CAMPUSWORKS

Developing the Technology Vision:
Preparing Technology to be a Strategic Enabler

September 17, 2013

Presented by:
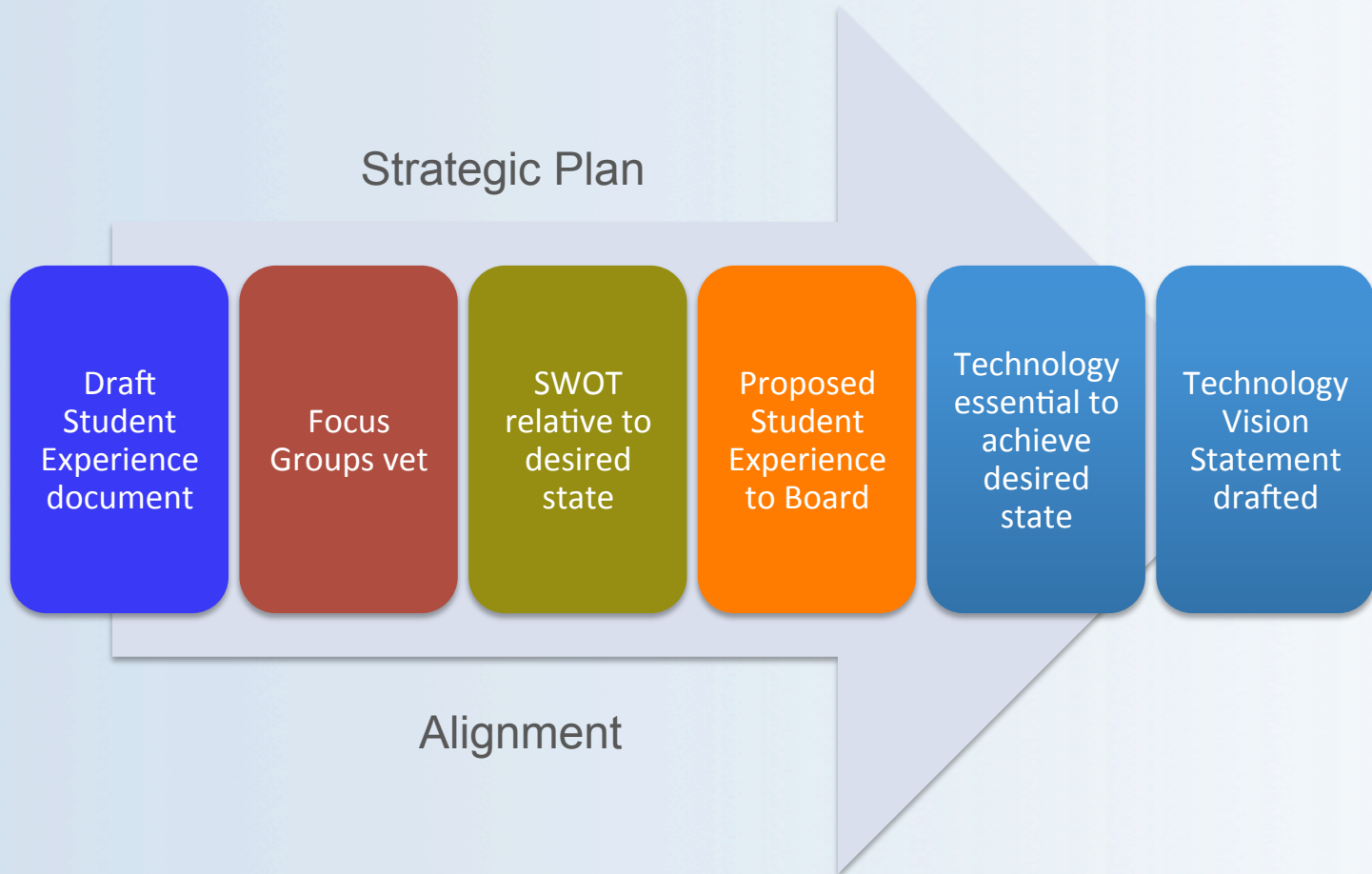
Liz Murphy, CEO

Session objective:

Develop the framework for the District's technology vision

Secondary objective:

Provide a shared understanding of technology practices & trends to inform the District's strategic & plans

Where we've been and where we're going

The Student Experience

STATE CENTER
COMMUNITY COLLEGE DISTRICT

FRESNO • REEDLEY • CLOVIS • MADERA • OAKHURST • WILLOW INTERNATIONAL • FRESNO • REED... • CLOVIS • MADERA • OAKHUR...

Our students…

- Learn in a rigorous and engaging environment that cultivates deductive reasoning skills and creative thinking.

- Respect independence and value the support and guidance that is available at State Center.

- Take responsibility for their futures.

- Value education and seek ways to overcome obstacles.

As faculty, staff & administrators we commit to...

- Serve the unique needs of our students so they achieve their personal and professional goals.

- Model behaviors we want our students to emulate.

- Inspire our students to follow a path to personal and professional development.

- Prepare our students for transfer and career opportunities.

Higher Education Tech Trends
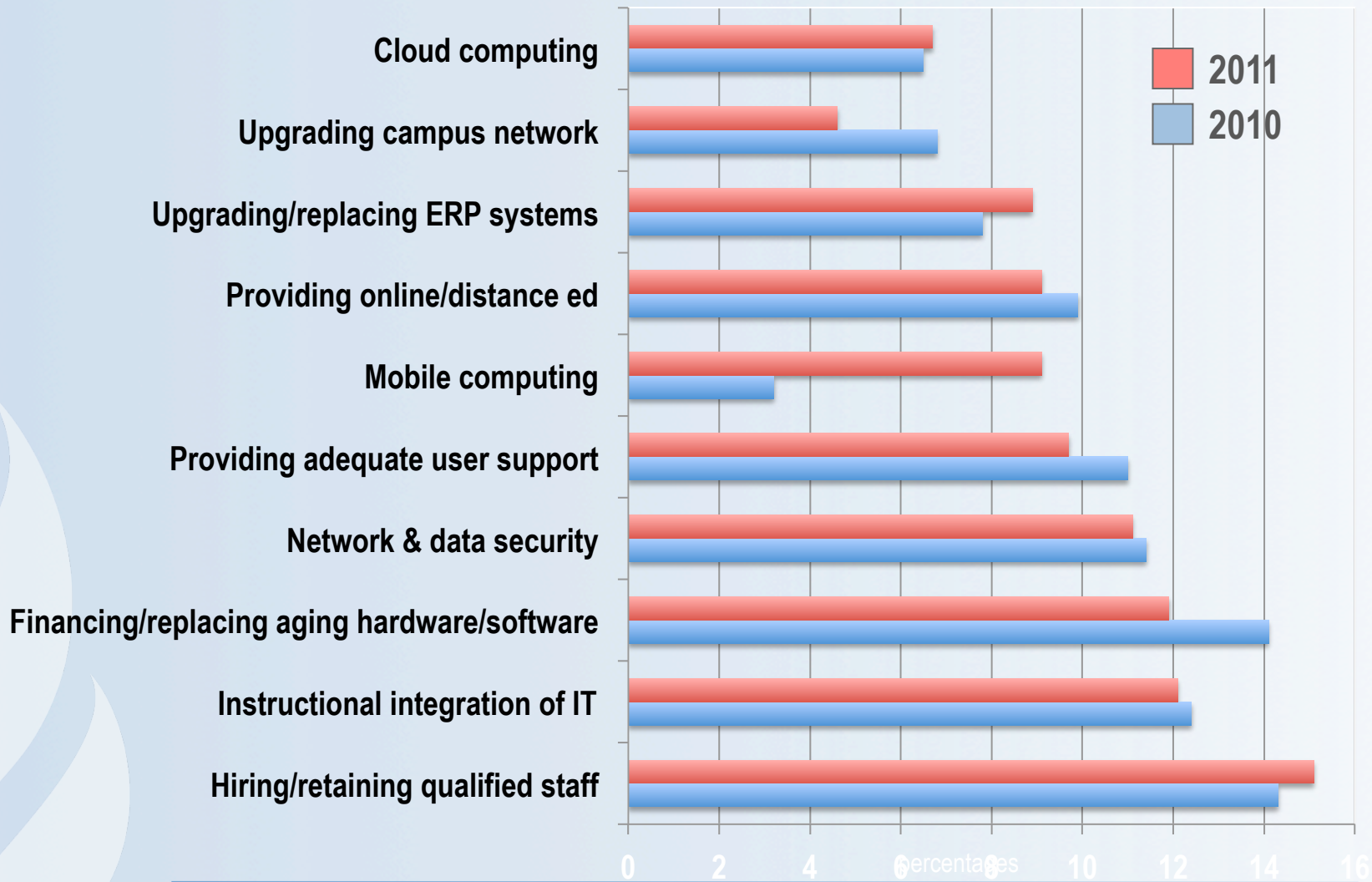
Educause Top 10 IT Issues, 2012

1. Updating IT professionals' skills and roles to accommodate emerging technologies and changing IT management and service delivery models

2. Supporting the trends toward IT consumerization and bring-your-own device

3. Developing an institution-wide cloud strategy

4. Improving the institution's operational efficiency through information technology

5. Integrating information technology into institutional decision-making

6. Using analytics to support critical institutional outcomes

7. Funding information technology strategically

8. Transforming the institution's business with information technology

9. Supporting the research mission through high-performance computing, large data, and analytics

10. Establishing and implementing IT governance throughout the institution
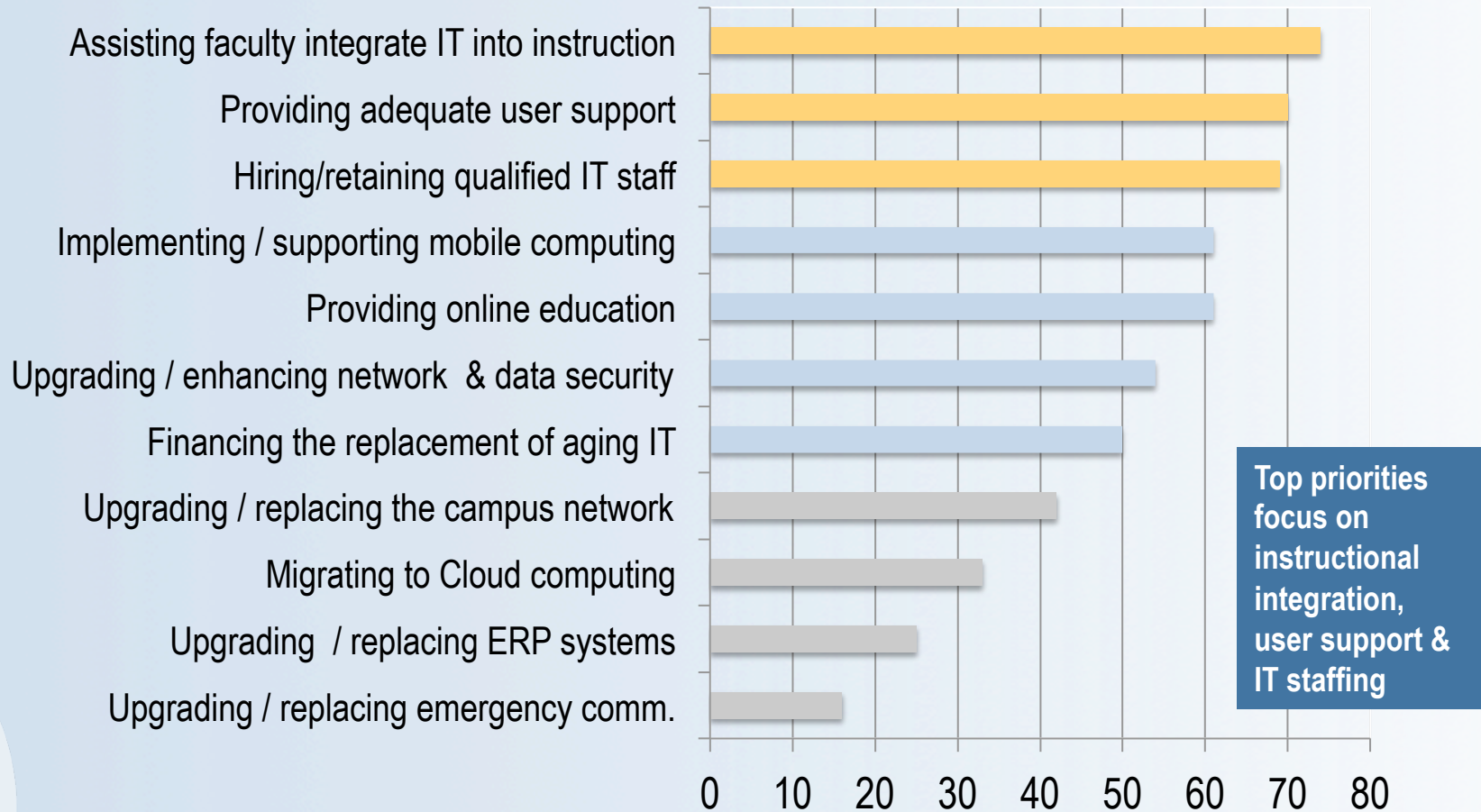
Campus Computing 2012 Highlights

- Assisting faculty with the instructional integration of IT returns as a top CIO priority

- Big gains (again) in the deployment of mobile apps

- Budget cuts continue to decline, but public campuses more at risk than privates

- Mixed assessments from presidents, provosts, and CIOs about the effectiveness of IT investments

- Still searching for the clouds

- Transitions continue in the learning management system (LMS) market

The Campus
Computing Project

Single Most Important IT Issue, 2010 and 2011

Top Institutional IT Priorities Next Two-Three Years

Assisting faculty integrate IT into instruction
Providing adequate user support
Hiring/retaining qualified IT staff
Implementing / supporting mobile computing
Providing online education
Upgrading / enhancing network & data security
Financing the replacement of aging IT
Upgrading / replacing the campus network
Migrating to Cloud computing
Upgrading / replacing ERP systems
Upgrading / replacing emergency comm.

0 10 20 30 40 50 60 70 80

Top priorities focus on instructional integration, user support & IT staffing

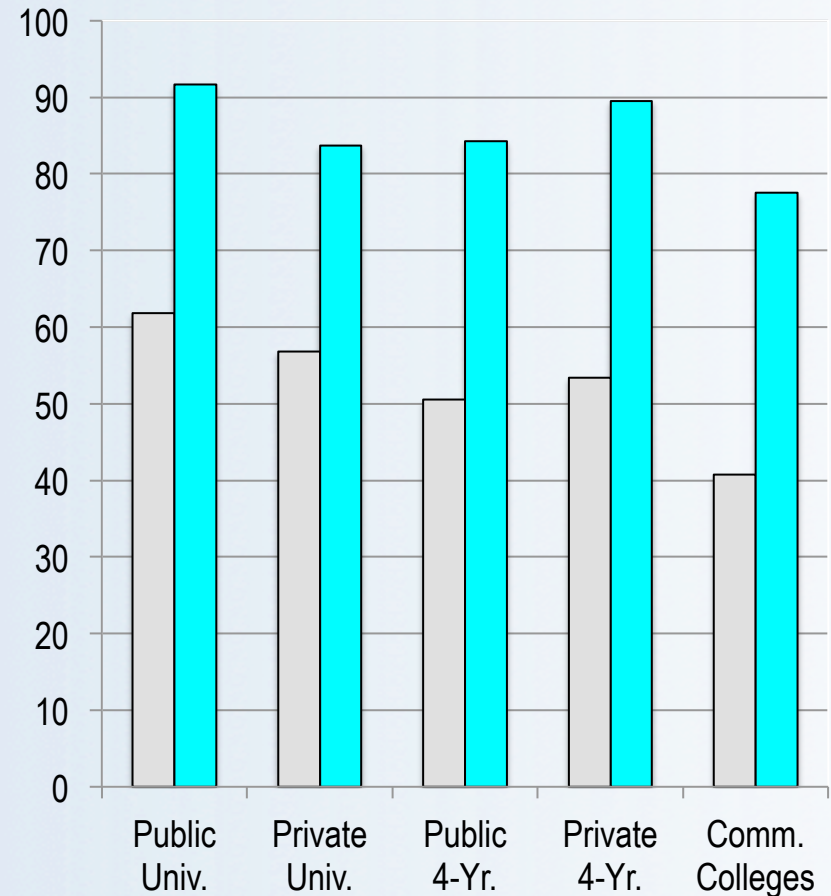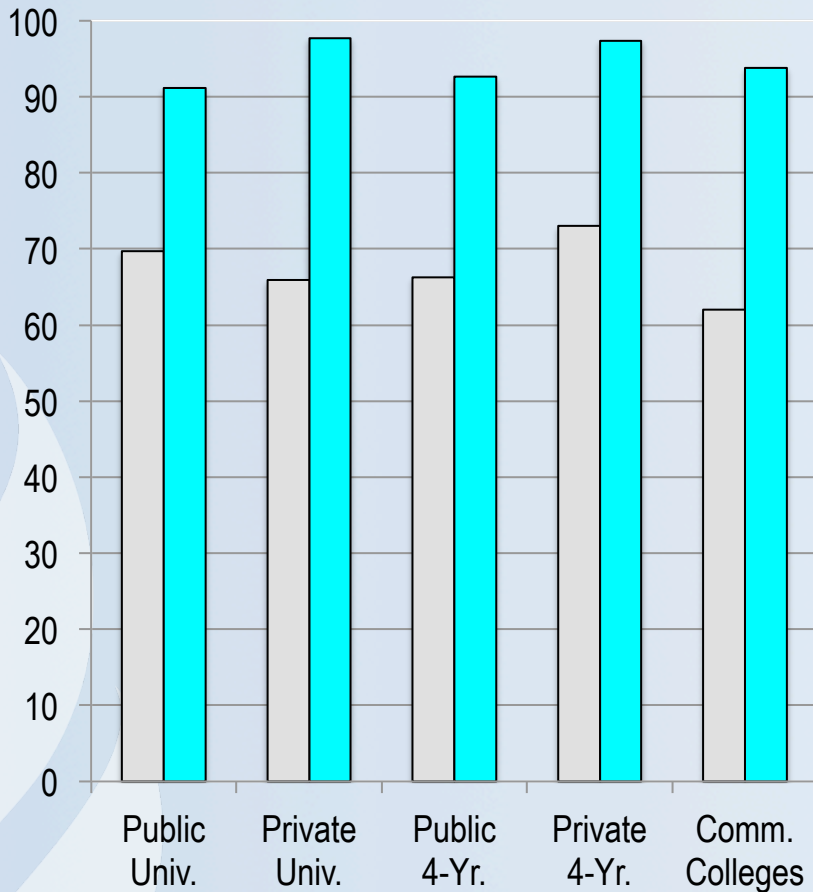% reporting very important (6/7)

Top Institutional IT Priorities, 2012

	Campus Computing Survey (pct. reporting "very important")	EDUCAUSE "Top 10 IT Issues" (panel assessment)
1	Assisting faculty integrate technology into instruction (74%)	Updating IT professional skills and roles
2	Providing adequate user support (70%)	Supporting trends towards consumerization and BYOD
3	Hiring / retaining qualified IT staff (69%)	Developing a campus-wide cloud strategy
4	TIE: Providing online ed via the web *and* implementing/supporting mobile computing (61%)	Improving operational efficiency through the use of IT resources
5	Upgrading/enhancing network & data security (54%)	Integrating IT into institutional decision-making
6	Financing the replacement of aging IT (50%)	Using analytics to support institutional outcomes
7	Upgrading/enhancing the campus network (42%)	Funding IT strategically
8	Migrating to Cloud computing (33%)	Transforming the institution's business with IT
9	Upgrading/enhancing administrative IT / ERP systems (24%)	Supporting the research mission through HPC, large data, and analytics
10	Upgrading/enhancing emergency comm. (16%)	Establishing and implementing IT governance

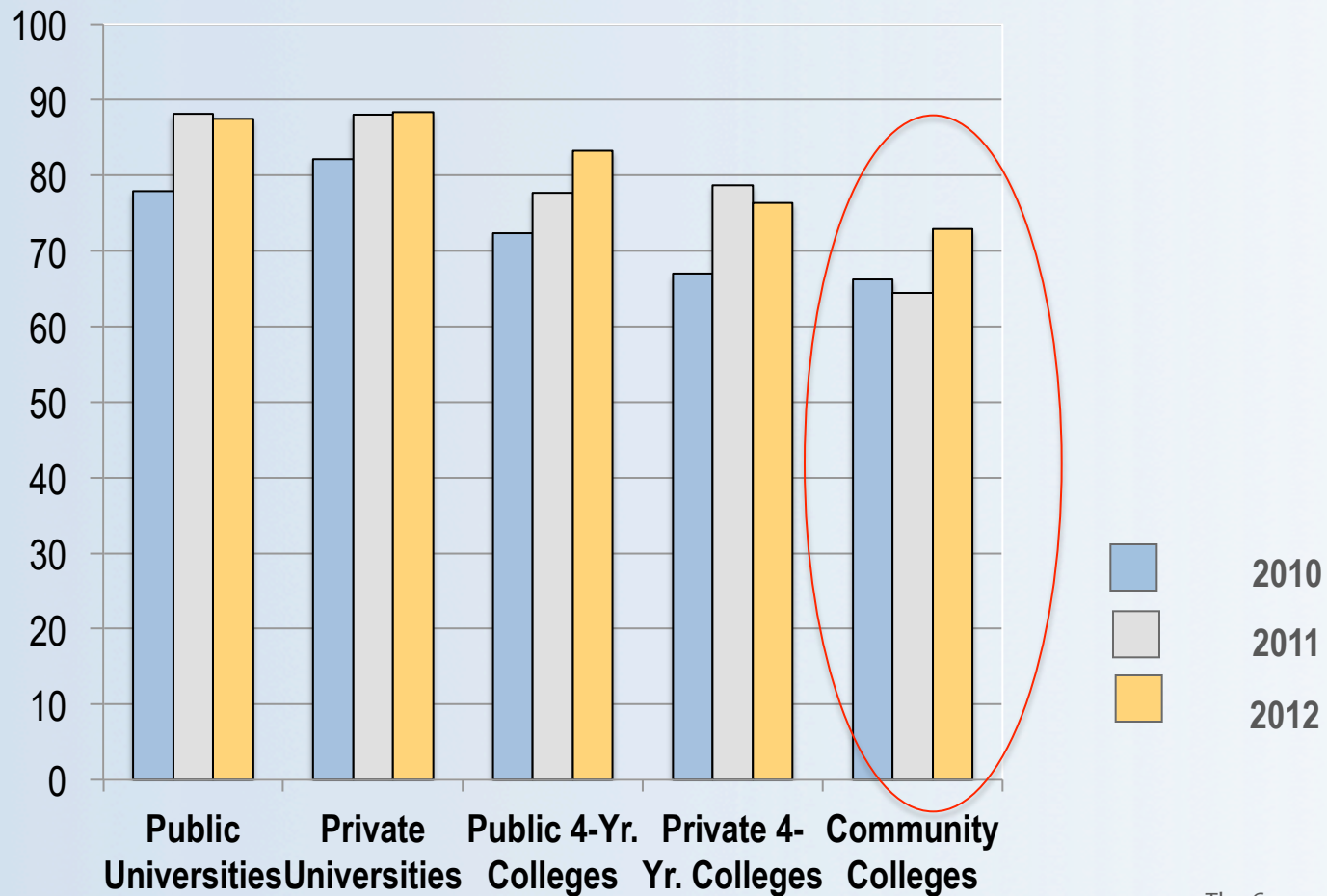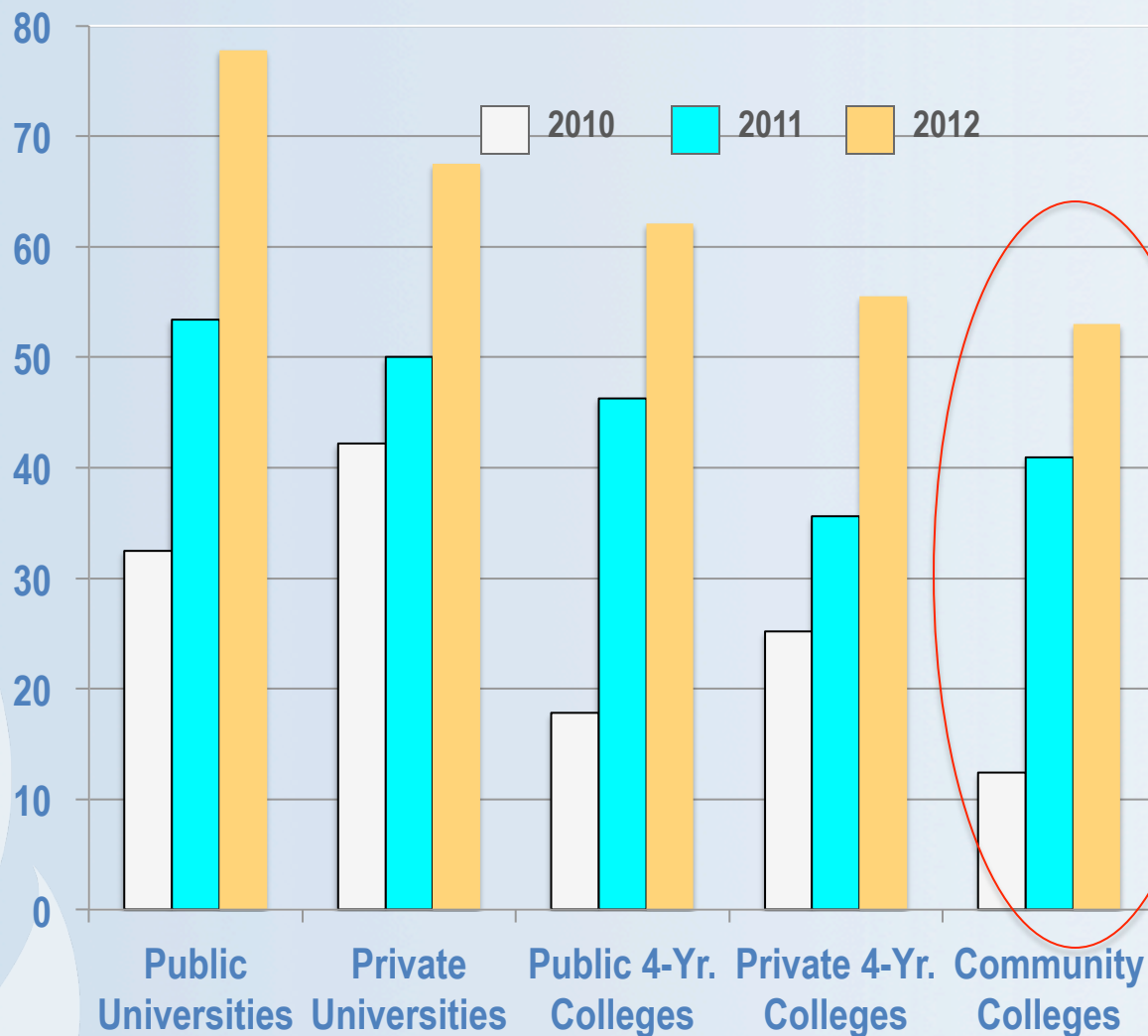# Institutional Presence on Social Media

Activating Mobile Apps, Fall 2010-2012

CAMPUSWORKS

Legend: 2010, 2011, 2012

Categories: Public Universities, Private Universities, Public 4-Yr. Colleges, Private 4-Yr. Colleges, Community Colleges

- Big gains

- Impact of student expectations & consumer market experience

- More (LMS & ERP) mobile app & service providers means a wide range of costs for deployment

percentage of institutions reporting mobile apps are active or will be deployed during the current academic year

The Campus Computing Project

Creating the Vision

Vision statement should…

- Be different from the District's current position

- Be ambitious

- Drive action

- Serve as a filter for all other IT decisions

- Help to create alignment

Vision statement

Components

- Stretch goal

- Definition of niche

- Time horizon

"Defines the…long-term goals of the organization…provides a clear & specific aspiration."

Execution Premium, Kaplan & Norton

Survey responses:
Strengths relevant to the technology vision

- Beginning to see the value of inclusion of students and staff regarding decisions that affect the services staff provide and the education students receive.

- Making the commitment and investment to have top of the line IT services and trained staff.

- Investment in professional development for our staff/faculty.

Survey responses:
Challenges relevant to technology

Funding
Leadership
Learning environment

Monitoring the various colleges and learning centers to ensure that their strategic goals & plans are aligned with those of the district and ensuring that we stay within budget while allocating necessary funds to support these goals of creating these described experiences & environment.

Up to date and centralized services in IT for our entire district. Prioritizing and commitment in budgeting dollars to make this happen.
Trained employees/staff to provide these services.

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Our students…

LMS
Tech access
Hybrid class

- Learn in a rigorous and engaging environment that cultivates deductive reasoning skills and creative thinking.

- Respect independence and value the support and guidance that is available at State Center.

Student ed planning

- Take responsibility for their futures.

- Value education and seek ways to overcome obstacles.

As faculty, staff & administrators we commit to...

Online advising

- Serve the unique needs of our students so they achieve their personal and professional goals.

- Model behaviors we want our students to emulate.

- Inspire our students to follow a path to personal and professional development.

- Prepare our students for transfer and career opportunities.

Degree Audit

Student-centered strategic objectives

Infrastructure

Colleague

Student Success

- 1.2 Increase persistence & completion
- 1.3 Comprehensive Student Services Delivery Plan
- 1.5 Increase student engagement

Student Access

BPR

- 2.2 Maintain & improve admissions, registration, counseling & orientation processes

Teaching & Learning Effectiveness

Integration LMS

- 3.3 Develop a comprehensive distance learning delivery plan

Relevance: Mobile, Web, Access

Building the Vision

Draft statement ideas

- By _____, use relevant technologies to
  - Fully engage students in the learning experience
  - Support students' educational goals & the timely achievement of those goals
  - Deliver efficient, higher caliber services to faculty, staff & students

  - By _____, develop the infrastructure and systems to support an adaptive learning environment supported by responsive, efficient services that allow the District's students to do great things.