information to students? Mentioned the email ping test (text vs email), the text worked better. **Need to target messages.**
- Digitalization – Amazon prime (mentioned the ITAC visit) is an amazing concept; how do we transform to a digital world? It was agreed that digitalization is not just an online form, our system should be smart enough to know who you are, or when students go into a room it reacts.
    - Q – PeopleSoft processes takes many clicks. (IITS) PeopleSoft will look different and digitally native in the future. First, students will have the option to see the front end that is easier to use than PeopleSoft baseline forms. Pages will soon by streamlined for students, (Q) however the faculty pieces will be later as a separate/future effort.

- Next Gen Learning Environment – example noted how to integrate grade posting to simplify faculty posting (BIG idea to bring forward in the plan).

Other themes discussed/mentioned:

- Hybrid and Cloud – we need to move out of the dedicated research environment in the data center, why not use cloud? Some work already done here. We could create a compute cluster (heads nodding here). **Concerns about budget and how to equip classrooms**. Budget will need to be addresses.
- Customer Service – How can we make sure the machines are working? Faculty are concerned that there needs to be the 100% access. Customer services is the issue, sometimes when they are teaching or have a class final. (IITS) We have thought about if it would it be better for students to provide their own laptops BYOD, should we continue to this model? There is a burden that would be on the students though? (Issue is) Response rate needs to be quick, (IITS) preventative checks are planned for every computer lab. The checks will happen once a month. Working on that as an active operational piece. IITS is also working on support being available at 10PM when classes are still in session.
  - In order to meet puzzling of courses for the term, there is a need for a solution. (re-emphasized) **Keeping the labs adequately equipped needs to be addressed now.**
- Technology Enhanced Classrooms – There is a need for setting up labs that support active learning, (IITS) Specific funding is setup for line items for classrooms, all faculty stations have been replaced recently, some student stations upgraded.
  - Q – how do we get the most out of the budget? Markstein 202 for example, (IITS) laptop support is difficult to patch for example, more difficult to support. Getting the funding for classrooms will take a process, do we collaborate? College maybe thinking that the support will be done through IITS. (IITS) Best approach is to get the information input as a big idea, make the message clear on the Strategic Plan and that can help provide backing so we can discuss the needs during budget discussions.
- Online Learning – Example, Moodle, what is the future for online Learning? What about the budget model for Canvas? Some of the work that is done behind the scenes, the system side goes away with Canvas. Learning analytics are being used by Fullerton, statistics, mobile native,
  - Q – what are the expenses of Moodle? The system health requires enterprise work to be done. Canvas is hosted so there is not the need for the Enterprise support at the level it is setup today. For Moodle, the prior years are all in one server now as a direct result of spending about $120K.
  - (concern) Migrating to a new environment will take much work for faculty! Each instructor will require effort/time to convert.
  - (concern) It would be good to know how do faculty use the system? How much demand is there for a change? Survey to the faculty is needed, they may not want the analytics [mentioned earlier]. (IITS) For example, how do you get the info about students who are more successful? Faculty can see if a student has logged in for the first 2 weeks, since that path is what they find is effective. "**path to doom**" was mentioned.
  - Asked them to reach out to their colleagues at other campuses (Fullerton mentioned). How can we use our LMS to be more successful in finding the at risk students?

- Data Analytics and Decision Making – Sometimes when we try to use the data and analytics – they are looking for data that is not consistent. Maybe profiles could be setup based on a model that we could recognize different areas, inform support or inform faculty. (IITS) there are some Tableau data sets that are consistent because it is reported consistently as official numbers to CO.
  - One important area mentioned, using data to understand the success of students, **what is the major coming in and what is the major going out?**
- Digitalization - Why do we fill out forms if we are already logged in? How can we target communications and make that easier to faculty? Like - Click on one button on Moodle to communicate to a student or comment about a student who is in trouble academically.
  - Communications – **Zoom is very good and indispensable!** Can't think of how can they possible do the work they do without it.
  - Mobile First and Self Service and Customer Service **–** students don't like email. How do we communicate with students without using email? A new type of Messaging tool would be nice to have – what is the next gen? Targeted communication in campus app is coming.