BUILDING A DIGITAL ECOSYSTEM

Progress Report

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Introduction

Core team members convened in May to learn more about the Provost's charge, understand the digital ecosystem trends as reflected by national research, and brainstormed ideas to transform the USF digital ecosystem. After careful consideration and discussion of the broad scope of ideas identified, the team decided to focus on the digital learning environment for the near-term priorities. This led to 4 sub-groups being formed: Student Success; Faculty Success; Business Process; and Technology Enablement. Each sub-group was tasked with identifying a few high-risk areas and recommendations to improve the digital learning environment for their specific focus areas. The core team reconvened again in June to review the list of areas and recommendations identified by the sub-groups and they agreed on the following deliverable.

Deliverable

Below you will find the information requested. The table includes high risk/short term items, prioritized needs and preliminary recommendations. Appendix A can be used for additional information about the near term initiatives including work group membership.

Next Steps

The framework for the 5 month work plan to develop a 12 month action plan continues to be a work in progress. To purposefully and strategically create a cohesive digital ecosystem that provides faculty, staff, students and alumni with the tools and capacities needed to support education and research, and business operations, the core group believes that the high-risk/near term initiatives must be conducted and the data analyzed prior to the implementation of the next areas of focus. The core group and sub groups will continue to meet during the next five months to further define the longer term initiatives and develop a long term strategic plan.

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Digital Learning			
High Risk Items	*Prioritized Needs*	*Preliminary Recommendations*	*Timeline*
1. Lack of knowledge of tools available.	Complete inventory of available tools and technologies by classification (faculty/staff/students). A comprehensive description of best practices.	Conduct a system-wide inventory of current tools available.	Near
2. Ineffective use of currently available tools within the digital ecosystem.	Development of training plan to build awareness. Assess digital literacy across the campus community.	Conduct a survey for faculty and students. Faculty survey will be developed with the *Faculty Success Workgroup*. Student survey will be developed with the *Graduate Student Success Workgroup and Undergraduate Studies*. Two surveys: undergrad and grad	Near
3. Developing a strategic initiative around the digital ecosystem involves significant change in people, process as well as technology. A primary focus on just technology would lead to failure to achieve desired institutional outcomes.	Create and promote a culture of change around the value of a digital ecosystem including re-evaluating current practices.	Develop a change management and communications plan for digital ecosystem initiatives.	Near On-going

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Digital Learning			
4. Inconsistent use of terms to identify and request digital resources.	Define academic vernacular around technology to assist in the university goal of student success. Including but not limited to: delivery mode, retention strategies, analytics, and pedagogy to meet the needs of today's learners.	Create and disseminate a glossary of terms essential to the success of a digital ecosystem implementation.	Near
5. Academic representation not fully representative of digital learning initiatives on current governance bodies.	Ensure governing bodies accurately represent the academic colleges and key academic support units relevant to the digital ecosystem.	Review current structure and Membership of ITMC. Formation of Governance Sub-group focused on Digital Learning.	Near
6. Losing momentum on current digital initiatives that are not labeled high risk.	Ensure that current digitalization initiatives are given the support and resources needed.	Provide a comprehensive listing of current initiatives that will be integrated into digital ecosystem at a later date.	Near
7. Insufficient information regarding the current environment and future demand, post consolidation, for synchronous and active classrooms and administrative collaboration.	Monitor existing active classroom pilot with Engineering on Tampa campus and new MCOM building. Report on progress and lessons learned and make recommendation to scale including best practices and cost. Standardization of collaboration platforms for geographically distributed campuses.	Conduct an environmental scan across all campuses of existing classroom space for active/synchronous classrooms. Assess current pilots involving setup of active classrooms (ie MCOM and Engineering). Implement infrastructure for standardization of collaboration platforms.	Near

APPENDIX A

TECHNOLOGY ENABLEMENT WORKGROUP

MEMBERSHIP:

Christine Brown, Co-chair, USFT
Jared Brown, USFT
Carol Ann Davis, USFT
Christopher Davis, USFSP
Timi Hager, USFSM
Jason Hair, USF
Jenny Paulsen, Co-chair, USF
Sri Sundarum, USFSP
Dennis Walpole, USFT

DELIVERABLE 1 – INVENTORY TOOLS & PLATFORMS AND DEFINE TERMS
(Short term)

Conduct a system-wide inventory of technology and tools currently used in the classroom (online and f2f) and create a plan for standardization where possible. Including, but not limited to:

- Active classroom technology
- Collaboration tools
- Data warehouse tools for analytics
- Digital tools and platforms
- Video capture and delivery
- Email

DELIVERABLE 2 – EXPLORE COLLABORATION TOOLS & PLATFORMS
(Mid term)

Conduct a pilot study using Microsoft TEAMS for collaboration, LMS integration, synchronous class sessions, etc. Evaluate and make determination/recommendations to replace existing platform(s). Information gathered from Deliverable 1 will help to inform this initiative.

DELIVERABLE 3: ACTIVE LEARNING CLASSROOMS W/ SYNCHRONOUS CAPABILITIES
(Short term)

As of July 2020, USF will have to provide various delivery options to geographically distributed students in an equitable manner to maintain the integrity of the learning experience.

DELIVERABLE 4: CANVAS STANDARDIZATION & USAGE
(Short term)

Conduct a survey across system to determine how faculty and students are currently being trained and utilization of the platform.

- Identifying where faculty and students are currently finding training and support
- Understanding the needs of faculty and students

These results will provide the information needed to implement a cohesive strategy (mid term).

STUDENT SUCCESS WORKGROUP

MEMBERSHIP

Swapna Chackravarthy, USF
Bill Cummings, USFT
Carrie Garcia, USF
Valeria Garcia, Co-chair, USFT
Rob Knoeppel, Co-chair, USFT
Bill McCausland, USF
Christine Nicholas, USFT
Jenny Paulsen, USF
Shivendu Shivendu, USFT
Thom Vanderklipp, USF
James Welch, USFT

DELIVERABLE 1: SURVEY STUDENTS
(Short term)

Create a survey to understand students' need to utilize technology in the classroom.

- Digital experience (online and f2f)
- Expectations of coursework delivery (online and f2f)
- Expectations of digital content
- How and at what points in the student lifecycle are students exposed to tools, example: Canvas App vs web, communication tools, collaboration tools, etc.
- What do tools do and not do?

- How to navigate the tools
- Student perception of preparation for the workforce

DELIVERABLE 2: DESIGN AND CONDUCT A LEARNING ANALYTICS PILOT
(Mid term)

Work in collaboration with members of the digital ecosystem to design and conduct a learning analytics pilot.

- Identify courses
- Identify faculty
- Identify platform
- Identify assessment around success

DELIVERABLE 3: CANVAS FUNCTIONALITY
(Mid term)

Conduct a gap analysis of how faculty and students are using canvas to assist in student success. Deploy a communications campaign to increase awareness of underutilized functionality identified. Direct faculty and students to existing IT training assets.

- Knowledge of how the platform can assist in student success

<u>BUSINESS PROCESS SUBCOMMITTEE</u>

<u>MEMBERSHIP:</u>

Christine Brown, USFT
Swapna Chackravarthy, USF
Cindy DeLuca, USF
Sidney Fernandes, Co-chair
Adam Freeman, USF
Valeria Garcia, USFT
Mark Koulianos, USFT
Moez Limayem, Co-chair, USFT
Joel Londrigan, USF
Deanna Michael, USF Faculty Senate
Oma Singh, USFT
Laurel Thomas, USFT
Alice Wei, USF

DELIVERABLE 1: CREATE A COMMON GLOSSARY OF MAJOR TERMS
(Short term)

Conduct a system-wide inventory of major terms and create a digital glossary to develop a shared understanding and effective communication across campuses/colleges/divisions.

- Synchronous classrooms
- Hybrid/blended courses
- Active classrooms
- Adaptive learning
- Predictive analytics
- Learning Analytics
- Collaborative learning

DELIVERABLE 2: REVIEW THE STRUCTURE OF INFORMATION TECHNOLOGY MANAGEMENT COUNCIL (ITMC)
(Short term)

Review the current membership of ITMC and ensure that there is good representation as it pertains to the Digital Ecosystem.

- Deans
- Innovative Education
- Other

DELIVERABLE 3: CREATION OF A GOVERNANCE GROUP FOR THE DIGITAL ECOSYSTEM
(Short term)

Create a new group (or subgroup under ITMC) focused on the academic issues within the Digital Ecosystem (i.e. digital learning).

- Dean/AVP InEd/Vice Provost
- Members representing colleges and academic support units

DELIVERABLE 4: CREATION OF AN INVENTORY OF TOOLS AND TECHNOLOGY FOR TEACHING AND LEARNING
(Short term)

Conduct an environment scan of current digital technology, classroom technology and classrooms.

- Best use of available tools
- Environmental scan of classroom technology

- Environmental scan of legacy solutions
- Accessibility

DELIVERABLE 5: BUSINESS PROCESSES
(Mid term)

- Look at business processes across the university (i.e. hiring)

<u>FACULTY SUCCESS WORKGROUP</u>

<u>MEMBERSHIP:</u>
Adam Caskie, USFT
Chris Davis, USFSP
Cindy DeLuca, Co-chair, USFT
*Sidney Fernandes, USF
Patrick Gall, USF
Timi Hager, USFSM
Jacki Reyes Hull, USFH
Varol Kahn, USFSP
*Moez Limayem, USF
Deanna Michael, Co-chair, USF
Rebecca Puig, USF
*Thom VanderKlipp, USF
*Dennis Walpole, USFT

Members of Faculty Success Initiative

DELIVERABLE 1: DEVELOPMENT OF FACULTY SURVEY
(Short term)

Work with the Faculty Success Initiative Workgroup to develop a joint survey to be distributed in mid-August to identify high risk areas.
- What is a digital ecosystem
- What is faculty success in a digital ecosystem
- Do we understand the digital expectations of this new generation
- How would faculty use technology to monitor student progress and success metrics

DELIVERABLE 2: FACULTY TOOLKIT
(Short term)

Create a faculty toolkit that provides a comprehensive list of academic tools and technologies available for faculty.

- Canvas (discussion boards, collaborations)
- Kaltura
- Microsoft Teams

DELIVERABLE 3: PERSONA BASED FACULTY DEVELOPMENT
(Mid term)

Create a set of personas focusing on the needs and motivations of individual faculty around assessment and teaching.

- Identify users (faculty) experiences
- Faculty goals
- Tiered approach to training