ITS Strategic Plan Implementation Plan <mark>Year 3</mark>

Goal/ Objective: **E-Learning**

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*

In Progress

- The ATI website is being completely redesigned under the direction of Prof. Jess Nerren (Comm. Studies), with the production of all multimedia content under the direction of Prof. Carol Damgen (Theater). As part of the redesign, we will be producing more than 20% new video tutorials, user guides, etc. We estimate that we will be able to pilot the new website by the start of the Spring quarter and fully implement it by the end of the Spring quarter.

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

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

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

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

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*

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

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*

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

In Progress:

- These tools will be developed collaboratively with the faculty enrolled in the E-learning Academy and will become available at the end of the program in June 2019.

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

In Progress:

- We have developed a three-pronged strategy for increasing the quality of workshops on online teaching:
    - **Focus on department-based faculty cohorts.** During 2017-18, we developed and implemented a pilot program with the PA department for a year-long series on developing online courses. As a result, we currently have 9 new (re)designes of online courses in development, 7 of which will be going out for QLT certification during 2018-19 and 2019-20;
    - **Focus on faculty teaching campus bottleneck courses.** The program with PA informed the design of the E-Learning Academy. In that context, we have developed 10 new workshops that will be piloted to the faculty registered in the program, and then offered regularly.
    - **Develop a Blackboard-base course on how to teach online**. Once the E-Learning Academy workshops are piloted and evaluated, we will be developing an online course on how to teach online available to all faculty. Depending on the discussions with the Provost, Deputy Provost, and TRC, this course might become mandatory for new faculty.

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

In Progress:

- This support is part of the E-learning academy.

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*

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

In Progress:

- This process is developed as part of the ATI webpage redesign and the E-learning Academy program

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

In Progress:

- This repository will be available on the redesigned ATI webpage

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

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

Completed:

- We have increased campus awareness of the QLT certification process
- We have developed an internal workflow for preparing courses for certification
- We have a pipeline of 7 courses going out for certification during the next two academic year, with up to 10 new online courses (campus bottleneck) scheduled to go out for certification in 2020.

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

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

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

In Progress:

- We developed a professional development travel procedure for ATI that enables all instructional designers to attend professional development events;
- We have established weekly scheduled team professional development meetings during which one designer leads a new training with the team;
- We identified needed areas of expertise within the team and are working on establishing connections with vendors and experts to organize team trainings (e.g., an upcoming training on supporting iClickers)
- We intend to allocate a small sum annually for the purchase of training materials (e.g., instructional design books)

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

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

In Progress:

- We increased the number from one (the current Faculty Director) to eight additional faculty who will attend learning technologies conferences this year
- The following six faculty will present on projects completed in partnership with ATI, not counting the Faculty Director: Larry Mink; Andreas Beyersdorf; Arianna Huhn; Peter Robertshaw; Kurt Collins; Yunfei Hou
- Two faculty are attending conferences without presenting (G-Suite; Affordable Learning Solutions);
- Please note that the number of faculty attending learning tech conferences is contingent on securing funding. Absent such funding, the completion of this objective might be challenged

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

In Progress:

- Please see above: we have six faculty presenting at three different conferences;
- This objective is, too, contingent on securing funding for travel, given that such funding was unavailable from TRC this year. *NOTE: For our future strategic plan, we might consider setting*

up objectives the completion of which does not depend on other entities on campus or budgetary constraints inside ITS.

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

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

In Progress:

- We developed an evaluation instrument currently under testing.

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

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*

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

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

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

On Hold:

Discussions on LMS alternatives

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

Goal/ Objective: iCoyote

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

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

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*

In Progress:

The Cherwell Enterprise Management System went live on June 30, 2018. ITS has implemented both the Request Management and Incident Management modules for the TSC, TNS, Web Services, and ECS. The Cherwell team is now working with Human Resources on implementing Cherwell's HR module for a July 1, 2019 go live. We are also working with different ITS departments and with the SBS technicians on their use of Cherwell.

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

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

On Hold:

This request was for the Computer Science department only. Takenori was going to work with me on this, but he quit in December 2018. I'm going to work with his replacement on this once they get hired. We will provide a means of offering either a Linux or Windows bootup for the Computer Science lab computers.

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

We are currently testing 3D table scanners and 3D hand scanners. The portable hand scanners have had limited success in projects such as the Ambrosia VR project. Now working with Dr. Kurt Collins we have created a testing location in PL048 and will collaborate testing the 3D hand scanner for use on future VR projects. The HP Sprout 3D scanning PC on desktops is back in the testing phase with ATI but is not ready for faculty testing until later in 2019. There has not been any use or testing of 3D glasses. The 3D scanning has been used for copying physical objects and converting them into a 3D graphic image.

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

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*

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*

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

Goal/ Objective: **University Analytics**

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

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

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

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*

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

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

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*

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

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

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

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

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

In Progress:

James Trotter and I are currently working with several colleges on integrating new collaboration stations. I have recently assigned the collaboration station implementations to Adrian Enciso. We are currently working on collaboration stations in the College of Education and Chemical Sciences buildings, and in the University Hall 043 classroom.

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

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

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

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

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

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

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

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 Sierra and Chris Bradney are on the campus New OneCard committee. They will be meeting with CBORD and Apple to discuss using Apple Wallet for payment with the new Digital ID on phones this month.

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

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

Goal/ Objective: iEngage

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

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

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

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*

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

In Progress:

- Potential timeframe identified—Fall 2019

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

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*

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

In progress:

ITS Leaders quarterly meetings with mentees; pending formalization of program

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

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