Recommendations and Priorities for the 2012 ITS Strategic Plan  
Proposed by the Instructional Technology Coordinating Committee  
October 2012

1. In collaboration with ACITAS, ITCO, faculty members, academic departments, colleges, schools, and programs, IT Services will develop and implement processes to insure the following:

   a. IT Services should give priority to finding ways to continuously and actively consult with departments and colleges as to their technology needs and plans. The process of continuous consultation of academic units should become part of the way IT Services provides support for instructional technology and the people who use it to promote student learning.

   b. Build into the fabric of ITS work processes that allow the academic side of the institution a way to provide input to selecting and implementing instructional technologies in a timely and effective manner such that academic input influences selection and purchasing decisions.

   c. That the needs and concerns of teachers and instructional support personnel are taken into account before technologies are placed in classrooms or in other locations in which teaching staff will provide instruction.

2. IT Services will develop, implement, and communicate simple, transparent, and effective procedures through which faculty, departments, and other academic units may initiate requests for technology, including software applications, hardware, and systems. The processing of the requests and what requestors can expect should also be communicated simply and completely.

   For example, many faculty and staff remain unaware of the “Work Request” form and are unable to complete it fully. Further, little is generally known about what happens to requests after they are made.

3. Make available a broad range of student information data drawn from multiple sources, such as Tutortrac, SIS, academic support programs such as ASAP, the Registrar, and Admission, Mapworks, in an easy-to-access, easy-to-use format so that faculty and staff can more effectively advise and guide students in their learning.

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

   a. Conduct regular, periodic user satisfaction probes, using a variety of qualitative and quantitative methods such as interviews, surveys, and focus groups, and alternating large intensive studies with shorter, less detailed evaluations. Publish 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 of instructional technologies. Use the metrics regularly and report results.

5. One password login to everything, for example One Purdue, and IU.