



ITS Strategic Plan - Quarterly Progress Report December 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:

Two new videos have been added to the Training Services Video Library, "Office 365 Download Steps" and "Introduction to Excel". "Introduction to Excel" was developed based on user feedback from the campus. This brings the number of on-demand videos on the Training Services Video Library webpage up to 13 videos.

A meeting has taken place with two Instructional Designers, Bradford Owen, and Brandon Sierra regarding the "Learning At A Distance" course. We are discussing ways to reduce the length of the course from approximately 5-6 hours down to 1-2 hours. A TSC staff member will be reviewing the course to offer feedback from a previous student's perspective.

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 have created a new Professional Development Plan form to help staff envision career goals and next steps toward achieving them

O2: ATI continues to make good progress on offering the listed programs; to address somewhat decreased participation in Fall 2022, ITS leadership is meeting with Academic Affairs leadership to plan stimulation

O3: Leaders need to meet to plan and create survey

O4: Leaders need to set meeting with HR counterparts to plan onboarding

O5: The HPC Program Fellow and ATI leadership recruited a new faculty project in the fourth quarter 2022; CSUSB is a sub-recipient of a \$1.2 grant, part of which will go to develop greater support for HPC faculty; the HPC Program Fellow continues to visit college and department meetings, and presented a seminar on HPC projects in the Faculty Development program

Objective Progress Status:

In Progress

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 new year to start developing a team charter and identify the scope of responsibilities from the team.

Objective Progress Status:

Planning

Objective 4: Accessibility

Promote an accessibility-first mindset throughout the university.

Quarterly Progress Report:

ATI hired an Interim Accessible Technology Services Coordinator in the fourth quarter 2022; he is actively working on plans to achieve our Strategic Plan's accessibility outcomes.

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:

- Met with SOP to discuss changing the name to IT Standards. Standard operating procedures (Procedures) will be nested under that area.
- New Standards site has been created.

- <https://www.csusb.edu/its/standards>
 - <https://www.csusb.edu/its/standards/hardware>
- Minutes are now taken for SOP

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:

- The upgrade to Modo 4 was successfully completed on December 12, 2022!
- The tutoring repository was finalized and a page to display all tutoring at CSUSB was created: <https://www.csusb.edu/tutoring/all-tutoring>
- With the Modo 4 upgrade successful, we can confidently move forward with the student profile project. Plans to kick-off that project will commence January 2023.

Push Notifications

- Hold removed push notifications are in production.
- A push notification for students enrolled in any course for which tutoring is offered was successfully sent out on November 21, 2022.
- Plans to roll out a comprehensive tutoring and SI campaign are underway for the Spring term.

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:

- Work with business units and departments to identify overlapping practices and develop streamlined processes
 - Identify subject matter experts
 - Functional/business offices identified (but not limited to):
 - Registrar
 - Admissions offices
 - Undergraduate
 - Graduate
 - International
 - Financial Aid
 - Student Financials
 - Advising (ASUA)
 - Academic Scheduling
 - Compliance

- Facilitate consistent communications
 - Business Offices provided initial inventory of key process area to be streamlined and innovated.
 - For example:
 - A process was created for assigning Admission evaluators to review submitted applications based on evaluations specialty areas.
 - The Generate Exam Schedule process was enhanced to allow for the Academic Scheduling Office to skip generating final exam schedules for certain instruction modes.
 - A process was created for the Compliance Office to mass remove administrative access roles for separated employees. In addition, functionality was created to allow them to inquire audited records.
- The procurement of ConexEd appointment solution is still in the Procurement office awaiting a PO.
 - The initial meeting of the Appointment Solution Implementation team occurred on Dec. 14, 2022.

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:

- The Data Fabric Team has been determined
 - We have yet to schedule our first meeting
 - We are compiling a curriculum for the group to first learn what a data fabric is, how it may benefit the university, and how best to build one

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:

Reaching out to the closest college in our neighborhood San Bernardino Valley College to see how digital literacy is being addressed. The response from my faculty media contact was not sure if it is one individual or a campus-wide initiative looking into digital literacy. There is not a coordinated effort to address it.

Using the ICT Accessibility Security Review Report, ITS has the complete list of software purchased since 2017. From this list, the inventory of software will be broken down into administrative, network, and academic. The determination of software that students are using on campus will be determined. The software that is currently free for students to access will become the foundation of what should be mastered as one component of digital literacy.

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 presentation for ITS Leaders to start adopting Design Thinking principles is in the making. A pilot project for using Design Thinking will need to be identified.

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:

- Expanded XR equipment lending program
 - Through the VETI Grant 30 additional Oculus 2 headset have been purchased.

- Starting in January 2023 four Oculus two headsets will be available for in-department checkout by faculty. In the ATI office, there is a prototype of an Oculus 2 headset kiosk for visitors to the xREAL Lab to test VR programs.
- ATI is developing a VR Headset checkout headset program. Looking for a Cherwell program solution.
- Create plug-and-play extended reality (XR) solutions and corresponding assessment assays for faculty to use - (The “CSUSB XR Cookbook”)
 - 1 to 3 XR Tech Takeaway is an asynchronous and self-paced Canvas course. Till the bottom of this month, five modules of 360-degree panorama immersive learning, AR & 3D modeling solutions, VR immersive development solutions, Mocap possible solution in Classroom, and Machine Learning & AI for digital teaching assistant were created in canvas. Yutong Liu is drafting the Qualisys MoCap and Live streaming tutorial scripts, which will apply to Professor Kristi Papailler Spring 2023 TA 4241 - Styles of Acting: Virtual Theatre Performance.
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 - This course is designed around Motion Capture technology for a specific student outcome. Streamlining the workflow for MoCap development in a course will be tested out.
- Virtual University
 - The xREAL Lab is evaluating the virtual Frame VR for developing a Virtual learning space within the Metaverse.
 - <https://learn.framevr.io/>
- Virtual Campus Spaces
 - ATI working with the Technology Operations team we are creating a virtual Coussoulis Arena that will function as a technical reference guide for the infrastructure of the network and fiber wiring in the arena
 - Virtual SBS Museum is in the process of being designed to assist in the planning of the new AV system in that location
 - <https://sketchfab.com/3d-models/csusb-anthropology-museum-bcb382530b5e4cfdb965baf9f75a1988>
- 360 Image classroom recordings
 - ATI working with the Technology Operations team is in the process of recording all of the classrooms on campus using 360 images. The content will be uploaded to Momento360 for image storage and distribution.
- Virtual Learning Assistant
 - Bobby Laudeman is working on an application written in Python for gathering and formatting data. This Python application will also be utilizing Jupyter Notebooks so that the output can be debugged line-by-line. This data collection will then be fed into a large language model or "AI Chatbot", so that we can train it to provide answers better suited for our students on campus.

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:

- Performed evaluation of CY2 messaging platform
 - Completed collaboration and feedback sessions with vendor on functionality requirements
 - Comparing CY2 to current Apsian messaging platform, additional functionality offered such as:
 - Email channel
 - Text message channel
 - Canvas messaging channel
 - Microsoft Teams messaging channel
 - Event driven messaging
 - In the process of comparison of RAVE to CY2
 - Preparing for the procurement process for CY2
- With Modo 4 upgrade complete, progress on the Student Profile can commence.
- A new automated message when a Hold has been removed from a student's account was put in production.

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