How our IT Became Strategic Partners (Especially with Academic Affairs)

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Learning Outcomes

- Use methods of outreach to university leadership

- Align resources to key university initiatives

- Develop joint planning efforts and effective frameworks between different departments for successful projects to enhance student success

- Cultivate non-academic partnerships to achieve academic strategic planning efforts

Your university/college role?

Academic Affairs

Facilities/Construction

Information Technology

Strategic Planning

Student Affairs

Other

Overview

Fresh eyes (3 ways)

- Provost – started 6/2015
- Lynne – started 11/2015
- Judy – started 1/2016

APSU Strategic Plan – finalized 5/2016

Overview (continued)

Change in IT leadership and approach to serving and engaging with stakeholders

- Previous CIO at Director Level for 40 years –

  "Old school" approach = "keep the lights on"

- New "first time" CIO

  "Strategic" approach = "leverage technology"

Methods of Outreach

Building Strategic Partnerships

- First 3 months

  Proactively sought out meetings with Academic and administrative leadership

  Strategic Plan Goal Champions

Outreach Meeting Agenda

- What are your three major focus areas/initiatives in the next 2-3 years?

- How does your college/department/team work with IT?

- Anything else I can help with? OK if we meet each semester?

Goal 2: Student Success: Retention, Completion and Workforce Preparedness

The University culture will foster and support student success and engagement and the Drive to 55 goal of increasing the number of Tennesseans with degrees. Persistence and achievement interventions with nontraditional, minority and low-income students will support both Tennessee Board of Regents and Tennessee Higher Education Commission goals and objectives.

Goal Priority 2.1 Create and Expand Quality Learning Opportunities

Objective 2.1.1– Expand quality program development and curriculum options for students

Objective 2.1.2– Enhance quality research experiences for undergraduate and graduate students

Objective 2.1.3– Create engaging and high-impact learning experiences for undergraduate students that support retention and student growth and development

Objective 2.1.4– Explore innovative methods to increase student success

Objective 2.1.5– Assess and enhance online instruction delivery and programming to increase student success

Goal Priority 2.2 Promote Vibrant and Engaging Student Life Experiences

Objective 2.2.1– Expand physical health and mental health services to support student success

Planning for Transformation and Execution

- Transforming how the University leadership thinks about IT

- Transforming IT from being "order takers"

- Not just partners for technology but *strategic partners to move the university forward*

Recognition of Common Goals

- New Strategic Plan

- Process efficiencies/Sustainability

- Student Success Committee – Improve first year student retention

- Technology systems for interventions

  - Academic alert

  - Degree compass

- Broad QEP

Cultivation of Strategic Partners
(Hidden Benefits of IT Behind Each Initiative)

First, collaborate to enhance student success

Second, promote process efficiencies

- Process improvement analysis

- New software applications/contract expirations

Third, remedy the gaps

- "Residency" progress bar indicator in student's degree evaluation

Levels of Maturity of Strategic Partnerships Within your Institution (IT and Academic Affairs)

- Non-existent
- Developing
- Executing
- Mature

Poll

Where is the Level of Maturity of Strategic Partnerships
of IT and Academic Affairs
in your College or University?

1 - Non-existent
2 - Developing
3 - Executing
4 - Mature

Group Activity
(10 minutes)

- Break into groups

- Each group should include at least one person who identified institution as

  - Non-existing

  - Executing or Mature

- Discuss examples of partnership efforts

  - Those partnerships that worked well

  - Those that can be enhanced

Conclusion

- Strategic Partnerships require intentional, ongoing effort

- Partnerships with IT do not have to involve technology
  - Process Improvement Analysis

Q & A

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