CALIFORNIA STATE UNIVERSITY
SAN BERNARDINO

Information Technology
Services

ITS Strategic Plan - Quarterly Progress Report
Oct 2022

Goal 1: Empower

Objective 1: Student Services

Enhance student success through the identification of, investment in, and implementation of technologies for student learning, collaboration, and career readiness.

Quarterly Progress Report:

Training Services currently sends out biweekly email announcements regarding upcoming trainings. On this email there is a link for the campus community to vote on the next training video that they would like to see. The link is also on the Training Services Video Library webpage. Based on the campus feedback, Training Services has created another training video for Google Sheets. The new video is now online. The team has also announced the new video in the biweekly email announcements.

The Learning-at-a-Distance course is now in Canvas but is not published. This course will be worked on.

Objective Progress Status:

In Progress

Objective 2: Professional Development

Provide ongoing professional development to empower CSUSB faculty and staff in their enhancement of skills needed to optimize the effectiveness of their work.

Quarterly Progress Report:

O1: ITS leaders need to formulate structured approach to support staff career advancement
O2: ATI is continuing to make good progress on offering the listed programs
O3: Leaders need to meet to plan and create survey
O4: Leaders need to set meeting with HR counterparts to plan onboarding

O5: HPCI Fellow is actively visiting college meetings; print materials have been designed

Objective Progress Status:
Not Started

Objective 3: Communication
Provide proactive communication of ITS services, events, initiatives, and innovations, both internally to CSUSB faculty, students, and staff and to the broader Inland Empire region.

Quarterly Progress Report:
We are planning to pull together the ITS Marketing & Communication team in the remainder of the year to start developing a team charter.

Objective Progress Status:
Planning

Objective 4: Accessibility
Promote an accessibility-first mindset throughout the university.

Quarterly Progress Report:
Progress on these outcomes is currently paused until we fill the Accessible Technology Coordinator position, currently vacant.

Objective Progress Status:
Not Started

Objective 5: State-of-the-Art Technology
Support the two campuses and the colleges in the equitable provision of state-of-the-art technology and equipment.

Quarterly Progress Report:

Objective Progress Status:
Not Started

Goal 2: Transform

Objective 1: myCoyote
Improve the user experience, expand the functionality, and increase the awareness of the myCoyote portal and mobile app.

Quarterly Progress Report:
- Upgrade the mobile platform to latest version (Modo 4)
  - Several actions steps are dependent upon the upgrade to Modo 4. The upgrade has been scheduled for Dec. 12, 2022
- Develop 20 personalized notification trigger points for students (Ex. holds applied/lifted, to-do list items, and registration)
  - Hold Placed notifications were implemented in September 2022
  - Hold Removed message finalized. *Expected implementation: November 2022*
  - Students enrolled in courses for which tutoring is offered: *Expected implementation: November 21, 2022*
  - Students enrolled in courses for which supplemental instruction is offered: *Expected implementation: November 21, 2022*
  - (link to spreadsheet on automated and vital personalized notifications) Anthony
- Finalize and publish the Tutoring and SI session repository
  - Final touches to the content types are being made
  - Web page views are being designed for Tutoring @ CSUSB page
  - Push notifications have been drafted and approved
- Create student profile prototype
  - Student profile prototype has been created and is receiving feedback

Objective Progress Status:
In Progress

Objective 2: Streamline Administrative Processes
Lead the effort to streamline and consolidate widely utilized administrative processes and systems that represent overlap or duplicative efforts of the university to provide efficiency and an improved user experience.

Quarterly Progress Report:
- Form a cross-functional team of ITS staff to listen to the needs of the faculty, students, and staff to identify processes to be streamlined and improved.
  - Initial brainstorming on potential team members and offices is being conducted.
- Implement a campus wide appointment scheduling system and an integrated real time engagement system.
  - Appointment solution identified as ConexEd.
  - Quote obtained and approved ICT.

- o   Digital Transformation will administer the appointment system.
- o   A project charter has been started.
- o   Implementation team members have been identified.
- Partner with Human Resources and the Staff Development Center to engineer an onboarding system that will expedite the new employee experience
  - o   ITS had first internally meeting on onboarding.

Objective Progress Status:
In Progress

Objective 3: Campus-wide Solutions

Lead the effort to adopt a culture of taking a campus-wide, holistic, and systematic perspective when implementing information technology solutions that perform functions or offer services common to business units on campus.

Quarterly Progress Report:
The first campus-wide solution, the Campus Appointment Solution, has successfully completed its evaluation period and is now entering procurement. We are working on creating a project charter and team for the implementation project.
Many individuals have expressed the need for a Request for Partnership process as we've identified.

Objective Progress Status:
In Progress

Objective 4: Data Fabric

Construct a data fabric that will better connect producers and consumers of CSUSB information across systems through a flexible, reliable, and dynamic architecture that complies with security and data governance standards such as General Data Protection Regulation.

Quarterly Progress Report:
- Establish a Data Fabric Team
  - o   Draft of potential team members created
  - o   Curriculum being developed for team members to educate themselves on the mission and steps of building a data fabric

Objective Progress Status:
Planning

Goal 3: Innovate

Objective 1: Digital Literacy Pipeline
Lead in the creation of a digital literacy pipeline from feeder schools into CSUSB to generate bridge experiences for prospective students.

Quarterly Progress Report:
[Digital Literacy panel discussion](#)

The panel discussion on the definition of digital literacy occurred on October 20, 2022. This discussion provided what is digital literacy and the steps needed. This is the first step in the process for understanding digital literacy at CSUSB.

Objective Progress Status:
Planning

Objective 2: Users First
Employ design thinking principles and methods and user-responsive processes in all aspects of technology adoption.

Quarterly Progress Report:
Attended the EDUCAUSE pre-conference workshop titled "Design Thinking in Higher Education", in which there were several valuable lessons that can be applied to CSUSB. A plan to create a presentation for ITS Leaders to start to wrestle Design Thinking is in the works.

Objective Progress Status:
Planning

Objective 3: Immersive Learning Spaces
Foster and support faculty and students' co-creation of innovative hybrid learning spaces and experiences to address the post-pandemic instructional needs of faculty and students at both campuses.

Quarterly Progress Report:
The CSUSB XR Cookbook for faculty is in development by D. Mihaela Popescu and Yutong Liu. This will be a guide for faculty wanting to develop XR projects.

Objective Progress Status:
In Progress

Objective 4: Personalized, Context-aware Communication

Harness big data and algorithmic personalization to provide context-appropriate, role-specific, targeted information to the campus community to increase the effectiveness of campus information flows.

Quarterly Progress Report:
- Identify data sources necessary for personalized experience
  - Data sources have been identified for student experience.
- myCoyote create student, applicant, faculty, and staff profile prototype
  - Student profile prototype has been created and is receiving feedback
  - Applicant, faculty and staff profile prototypes are at the intake phase.
- Collect and document information on current automated messages.
  - List has been created.
- Create an intake form that creates a Cherwell ticket for personalized notification requests.
  - Initial prototype of the form has been created.

Objective Progress Status:
In Progress

Objective 5: CSUSB Virtual Connection Hub

Create a personalized digital space where campus members, industry partners, other campuses in the California systems, and the larger CSUSB community can learn from each other and showcase educational tech applications to address the professional development needs of the campus community.

Quarterly Progress Report:

Objective Progress Status:
Not Started

Objective 6: IT for the Public Good

Create innovative forms of community outreach and partnerships for providing technology training to the larger community to close digital equity gaps in the region.

Quarterly Progress Report:

Objective Progress Status:
Not Started