

Technology Master Plan

Selected emerging issues of potential interest to the Faculty Senate

Academic Technology

- Classroom Technology
 - Scope – Inventory rooms, equipment, define eligibility for replacement
 - Budget – Secure adequate funding, shorten replacement cycle
 - Design – Improve input process from faculty, Kohler Center, and Plant
 - Communication – Outage notifications, coordinating facility, housekeeping & IT issues
- Next Generation & Smart Classrooms – Flexible, active learning, technology
- Embedded IT Model – Dedicated IT Coordinators for colleges & functional areas
- Digital Assessments – Online tech to administer, manage examinations, evaluations, cheating
- Advising Software – Centralize advising system, improve scheduling, predictive analytics
- Augmented and Virtual Reality

Data Analytics

- Data Warehouse – Repository to produce accurate, single-truth, reporting
- Data Governance – Establish common definitions, protocol for managing data integrity
- Early focus on: Enrollment, Section management, Student success, Retention, and Admission

User Experience

- Wireless Connectivity – Easier device connectivity, Guest access, EduRoam
- Unified Help Desk – Single # for computer, phone, classroom, A/V, and CATV
- Technology Acquisition – Reduce time to purchase, process contracts
- Passwords – Reduce frustration with passwords
- AI & Chat bots – Implement text and online chat with AI-drive 24/7 service
- Nudge Technology – Event driven proactive alerts

Core IT

- Phone – Replace phone system, voicemail-to-email, transcription
- Cellular / DAS – Strengthen indoor and outdoor coverage
- CATV – Replace CATV system with IPTV to provide streaming to devices and better reliability