



ITS Strategic Plan Implementation Plan Year 1

Goal/ Objective: **E-Learning**

- 1.1.1 Increase by 20% Video the collection of video tutorials, FAQ's user guides for faculty that are easily accessible on the web. – *Mihaela Popescu*

In process. We have started developing JMP tutorials and FAQ for the campus.

- 1.2.1 Develop self-assessment tool for students to assess their readiness for online learning.
- *Mihaela Popescu*

Completed, available at <https://www.csusb.edu/ati/students/intro-online-learning-tips-success/online-readiness-self-assessment>

- 1.2.2 Develop series of "Getting Started Online" video tutorials for students.
- *Mihaela Popescu*

Completed, please see <https://www.csusb.edu/ati/students/online-learning-support>

- 1.2.3 Provide in-class LMS orientation to students at the instructor's request.
- *Mihaela Popescu*

We are working on a process and delivered two trainings already.

- 1.3.1 Establish a working group to evaluate, plan and implement an accessible website for online support for faculty and students. – *Michael Chen*

Completed. An ATI working group was established in March 2016 to create a new website that provides online support for faculty and students. In only 5 months, the ATI working group, in collaboration with the web development team, evaluated, planned and implemented an accessible website.

- 1.3.2 Establish a communication plan and process to help increase campus awareness of the CSU and CSUSB software, instructional technology tools and services, training opportunities. – *Michael Chen*

- 1.3.3 Participate in at least one new faculty orientation session annually. – *Mihaela Popescu*

Completed. We have established contact with Academic Personnel to be part of the new faculty orientation process and participated in one new faculty orientation this year.

- 3.2.1 Number of workshops featuring new technologies and vendors. - *Mihaela Popescu*

We have organized 14 workshops this quarter, out of which 4 involve new technologies and vendors.

3.3.1 Create and administer an annual faculty survey. – *Michael Chen*

In Progress. The survey is undergoing revision through ATDL and should be ready for distribution during Spring Quarter.

3.3.2 In collaboration with TRC, develop a process for recommending, pilot testing, adoption, and full integration of learning technology services, tools, and solutions. – *Michael Chen*

In progress

4.1.1 Prepare and present an annual report on key trends in instructional technology.
– *Michael Chen*

In progress

Goal/ Objective: iCoyote

1.1.1 Implement app improvements for CSUSB Mobile and Blackboard apps
– *David Nimri, Lenora Rodgers*

We are working with the Math department on implementing WebWork, which is an online learning tool. We are testing the new Blackboard Learn mobile app for any issues that may arise and have found none to date. Researching the ability to use mobile devices to check in for attendance. Vendors such as Quickly and iClicker have interfaces that work within Blackboard.

1.1.b. Fixing Blackboard (BB) app through Blackboard services. – *Jim O'Linger, David Nimri*

New Blackboard app released fixing all the issues that students requested as feature improvements in the Blackboard/CSUSB mobile app.

1.2.1 Students should be able to access additional course related material through Blackboard or MyCoyote. – *Jim O'Linger, Lenora Rodgers*

Brandon Sierra has linked Openstax as well as resources from the Chancellor's Office to Blackboard giving students additional course materials at no cost. Occurs when new courses are created/provisioned (starting summer).

1.4.1 Verify that the responsive design website for events can be read by screen readers.
– *Michael Casadonte*

The CSUSB campus events calendar was implemented with a responsive design. The next phase will be testing for readability on mobile devices. Leon McNaught will be conducting that test.
<https://search.csusb.edu/events>

4.2.1 Live chat features from website so students can ask common questions.
– *Michael Casadonte, Jim O'Linger*

We're looking at using the Kayako Cloud Chat integration with our Drupal-hosted websites for Financial Aid, Admissions and others

4.3.1 Electronic key smith machine to speed up key access
– *Jim O'Linger*

The online key system is up. We're finishing up their new website and hope to make it available by early December.

Goal/ Objective: University Analytics

- 1.1.1 Consolidate and minimize the number of systems/application used for conducting university operations. – *Institutional Research/ITS*

Working with the Institutional Data Team to continue to identify databases that contain student engagement information with the goal of bringing them into the Institutional Data Warehouse

- 1.1.2 Increase linkages between university databases. - *Institutional Research/ITS*

The Institutional Data Team continues to explore other databases that need to be linked such as Financial Aid

- 3.1.1 Organize at least 3 annual workshops in conjunction with the Institutional Data Team about the use of data models for teaching, advising and curriculum re-design.
- *Institutional Research/ITS*

Workshops are being conducted for faculty in collaboration with the Institutional Research Team. IR collaborated with ATI on faculty members application workshop for course redesign grants. IR is scheduled to share the OBIE to advisors in BPA and other colleges.

- 3.2.1 Create common data element dictionaries and business process guides for the use of the data models. - *Institutional Research/ITS*

Discussion Scheduled for Institutional Data Team meeting

- 3.2.2 Increase opportunities to intern in offices using data analytics.
- *Institutional Research/ITS*

- 4.1.1 Establish collaboration on policy issues with Faculty committees, ATDL.
– *Javier Torner, Sam Sudhakar, IR*

- 4.2.1 Develop/deploy training modules on data access and ethical use.
- *Javier Torner, Sam Sudhakar, IR*

Goal/ Objective: Stable & Secure Infrastructure

- 1.1 Access to virtual computing infrastructure to support teaching, research, and productivity needs. -*Gerard Au, Javier Torner*

Virtual Desktop Infrastructure has been in pilot with several campus departments. The proof of concept has been tested and can be rolled out at a larger scale.

- 1.2.1 100% of online programs will have access to virtual computing resources as they are developed. – *Gerard Au, Javier Torner*

Virtual computing resources already available for students as a POC. Will need to look at its scalability.

- Obj. 3 Deploy mobile and wireless platform to provide seamless access and communication -
Gerard Au

TNS is piloting user-based firewall access between wireless network and campus.

- 3.1.2 100% outdoor coverage along Coyote Walk by the end of 2017 and 100% across populated campus locations by 2020. -*Gerard Au*

TNS explored current infrastructure and there is no existing pathways that can support additional outdoor access points. There are plans to install outdoor access points when temporary classrooms come online in December 2017.

- 3.1.3 Enhanced cellular coverage across various carriers for both campuses. – *Gerard Au*

Crown Castle/T-Mobile is in process of installing cell site on campus. Expected go-live date is Summer 2017.

- 3.2.1 A common app that will support colleges/departments to communicate and engage with students, faculty, and staff. – *Lenora Rodgers*

Goal/ Objective: iEngage

- 1.1.1 Create survey and plan for dissemination by October 2016 – *Felix Zuniga*

Created the survey with the feedback from the iEngage committee / Office of Community Engagement.

- 1.2.1 Complete campus/community data collection process by November 2016 - *Felix Zuniga*

Sent out the survey to the OCE partners and gathered feedback.

- 1.3.1 Use findings to inform and guide community engagement objectives 2-4 - *Felix Zuniga*

- 1.3.2 Review progress towards objectives and alignment with report findings on a quarterly basis - *Felix Zuniga*

In progress.

- 3.2.1 100% of ITS Leadership have at least one active mentee – *ITS Leaders*

Program is in development, Leaders are partnering up with students as mentees.

- 4.1.1 Hold 3 seats for community partners at Tech Training on a quarterly basis – *Jim O'Linger*

Planning on hosting a session with the community partners where ITS focuses on the top 3 requests from the community: Microsoft Office, Security, Social Media.

- 4.2.1 Create a policy/procedure for facilitating this process – *Jim O'Linger*

Working with the ITS Training team to secure a process to facilitate training with the community partners.