ITS Strategic Plan Implementation Plan 2016-2020

Goal/Objective:	E-Learning	Responsible:	2016/17*	2017/18*	2018/19*	2019/20*
1.1.1	Increase by 20% Video Tutorials	Mihaela Popescu	Green	Blue	Blue	Blue
1.2.1	Develop self-assessment tool for online learning	Mihaela Popescu	Green			
1.2.2	Develop series of video tutorials for students	Mihaela Popescu	Green			
1.2.3	Provide in-class LMS orientation to students	Mihaela Popescu	Green			
1.3.1	Establish online support for faculty and students	Michael Chen	Green			
1.3.2	Increase campus awareness of software, tools and services	Michael Chen	Green			
1.3.3	Participate in one new faculty orientation session annually	Mihaela Popescu	Green			
1.4.1	Offer annual training session and improve commnication efforts	Lenora Rodgers				
2.1.1	Develop self-evaluating or peer-review tools for online courses	Mihaela Popescu		Green	Green	
2.1.2	Enhance and increase training offerings on online course	Mihaela Popescu			Green	Green
2.1.3	Support CSUSB faculty to becom QOLT certified reviewers	Mihaela Popescu			Green	
2.1.4	Develop an online teaching academy and pilot	Mihaela Popescu		Green		
2.2.1	Recognition, promotion, and publicizing of exemplary online courses	Mihaela Popescu			Green	
2.2.2	Create repository of faculty projects in learning technology integration	Michael Chen			Green	
2.2.3	Assist certification of CSUSB online courses for CourseMatch by 2020	Mihaela Popescu				Green
2.2.4	Submit two online courses for CSU QOLT awards annually	Mihaela Popescu			Green	
2.3.1	Increase number of workshops helping develop online courses/modules	Mihaela Popescu		Green		
2.3.2	Increase campus participation in CO CRT initiatives	Mihaela Popescu		Green		
2.3.3	Increase instructional designer professional development efforts	Michael Chen			Green	
2.3.4	Develop internship program to support faculty online course redesign	Michael Chen				Green
3.1.1	Increase number of faculty attending learning technology conferences	Mihaela Popescu		Green	Green	
3.1.2	Increase number of faculty presentations at such conferences	Mihaela Popescu			Green	Green
3.2.1	Increase number of workshops featuring new technologies and vendors	Mihaela Popescu	Green	Blue	Blue	Blue
3.2.2	Improve quality of such workshops	Mihaela Popescu			Green	
3.3.1	Create and administer an annual faculty survey	Michael Chen	Green	Blue	Blue	Blue
3.3.2	Develop integration process of technology services, tools, and solutions	Michael Chen	Green			
4.1.1	Prepare an annual report on key trends in instructional technology	Michael Chen	Green	Blue	Blue	Blue
4.1.2	Replacement plan for new technology equipment and learning spaces	Steve Waldman		Green		
4.2.1	Number of customized CMS building blocks developed	Michael Chen			Green	
4.2.2	Number of courses using campus developed CMS building blocks	Michael Chen				Green

Goal/ Objective: iCoyote	Responsible:	2016/17*	2017/18*	2018/19*	2019/20*
1.1.1	Implement app improvements for CSUSB Mobile and Blackboard apps	David Nimri, Lenora Rodgers	■ (green)			
1.2.1	Increase access to course material through Blackboard or MyCoyote	Jim O'Linger, Lenora Rodgers	■ (green)	■ (green)		
1.3.1	Implement a service fulfillment system allowing feedback to ITS	David Nimri, Felix Zuniga, Jim O'Linger		■ (green)	■ (green)	
1.4.1	Verify design website so events can be read by screen readers	Michael Casadonte	■ (green)			
2.1.1	Faculty should have option to chose operation system in classrooms	nimri		■ (green)	■ (green)	
2.2.1	Use of 3D document cameras in lecturhalls for faculty to present items	Michael Chen		■ (green)	■ (green)	
3.1.1	Forms 1-5, available online for students/staff to sign electronically	Lenora Rodgers		■ (green)		■ (green)
4.1.1	Set up 3 presentation practice rooms with check out or reservation	Steve Waldman		■ (green)		
4.2.1	Live chat features from website so students can ask common questions	Michael Casadonte, Jim O'Linger	■ (green)			
4.3.1	Electronic key smith machine to speed up key access	Jim O'Linger	■ (green)			

Goal/ Objective: University Analytics	Responsible:	2016/17*	2017/18*	2018/19*	2019/20*
1.1.1	Consolidate number of systems/applications used for university operations	Institutional Research/ITS	■ (green)	■ (blue)	■ (blue)	■ (blue)
1.1.2	Increase linkages between university databases	Institutional Research/ITS	■ (green)	■ (blue)	■ (blue)	■ (blue)
2.1.1	Increase operational efficiencies by 15% over the next 5 years	Institutional Research/ITS	■ (green)	■ (blue)	■ (blue)	■ (blue)
2.2.1	Decreasing graduation time by 10% using predictive analysis	Institutional Research/ITS	■ (green)	■ (blue)	■ (blue)	■ (blue)
2.3.1	Increase operational efficiencies by 15% over the next 5 years	Institutional Research/ITS	■ (green)	■ (blue)	■ (blue)	■ (blue)
2.4.1	Increase operational efficiencies by 15% over the next 5 years					
3.1.1	Organize workshops about the use of data models	Institutional Research/ITS	■ (green)	■ (blue)	■ (blue)	■ (blue)
3.2.1	Create data element and process guides for use of data models	Institutional Research/ITS	■ (green)	■ (blue)	■ (blue)	■ (blue)
3.2.2	Increase opportunities to intern in offices using data analytics	Institutional Research/ITS	■ (green)	■ (blue)	■ (blue)	■ (blue)
4.1.1	Establish collaboration on policy issues with Faculty committees, ATDL	Javier Torner, Sam Sudhakar, IR	■ (green)	■ (green)		
4.2.1	Develop/deploy training modules on data access and ethical use.	Javier Torner, Sam Sudhakar, IR	■ (green)	■ (green)		

Stable & Secure Infrastructure

Goal/Objective		Responsible:	2016/17*	2017/18*	2018/19*	2019/20*
1.1.1	By 2020, 25% of courses will be automatically provisioned for students	Gerard Au, Javier Torner	Green	Green		
1.2.1	All online programs will have access to virtual computing resources	Gerard Au, Javier Torner	Green	Green		
2.1.1	At least 1 collaborative learning classroom per building by 2019	Michael Chen		Green		
2.2.1	By 2017-18, common scheduling system to reserve study spaces	Michael Chen, Lenora Rodgers	Green	Blue	Blue	Blue
2.3.1	By 2018, across campus 50 technology-enabled study spaces	Michael Chen		Green		
3.1.1	By 2018, Implement role-based network across for all campus resources	Gerard Au	Green	Green		
3.1.2	By 2017, 100% outdoor coverage. By 2020, 100% across campus	Gerard Au	Green	Blue	Blue	Blue
3.1.3	Enhanced cellular coverage across various carriers for both campuses	Gerard Au	Green	Green		
3.2.1	App to support colleges/departments to engage students/faculty/ staff	Lenora Rodgers	Green			
4.1.1	By 2020, implement multi-factor sign on for all apps with access to PII	Javier Torner	Green	Green		
4.2.1	By 2019, replace OneCard with digital mobile ID	Jim O'Linger		Green	Green	
5.1.1	By 2017, increase network performances by implementing technology	Gerard Au	Green			
5.1.2	By 2020, increase number of cloud apps that support higher bandwidth	Gerard Au	Green			

iEngage

Goal/Objective		Responsible:	2016/17*	2017/18*	2018/19*	2019/20*
1.1.1	Create survey and plan for dissemination by October 2016	Felix Zuniga	Green			
1.2.1	Complete campus/community data collection process	Felix Zuniga	Green			
1.2.2	Data analysis and preliminary report will be prepared for the campus	Felix Zuniga	Green			
1.3.1	Use findings to inform and guide community engagement objectives 2-4	Felix Zuniga	Green			
1.3.2	Report findings, quarterly, for progress towards objectives and alignment	Felix Zuniga	Green			
2.1.1	Facilitate a Technology Summit based on community feedback	Felix Zuniga	Green	Blue	Blue	Blue
2.2.1	Identify/align existing tech initiatives with community tech opportunities	Felix Zuniga	Green			
3.1.1	Increase rate of low-income students graduating with technology majors	Institutional				Green
3.2.1	100% of ITS Leadership have at least one active mentee	ITS Leaders	Green	Blue	Blue	Blue
3.2.2	Open program to ITS Division	ITS Division			Green	
4.1.1	Hold seats for community partners at Tech Training on a quarterly basis	Jim O'Linger	Green	Blue	Blue	Blue
4.2.1	Create a policy/procedure for facilitating this process	Jim O'Linger	Green			
	Totals					