ITS Strategic Plan Implementation Plan Year 1

Goal/ Objective: **E-Learning**

1.1.1   Increase by 20% Video the collection of video tutorials, FAQ's user guides for faculty that are easily accessible on the web. – *Mihaela Popescu*
COMPLETED with a caveat: the resources have been developed, but the website where to post them will be ready mid-September

- We have 7 developed tutorials on instructional software (we had none before).
- We have 5 hour-long recorded workshops of use to faculty
- We sponsored the creation of a Blackboard-based course on Accessibility that will become available in the fall
- We have a curated set of JMP tutorials based on the JMP workshops we did last year
- We are in the process of creating a web resources page for faculty where these tutorials will be uploaded.

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

COMPLETED, available at https://www.csusb.edu/ati/students/intro-online-learning-tips-success/online-readiness-self-assessment

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

COMPLETED, please see https://www.csusb.edu/ati/students/online-learning-support

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

COMPLETED, we delivered three trainings last year.

1.3.1   Establish a working group to evaluate, plan and implement an accessible website for online support for faculty and students. – *Michael Chen*
COMPLETED. An ATI working group was established in March 2016 to create a new website that provides online support for faculty and students. In only 5 months, the ATI working group, in collaboration with the web development team, evaluated, planned and implemented an accessible website.

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. – *Michael Chen*
In progress: A plan was developed and implemented but needs to be documented.
1.3.3   Participate in at least one new faculty orientation session annually. – *Mihaela Popescu*
COMPLETED. We have established contact with Academic Personnel and the Faculty Mentorship Network and will be a regular part of the new faculty orientation process.

3.2.1   Number of workshops featuring new technologies and vendors. - *Mihaela Popescu*
COMPLETED. We now deliver approximately 15 workshops annually. The ITS Tech Talks was piloted and will become a yearly event. We have organized multiple vendor demos at faculty request, as well as a regional event on adaptive learning.
3.3.1   Create and administer an annual faculty survey. – *Michael Chen*
COMPLETED. The survey is distributed in April and results presented to ATDL in May. It will be included in the ATDL annual report.
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. – *Michael Chen*
In progress: The process is in place but need to be documented
4.1.1   Prepare and present an annual report on key trends in instructional technology.– *Michael Chen*
WILL BE COMPLETED by August 31 and submitted to ATDL in its September meeting.

Goal/ Objective: iCoyote

1.1.1   Implement app improvements for CSUSB Mobile and Blackboard apps
– *David Nimri, Lenora Rodgers*

Completed: The new Blackboard Learn mobile app was implemented in the 2016-2017 academic year and was very successful. Also, both Qwickly and iClicker were integrated within Blackboard and both were used successfully by multiple faculty members for their classes.

Update 1:We are working with the Math department on implementing WebWork, which is an online learning tool. We are testing the new Blackboard Learn mobile app for any issues that may arise and have found none to date. Researching the ability to use mobile devices to check in for attendance. Vendors such as Quickly and iClicker have interfaces that work within Blackboard.

1.1.b.   Fixing Blackboard (BB) app through Blackboard services. -*Jim O'Linger, David Nimri*

Completed: The new Blackboard LEARN mobile app was implemented in the 2016-2017 academic year and successfully resolved all known issues that existed in the previous Blackboard mobile app.

Update 1: New Blackboard app released fixing all the issues that students requested as feature improvements in the Blackboard/CSUSB mobile app.

1.2.1   Students should be able to access additional course related material through Blackboard or MyCoyote. – *Jim O'Linger, Lenora Rodgers*

Completed: Both the Openstax and Chancellor's Office academic resources were made available beginning with the Summer, 2017 classes. Below is a link that shows the different courses that are available. The link was made available in every course menu in Blackboard beginning in the summer quarter: https://openstax.org/subjects

Update 1: Brandon Sierra has linked Openstax as well as resources from the Chancellor's Office to Blackboard giving students additional course materials at no cost. Occurs when new courses are created/provisioned (starting summer).

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

Completed: The CSUSB campus events calendar was implemented with a responsive design. A usability test was done to determine that a screen reader can in fact read the content. Improvements to the usability will continue. This item is otherwise complete. https://search.csusb.edu/events

4.2.1   Live chat features from website so students can ask common questions.
         - *Michael Casadonte, Jim O'Linger*

On hold: Due to new Drupal hosting migration and the implementation of a new ITSM solution in Team Dynamix or Cherwell, this project has been placed on a temporary hold. We are still looking at providing this service with a new Kayako server installation as an interim before the new ITSM solution is purchased and put in place.

Update 1: We're looking at using the Kayako Cloud Chat integration with our Drupal-hosted websites for Financial Aid, Admissions and others

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

Completed: The new key system, SimpleK, was successfully brought into production in Spring, 2017. There have been additional fixes and updates since then, but Facilities Management has been using it in production for several months now.

Update 1: The online key system is up. We're finishing up their new website and hope to make it available by early December.

Goal/ Objective: University Analytics

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

Working with the Institutional Data Team to continue to identify databases that contain student engagement information with the goal of bringing them into the Institutional Data Warehouse

1.1.2   Increase linkages between university databases. - *Institutional Research/ITS*
The Institutional Data Team continues to explore other databases that need to be linked to the data warehouse. This year the PAWS (Student Degree Audit) data and some crucial data from EAB SSC (Student Success Collaboration) database was linked to the Data Warehouse. This provides the campus with additional data to assist the departments and IR in tracking student success. We are continuing to explore the possibilities in bringing over Financial Aid data.

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*
Workshops are being conducted for faculty in collaboration with the Institutional Research Team. IR collaborated with ATI on faculty members application workshop for course redesign grants. IR is scheduled to share the OBIE to advisors in BPA and other colleges.

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

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   Access to virtual computing infrastructure to support teaching, research, and productivity needs. -*Gerard Au, Javier Torner*
COMPLETED - Virtual Desktop Infrastructure has been in pilot with several campus departments. The proof of concept has been tested and can be rolled out at a larger scale. Over the next two years, IT Services will be working with academic departments to identify use cases for further deployment.

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

COMPLETED - Virtual computing resources already available for students as a POC. Over the next two years, IT Services will be working with academic departments to identify use cases for further deployment and will seek additional funding to scale this service according to demands.

Obj. 3 Deploy mobile and wireless platform to provide seamless access and communication -*Gerard Au*
TNS is piloting user-based firewall access between wireless network and campus.

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 - TNS have strengthened outdoor wireless across many areas on campus, including Student Union Plaza, walkway and open space by the quad, as well as "filled in" gaps along Coyote Walk. There are plans to install outdoor access points when temporary classrooms come online in December 2017.

3.1.3   Enhanced cellular coverage across various carriers for both campuses. – *Gerard Au*
IN PROGRESS - CSUSB worked with Crown Castle and T-Mobile and the new cell site is in construction with an expected go-live date is Fall 2017. Negotiations with Verizon Wireless is still in progress.

3.2.1   A common app that will support colleges/departments to communicate and engage with students, faculty, and staff. – *Lenora Rodgers*
During the 3rd quarter, we evaluated different mobile applications to better serve the university. We decided it would be best to use a solution that will work on any platform and be responsive. This will make the transition from desktop to phone seamless while saving the university money and time by using one solution for both the portal and mobile. It will also save in resources. One solution, multiple platforms. We agreed that Modo Labs is the best solution for a portal/mobile platform and GreyHeller PeopleMobile/Desktop solution to handle our PeopleSoft needs. We are currently in the purchasing process and hope to start implementing this solution before the end of 2017.

Goal/ Objective: iEngage

1.1.1   Create survey and plan for dissemination by October 2016 – *Felix Zuniga*
Created the survey with the feedback from the iEngage committee / Office of Community Engagement.

1.2.1   Complete campus/community data collection process by November 2016 - *Felix Zuniga*
Sent out the survey to the OCE partners and gathered feedback.

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.

3.2.1   100% of ITS Leadership have at least one active mentee – *ITS Leaders*
Program is in development, Leaders are partnering up with students as mentees.

4.1.1   Hold 3 seats for community partners at Tech Training on a quarterly basis – *Jim O'Linger*
Planning on hosting a session with the community partners where ITS focuses on the top 3 requests from the community: Microsoft Office, Security, Social Media, next session October 2017.

4.2.1   Create a policy/procedure for facilitating this process – *Jim O'Linger*
Working with the ITS Training team to secure a process to facilitate training with the community partners.