



## ITS Strategic Plan Implementation Plan **Year 4**

**Goal/ Objective: E-Learning**

**ACTION: Brad, Mihaela, James and Sam to meet to discuss *E-Learning Initiatives—Year 4 Completion***

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

**COMPLETED**

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

**COMPLETED**

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

**COMPLETED**

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

**COMPLETED**

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

**COMPLETED**

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.- *Mihaela Popescu*

**COMPLETED**



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

**COMPLETED**

1.4.1 Increase the adoption of the established course codes by offering at least one training session annually and by improving communication efforts.- *Lenora Rodgers*

**COMPLETED**

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 Ongoing Initiatives  
 Year 4 Updates

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

**IN PROGRESS**

2.1.2 Enhance and increase training offerings on online course redesign with technology. -*Mihaela Popescu*

In progress:

- ATI is developing an in-house course based on the QLT standards and rubric to facilitate faculty's high-quality redesign of existing online courses

2.1.3 Support at least 5 CSUSB faculty members to become QOLT certified reviewers. -*Mihaela Popescu*

**IN PROGRESS**

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

**IN PROGRESS**

2.2.1 A process is established in recognition, promotion and publicizing of exemplary online courses. -*Mihaela Popescu*

**IN PROGRESS**

2.2.2 Create and disseminate a central repository of faculty projects in learning technology integration. -*Mihaela Popescu*

**IN PROGRESS**

2.2.3 A comprehensive program is planned and implemented to assist in certifying CSUSB online courses for CSU Online CourseMatch by 2020.

In progress:

- This is part of an ongoing effort led by Quality Assurance representative Mihaela Popescu to expand quality-certified online courses at CSUSB

2.2.4 Submit two online courses for CSU QOLT awards annually. -*Mihaela Popescu*

**COMPLETED**

2.3.1 Increase the number of collaborative workshops that help develop online courses/modules. -*Mihaela Popescu*



**COMPLETED**

2.3.2 Increase campus participation in CO CRT initiatives. -*Mihaela Popescu*

**IN PROGRESS**

2.3.3 Increase instructional designer professional development efforts. -*Mihaela Popescu*

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 Ongoing Initiatives  
 Year 4 Updates

**IN PROGRESS**

2.3.4 Develop an internship program targeted at supporting faculty online course redesign efforts. -  
*Mihaela Popescu*

In progress:

- Currently TRC and ATI jointly administer a VETI-funded internship program for graduate students who help instructional designers with a range of design work, including for online course redesign.

3.1.1 Number of new faculty attending learning technology conferences annually. -*Mihaela Popescu*

**IN PROGRESS**

3.1.2 Number of faculty presentations at such conferences. -*Mihaela Popescu*

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

3.2.2 Improve quality of such workshops. -*Mihaela Popescu*

3.3.1 Create and administer an annual faculty survey. -*Mihaela Popescu*

**COMPLETED**

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. -*Mihaela Popescu*

**IN PROGRESS**

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

**COMPLETED**

4.1.2 Establish and implement a replacement plan for newly acquired technology equipment and active learning spaces. -*Mihaela Popescu*

**IN PROGRESS**

4.2.1 Number of customized CMS building blocks developed. -*Mihaela Popescu*

**IN PROGRESS**

4.2.2 Number of courses using campus developed CMS building blocks. -*Mihaela Popescu*

Pending:

- ATI has not yet addressed this goal.

**Goal/ Objective:** iCoyote

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

**COMPLETED**<sub>[KA1]</sub>

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

**COMPLETED**

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 cable of identifying bottlenecks in service. Members of the community should have visibility of service reports. – *Chris Bradney, J. O'Linger*

**COMPLETED**

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

**COMPLETED**

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

**IN PROGRESS- Jim to provide an update**

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. - *James Trotter*

**IN PROGRESS—Goal not met yet; pending farther discussion with James**

3.1.1 Forms 1-5 should be available online with the ability for students/staff to sign electronically by 2018-2019 – *Open MPP*

**ACTION: ITS Leaders to inventory all paper forms that have been digitized in their areas (i.e. PeopleSoft, Chervell, etc. by Feb. 28th)**

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- James to provide update on one-button recording efforts**

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*

**COMPLETED IN-PROGRESS**

*UPDATE: 2/11/2020 - Chatbot for Financial Aid has been live for one year. Currently building chatbot for: Advising, Parking, Career Center, Admissions.*

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

**COMPLETED**

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**Goal/ Objective: University Analytics**

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

**IN PROGRESS**

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

**COMPLETED**

**IN-PROGRESS**

1.1.5 1.1.3 Increase operational efficiencies by 15% over the next 5 years.- *Institutional Research/ITS*

**COMPLETED- While metric is not available, Muriel will provide examples/updates**

**IN PROGRESS**

2.2.1 Create more efficient course offerings using predictive analysis and decrease the time it takes to graduate by 10% over the next 5 years.- *Institutional Research/ITS*

**COMPLETED**

**IN PROGRESS**

2.3.1 Increase operational efficiencies by 15% over the next 5 years.- *Institutional Research/ITS*

**COMPLETED- While metric is not available, Muriel will provide examples/updates**

**IN PROGRESS**

2.4.1 Increase accountability for data quality within units -*Institutional Research/ITS*

**COMPLETED**

**IN-PROGRESS**

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*



**COMPLETED**

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

**ONGOING IN PROGRESS**

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

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 Ongoing Initiatives  
 Year 4 Updates

**COMPLETED**

**IN PROGRESS**

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

**IN PROGRESS**

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

**IN PROGRESS—Will be included in ITS SP Extension**

**Goal/ Objective: Stable & Secure Infrastructure**

- 1.1.1 By 2020, 25% of courses that require computing resources will be automatically provisioned for students.– *Gerard Au, Javier Torner*

**COMPLETED**

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

**COMPLETED**<sub>[KA2]</sub>

- 2.1.1 At least 1 collaborative learning classroom per building by 2019.- *James Trotter/Jim O'Linger*

**IN PROGRESS—2/3 complete; pending update**

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

**IN PROGRESS—Pending further discussion**

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

**IN PROGRESS—Jim to provide update including those sent to PDC**

- 3.1.1 Provide full outdoor wireless coverage and cellular coverage for populated areas. – *Gerard Au*

Ongoing:

Enhanced wireless were possible by construction projects, including all pedestrian pathways around PA, CGI, MC, CV. New cell sites on campus for AT&T and T-Mobile.

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

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Ongoing Initiatives

Year 4 Updates

**COMPLETED**

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

**IN PROGRESS—complete for SB campus; pending PDC**

**COMPLETED**

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

**COMPLETED**

Efforts include: EAB, Messaging, Engage (Campus Labs)

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

**COMPLETED**

**IN PROGRESS**

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. – *Chris Bradney*

**IN PROGRESS- Brandon to provide update**

5.1.1 Increase network performance by implementing technology such as IPv6 by 2017. –*Gerard Au*

**COMPLETED**

5.1.2 By 2020, increase number of cloud applications that support higher capacity/bandwidth protocols by 50%. –*Gerard Au*

Completed:

Created a ScienceDMZ to support high bandwidth application and established a DTN (data transfer node) on campus that sits on the PRP (Pacific Research Platform).

One faculty using it; pending update on how to communicate to faculty (Gerard)

**Goal/ Objective: iEngage**

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

**COMPLETED**

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

**COMPLETED**

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1.2.2 Data analysis and preliminary report will be prepared for the campus by January 2017. - *Felix Zuniga*

**COMPLETED**

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

**IN PROGRESS**

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

**IN PROGRESS**

2.1.1 Facilitate a Technology Summit based on community feedback by year 2018. - *Rick Conway/Mihaela Popescu*

**COMPLETED- James to provide update about Tech Talks and VR Summit**

2.2.1 Identify and align with existing tech initiatives with community tech opportunities by year 2020. - *Felix Zuniga*

Update: Tech Initiatives with Community

- iHub- Spring 2020
- ESRI
- Coyote Cross Up
- Hackathon
- Gen Cyber

3.1.1 ITS will partner with the University to increase the number of low-income, historically underrepresented students graduating from CSUSB with technology majors over 5 years.- *Institutional*

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

**IN PROGRESS**

3.2.2 Open program to ITS Division.- *ITS Division*

**IN PROGRESS**

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

**COMPLETED**

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

**IN PROGRESS- Jim to provide update; following up with Diane Podolske**

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Ongoing Initiatives

Year 4 Updates