US:IT CIO Open Forum

November 28, 2018
2:30 - 4 p.m.

Summary

Which of the following was the first virus to masquerade as a digital image? A live poll of Forum attendees correctly identified Anna Kournikova.

Board of Trustees Updates

David provided an overview of items discussed at the recent BOT meeting that related to US:IT.

- **Revision of BOT Policy 311 - Intra-System Student Exchange**
  David shared an overview of the original policy from 1990 which was intended to streamline student enrollment at other campuses for courses not available at their own. The BOT wants to be proactive and take the policy to the next level to better support a seamless experience and opportunities for students. David reviewed the highlights of the revised policy and the BOTs charge to UMS. Not all courses must be made available, but there must be some mechanism in place to provide access to some across the system. A pilot is in place with hopes to be expanded in the spring, targeting courses that will benefit the most students. The full version of the revised policy can be found at [http://www.maine.edu/about-the-system/board-of-trustees/policy-manual/section311/](http://www.maine.edu/about-the-system/board-of-trustees/policy-manual/section311/)

- **Declaration of Strategic Priorities to Address Critical State Needs**
  The Chancellor has shared some information via email and at campus forums on the updated draft [Declaration of Strategic Priorities](http://www.maine.edu/about-the-system/board-of-trustees/policy-manual/section311/) introduced at the recent BOT meeting. David reviewed some of the outcomes retained in the new draft and identified some of the key challenges. The charge to the UMS by the BOT was shared along with the goals outlined in the draft. There is a clear focus on building partnerships/relationships and containing affordability. The President’s will determine how UMS will respond to the charge. David pointed out that a “focus on the student experience” has been omitted. This is more about state and workforce development.
  - **Will an increase in out of state tuition be an option to cover some of the cost?**
    This has not been called out by the BOT, but they would encourage consideration of that option.
David requested any comments on the draft documents be submitted to him via email or phone. Timing will be driven by the upcoming turnover in leadership as the Chancellor transitions out of UMS. That search will begin soon.

- **Academic Partnerships (Online Learning)**
  David provided an update as things stand today and shared some of the slides that were presented at the recent BOT meeting. That presentation focused on Academic Partnerships’ knowledge of the online student and that market. The Implementation Timeline was shared with an expected launch in the Fall of 2019. A lot of work needs to be completed up front. Program selection will be finalized soon for UMPI, UMFK and USM and work teams are already being developed.
  
  - *Has there been a decision on branding?* No final decision has been made, but there is an agreement on strategy. Branding will be at the system level with paid search at the program/campus specific level.
  
  - *What is the plan for increased capacity for support services for those students off hours?* Academic Partnerships invests in and provides wraparound support that is available to students. They also invest in Advising for these students. Training for is provided by the campus, but these resources will work for Academic Partnerships. They have shown they have a high competitive retention rate because they are high touch for students.

  *David welcomes questions/comments via email or phone.*

**US:IT Strategic Plan**

David shared some of the work completed since the US:IT Summit in June. Progress has been slow as large blocks of time are needed to work on this and there have not been a lot of those available. The number of objectives submitted needed to be scaled down from 160 and currently stands at 101. AirTable is being used to manage the objectives and that tool allows for reporting. The next step is to build on the objectives by submitting activities to support completion of the objectives. **David has developed a [Strategic Planning Website](#) and is asking all US:IT staff to visit the site and provide comments/feedback on each Goal Category Page by December 21.** Some of the objectives are marked with an * as additional definitions are required. These comments and any general comments can be added at the bottom of each page. Comments can be anonymous, however David would prefer to reach out directly if questions or clarification are needed. Progress will be tracked and reported annually to help with budget planning to support the goals. After the comment deadline, the Leadership Team will review and refine. Annual activities will be submitted via AirTable and then approved goals/objectives/activities will be tracked in Smartsheet.
Project Updates
Tiff provided updates on the Campus Solutions 9.2 Upgrade and the MaineStreet UX Enhancements RFP projects.

- **Campus Solutions 9.2 Upgrade**
  Tiff shared an overview of the project organization. The project team is quite diverse with years of experience. A project site has been created for the upgrade on Confluence. Tiff reviewed the project scope pointing out that this is purely a technical upgrade from version CS 9.0 and includes a PeopleTools upgrade. Progress to date and future milestones were reviewed. Multiple tests and train the trainer sessions have taken place. The timeline is very aggressive and major milestones have been met to date. The Key Deliverables Planning Phase is completed, to be followed by the Development, Testing and Deployment Phases.

  - *Any concerns/pinch points?* Some concerns around capacity/resources as it relates to incoming items. For example, the initiatives that have to do with resources that may need to align with the BOT/prioritizing any other new projects.

- **MaineStreet UX Enhancements RFP**
  Tiff shared the purpose of the RFP is to provide an enhanced user experience primarily focused on Campus Solutions self-service features for desktop and mobile devices. The original target date for awarding the RFP was November 1, however that decision has been delayed. More technical and functional information on the proposed technologies is required. Samples of the vendor architecture and examples of proposed new looks were shared.

David extended gratitude to both teams on their hard work.

**Kudos**
David shared some unsolicited praise he has received for the following teams:

- Ray Soucy & Campus Network Team (preparation of the Alfond Arena at UMaine for the hockey season)
- UMFK Support Services Team (delivery of excellent customer service)
- UMPI Support Services Team (summer prep for start of fall term)
- Campus Solutions Support Team (feedback from system-wide advising group)
- CABS Team (feedback from HR partners)
New Members of the US:IT Team

Jeremiah “Zak” Gould, Media Services Manager, USM Support Services
Lynn Smith, Admin Specialist, Infrastructure/Networkmaine, UMaine
CIO Forum

US:IT
November 28, 2018

Agenda

• Board of Trustees Meeting Updates
  • BOT Policy 311
  • Declaration of Strategic Priorities
  • Academic Partnerships (Online Programs)
• US:IT Strategic Plan – Update & Next Steps
• Project Updates
  • MaineStreet Enhancements (Campus Solutions 9.2 Upgrade & UX Enhancements)
• Staffing Updates
• Kudos
• Q&A
Board of Trustees Updates

At recent BOT meeting, several items of relevance to US:IT were presented/discussed:

- Policy 311 – Intra-System Student Exchange
- Declaration of Strategic Priorities
- Academic Partnerships

Policy 311 – Intra-Student Exchange

- Original policy developed in 1990
- When a student in good standing who is matriculated at one University of Maine System institution registers for a course or courses at another University of Maine System unit, that student is to be afforded the same rights and privileges, including pre-registration and payment of tuition and fees, at the host institution as a student who is regularly matriculated at that unit. This policy does not alter any residency requirements that may be in effect at the student’s home institution
- Current practices and system configurations do not support a seamless experience
- To better support ‘native credit’ opportunities for students and streamline process, BOT has endorsed a revision of Policy 311
Board of Trustees Updates

• **Policy 311 – Intra-Student Exchange**
    - Commitment to eliminating barriers for students to pursue full array of educational opportunities across system.
    - Call for institutions to ensure courses generated and offered from one campus are available and accessible to individuals matriculated on any campus
      - Available under same terms and conditions made available to students matriculated at the campus offering the course
    - System-wide access to courses available through cross-listing, cross-registration, etc.
    - Requires collaboration between chief academic officers and system leaders to develop necessary administrative procedures to govern process and carry out policy.

Board of Trustees Updates

• **Declaration of Strategic Priorities**
  - Update of original Declaration from 2016
    - Addresses shifting demographics and nation-wide higher education challenges
    - Retains Primary Outcomes:
      - Increase Enrollment
      - Improve Student Success & Completion
      - Enhance UMS Fiscal positioning
      - Support Maine through research and economic development
• Declaration of Strategic Priorities
  • Also Retains Secondary Outcomes:
    • Relevant Academic Programming
    • University Workforce Engagement
  • Recognize need for amplifying efforts to address future demographic trends and workforce needs
    • Key focus: UMS must better serve students to prepare for state workforce needs while becoming more competitive in the national higher education landscape

• Declaration of Strategic Priorities
  • Outlines key challenges ahead:
    • Maine is oldest state in US with projected reductions in population of working adults (25-64)
    • Reduction in number of high-school graduates
    • Growing skills gap
      • 40% of adults possess post-secondary degree or credential
      • Project up to 66% of new jobs will require degree/credential
      • Unattractive to new businesses
• Declaration of Strategic Priorities
  • Outlines key challenges ahead:
    • Higher Education continues to battle escalating costs
    • Increased global competition
    • Poor degree completion rates
    • Lack of resources
    • Need to demonstrate return on investment

• Presented Charge to UMS:
  • UMS must play lead role in establishing partnerships with other higher education institutions and businesses to adapt curriculum, programs and services to meet state workforce needs
  • Maximize educational attainment by providing affordable, accessible and high-quality programs and services
  • Build on One University principle to make all UMS resources available to families, businesses and communities, regardless of location
Board of Trustees Updates

• Declaration of Strategic Priorities
  • Goals:
    1. Advance workforce readiness and economic development
       • Establish effective partnerships with industry leaders to align program development and experiential learning opportunities
       • Strengthen research and economic development efforts
       • Operationalize Maine Center for Graduate and Professional Studies
       • UMS to offer coordinated workforce micro-credentials

Board of Trustees Updates

• Declaration of Strategic Priorities
  • Goals:
    2. Increase Maine Educational Attainment
       • Achieve goal of 60% of adults earning degree or credential by 2025
       • Expand early college participation to 5,000 high school students by 2022
       • Maintain leadership posture for higher education affordability
          • Establish pathways for students with highest need to complete education programs with no tuition debt.
Board of Trustees Updates

• Declaration of Strategic Priorities
  • Goals:

3. Align Academic Programs and Innovation to Drive Student Success
   • Develop innovative and collaborative degree models, pedagogy and pilot projects to transform programming and enhance competitiveness
   • Establish interdisciplinary programs designed to prepare students to support growth of Maine’s digital economy

• Declaration of Strategic Priorities
  • Goals:

4. Maintain Competitiveness and Sustainability while Meeting State Needs
   • Campus leadership will accelerate transition to One University (organizationally, systemically and culturally) to facilitate strategic resource allocation and investments

• Discussion/Feedback
Board of Trustees Updates

• **Academic Partnerships**
  - Independent firm which partners with public universities to facilitate sustainable online growth and promote student success
  - Provide up-front investment/capital and marketing to promote online programs on a national scale
  - Split tuition revenue (50:50) for approved online programs

Board of Trustees Updates

**HOW DO WE DO IT?**

• We know the Student
• We know the Market
• We know the Competitive Online Model
• We have a Repeatable Process
WE KNOW THE ONLINE STUDENT

<table>
<thead>
<tr>
<th>On-Campus Student</th>
<th>Online Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost</td>
<td>Online students are working full-time and paying for school, cost is most important consideration</td>
</tr>
<tr>
<td>Program Duration</td>
<td>Accelerated time to completion is important for career growth</td>
</tr>
<tr>
<td>Admission Requirements</td>
<td>Would like to be respected as a working professional with valuable career experience</td>
</tr>
<tr>
<td>Accessibility</td>
<td>Asynchronous, accredited programs with specializations and multiple start opportunities important</td>
</tr>
<tr>
<td>Brand</td>
<td>Career relevance more important than brand</td>
</tr>
</tbody>
</table>

Non-Traditional Student Population Working Adults: 60M ANNUALLY

Traditional Student Population High School Graduates: 3.4M ANNUALLY

HOW DO WE EVALUATE THE MARKET?

Evaluating Degree Program Potential

STUDENT DEMAND
- Enrollments
- Degrees Conferred
- Demographics
- Search Activity

LABOR MARKET DEMAND
- Occupations
- Job Openings
- Skill Requirements
- Employers

COMPETITIVE LANDSCAPE
- Key Players
- Institutional Equity
- Market Winners/Losers
- Program Features

WHAT IS THE COMPETITIVE ONLINE MODEL?

- 100% online
- Accelerated course/program design
- Multiple start dates
- Competitive program duration
- Competitive pricing
- Competitive admission requirements
- All starts financial aid eligible
Board of Trustees Updates

**Academic Partnerships**
- Currently finalizing program selection for UMPI, UMFK and USM
  - UMPI CBE Programs – Business Admin, Accounting, Psych, Education, CJ, Poli Sci, English
  - UMFK – RN-BSN
  - USM Masters Programs – RN to MSN (Ed/Administration), MSN (Ed/Administration), MS Ed (Curriculum & Instruction, TESOL, Special Ed)
- All programs will offer rolling, 6-week session starts
- Working teams are being assembled
- US:IT impact still be determined
  - Data integration needs (PeopleSoft, Bb, Sagence)

**Questions or Comments?**

US:IT Strategic Plan

**Strategic Plan Update**
- Work Since June Summit:
  - Combined, Organized, Modified and Distilled 160 Submitted Objectives into appropriate Goal Categories
    - 101 Objectives
  - AirTable View
  - USIT Strategic Plan Website
    - [https://sites.google.com/maine.edu/usit-strategic-plan/home](https://sites.google.com/maine.edu/usit-strategic-plan/home)

**Next Steps**
- Public comments on Objectives (open through Dec 21)
  - Revision/Refinement with US:IT Leadership Team
- Submission of Annual Activities (AirTable)
- Import approved Goals/Objectives/Activities into Smartsheet Tracking tool
Project Updates

- MaineStreet Enhancements
  - Campus Solutions 9.2 Upgrade
  - UX/UI RFP
  - Tiffany Maiuri

Staffing Updates

- Welcome New Staff:
  - Jeremiah ‘Zak’ Gould
    - Media Services Manager – USM
  - Lynn Smith
    - Administrative Specialist – Infrastructure/Networkmaine
Team Kudos

• Ray Soucy & Campus Network Team
  • Preparation of the Alfond Arena at UMaine for the hockey season
    • “…I have to comment on the wonderful job your people did at the Alfond Arena for us getting ready for hockey season to start. It’s not that often that I see work done with a sense of pride, everything neat and labeled”

Team Kudos

• UMFK Support Services Team
  • Delivery of excellent customer service
    • “…we got on the topic of the website and IT support. They had wonderfully positive feedback about the quality of work you and your employees produce as well as the level of customer service they provide. They truly believe you folks walk on water and they repeatedly stated how lucky they think UMFK is to have all of you!”
Team Kudos

• UMPI Support Services Team
  • Summer Preparation for Start of Fall Term
    • “...I just wanted to send a quick note to share my appreciation for all that you accomplished over the summer. It was certainly a busy one, and I know a few items got thrown on to the pile late in the game, but you all were very supportive and responsive and for that I thank you personally. We rarely hear about that good that has been done, but please know that these items did not go unnoticed!”

Team Kudos

• Campus Solutions Support Team
  • Feedback from System-wide Advising Group
    • “...I am reaching out to you today to highlight the great work of Ursula Shufelt, Helen Wei, and Mark White. Recently a new MaineStreet functionality was designed and implemented that allows advisors to make changes to a student’s wish list. Although this may sound insignificant, it has truly been a game-changer for students and their advisors...”

    “SWAG is extremely grateful for the dedication, commitment, and professionalism that these three individuals portrayed throughout the process.”
Team Kudos

• CABS Team
  • Feedback from HR Partners
    • “…Stephanie LeBlanc has been a key asset to the HR Upgrade project. She is a rock star! Her skills in assessing the requirements, asking critical questions and organizing the technological functionality and functional design has proven to be incredibly valuable to the work we are doing.”

    “Kim Hikel has also provided great support, particularly in the work we’re doing for benefits. She has worked closely with the developers, consultants and Karla in getting enhancements in place and through testing.”

    “A huge THANK YOU for your support!”