EDUCAUSE Conference 2018

Measure, Plan, Communicate, Measure: Using Data for Strategic Planning Workshop

Scribed Notes from session – table discussions

**Other Drivers/Event Triggers**

Affordability

Educational Strategy

Consolidation

Governance structure

Organizational Change

Leadership change

Demographic change

Budget change

Different goals

University strategy change

Politics

**RECAP from first part of the morning – what resonated with you?**

The idea of measurable objectives

Context is everything – so important to consider

Mission vs. Vision – how to articulate

**Current State / Gap - table discussion**

Other aspects that might be relevant in understanding your current state/gap include:

Culture

* where we are vs. where we want to be

Financials/Budget

* how do we decide > who can/should be involved

Research Computing Support

* metrics can include data center utilization
* How many research projects were not funded because of current capabilities state

IT Procurement

* Current costs > how to bring down costs
* Collaboration & communication to help with cost containment

Information Security

* Funding issues vs. vulnerabilities

Student transfers

* Non-standardized practices

Online Education

* Bottleneck courses result in students taking online classes at other institutions

Analytics for student success

IT Staff retention

* Recruiting options

Integrating organizations

* How to partner with other areas in IT
* How long does it take to provision services – aspect to consider in communication breakdown between groups

Business Processes

* Inefficiencies

Rigidity

* “we’ve always done it this way thinking”

Deferred maintenance

* New shiny buildings with brand new tech vs. 100 yr old building in need of help

Change in institution classification – move to more research intensive

Student perception vs. IT perception vs. institutional perception

* Can be all different…