DIGITAL STRATEGY PLAN

EMPOWERING DIGITAL TRANSFORMATION

ITS MANDATE : Be a digital innovation leader and deliver a top-tier technology experience to our community.

STRATEGIC GOALS

1
Improve student success by enhancing the digital experience and access to information and services

2
Provide students with the learning tools required to elevate their classroom experience.

3
Create experiential learning opportunities for students and faculty

4
Increase movement to "The Cloud": where innovation meets efficiency and security.

OBJECTIVES

1.1 Implement intelligent bot technology to give students fast and accurate answers to their questions

1.2 Provide a streamlined student experience with a digital experience portal

1.3 Provide AI- based technology to improve technology adoption and in increase student engagement within the LMS
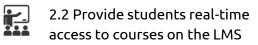
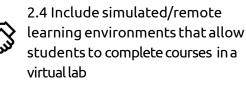1.4 Providing early warning systems to increase student success

2.1 Exploit technology in classrooms and other "collision" spaces to enhance group collaboration

2.2 Provide students real-time access to courses on the LMS

2.3 Provide AR, VR and mixed reality immersive experiences for teaching and learning

2.4 Include simulated/remote learning environments that allow students to complete courses in a virtual lab

3.1 Partner with Faculty to develop capstone project opportunities for students yielding both experiential learning and innovation

3.2 Employment of students by IT Services on a formal co-op program or work study assignment tailored to student's programs
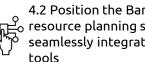
3.3 An ecosystem in which students can contribute to the development of new technology solutions which can be introduced to the university in a safe and secure manner

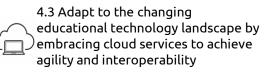4.1 Leverage workflow to streamline processes and enhance the student experience

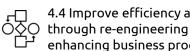4.2 Position the Banner enterprise resource planning system to seamlessly integrate with innovative tools

4.3 Adapt to the changing educational technology landscape by embracing cloud services to achieve agility and interoperability

4.4 Improve efficiency and speed through re-engineering and enhancing business processes