Operating Capacities

Information Technology

Putting observed practices to work

This activity walks you and your team through a collection of observed practices — good ideas from lean institutions that are making progress in narrowing attainment gaps and increasing student success. Let them serve as a source of inspiration for brainstorms.

Observed practice

Leverage technology to support student success: early alerts (e.g., Starfish), course scheduling / pathways software (e.g., My Academic Planner, Jack's Planner), learning management system (e.g., Blackboard, Moodle), and grading system (e.g., GPS)

To discuss

- **What technology at our institution best supports student success?**
- **How might we better leverage that technology?**
- **Do we have any technology gaps?**
- **Is there a particular technology we should explore?**

Observed practice

Recognize CIO as a strategic leader, academic partner, and enabler of digital learning, pushing forward the broader institutional agenda

To discuss

- **Who are our institutional research leaders?**
- **How do we embrace them as academic partners engaged in our broader institutional agenda.**

Observed practice

Automate back-end IT activities to the extent possible and move additional staff toward front-end, student-facing activities

To discuss

- **What IT activities can be automated?**
- **How might automation free up additional IT staff to help with student-facing activities.**
- **What student-facing activities would benefit from IT personnel?**

Observed practice

Determine when to invest in homegrown programs vs. outsource programs based on associated ROI

To discuss

- **How do we determine what homegrown and outsourced IT efforts work best?**
- **Which are best handled in-house?**
- **Which are best outsourced?**

Observed practice

Actively analyze technology data usage across campus and make hardware / infrastructure changes accordingly

To discuss

- **How might we use data analytics to improve the on-campus experience (i.e., wifi, digital access to library resources)?**
- **What technology data would be monitored most closely and why?**