



ITS Strategic Plan Implementation Plan Year 2

Goal/ Objective: E-Learning

2.1.1 Tools developed for self-evaluating or peer-reviewing of online courses and instruction.

In progress:

- We have increased awareness of the online resources available via the CO regarding training in applying the QM or QLT rubric of online course quality
- We are preparing web resources to educate the campus community regarding the standards used in assessing online course quality.

2.1.3 Support at least 5 CSUSB faculty members to become QOLT certified reviewers.

Have to complete 5 different courses

In progress:

- We are working with TRC to flesh out a program of professional development resulting in a self-sustaining faculty community of QLT or QM-certified peers;
- ID's are building their professional development plan to include the ability to offer support in the area (e.g., Tracy Medrano became QM reviewer herself)
By end of this year all ID's should be certified.

2.1.4 In collaboration with TRC and other campus entities, develop an online teaching academy and pilot it within the next two years.

In progress: TRC and ATI are working together to develop this e-learning academy as a year-long program during 2018-19.

2.3.1 Increase the number of collaborative workshops that help develop online courses/modules.

Update:

- Such workshops are schedule quarterly and include collaborative workshops with the Teaching Resource Center and Academic Research.
 - However, workshops are not an efficient way of helping faculty with online course design. We are working on developing web resources for faculty teaching them how to move certain elements of their courses online.

2.3.2 Increase campus participation in CO CRT initiatives.

Update: There is considerable uncertainty regarding the future of the CRT program. However, the TRC Director is working on with the Faculty Associate to create a campus community of CRT grantees (first meeting was on Dec. 6) No CRT funds for the next year.

- We will focus our efforts on Virtual Labs, and continue participation in the AL\$ and QA programs

*2.1.4 – Stack depending on new TRC Director

3.1.1 Number of new faculty attending learning technology conferences annually.

Update: We have developed the IDEA Partner program which will enable faculty to work closely with ATI on learning technologies and will fund faculty participation in those conferences. This program will debut in Fall 2018.

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.

Completed: Year 1 during ATI retreat

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

Update: Two institutes on R and JMP are scheduled for Winter(January) and Spring(March) quarter respectively

4.1.2 Establish and implement a replacement plan for newly acquired technology equipment and active learning spaces. -M. Chen

In progress:

- Discussions started with the classroom team and instructional technology team.
- Inventory is being developed of all smart classrooms
- June 16, 2018 update: All extra equipment for SBS and COE upgrades have been purchased and have arrived on campus. Classroom Support will begin installation in late June with TSC technicians. This will run through the end of Summer.

Goal/ Objective: iCoyote

1.1.1 Implement app Improvements- *J. O'Linger, L. Rodgers*

Update:

- Jim will be following up with Lenora
- June 16, 2018 update: CSUSB Mobile web & AI development has moved to Web Services from ACBI.

1.2.1 Students should be able to access additional course related material through Blackboard or MyCoyote.- *J. O'Linger, L. Rodgers*

Ongoing: Several resources are now available in Blackboard for both Faculty and Staff and we are looking at adding more options in the future.

Online resources are being pushed to new courses for faculty and students. We're reviewing other online options through the Chancellor's Office and other resources.

1.3.1 Implement a service fulfillment system with a built in communication process that allows members of the campus community to provide feedback to ITS. The system should work with any device, can provide continuous feedback to ITS regarding services rendered and should also be capable of identifying bottlenecks in service. Members of the community should have visibility of service reports.

- *F. Zuniga, J. O'Linger*

Update:

- The campus has chosen Cherwell as the Enterprise Service Management tool. Cherwell 9.1 Phase I will be operational by the end of winter quarter. This will include Incident Requests for Web Services, TNS and TSC – University Hall incidents. It will also include TNS workflow for network and security requests.
- UPDATE – TSC will implement a Kayako replacement by August 1st, with TNS workflow following along with the rest of ITS.

2.1.1 In classrooms, faculty should be able to select and use the operation system of choice for a classroom.- *J. O'Linger*

Update: We have brought up and tested Horizon VDIs for this pilot. I will be working with the SOP group to see who would like this option. Take in Computer Science will be the pilot next quarter.

2.2.1 In lecture halls / auditoriums faculty should be able to use 3D document cameras to present items and students should have access to 3D glasses. - *Dr. Chen*

In progress: Explore various emerging technologies to enhance and empower presentations in the classrooms such as Mersive Solstice wireless presentation, interactive short-throw projectors (On-going process)

4.1.1 Set up three presentation practice rooms. Meeting/study rooms should have check out or reservation functionality (off and on campus). Faculty should be able to record to Blackboard seamlessly without needing to download to local system - *Dr. Chen*

In progress:

- COE is setting up a space with VETI grant funding
- Athletics department is renovating a student athletes success area with active learning design and support
- ATI will build a one-touch presentation station for tech zone

4.2.1 Live chat features from the website so students can ask common questions such as: "How do I drop a class?" -*J. O'Linger, M. Casadonte*

On hold for Cherwell Implementation – Web Services and the TSC will work together to implement Cherwell Chat tied to campus websites.

4.3.1 Electronic key smith machine to speed up key access. -*J. O'Linger*

Update: SimpleK will be completed in Spring, 2018

Goal/ Objective: **University Analytics**

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

In progress: The Institutional Data Committee formed a working group which developed a draft Privacy and Ethical Use policy. The working group is waiting for direction from the Chancellor's Office.

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

In progress: The Institutional Data Committee formed a working group which developed a draft privacy and ethical use tool for providing training. The working group is waiting for direction from the Chancellor's Office for implementation.

Goal/ Objective: Stable & Secure Infrastructure

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

Completed: Virtual infrastructure is set up and ready to be used. IT Services will need to work with faculty who have virtual computing needs to identify courses that these can be piloted to.

2.1.1 At least 1 collaborative learning classroom per building by 2019.- *M. Chen*

In progress:

- Math dept. – JB in planning
- Honors program – 3 classrooms in new student housing building
- COE 203 – completed
- PE renovating a movement lab with active learning space design

2.2.1 Common scheduling system to reserve collaborative study spaces for student by 2017-18. *M. Chen, L. Rodgers*

In progress

2.3.1 At least 50 technology-enabled collaborative study spaces across campus by 2018.- *M. Chen, J. Olinger*

In progress: 3 study spaces created in the basement of the library with collaborative furniture

- Exploring Tech Zone ideas with SMSU

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

Completed: Coyote Walk wireless in-fill project has been completed. There is now coverage between SBS and JB. With the addition of the Center for Global Innovation and the Student Union Expansion, there are plans to add additional wireless access points throughout Coyote Walk.

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

Completed: (3 of 4 major carriers): T-Mobile cell site went live in winter 2018. AT&T expansion completed by end of 2017. Sprint improvement in progress in summer 2018. Verizon coverage improvement pending.

4.1.1 Implement multi-factor sign on for all applications with access to Personal Identifiable Information (PII) by 2020. –*Javier Torner*

In progress: Multi-factor authentication has been implemented for users with access to critical systems and confidential information (Level 1 data). The next phase is to implement the use of multi-factor for users with access to significant amounts of sensitive information (Level 2 data).

4.2.1 Replace OneCard with digital/ mobile ID to support advance features (physical access, etc) by 2019. This is tied to the CO statewide OneCard system now being vetted. – *Jim O’Linger & Chris Bradney*

Update:

- Statewide Chancellor’s Office OneCard RFP winners will be announced by September 1, 2018 by the Chancellor’s Office. Possible vendors include CBORD Gold and Blackboard Transact and another vendor.
- We’re also looking at online photo upload vendors who review user-submitted photos to use with our OneCard system.

Goal/ Objective: **iEngage**

2.1.1 Facilitate a Technology Summit based on community feedback by year 2018. - *Felix Zuniga*

Update 6-19-2018: Begin by engaging in Hispanic Heritage Month Activities – Showcase of VR Project by Dr. Lilianna Gallegos, HETS – Dr. Javier Torner, HACU - Felix

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

Update:

- ITS Training Services hosted a pilot session with Veterans Affairs last year
- We are going to work with Diane Podolske in Community Engagement to reach a broader range of external groups
- June 16, 2018 update: ITS Training Services has invited other community groups to participate in training, but sometimes there are authentication issues with non-campus trainees. We will use Sunny's guest authentication system. We will also reach out again to Diane Podolske for community partners to participate in the training.

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

Update: Jim will work with Gerard, Doris and Felix on setting up a policy/procedure for groups requesting these seats.