University Information and Technology Services (UITS)

Vision Statement

*University Information and Technology Services will utilize technology and support services to recruit, retain, progress, and graduate students at Columbus State University.*

**UITS Mission Statement**

*University Information and Technology Services, UITS, is committed to provide technological services for students, faculty, and staff for use in accomplishing the mission and meeting the goals established by Columbus State University.*

**UITS Strategic Initiatives**

(Sub goals listed below are for information and for additional input and comments. These items we currently know through departmental project management discussions. All projects will be vetted and prioritized - guided by the CSU strategic plans and ELT retreat document)

1. Enhance campus experience for applicants, students, faculty, and staff, by leveraging the delivery of personalized information and data on any platform or mobile device.
   a. Integrate academic and nonacademic events/activities beyond the classroom and immerse students in the community. (Welcome back conferences, workshops and E3 - attendify)
   b. Engage first year students before the first day of class (online admission app and Mobile apps).
   c. Enable Add/Drop (Registration) in the mobile app (high impact-DubLabs, ExLibris, Ellucian, College scheduler).
   d. Enable push notifications for critical items in the mobile app with the ability to target small groups and even individuals (i.e. those
about to be dropped for non-payment, applicants who still need to submit documents, etc.). Example: DubLabs
2. Provide a consistent, high quality teaching and learning experience by investing in technology infrastructure in classrooms and online.
   a. Increase engagement through Active Learning Spaces and Innovation Centers.
   b. Enable virtual desktop infrastructure (VDI) for laptops and workstations to speed up boot time and software deployments.
   c. Standardize technology systems in classrooms to create a consistent teaching experience for faculty and streamline training.
3. Strengthen the cyber security posture by improving policies, processes and technology, to protect student, employee, and academic research data.
   A. Update current security policies and create new policies
   B. Classify and secure Google applications
   C. Security harden CSU networked Laptops/printer/copiers
   D. Perform continuous security outreach to CSU students and yearly security awareness training for all CSU faculty/staff

2017 Top 10 Strategic Technologies

1. Mobile apps for enterprise applications (Eg: DubLabs or Ellucian and Google)
2. Blended data centers (on-premises and cloud-based)
3. Technologies for planning and mapping students' educational plans (College Scheduler-increasing the credit hours)
4. Data and database encryption (Oracle advanced security, CloudLock, LANDesk)
5. Technologies for triggering interventions based on student behavior or faculty input (EAB and MyCSU)
6. Mobile device management (LANDesk)
7. Active learning classrooms (e.g., student-centered, technology-rich learning environments)
8. Technologies for improving analysis of student data (Making sure data is collected and stored on the hardware platforms for access by IR and ESC)
9. Incorporation of mobile devices in teaching and learning
10. Technologies for offering self-service resources that reduce advisor workloads

Source: ECAR Research

**EDUCAUSE 2018 Top 10 IT Issues**

1. **Information security**: Developing a risk-based security strategy that keeps pace with security threats and challenges
2. **Student success**: Managing the system implementations and integrations that support multiple student success initiatives
3. **Institution-wide IT strategy**: Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in achieving institutional missions
4. **Data-enabled institutional culture**: Using BI and analytics to inform the broad conversation and answer big questions
5. **Student-centered institution**: Understanding and advancing technology's role in defining the student experience on campus (from applicants to alumni)
6. **Higher education affordability**: Balancing and right sizing IT priorities and budgets to support IT-enabled institutional efficiencies and innovations in the context of institutional funding realities
7. **IT staffing and organizational models**: Ensuring adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both IT and non-IT staff
8. (tie) **Data management and governance**: Implementing effective institutional data governance practices
8. (tie) **Digital integrations**: Ensuring system interoperability, scalability, and extensibility, as well as data integrity, standards, and governance, across multiple applications and platforms
10. **Change leadership**: Helping institutional constituents (including the IT staff) adapt to the increasing pace of technology change