

Stakeholder Engagement for Fiscal Year 2020

Listening Sessions Summary



VISHVAS PARADKAR
VICE PRESIDENT &
CHIEF INFORMATION OFFICER

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Purpose

As Technology Services welcomed Vish Paradkar as our Vice President & Chief Information Officer, we took the opportunity to re-imagine the methodology we use to develop our capital budget outlook. A key tenet of this process was stakeholder engagement listening sessions.

This is time dedicated to both reflection on the past years partnered accomplishments as well as a chance to be forward thinking, preparing both our partners and us for the projects and challenges in the upcoming fiscal year.

Methodology

We invited each stakeholder group to send representatives of their area to participate in an open format listening session with members of the Technology Services team.

A key component to the introduction of this conversation was the concept of "*Imagine If*." Therein we asked each challenge to be addressed in a way that everyone could imagine the positive outcome of change focused on the issue at hand.

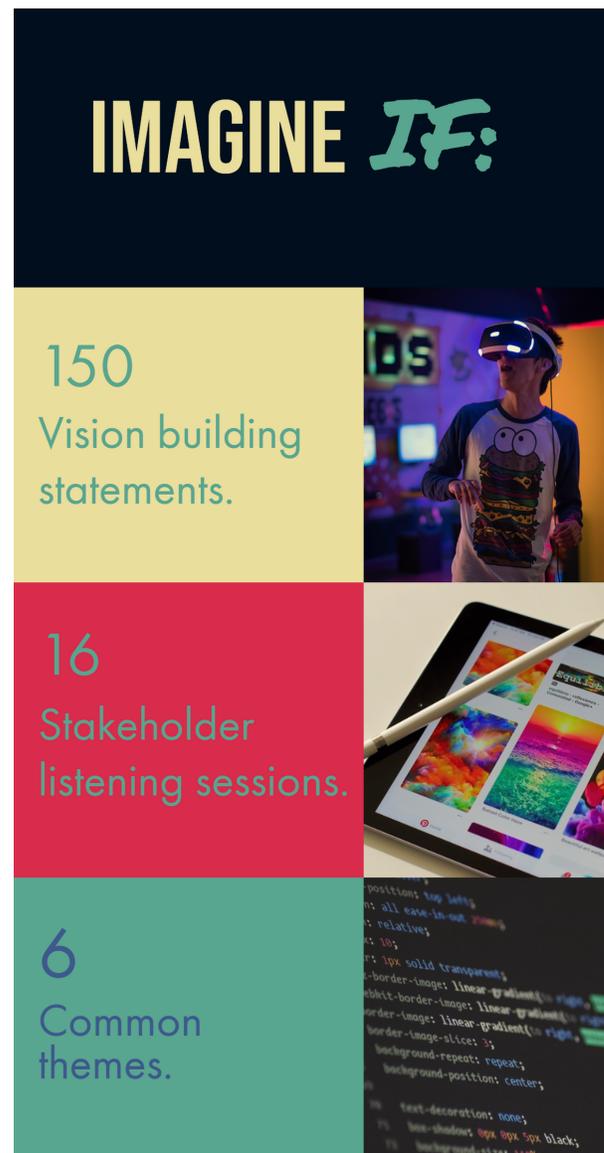
After completing each of the interview sessions, we have sent back the captured notes to each stakeholder group as well as prepared this summary for the campus community.

While not every discussion aligned with a theme, all were recorded and became part of our planning process.

Quick Facts

Stakeholder groups

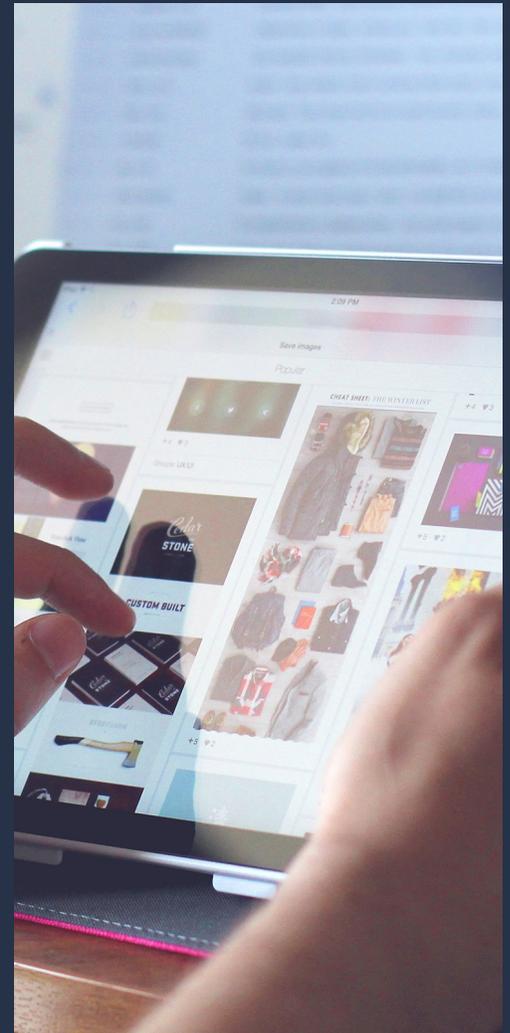
- College of Architecture
- Colleges of Arts & Sciences
- College of Engineering & Computer Science
- College of Professional and Continuing Education
- Community Learning Partnerships
- Douglas D. Schumann Library & Learning Commons
- Enrollment Management
- Finance
- Human Resources
- Institutional Advancement
- Institutional Effectiveness
- Physical Plant & Planning and Construction
- Public Safety
- Registrar's Office
- Student Affairs



Themes for FY'20

150 vision building statements helped define these common themes:

- Communicating Information
- Finding Information On-Demand
- Process Improvement
- Finding the Correct Space
- Synchronous Collaboration
- Training & Service Awareness



Communicating Information

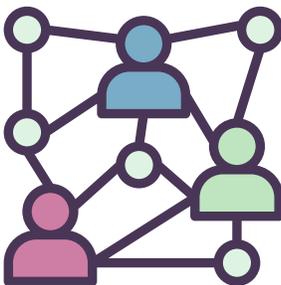
The need to better communicate with existing and new stakeholder groups was prevalent across several areas. From recruitment through alumni, student-focused areas need new and creative modalities to successfully engage with an audience which has both quickly shifting interests as well as multiple avenues competing for their attention.

Campus Email Messaging A currently in-process project introduces Poppulo, a tool with new ways to target communication and measure engagement/effectiveness. One example is the newly introduced weekly digest newsletter, *The W*, which was designed to replace multiple competing email messages with a curated format that includes personalized content for the role of each recipient.

Text Messaging Several areas are eager to utilize text messaging capability to engage with students. An appropriate platform and policy which supports this is needed.

Academic Advising Better tools to both identify students who are 'at-risk' as well as communicate with them will be introduced through this project. A steering committee researched and ultimately recommended EAB as the vendor, implementation is currently underway.

Digital Signage and Wayfinding Several groups discussed opportunities to better utilize digital signage for both event management and wayfinding. An appetite exists for both interactive and video-capable locations.



Finding Information On-Demand



As our service portfolio grows, so do the challenges of finding information across the university. Many groups discussed the desire for a central starting point where timely information related to your relationship with Wentworth is understood.

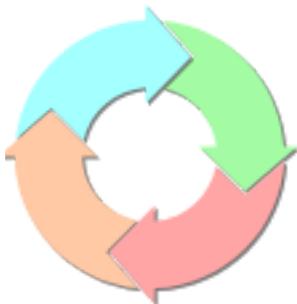
Public Website Marketing and Communications progresses on planning the next iteration of WIT.edu focused on recruitment of students.

Intranet/Portal, & Mobile App it has become clear that we lack a similar focus for our internal audience. A project to introduce a new Intranet / Portal and Mobile App, which will ultimately replace LConnect and Wentworth Mobile App, is underway. This initiative will bring clarity to where to find information on-demand as well as a personalized hub for relevant e-transactions and digital workflows that are accessible both at your computer and on the go.

Process Improvement

Many groups expressed a focus on improving their internal processes to improve the student experience. Re-thinking and re-engineering existing processes with a focus on ease of use, leveraging existing data to avoid asking redundant questions, and enabling self-service transactions are top of mind for many groups.

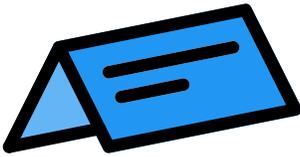
Additionally, Technology Services is working toward the digital transformation of business processes by partnering with departments and utilizing tools like DocuSign, Qualtrics, and SharePoint.



Sample project requests:

- Course evaluation process
- Define and follow laptop refresh for employees
- Digital workflow for paper forms
- Employee on-boarding experience
- Self-Service Password Reset
- Shopping cart style and/or automated cohort registration
- Faculty promotions application management
- Digitizing course manuals

Finding the Correct Space



Much like the focus on collaboration within our academic curriculum, the demand for accessible administrative collaboration areas has increased dramatically. Booking of spaces is currently divided among several methodologies ranging from Outlook meeting invitations, SchoolDude requests, and even paper calendars. Some also require time consuming approval methods that don't enable quick interactions in support of iteration and innovation.

The need to streamline and unify the process to allow better selection of available and appropriate spaces was clearly heard. Beyond just how to reserve space, the technical capabilities of a room are becoming more important than ever. Getting the right group in the right room, with the right tools needs to be a priority.

Synchronous Collaboration

Wentworth has a number of tools today that enable Synchronous Collaboration. Skype for Business and GoToMeeting provide real-time video and conference calling capability to faculty and staff. The need to expand these services to facilitate learning simultaneously - both on-campus and remote - was identified as a potential revenue diversification opportunity, but new technologies will likely be required.

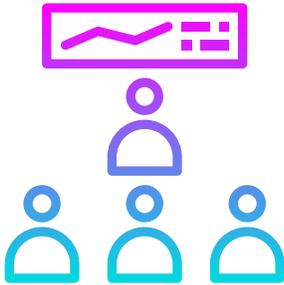
The desire for student groups to better collaborate with each other was also discussed in several settings. It was clear that existing tools are not well documented for this use case and should be improved. For example, Word and Excel applications that are part of the Office 365 suite support synchronous collaboration through co-authoring of a shared documents. Microsoft Teams enables a non-email based space for meaningful, collaborative interaction and video conferencing. These functions are part of an Office 365 Group which all students can create autonomously and at no cost.



Training & Service Awareness

The need for a staff-focused equivalent to our faculty-focused Learning Innovation & Technology team was heard. We haven't adapted quickly enough to provide training and tools that keep employees current on the ever-changing capabilities of our cloud connected software.

A program of training and awareness with a regular cadence, allowing access to in-person learning on best practices and efficiency opportunities should be implemented. This program could also serve as a pathway between the technology evangelist and business analyst skill sets within Technology Services.



The need to catalog officially supported services, who they are available to, and how to get support was identified. This 'service catalog' would be a central repository of this information allowing operational efficiency and identifying service overlap or underutilized services.



Thank you.

We're eager to be continued partners in FY'20. If you have ideas, thoughts, or questions, please feel free to reach the team.



TECH SPOT 