

**University of California  
Information Technology Guidance Committee**

**IT in Student Experience**  
Systemwide discussion  
June 23, 2006  
Oakland, CA

**Summary Report**

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## **I. Executive Summary**

On June 23, 2006 over sixty staff, faculty and students representing UC's ten campuses and the Office of the President met in Oakland to participate in a discussion about how information technology is being and could be used to inform, engage and support prospective and current students.

### ***Context – Exploring Information Technology Opportunities Systemwide***

The discussion was the first of several being planned with various UC stakeholders by the UC Information Technology Guidance Committee (ITGC) (<http://www.universityofcalifornia.edu/itgc/>). The ITGC has been established by Provost Rory Hume to engage in a consultative, 18-month systemwide planning process to identify and recommend strategic directions to guide investments in information technology (IT) and the academic information environment for the University of California. The ITGC has identified six initial areas of exploration:

- Advanced Networking Services
- Common IT Architecture
- High Performance Research Computing
- Instructional Technology
- IT in Student Experience
- Stewardship of Digital Assets

### ***Take Away Messages***

Several key themes emerged during the discussion:

1. Enriching and improving the experience of students throughout their lifecycle (from prospective, through current, to graduated students) is both strategic and mission critical for the University of California.
2. Information technology provides essential tools for UC to communicate and transact essential business with, cultivate affinity among, and enrich the lives of its students throughout their lifecycle.
3. As part of the ITGC planning process UC has the opportunity to identify leverage points for cross-campus or systemwide investment and action that will lead to efficiencies in, and increased capacity for, offering IT-mediated services and support to students.
4. UC needs increased capacity for experimentation and innovation in creating student-facing systems and applications so that it can be more responsive to student IT needs and expectations.

The organizers of the discussion took away the message that these things can and should happen and that the UC Office of the President can play a useful role, particularly by facilitating dialogue across the many functional areas of the University that intersect with students.

### ***Working Definition of Student Experience***

For the purposes of the June 23 discussion, student experience was defined as: "How current and prospective students engage with and experience the University (outside of classrooms and labs)."

### ***Participants***

The participants in the June 23<sup>rd</sup> discussion on IT in Student Experience were drawn from diverse functional areas, including Academic Preparation, Admissions and Enrollment,

Housing/Residential Services, Academic Computing, Libraries, Registrar's Office and Student Services.<sup>1</sup>

### ***Focus and Outcomes of the June 23<sup>rd</sup> Discussion***

The focus for the five-hour session was emerging issues and IT opportunities related to student experience, rather than a complete inventory of current IT needs. Led by Associate Vice Provost Dan Greenstein, who is a co-coordinator of the ITGC along with Associate Vice President Kristine Hafner, and ITGC Consultants Katherine Mitchell and Paula Murphy, participants engaged – in small groups and as a whole – in a series of activities to brainstorm and synthesize ideas to:

- create a better understanding of the prospective and current student experience, and the trends that shape it, at UC;
- explore the implications for IT;
- develop a list of potential opportunities for systemwide and/or cross-campus IT collaboration or coordination; and
- engage in meaningful discussion across “silos” and functional areas.

### ***Hearing from Students***

During a lunchtime panel session the students in attendance gave examples of how they use technology in a typical day. Examples include:

- Being required to use “clickers” (remote-control voting systems) to take pop quizzes in class;
- Engaging in online chats with other students to try to understand certain points being made by instructor during class;
- Participating in conferences and panel discussions via video conferencing;
- Getting the day's news by reading Blogs and checking RSS<sup>2</sup> feeds.

They also made several suggestions for how UC could use IT to enhance their experience, including:

- Students are an untapped resource. Involve students on the front end, instead of the backend, when developing student-facing systems.
- Make the content of the University open.
- Leverage the work students are doing, in classrooms, for example, for benefit of all.
- Keep Wikipedia entries about the UC campuses up to date.
- Use blogs and RSS to communicate information to students.
- Publish an integrated systemwide online course catalog and online directory so that students can find courses and information across the system.
- Develop a systemwide Wiki environment so students can create, share and stay in sync while working on project collaborations.
- If you want technology to be a factor in students' selection process of campuses, put information about it on the Admissions section of the campus web sites.

### ***Describing IT in the Student Experience Now and in 5 Years***

We asked participants how they would describe “IT in the Student Experience” as it exists now and how they would like to describe it in five years from now. The most commonly expressed ideas were:

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<sup>1</sup> A complete list of invited participants can be found at:  
[http://www.universityofcalifornia.edu/itgc/focusareas/student/062306\\_attendees.pdf](http://www.universityofcalifornia.edu/itgc/focusareas/student/062306_attendees.pdf).

<sup>2</sup> RSS stands for Really Simple Syndication. It enables content to be delivered to web browsers by subscription. A definition can be found on Wikipedia at [http://en.wikipedia.org/wiki/RSS\\_\(file\\_format\)](http://en.wikipedia.org/wiki/RSS_(file_format))

Words to describe NOW	Words you would like to describe 5 YEARS FROM NOW
<ul style="list-style-type: none"> <li>• Confusing/frustrating/challenging <i>(most commonly expressed concept by far)</i></li> <li>• Silo-ed</li> <li>• Engaging/dynamic/exciting</li> <li>• Diverse/multi-dimensional</li> <li>• Social</li> </ul>	<ul style="list-style-type: none"> <li>• Integrated/seamless/easy <i>(most commonly expressed concept by far)</i></li> <li>• Virtual/high-tech</li> <li>• Fulfilling/satisfying</li> <li>• Competitive</li> <li>• Social/Collaborative</li> </ul>

We also asked for ideas for how UC might get from now (confusing) to the future (seamless). Suggestions were:

- Create UC-wide list of majors with prospective applicants
- One portal for all university information
- Usability testing in context of breadth of student services, student-centered design
- Consistency; all course web sites have baseline and accurate information
- Assess value to student; what's the middleground? Pick low-hanging fruit to address
- Provide "sandboxes"; encourage creative solutions
- Put all course reserves online
- Use only one course management system
- Make information easier to find on web sites
- Centralized agreements on definitions, data, standards, formats (on selected topics)
- More money

### **Big Ideas**

We asked participants to write down big ideas for how UC could enhance the student experience. A full list of those ideas is attached at the end of the document. Some of the themes that emerged are:

- Build portals to provide integrated and easily accessible information
- Centralize help desk operations
- Use social networking software, such as Facebook, to engage students and build community
- Make more use of podcasting for distributing course content as well as public events
- Develop applications and systems so that they are standards-based and can be integrated with other systems and across campuses
- Standardize e-transcripts
- Encourage collaboration by providing useful collaboration tools and funding
- Involve students in the development process of student systems
- Provide more professional development opportunities for IT professionals and facilitate sharing of expertise and best practices across the system

Although the primary focus of the June 23rd discussion was intended to be on how students engage with and experience the University *outside of the classroom and lab* (because the ITGC has a separate work group focused on instructional technology), a good portion of the discussion was in fact on academic uses of IT. We discovered that for students IT use is ubiquitous and it is almost impossible to have a conversation about the student experience and not talk about course web sites, how instructors use technology in the classroom, etc.

This experience reaffirms the ITGC's plan to closely link the Student Experience and Instructional Technology activities.

Several themes and ideas emerged throughout the course of the day. Outlined in the next section is a list of those themes that the ITGC plans to explore in more depth this fall and winter through a variety of consultations with UC stakeholders. A list of those activities can be found in Section III of this report.

## II. Preliminary list of focus areas/themes for further exploration by ITGC

Participants generated many ideas about IT opportunities for UC systemwide activity (a complete list of ideas is attached). Below is a preliminary list of focus areas (which includes many of those ideas) that will be explored in the coming months.

Focus Area/Theme	Description	May have implications for these ITGC Work Groups
<b>Open vs. closed content and courseware</b>  <i>(also an overall "Big Idea" identified for exploration by the ITGC)</i>	A growing number of institutions of higher ed have committed to openly sharing their intellectual resources on the web. The ITGC will explore how the UC system might benefit from participating in this movement, how the campuses might work together to do so, and the policies (e.g., IP) and practices (e.g., faculty reward) that may need revising to encourage and enable the production and distribution of open content.	Instructional Technology
<b>Identity management</b>	Students (prospective, current and graduated) often are required to log in to several systems in the course of a day (e.g., email, learning management system, financial aid system, etc.) And if they need to enroll in a course on another campus, they must manage multiple ids. A shared identity management strategy across the system has the potential to reduce duplicate/redundant systems and to improve service to students.	Common IT Architecture
<b>Information interoperability of, and access to, student-facing systems</b>	Students complain about a lack of consistency among student-facing systems as well as the sheer number that they must access. Staff time is not used efficiently when information must be duplicated or re-created and when developing systems without building on the expertise already attained by others. More efficient and smarter services could be provided if systems were built to standards, access was made easier (via portals, for example) and if practices were put into place that encouraged sharing of information across functional areas.	Common IT Architecture
<b>Eportfolio/persistent data storage for students</b>	UC could provide a valuable service to students throughout their lifecycle by providing them with an online repository to store and access their academic output. Such a system would allow them to set permissions for access so that they can share with potential employers, other institutions of higher education, etc. Because eportfolios have not been widely rolled out on any of the UC campuses, the timing may be right to engage the system to develop and implement in a coordinated fashion.	Instructional Technology

Focus Area/Theme	Description	May have implications for these ITGC Work Groups
<b>Baseline IT provision for every student</b>	The student experience could be greatly enhanced if every UC student could expect a baseline level of IT service, and was required to meet an established standard of information literacy. Such a standard could result in more effective design and delivery of services because they are built upon basic assumptions about students' access and competency with information technology. It could also lead to efficiencies if there were systemwide licensing for equipment, support, training, etc.	
<b>Online social networks and how they can be leveraged for community development</b>	Today's students are accustomed to interacting with peers via online social networks and developing friendships and communities of interest online. Incorporating best practices and tools from these online social networks into UC systems and practices that enable community building for UC students could add a supportive resource for students, for both academic and extracurricular endeavors. The campuses could explore together the potential of harnessing the power of online social networks for benefit of the student experience and any policies or practices that might need to be addressed.	
<b>Online courses</b>	Students increasingly expect to have more choice and convenience when it comes to taking courses. A growing number of students must work to pay for their education, requiring more flexibility in scheduling in order to get to degree in a timely manner. The UC system could work together to develop the technological infrastructure, as well as policies and practices, to enable this convenience, choice, and affordability, leveraging the unique strengths of the campuses in deciding which courses or roles they contribute.	Instructional Technology
<b>Balancing stability &amp; innovation in provision of student-facing services</b>	Explore how UC can become a more innovative place in which to develop web-based services for students and how it can leverage the expertise that exists on the campuses for benefit of all. Explore how students factor into this equation and how to give them more of a voice, and stake, in the development and provision of their services.	

### **III. Proposed ITGC Activities related to IT in Student Experience**

#### **Proposed activities to explore how to build community, foster discussion, identify potential systemwide activities and move toward practical implementation:**

- Meet with UC enrollment management and technology professionals to further explore strategic directions (systemwide meeting on Oct. 17-18, 2006);
- Convene a small group to review the input gathered and discuss how best to advance the issues raised;
- Establish a listserv to continue the dialogue (details can be found in the next section of the report).

Additional possible activities include:

- Consult with external relations, alumni relations, university relations folks from across the system about alumni experience; review preliminary focus areas based on June 23 discussion;
- Gather data about IT in Student Experience from across system, state, and nation;
- Convene regional symposia to explore focus areas that emerged from the June 23 discussion; include students from the UC campuses as well as people who serve prospective, current, and graduated students.

### **IV. Ideas for community building/continuing the dialogue**

The overwhelming response to the invitation to the systemwide discussion, including more participants than had RSVP'd, as well as the feedback from the participants after the meeting suggests that there is an urgency and strategic importance in continuing the dialogue that was initiated on June 23. We discovered that part of the eagerness to participate in a UCOP organized discussion is that at most campuses, student experience functions are distributed across several divisions, often making coordination and clear decision making challenging at a campus level.

In addition to continuing its consultation activities in this area, UCOP will explore how communication and collaboration can be facilitated on an ongoing basis between students, staff and faculty across departments, campuses and functional areas.

As an initial step, a listserv for IT in the Student Experience (**ITGC-SE-L@listserv.ucop.edu**) has been established. The subscription list was pre-populated with all of the people who were invited to participate in the June 23 discussion.

If you wish to unsubscribe, send a message to [listserv@ucop.edu](mailto:listserv@ucop.edu) with the following command in the body:

Unsubscribe ITGC-SE-L

To recommend that additional people be added, please send their names to [paula.murphy@ucop.edu](mailto:paula.murphy@ucop.edu).

The ITGC will occasionally send updates to the listserv on its activities, specifically those relating to IT in the Student Experience. As subscribers, feel free to use the list to send out messages and inquiries as appropriate. If demand warrants, additional listservs can be established for specific issues so that this list remains relevant to a diverse audience.

If you have additional ideas about how systemwide communication about IT in the student experience could be facilitated, please send them to the listserv or directly to [paula.murphy@ucop.edu](mailto:paula.murphy@ucop.edu).

**Appendices:**

1. Suggestions from Systemwide Discussion on IT in Student Experience (OptionFinder exercise to vote on ideas on IT implications for UC)
2. "Big Ideas" (Participants wrote these down during the June 23 session)

## Suggestions from Systemwide Discussion on IT in Student Experience

### OptionFinder results:

Ideas on IT implications for UC (sorted by average)	1-4 Scale on Potential for Systemwide Activity					Average
	% no potential (1)	% low potential (2)	% high potential (3)	% Systemwide only (4)	Total % chose 3 or 4	
Systemwide directory for students, faculty and staff	0	2	40	58	98	3.6
<i>(Identity &amp; Security)</i> Lower bar to access to security tools (site licensing)	0	4	76	20	96	3.2
Open vs. Closed	0	15	61	24	85	3.1
Consistent branding for all official UC web pages	12	10	36	42	78	3.1
<i>(Social Networking)</i> Policy implications for social networks (e.g., confidentiality,	6	14	61	20	81	2.9
Leveraging campus strengths/best practices	2	18	67	14	81	2.9
Information Interoperability	4	17	63	15	78	2.9
<i>(Diversity)</i> Enable K-12 students to develop skill sets	10	14	64	12	76	2.8
<i>(Wireless; anytime, anywhere)</i> Proper structuring of resources (centralized, distributed, allocation of funding)	12	27	41	20	61	2.7
Persistent data storage for students	10	28	56	6	62	2.6
<i>(Greater student indebtedness)</i> Administrative systems must be efficient	16	24	42	18	60	2.6
<i>(Integration of technology; optional physical campus)</i> Create level playing field for technology (access/provision)	10	30	50	10	60	2.6
<i>(Increasing student IT sophistication)</i> Create incentives for institution to meet student expectations (encourage training to keep up with students)	10	37	42	12	54	2.6
<i>(Identity &amp; Security)</i> Identity management/lifelong relationships	9	39	37	15	52	2.6
Standard administrative systems across campuses	26	26	12	36	48	2.6
<i>(Wireless; anytime, anywhere)</i> Changing model to enable anytime, anyhow	8	44	48	0	48	2.4
Direct (database) access to all public information	31	22	20	27	47	2.4
<i>(Higher tuition &amp; fees)</i> Online courses to get students to degree quickly	20	31	45	4	49	2.3
<i>(Greater student indebtedness)</i> Balancing stability and innovation re: provision of IT	12	47	39	2	41	2.3
<i>(Social Networking)</i> Choosing technology that is flexible and has grown organically for social networks	18	46	36	0	36	2.2
<i>(Diversity)</i> Framework for student control of education	6	64	30	0	30	2.2
<i>(Increasing student IT sophistication)</i> Do better job of involving students in design of services	25	43	30	2	32	2.1
<i>(Integration of technology; optional physical campus)</i> Respond to faculty/student IT needs and wants (for recruitment and retention)	22	52	24	2	26	2.1
Campus student computing groups (to communicate with administration, etc.)	30	42	22	6	28	2
<i>(Higher tuition &amp; fees)</i> Campus services social network (to enable quicker time to	26	48	24	2	26	2

**Participants wrote these "big ideas" down during the June 23 session. They are not listed in any particular order.**

One stop page for students to manage the campus ListServes & newsletters they belong to.
System wide student focus groups & other forms of assessment to keep abreast of students' use of information technology both in & out of the class room.
Students want to be able to author rich content in order to express their ideas -- audio, video, web pages, presentation. We need to provide them with hardware, software, IT human resources, & computing resources in order to meet this need. UCSF struggles in this particular area because other campuses have CS/CIS programs that can assist with such needs. This lack of computing resources needs to be recognized in order for it to be corrected.
All campus entities move to RSS for news delivery.
To move from now (confusing) to easy (streamlined): better online collaboration tools, communication tools, student feedback, & student integration into systems design.
Greater UC systemwide leadership in encouraging systems integration (I'm thinking primarily about student systems, but this would also apply to administrative systems). Eliminate silos.
Systemwide facilitation of discussions about "best practices" in terms of IT development on individual campuses.
Systemwide "mimimal standards" for IT services & systems, not in the sense of imposing new requirements, but rather to share expertise & positive experiences & success stories.
We need to have a broader/clearer/more robust definition of IT.
IT discussions would be more useful if they took place in broader contexts (for example, in exit interviews. How much student satisfaction even has to do with IT issues as compared to other issues).
How do the different stakeholders in the higher ed experience talk with each other re these issues? Today's conversation about student experience outside the classroom, for example, paid little attention to whether/if the educational experience (in or outside the classroom) was even important in the UC mission. How does that absence skew the whole set of larger questions about the role of IT?
User-driven cf. provider-driven.
Define standard web services for core student system functions, i.e., display class list; verify registration; enroll in courses. Have each campus build to these standards.
Elevate profession of user interface professionals, i.e., those people responsible for presenting info to users. We have similar efforts for "managers" (mgmt institute), meetings of high level admins, COC, VC meetings, etc.
Open-source one campus's student management system. Poll the students, accept patches. See what happens,
Provide hosting for school-related apps & allow students to get hostnames for them (e.g., myapp.uccampusdomain.edu). This would be for Wikis & other things. Give them access to a database ... etc.
Make it so that students can see how their feedback is being handled. Semi-public bugtracking/feature request system?
Email accounts shouldn't go away after students graduate.
Strengthen privacy protection in systemwide policies regarding student data to levels of private firms.
Offer anonymous email addresses for use in reporting issues that people don't want to come from them. Establish coordinated/standardized campus websites/info to enable easier comparison across campus for prospective students and parents (e.g., an on-line tool allowing students/parents to compare financial aid awards/education financing options). Or, if coordination is not possible, at least a road map (links) to comparable information on a topic at all campuses.

June 23, 2006

"Big Ideas" generated at UC Systemwide Discussion

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Adoption of higher federal standards required for electronic signatures and use of electronic notification in areas where such higher specialized standards (over and above the esign act) are specified (e.g., financial aid, W-2 report, etc.)
Use of webcasts as outreach tool to prospective students in outlying area.
Way to separate important UC email communication from spam/junk.
Develop standard definition of frequently requested data items as prerequisite to defining standardized informational websites to provide comparable (apples-to-apples) info.
Don't be afraid to use what the students are using (facebook, ipods, etc) & don't let the process of implementation get bogged down in a bureaucracy.
Use campus radio station for communicating with students, use for voice work on podcasting, using music majors who can sing for voice work.
Put a T.V. with campus station in dorms, student center, etc.
Make students subscribe to a ListServ.
Provide portals -- students are all about customization.
Provide students with cell phones & send them messages like the phone company does.
Provide all students with laptop option.
Videoconferencing.
Web cast education
Real-time chat @ help desk -- much like commercial sites.
In 5 years: communication between departments to streamline.
Statistics about UC, its campuses, salaries, retention, finances, enrollment, etc., in one place that is searchable.
More usability testing with students.
Easier remote access -- one system.
Systemwide resources for facilities & ergonomic upgrades to support technology enhancements.
More filmcasting of concerts, lectures, art openings
Productive search capabilities for campus/dept. web sites
Student portals (as well as staff/faculty portals) conformable to each student showing available resources depending on major, extracurricular interests and class schedule.
Email priority system to specially tag emails from Deans/Faculty/TAs & Advisors.
Method to determine ID of student with returned email after forwarding to hotmail, yahoo, etc.
"Reverse directory" so students can be ID'd by email address
Email protocol training for students (use name, be polite, student ID#, wait 24-48 hr for response.
Make IT affordable for students if implemented.
Make sure the IT works before implementing it.
Make all professors use what IT is on hand.
Have an IT training class (intro) for Google for both faculty & students .
Wi-Fi=Good. Bad Wi-Fi=Insanity.
Message boards across campuses b/w same majors. [Poli Sci msg board, Bio msg board, etc....]
Campus-endorsed and -run "facebook" accounts.
Announcements made through facebook, mySpace, Xanga, Livejournal, etc.
Make all course reserves available online.
Blackboard or WebCT - choose! PLEASE!
Engage & capture in ongoing way the IT perspectives of prospective UC students and alumni to help UC student affairs keep evolving re IT.
When working systemwide, also focus on/recognize individual campus perspectives and activities, i.e., a systemwide approach needs to balance & foster both the individual campus interests & the systemwide activities.

June 23, 2006

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Systemwide focus on sharing & collaborating on these issues across campuses, but having OP take lead in encouraging such conversations & providing a central point of information (e.g., thru a website).
Have student affairs counselors and UC student on each campus schedule interactive video conferences for high school students (esp. for rural schools & community colleges).
Recognize importance of having OP (or someone) work on building communities to move some of these ideas along.
Foster interoperability & standards across campuses, e.g., for student data collection, for developing digital content resources, for authentication, to achieve economies of scale & consistency.
What will the UC student college experience be in 2020?
Involve students in the planning and deployment of new IT initiatives.
Allow access to data/courses/lectures across campuses via web technologies such as streaming videos or podcasts.
Offer training courses to students and faculty who need to improve their tech skills.
Create a culture of innovation integrating best of class ideas from around the UC system.
Allow more opportunities for cross-campus meetings and sharing of ideas. This could consist of virtual spaces such as message boards and Webex type meetings.
Identify technologies that are needed, but stay cautious about jumping on the latest thing.
Integrated systems from the beginning of the student experience at UC (when they apply -> when they grad)
Content management & creation -- supply campuses with necessary tools (within budget & easy to use & implement) to better manage electronic information, i.e., vingette
Continue to encourage & facilitate information sharing & technology collaboration between campuses & OP
Full interoperability of campus IT infrastructures at the level of remote API/service standards.
Exposing coursework of all classes to the internet for read-only access.
Further incorporation of student efforts into a vetted and secure IT infrastructure.
Change of funding models to promote small, agile projects.
It's okay to outsource if we're developing systems in which we are not leading experts. We don't have to develop everything just because we're "innovative educators." I am constantly amazed at the funds universities sink into recreating the wheel or having people with other defined roles become IT experts in their spare time. Of course we're not retail but it doesn't mean we can't think like retail in terms of efficiently developing and leveraging technology.
Fully integrate campus apps into portal (one location).
Allow students to take classes at other UC [campuses] easily.
Turn all development into open/open source.
Keep going on/increase support for Sakai, Uportal, Kawali, PBX, SIS, HR, PPS, GL-AP-AR, CASA -- how do we do it better & break out of "we are different." If UCOP is ever ready for last point, call me. <fgorham@ucmerced.edu>
UC-wide student community software, where "official" UC student organizations, i.e., band, honor societies, chess club, etc. can have space to collaborate, can manage & administer acces (public, UC only, camus only, organization only, etc.). This organizations can have these collaborative spaces if they comply to "rules" established by UC student affairs administration. Collaboration spaces have functionality like: chat, discussion, document control, survey creation & data collection, membership lists, web publishing & authoring, calendar, events, etc. ... Benefits -- great for recruiting and admissions! Great for UCs to have student groups collaborate between campuses. Students love technology's virtual spaces... let's give "official" student organizations this capability.

June 23, 2006

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Campus or systemwide UC laptop program for students: negotiated/special system below edu discount; imaged system for campus student is enrolled at; manufacturer reps weekly visits to do warranty repair.
System wide student portal system versus campus to campus portal for enrollment, grades, etc.
More physical space allotted for IT services for students
Campus dedicated learning labs that incorporate technology and student learning/group study.
Actual student portal which links students their enrollment site, IT tools and resources, bulletin boards, calendar, email, etc. Basically a one stop shop for all student needs.
Prospective student site where they can search for UC schools that offer the degree program they are interested in. The site would provide a side by side view of each school's program and overall college rating.
Campus architecture design which allows access to/from applications developed by distributed entities. Ex: student sites; student applications developed & reviewed to meet campus standards.
Central prioritizing of funds for development & enhancement of mission critical/central services for students. Ex: portal info; class enrollment; advising online; faculty services -- class rosters, submit grades.
User-driven vs. provider-driven (silo) in design.
Greater uses of online instruction to give students broader options.
A more robust IT infrastructure to meet students' demands.
Focus on Business and Admin IT systems. Antiquated, inefficient systems in these areas -- payroll, purchasing -- need more attention. They may not be as sexy as Sakai or Digital Libraries but cost the universtiy far more in time and money and are more outdated than any of our educational technology.
Look closely at the physical state of classrooms. This is where students still spend the bulk of their class time, not on websites. Money is spent more readily on networks and websites but classrooms are in need of attention.
Online course evaluation for transfer students before they apply -- reduces duplication of credit at CCCs, UC.
Use IT more effectively to facilitate internal systemwide communication with staff -- disseminate poicy changes, talking points, best practices, campus distinctions -- so all can be more effective reps in field -- word of mouth is one of the most powerful influences on potential students, and all of us know very little about what is happening on our own campuses & across the system. We aren't making best use of our best resources -- us. Intranet? ListSerts? Message Boards? Chat rooms/events for specific day.
New office for student leadership who just directed campuses on meeting with students regarding their IT needs.
"UC Facebook" for each student -- systemwide.
Instant messaging capability in admissions offices, with dedicated staff to respond.
Administrative & academic offices have an IT liaison person who is mostly an administrative (ex: admissions office representative) who is technologically savvy to interact with IT. IT solutions are developed as a partnership.
Systemwide student advisory group to advise UC on the tech solutions they want to see implemented.
Shared access to student outreach databases -- Names of students participating in early outreach programs don't make to Admissions for recruiting.
More integration of UCTV with tech resources.
More training opportunities for staff. Provide funding for staff to attend conferences that expose them to tech solutions that can be implemented on their campuses.
Create a web page for UC where depts doing impressive things with tech can post descriptions of their systems. I could then long in for ideas and contact them for more info.

June 23, 2006

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Accessibility -- technology should be accessible to all students.
Online courses - courses that get together but incorporate a virtual component.
Podcasting -- campus news & information delivered to students via RSS feeds. >News & information to incoming students regarding campus resources, policies, admission guidelines & requirements, etc. >Virtual tours -- using iPods for campus tours with audio & video content.
Campus-wide/System-wide directory of ListSers.
Find a way to level the student personal computing devices playing field (at least to some extent) inc. laptops, iPods, etc.
GET MORE STUDENT INPUT! Encourage & fund their suggestions if appropriate.
Match or exceed commercial best practices in on-line service.
Provide some persistence for students' digital material.
Reduce barriers to relatively rapid adoption of new techniques & ideas.
Emulate the yahoo "hack day" within the entire UC-wide staff (an entire day devoted to pet projects).
A place UC-wide to (?)brag about what tools you have built internally.
An open group (yahoo group?) for any/all UC IT issues and employees. Fully open discussions. (What are you afraid of?)
Standard XML/web svc for every campus, mandated.
Make the UC-Approved logo have a click-for-bug-or-help option built into it. (Mandate accessibility, reachability, openness to feedback) - for every page.
UC-level help desk/ticket software.
Standards -- this of course will be difficult to do but well worth it in the final analysis. UCOP should lead a discussion to build policy that defines & standardizes student administrative business process standards to which all campuses must conform. It would eventually save high \$ in automation development.
Improve consistency and reliability on administrative websites by doing a systemwide site licensing for content management software, and provide training dollars to install them by mandate at each campus. This could also be done with customer management software.
To ease move from confusion to comfortable/clear: 1) Automation systems should be clearly broken into data layers and presentation layers. Administrative systems often confuse the two. 2) Developments have to start with students interacting with analysts with rapid development mode for presentation layers.
Create incentives for faculty research to create solutions to the IT needs identified in meetings like these.
Help faculty make a change in their culture to address students' need/desire for an anytime/anywhere educational environment.
Really want to support the idea of using technology to enhance K-12 education statewide so that students are better prepared when they get here.
Strong support for technology that allows user to create their own virtual learning environment and to get personalized
Faculty training space & resource allocation for use of student/faculty services.
Resources to promote the use of students to develop IT services (space, \$, infrastructure) *ideally off, but near, campus.
Emphasis on "continuity" for student services (counseling, tutoring, etc.)
Centralized help desk resources.
Leverage power of the UC to have vendors involved in student services delivery products work more closely with the UC.
Insure minimum level of IT services on each campus.
Create (as this group) a more coordinated IT development process.
Create staff and student incentive awards for IT development.

June 23, 2006

"Big Ideas" generated at UC Systemwide Discussion

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Systemwide IT professional development training.
Assist in creating IT funding models for campuses.
Creation of one systemwide statement of legal residency process.
Creation of a systemwide user satisfaction survey that rates the usability (ease of use) of each campus system as a benchmark/incentive for continuous improvement.
Continuous synopsis/environmental scans of IT trends & enhancements 5 years out that can be used/referenced by campus IT developers. Capture faculty expertise (UC Gartner Group)
Greater leveraging of UC-wide site licenses to drive down costs/campuses & encourage "like" developments (so campuses can minimize platforms/soft[ware] they have to support.
Systemwide Help Desk & knowledge-based systems.
Electronic transcripts between CCC/CSU/UC & LSAT/MCAS.
Virtual meeting spaces (social networks, e.g. web CT environments) could transform how TA discussion sections are conducted, both on-line (live) and in a bulletin-board environment. Office hours for TAs and faculty could happen in a chat-room environment. Some students can't make it to in-person office hours.
UC systemwide "facebook"/online directory
Give students a space & resources -- a student computing group. Direct input/connection with IT administration on campuses. Bring the students (reps from these groups) together once a year for a "congress" where they can meet to discuss ideas/applications that can be shared/utilized at other campuses. Students are one of our best resources for innovative IT dev.
Visit other non-UC institutions (large & small) to see what's already working.
Set up UC-wide contract for Podcasting resources/infrastructure.
Could the UC adopt an open source CMS system-wide (e.g. Sakai) and then leverage UC talent/resources to extend this tool to do whatever else needs doing instead of relying on a third-party company to develop (and own) the new technology/tool?
Professional Development on how to teach in a wired classroom.
Dedicate funding at the top level for *student* IT infrastructure. Too often good ideas are sidelined due to lack of funding.
Bring together IT services that serve students under one umbrella.
Create student computing advisory panels at both the campus and system levels.
Recognize that student IT needs (support, systems & infrastructure) are different than that of faculty and staff.
Recruit faculty to interact with students on IT initiatives.
Consider a laptop computer requirement for all students.
Provide significant resources/outreach to encourage faculty to use technology.
Common undergraduate admissions guidelines for all campuses.
UCOP student database for student info/data to move from campus to campus when taking classes elsewhere "open campus"
UCOP centralization of electronic transfer course work to send to campuses.
Future: 1) Standards 2) Lead/expect
Early outreach & recruitment in K-12
UC ID used as credential for proof of ID/login on commercial & other systems & continues on as alumni. Help solve the Web 2.0 Identity 2.0 problem.
Help desks that keep track of IDs & use history of calls to give better, more personalized service throughout college career.
Explore & develop truly useful collaborative tools for IT staff UC-wide. Create virtual brain trusts for any given problem.
MySpace or Facebook for UC staff & faculty, to help in collaboration efforts & help students find more about faculty.
Promulgate informal solutions as a way to keep ahead of the curve.

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Systemwide sponsorship of open source initiatives a) for UC only b) national or international
Systemwide facilitation of archival & capture of lectures, including intellectual property management & access management.
Single sign-on (revisit).
Systemwide VPN? Or, guidelines for each campus
Pay for print solution
Reallocate campus money to support more IT in areas where needed: staffing, S/W licensing, backup & contingency, etc.
Help executives understand what it takes to manage/run/provide IT to students & staff. "IT different than it was 5 years ago."
More better collaboration & data sharing between the depts who have the data & those who need it.
A UC-wide portal.
Shared resources. People - programs available for one-time projects. Places - Things / [illegible] / Hardware. Annual meetings.
Centralized (UC) help desk & repair facilities.
UC Merced hosts all help desk calls (instead of India).
Enable life-long relationships with and among students.
One university, not a collection of departments or campuses.
Integrate with non-university resources, particularly social networking.
Emphasis for course materials (e.g., podcasts) should be on breadth, rather than (media) quality.
Student-centered design >front-end >back-end >processes behind back-end
Usability testing across all services
Common look and feel
E-transcripts that are standardized & useable for campus.
Localization of various elements (admissions info) on web page so various text can be read in multiple languages (the same website can be viewed by native speakers in other countries)
Centralized official documents & misc documents vault from applicants that can be electronically accessed by campus reps to facilitate admissions, financial aid, housing & campus advising.
Student portals for incoming undergrad classes at every UC campus.
E-courses for staff & faculty on relevant technology (SAS -> survey development tools -> marketing & data base management) for those non-IT folks who need basic understanding to direct various activities or who want to enhance their professional training (pursue certification) while in current capacity; centralized course listing & site for info updated my academic computing or outsourced vendor.
Offer subsidized professional development for IT professionals.
Tools for campuses to develop central events sites for public on campus activities rather than have pockets of decentralized unconnected campus listings.
Community website: Students asking questions - community members answer.
Providing info about campus [construction] activities: "why," "how long," who will benefit.
Creating social/cultural infrastructure (teaching with & through technology requires new skills) to support IT-based instruction.
Providing info about parking
Interactive, on-line course catalog
***E-transcripts that are STANDARDIZED & usable for the campuses!
Student portal.
Develop tool that allows front-line staff to share student information across service units (global view, referral, tracking system)
Develop language translation tool for important content. (localization)
Modify OP site to make it easy for prospects/applicants to navigate to the campus of their choice.

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Allow/create system to allow students to update their contact info centrally (@ O.P) & update campus system daily.
Standardized e-transcripts for each campus.
Having a current & accurate syllabus for each course offered online (preferably in the course mng system)
Implement Wiki to allow sharing class-notes among students -- embracing the existing online collaboration that already exists among students
Share/post instructor's teaching evaluations (students use rating myprofessor.com to get this info)
[illegible] to engage students more in planning, designing, building, & implementing any system that is for them or their parents.
Funding/resources should become available (maybe give priority) for those of us building open source applications who would be more than happy to share the source code and collaborate.
System-wide collaborative learning environment that links admin as well as academic dept data, research, discussion, etc.
Single student login acct web portal
Establish/make baseline IT competence (defined by each campus) a factor in performance review.
Centralize admin systems allowing campuses to re-allocate IT staff to other needed (local) areas
Provide central control over AV in classroom so that faculty/staff need to only learn one set of controls
Provide PDAs to first year students and request faculty to offer class material for download (e.g. podcasts)
E-transcripts standardized (from high schools)
Elimination of proprietary/closed source software systemwide.
Increased support for home grown projects which have the potential to benefit universities world wide if open sources.
Support for common data standards for database interoperability (e.g. 64 vs 128 char address, country codes, student ID standard)
Elimination of inter campus paper exchange for student cross registration, transcripts and other common activities
Electronic transcripts.
Podcasting ->UC wide itunes University (UCLA's rolling out their own in fall 2006) -> information delivery in multimedia format.
Online/web camera based collaboration ->between faculty ->between students ->between administrators
Electronic transcripts that are standardized and usable for each campus.
Create interactive links between universities & k-12/public.
Chat room for parents & high school students to get questions answered about campuses, majors, admissions.