

CSUDH DIGITAL TOOLBOX

Creating Our Digital Future

Campus Technology Users Group (CTUG) – March 8, 2016



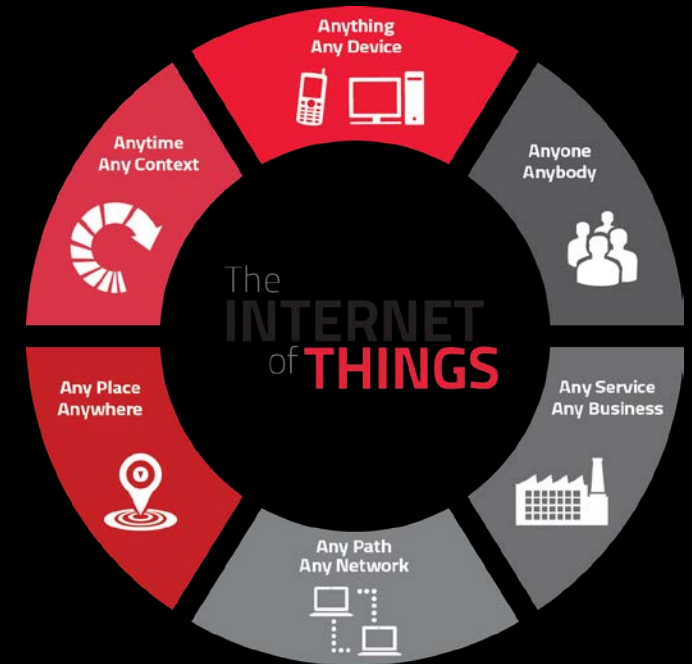
California State University
Dominguez Hills

AGENDA

- *Understanding Current Digital Context*
 - Digital Initiatives and Digital Enterprise
- *CSUDH at Crossroads : Understanding our Tools*
 - Tools to deliver service capacity
- *Understanding how our tools can integrate for Student Success*
 - Matching current digital tools with student needs

CURRENT GLOBAL DIGITAL CONTEXT

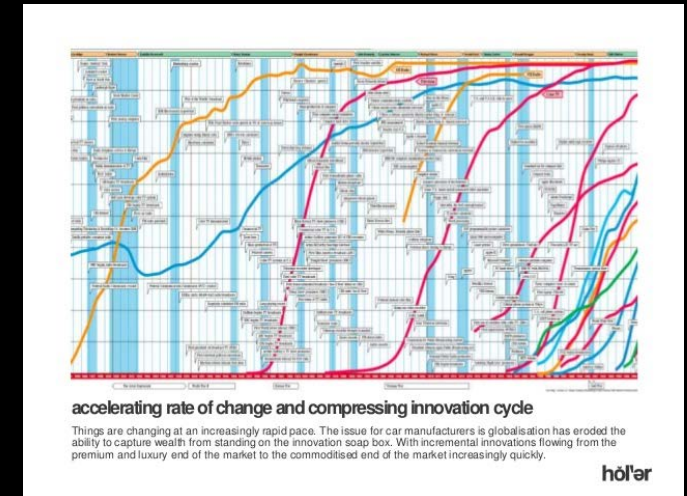
- Begins with focus on digital applications (Word, PowerPoint), and moves to the adoption of mobile devices (apps) over desktops
- Digital interactivity and transmission of information between embedded devices without human intervention (IoT - Internet of Things) is now the heart of digital conversation
 - Smart homes, smart networks, and Big Data
- From a *process perspective* we are also facing:
 - Rapid pace of change, frequent iterations
 - Users often have tools and capacity before institutions



CURRENT GLOBAL DIGITAL CONTEXT

(CONT'D)

- From a *process perspective* we are also facing:
 - the sustained rapid pace of change,
 - the rapidity of the creative cycle (how frequent iterations are released), and
 - the multidirectional path of creative change (neither just top down or bottom up)
 - Users often have tools and capacity before institutions
 - A greater number of “eyes” on issues provides for greater opportunities



The change is so profound and sometimes perceived as complex, it is often referred to as **Digital Disruption**

HIGHER ED DIGITAL INITIATIVES (HEI)

HEI's have done this with a series of Digital Learning Initiatives in the remaking of their administrative and instructional services through unified applications that are delivered to students, staff and faculty.



Call for Proposals

**Duke
Digital
Initiative**

SO....WHAT ABOUT CSUDH

2015-2016 - installing baseline for Enabling Technologies.

2016-2017 - use enabling technologies to turn on, configure, and build services and functionality that profoundly changes the way we operate.

2017 forward - build on the enhancements and work through university service delivery.

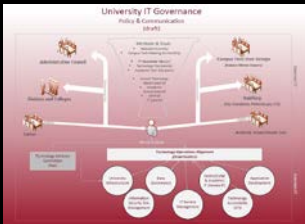
SO....WHAT DOES THIS LOOK LIKE?

TECHNOLOGY FRAMEWORK DOCUMENTS



★ Service Delivery Model

- Model for delivering university services through a life-cycle approach



★ Governance and Communications

- A flexible structure based on capacity and priorities

★ Service Catalog Structure

- Coordinated technology services for the academic enterprise



★ Sustainable Financial Model

- Model and multi-year plan for funding technology priorities

★ Staffing and Development Model

- Model and multi-year growth plan for staffing university technology services

CURRENT DIGITAL TOOLBOX - SOFTWARE



Lynda.com

available via
MyCSUDH

State funded employees and
students may subscribe for
free



**Adobe Creative
Cloud** available
via MyCSUDH

Employees and students
may subscribe for free



Dropbox

pilot program in strategic
areas



Survey Gizmo

available upon
request to IT



**TechSmith Snagit
and Camtasia**

Available for installation on all
campus owned computers



Microsoft

products
available via
MyCSUDH

Employees and students
may purchase the
software at a reduced
cost



BlueJeans

available as a
"Room" in Outlook
– transitioning to
Zoom



SPSS available
via MyCSUDH

Employees and students
may download for free

CURRENT DIGITAL TOOLBOX – *LEARNING SPACES*



Active Learning Classrooms

- Created specifically with group teaching & learning methodologies in mind
- 1 Laptop at each table
- Kramer VIA on each table monitor allowing shared display of 6 devices
- Magnetic glass boards

CURRENT DIGITAL TOOLBOX – *INSTRUCTIONAL SOFTWARE*

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
CSU Campuses	Moodle	Other LMS	Bb Learn* +Mobile	Bb Community or Content	Bb Collaborate	Bb Analytics/ Outcomes	Bb Help Desk	Bb Transact	iParadigms TurnItIn	Respondus	TechSmith SnagIt & Camtasia	Follett Discover	NBC Learn	Respondus / Monitor	Respondus / LockDown Browser	ProctorU	Proctorio	Portfolio	Video Conference - Zoom
Bakersfield			X		X				X	X	X		X						
Channel Islands			X	X	X	X		X	X	X	X		X						x (Limited)
Chico			X	X	X	X			X	X	X		X				X		X
Dominguez Hills			X	X	X	X			X	X	X	X	X					X	X
East Bay			X	X	X	X	X	X	X	X	X		X			X			Pilot
Fresno			X	X	X			X	X	X	X		X	X	X				Pilot
Fullerton	X								X		X		X			X			X
Humboldt	X				X				X		X		X						X
Long Beach		BrightSpace						X	X	X	X		X			X			X
Los Angeles	X							X	X	X	X		X			X			Limited Pilot (CETL)
Maritime Academy	X				X			X	X	X	X		X						X
Monterey Bay	X				X				X		X		X			X			X
Northridge	X								X	X	X	X	X		X		In Talk	X	Pilot
Pomona			X	X		X			X		X		X				In Talk		X
Sacramento			X	X					X	X	X		X		X	X			X
San Bernardino			X	X	X		X	X	X	X	X	X	X			X			X
San Diego			X		X				X	X	X		X		X				Pilot
San Francisco	X				X				X		X		X			X	In Talk	X	Pilot
San Jose		Canvas							X	X	X		X	X	X	X			GoToMeeting
San Luis Obispo	X				X						X		X					X	Limited
San Marcos	X	Canvas (RN- BSN)							X	X	X		X	X	X	X			X
Sonoma	X				X	X		X	X		X		X						X
Stanislaus	X (small scale)		X	X	X	X		X	X	X	X		X					X	X
TOTALS	11	3	11	9	15	7	2	9	22	17	23		23	3	6	10	4	4	22

CURRENT DIGITAL TOOLBOX – *TECHNOLOGY* (CONT'D)

- **Classroom Response Systems**
 - Services presently provided by Turning Technologies.
 - Actively testing a small pilot using iClicker
- **Course Redesign**
 - Utilize a series of tools in Blackboard around the Quality Matters (QM) standards
 - New templates designed to simplify online and hybrid course creation
- **Affordable Learning**
 - Working to make OER's (open educational resources) readily available inside Blackboard

CURRENT DIGITAL TOOLBOX – TECHNOLOGY

- **CSUDH Data Warehouse General Release**

- Second wave Student Success & Enrollment dashboard
- First release of academic planning, admissions, and grade distribution dashboards

- **CSUDH Portal**

- Authenticated access to common services and communications
<https://my.csudh.edu/>

- **Degree Planning**

- Smart Planner – Student build out multi-term course roadmap to graduation
- College Scheduler - Students optimize registration around their availability, allowing for block off times for work and other commitments

- **Advisement Core**

- EAB Campus Deployment (*formerly Grades First*)
- EAB SSC Campus - live

- **Accreditation and Reporting Application**

- Campus Labs transaction and assessment reporting for WASC and high impact practices
- ToroLink on portal and Mobile app: <https://my.csudh.edu/>

CURRENT DIGITAL TOOLBOX – *TECHNOLOGY* (CONT'D)

- **Document Workflow and Imaging**
 - OnBase first release checklist and document processing in Admissions and Financials.
- **Student Prospect Management**
 - Hobson's EMT for notification contact management
- **Student Case Management**
 - AIM for DSS
 - Point and Click for Health Center
- **Unified service management software**
 - ServiceNow for problem, project, asset and service management

TOOLBOX PIPELINE – TECHNOLOGY

- **Identity Management System**
 - MS Forefront Identify Manager for establishing and maintaining roles and access to university systems
- **Research Management Solution**
 - Cayuse software for workflow management of research and sponsored projects
 - Info Ready system based tool for RSCA funds
- **HR/Finance Dashboard**
 - Data-driven information by category
- **University Video and Digital Media Re-Imagined**
 - Re-examine and resource how web, video, and social media capabilities and capacity intersect for the university

TOOLBOX PIPELINE – TECHNOLOGY (CONT'D)

- **Carding Technology – OneCard**

- One card to identify and access campus facilities, services and activities

- **Event Scheduling and Ticketing**

- System for event management and scheduling
- System for ticketing and financial transactions (Athletics to be included)

- **Campus Digital Catalog**

- Smart Catalog moves from paper based catalog processing to online published catalog

TOOLBOX PIPELINE – TECHNOLOGY (CONT'D)

- **University Classroom and Analytics application**
 - Academic space planning
- **Learning Management System**
 - Currently Blackboard, present constraint is current contract expiration in a year
- **High Impact Practice Tracking and Assessment**
 - Process for acquiring, reviewing and approving HIP still underway
 - Development and pilot at Fullerton in grade attributes

TOOLBOX PIPELINE - *NETWORK*

- **10G Network Backbone Upgrade**
 - 10x Increased capacity for accessing the Internet
- **ACLU Network Core Refresh (CNI)**
 - Core network routers and switches upgrade
- **Palo Alto Networks Firewall Upgrade**
 - Initial firewall deployment
 - New network security layer functionality to follow

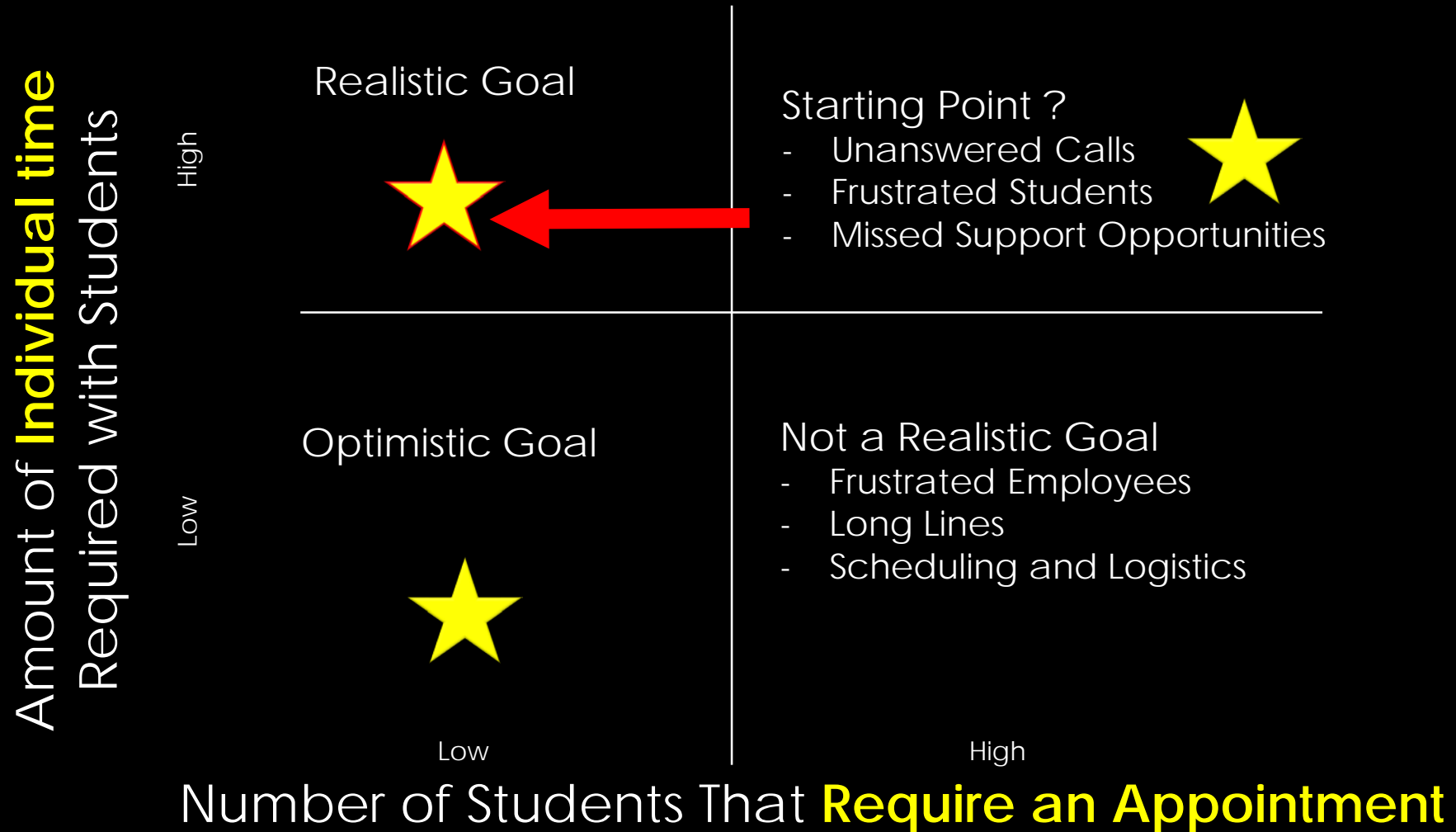
CURRENT FUNCTIONAL ENVIRONMENT

- Website Instructions – Redesigned website
- Paper Forms – Forms must be faxed/mailed/hand delivered
- Walk in Appointments – How long is the line?
- Telephone – Will someone answer my call?
- Email – Did anyone receive my email?
- Heavily Word of Mouth

CURRENT ENVIRONMENT CONCERNS & OPPORTUNITIES

- *Limited funding for digital investments*
- *Limited tool and process knowledge*
- *Limited development resources*
- *Limited training and development resources*

WITH FIXED RESOURCES - WE ARE UNABLE TO FULLY MEET STUDENTS NEEDS

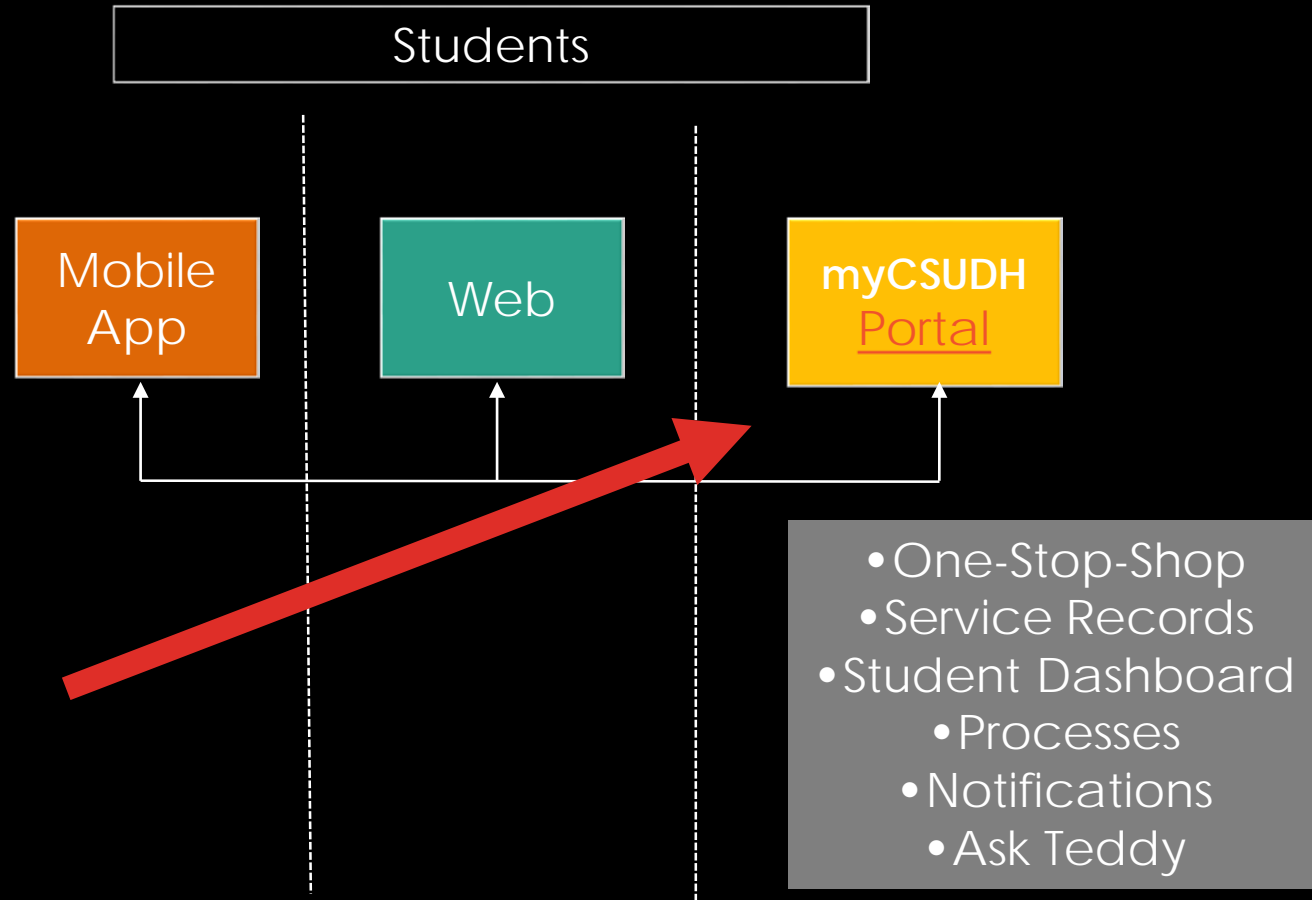


GOALS FOR CSUDH STUDENT SERVICES

Single mechanism/location to assist students in reaching graduation goal

- Establish a **Student Communication Focus Group**
- **Personalized** dashboard for each student
- Easy to use **Self Service Experience** (Establish a flow through % Goal)
 - Answers to **commonly asked questions** (expand use of ServiceNow and added Ask Teddy features)

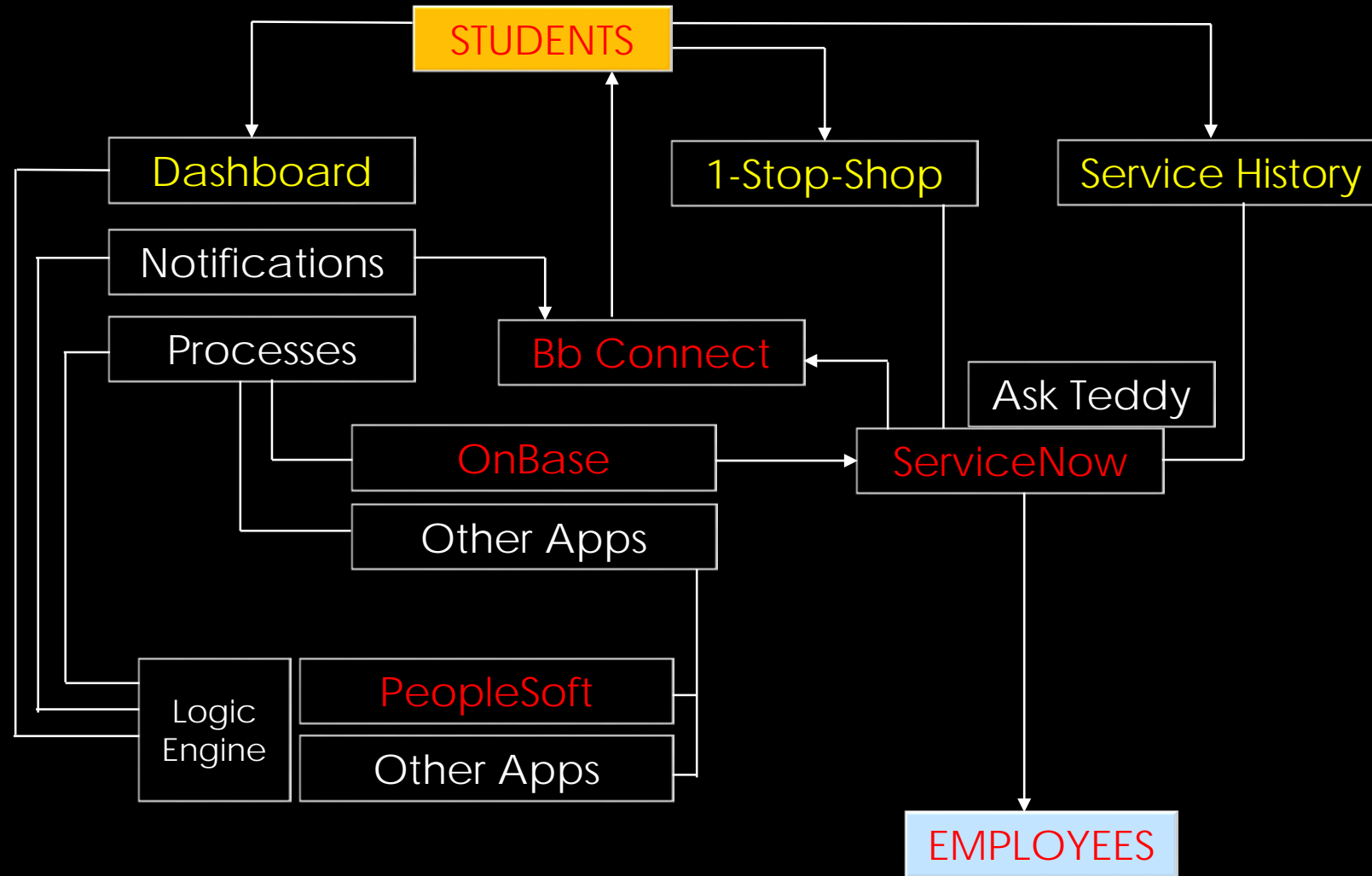
STUDENT SUPPORT ACCESS



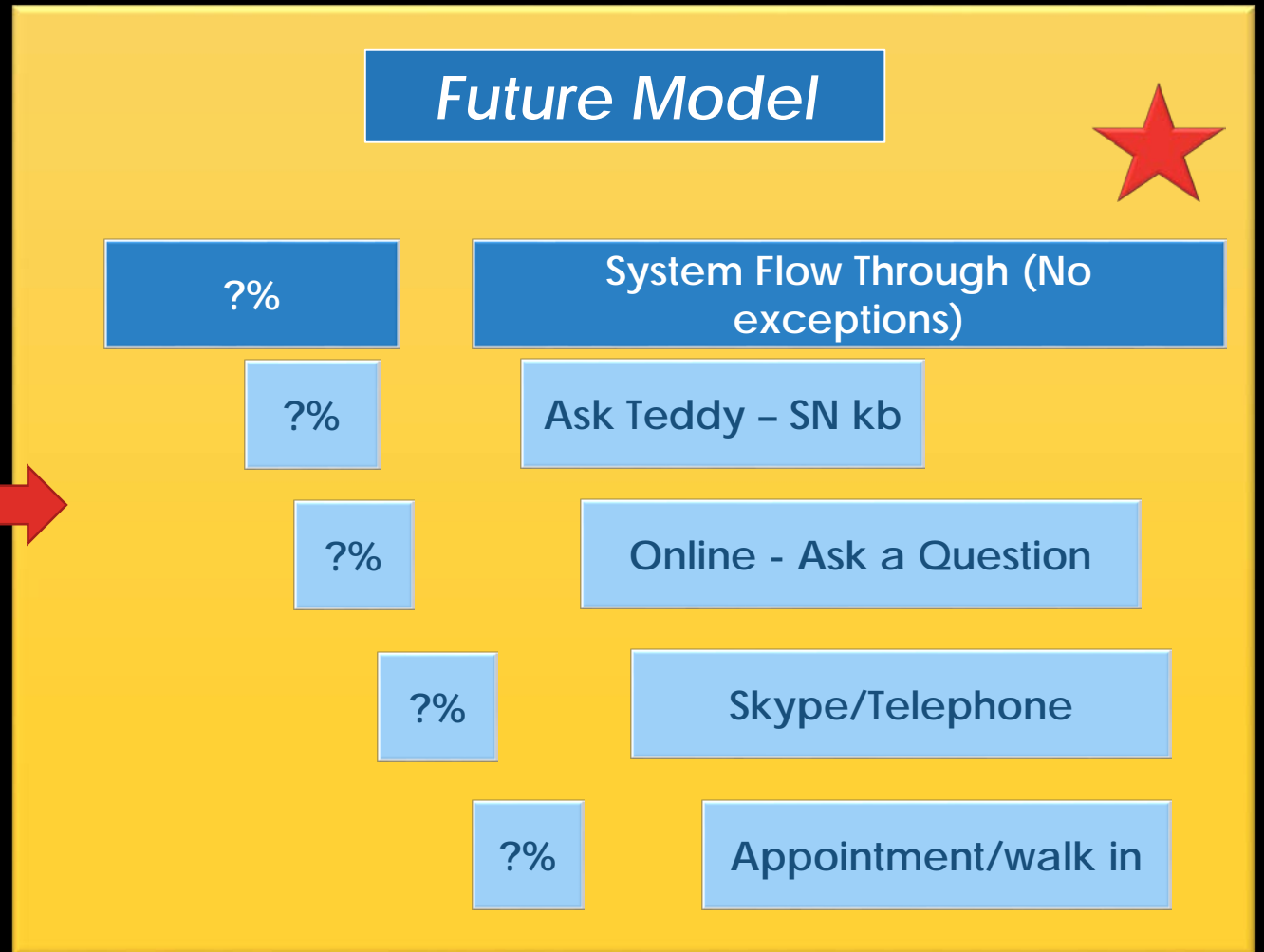
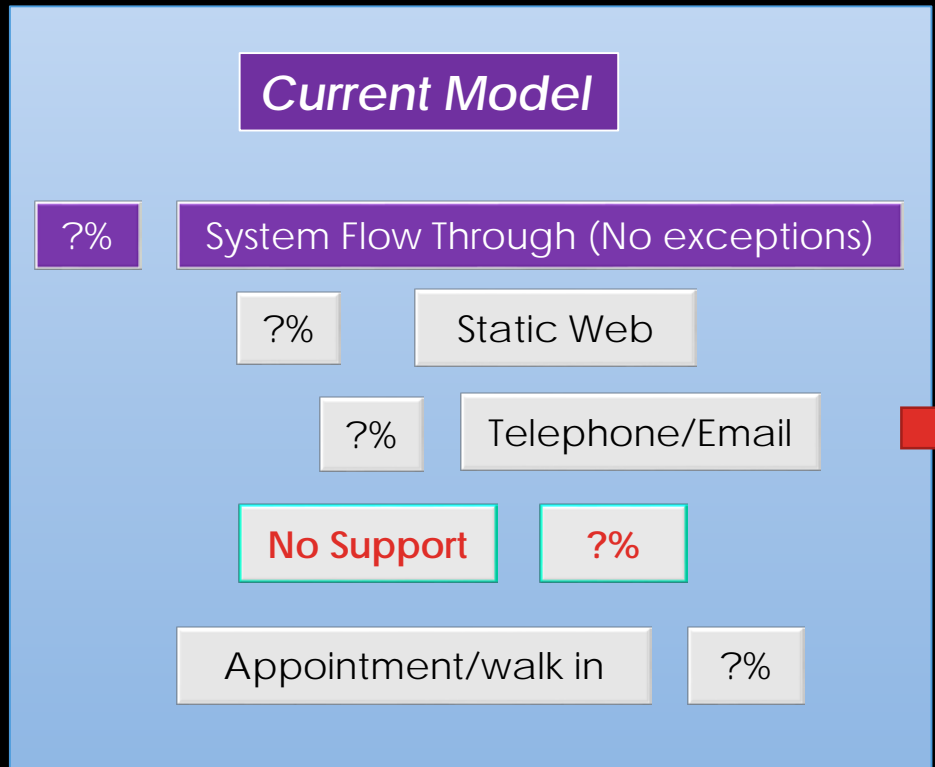
Push towards an authenticated experience for support

myCSUDH - Portal ensures the most reliable secure experience – mobile phone, tablet, computer, etc.

STUDENT TECHNOLOGY PATHWAYS



SUPPORT MODEL(S) - WHAT ARE OUR GOALS?



WHAT COULD THIS LOOK LIKE ???

The dashboard features a green header with a search bar and a user profile 'Hi Tim' with a notification badge '2'. Below the header are three tabs: 'My Status' (active), 'Help', and 'History'. The main content area is divided into several sections:

- Balance Due:** Shows a balance of \$3,215 with buttons for 'PAY NOW' and 'HELP'. The due date is 'Various, see details'. A 'Details' link is also present.
- Financial Services Tracker:** A progress bar with 4 steps, where step 4 is active. A message states: 'Step 4 of 4: Fees are due 1/11/2016.' A 'HELP' button is available.
- Financial Aid Tracker:** A progress bar with 5 steps, where step 3 is active. A message states: 'Step 3 of 5: You have submitted all supporting documentation. Your file is now awaiting approval pending review. This should be complete by 2/28/2016.' A 'HELP' button is available.
- Holds:** A section with a 'HELP' button. It lists holds: 'Update Emergency Contact' and 'Graduation Writing Test Requirement Unmet', each with an 'Info' link.
- Important Dates:** A list of dates with corresponding events and 'Add to calendar' links:

12/15/2015	Tuition Due	Add to calendar
12/18/2015	Registration Add/Drop	Add to calendar
01/04/2016	Winter Classes Begin	Add to calendar
01/06/2016	2:00pm Advisor Appointment	Add to calendar
01/18/2016	MLK Day - Campus Closed	Add to calendar
02/08/2016	Spring Registration Begins	Add to calendar
02/12/2016	President's Day - Campus Closed	Add to calendar
03/07/2016	Spring Fees Due	Add to calendar
03/14/2016	Winter Final Exams Begin	Add to calendar
03/22/2016	Spring Add/Drop Begins	Add to calendar

Red arrows point to the search bar, the 'My Status' tab, the 'Balance Due' section, the 'Financial Services Tracker' progress bar, the 'Financial Aid Tracker' progress bar, the 'Holds' section, and the 'Important Dates' table.

2016-2017 POTENTIAL IMPLEMENTATION PATH

- 1-Stop-Shop Office (Enrollment Services Organization)
 - Phase 1 - ServiceNow
 - Phase 2 - Online Requests For Appointment
 - Phase 3 - Online Service Requests
- IT Support Office – Online Service Requests

- Financial Aid Process Study (Enrollment Services Organization)
- Preliminary Portal based Dashboard (Contents)
- Preliminary Online Documents (OnBase)

POTENTIAL FUTURE IMPLEMENTATION PATH

- 1-Stop-Shop Office (Enrollment Services Organization)
- Online Support Menu (IT, Enrollment Services, Cashier's Office)
- Financial Aid (Enrollment Services Organization)
- Communications Preferences (Integration with Blackboard Connect)
 - Tracker Status Updates (Email or Text)
 - Reminder for Important Dates (None, Email or Text)
 - Updated Tickets (None, Email or Text)

- Portal based Dashboard (Contents)
 - Financial Aid Tracker
 - Financial Services Tracker
 - Admissions Tracker
 - Advising Tracker
 - Graduation Status Tracker
 - Housing Tracker
 - Holds on Accounts
 - Important Dates
 - ID Card Balance
 - History
 - Analytics
- Mobile PeopleSoft (transactions)
- Expand Online Documents (OnBase)
 - Enhanced Online Forms

INFORMATION TO MOVE US FORWARD

1. What **technology** are you using within your unit that may have been overlooked in the slides?
2. What **core processes/functions** do you perform within your unit?



QUESTIONS ??