Recommendations and Priorities for the 2008-2012 ITS Strategic Plan
Proposed by the Instructional Technology Coordinating Committee
April 16, 2009

1. Provide faculty, students, and staff training and knowledge support for technology used in teaching and learning in a broad variety of ways, taking advantage of technologies that will help deliver this support when and where it is needed in a format appropriate to the needs and characteristics of the user.
   a. Provide real-time technical support using a combination face-to-face, chat, telephone, and other synchronous modalities
   b. Enhance the variety, quality, and accessibility of self-service resources, for example, tutorials and searchable knowledge bases
   c. Make it easy for faculty, appropriate staff, and students to access multiple databases of information such as student information systems, advising information, registrar, tutoring, etc.
   d. Increase the amount of training offered to ITS staff in order to provide knowledgeable support
   e. Improve coordination among IPFW resources, for example, improve coordination and communication between LSPs and CELT in support of teaching with technology

2. Transform planning mechanisms, organizational structures, and policies in order to more quickly adapt to and anticipate changes in the use of technology in teaching and learning.
   a. Institute periodic, systematic assessments of current and anticipated use of instructional technologies in order to understand return on investment, effectiveness, and to be able to forecast needs.
   b. Institute and communicate simple and effective internal procedures for initiating individual, departmental and campus-wide instructional technology initiatives.
   c. Use the results of assessments, research on nascent technologies, results of pilots, and active consultation with IPFW’s technology committees to prepare budgets for instructional technologies.
   d. Create a budget line to support research and development for exploring cutting edge instructional technologies.
   e. Align the organization of the ITS Strategic plan with the university’s strategic plan.
3. Support high quality teaching activities in all physical and virtual spaces in which courses are taught by providing reliable, easy to use, accessible, flexible, and secure technologies.

   a. Provide teaching stations in 100% of the general use classrooms that will support a variety of teaching styles and delivery methods. For example, teaching stations
      i. Possess several commonly used profiles to be determined in consultation with faculty.
      ii. Are compatible with mobile components that may be ordered through ITS, such as multiple laptops on a cart, clickers (eg, sets designed for occasional use by different classes)
      iii. Are capable of video and audio capture of a lecture or class activities.
      iv. Are equipped with wireless/Bluetooth functionality
      v. Are equipped with document cameras like the “Elmo”

   b. Provide a stable and reliable course management system, including the multifaceted infrastructure underlying and coordinating with the system.

   c. Improve communication of system outages to all users so that users receive timely information in multiple formats and delivery methods in concise language that they can understand.

   d. Ensure the consistent integration of current and future instructional technology applications (e.g. program and course assessment and “browser lock-down” software) into systems such as the course management system or the teaching workstation “image”.

   e. Provide Web 2.0 applications such as blogs, wikis, and other virtual collaborative spaces, technical support for Web 2.0 to faculty, staff, and students, and insure integration of Web 2.0 applications with the course management system.

   f. Support the implementation of a new course evaluation system that will provide data in e-reports that is easy to manipulate so that decisions about improving teaching may be made in a timely and effective way.

4. Support informal learning and teaching environments which allow students and faculty to work outside of the classroom or a course in any physical space on the campus with fixed devices or with those that students and faculty have brought to campus, by providing ubiquitous, reliable, flexible, mobile technologies that support the way that people want to work.

   a. Provide wireless connectivity anywhere on campus, inside or outside.

   b. Support mobility and collaboration among students, staff, and faculty within built spaces, for example through the physical design and underlying infrastructure of the spaces, through the short-term and long-term loan of laptops to students.

   c. Enable the use of a variety of devices such as cell phones, ipods, and smart phones for instructional media delivery and interaction, which may entail the support of alternate CMS options and operating systems designed for handheld computing devices.

   d. Make available a broad range student information data drawn from multiple databases, such as Tutortrac, SIS, academic support programs such as ASAP, the Registrar, and Admission, in an easy-to-access easy-to-use format so that faculty and staff can more effectively advise and guide students in their learning.
e. Increase the number of and upgrade existing curriculum-based multimedia development facilities for students and for faculty.

5. Plan for and engage in continuous evaluation of future and existing technologies and technology projects.

a. Conduct periodic user satisfaction surveys, publish widely the results and the actions taken based on the results.

b. With stakeholders, collaboratively develop a set of meaningful metrics for continuous evaluation of the efficiency and effectiveness instructional technologies. Use the metrics regularly and report results.

c. Use the principles of universal design and respect for the physical environment as primary criteria when designing new facilities or considering purchases, since what is good for the environment and for differently-abled people is good for all.

6. Desired improvements in technology infrastructure
   a. Better support for streaming content off-campus
   b. Drag and drop functionality for streaming media server
   c. Implementation of legal torrent files
   d. Enhance support for Mac OS and Linux
   e. Redundant Internet for campus
   f. Disaster recovery for key instructional technologies
   g. Guest/temporary access to network (non-wireless)
   h. One password login to everything, for example One Purdue, and IU.