

ITS eWARRIOR NEWS

WSU Information Technology Services

Sept 6, 2021

Volume 2, Issue 9

WSU ITS HEADS TOWARDS A NEW ACADEMIC YEAR



In June of 2021 the latest Information Technology Strategic Plan 2021 – 2024 was approved by governance and cabinet. This new Information Technology Strategic Plan also is the first to be developed during a pandemic, which saw rapid digital transformation in the academic enterprise. The plan continues to provide a framework for integrating and prioritizing technology related issues at WSU. It was developed to articulate a common vision for technology and provide a guide for future technology implementations. It is important to note that even during the pandemic several indicators of quality continued to improve from faculty use of technology in the

classrooms to students view of help desk services. This evolution of the organization was not an accident, but a seed planted back in 2008 to slowly evolve through leadership development.

Organizational and leadership development has been a high priority for the Information Technology Services (ITS) unit at Winona State University. Each year the leadership team collaboratively work on yearly themes in which the members of the team conducted a deep dive into an issue and work to enhance the employees' impact on the University.

Over the years the following themes have been selected:

- 2008 – 2009 (FY09) Organization of ITS - Educational Lean
- 2009 – 2010 (FY10) Project Management - Long Range Planning
- 2010 – 2011 (FY11) Building a Culture of Assessment
- 2011 – 2012 (FY12) Professional Development Planning and Core Competencies
- 2012 – 2013 (FY13) Connecting the Strategic with the Tactical
- 2013 – 2014 (FY14) Workplace Civility (Code of Conduct)
- 2014 – 2015 (FY15) Communications (Internal and External)
- 2015 - 2016 (FY16) Information Technology Security (Policies and Procedures)
- 2016 - 2017 (FY17) Skills Gap Analysis
- 2017 – 2018 (FY18) Reenergize IT Project Management and Communication Processes
- 2018 – 2019 (FY19) Teamwork
- 2019 – 2020 (FY20) Digital Transformation
- 2020 – 2021 (FY21) Organizational Resilience

The successes of WSU ITS are a testament to organizational resiliency. An organization under pressure yet continuing to evolve to support a community of learners improving our world.

ITS MISSION

Information Technology Services (ITS) provides the technology-based foundation to support and empower the Winona State University (WSU) community to meet and exceed their educational and business needs.

“Tech Quote”

“We've arranged a civilization in which most crucial elements profoundly depend on science and technology.”

— Carl Sagan:
American astronomer, planetary scientist,
cosmologist, astrophysicist, astrobiologist, author,
and science communicator

ITS VISION

Information Technology Services (ITS) endeavors to position the University as a national leader in the innovative and effective use of technology to support the academic enterprise.

SUCCESS OF eWARRIOR DIGITAL LIFE AND LEARNING PROGRAM CONTINUES



The eWarrior Digital Life and Learning Program (DLLP) is the cornerstone of our approach to enhancing teaching and learning through the mindful application of technology. One of the major responsibilities is to increase our students' return on investment (ROI) in this program by providing learning services and support directly to students that help them leverage DLLP resources for academic and professional purposes. ITS provides learning services and support to faculty to help them find new ways

to engage our students using DLLP resources.

WSU students continue to view the DLLP positively. In the FY21 Assessment Day Survey, our students reported high levels of satisfaction with the laptops and software provided through the program, with 84% (same as last year) and 92% (up from 86% last year) selecting agree or strongly agree when asked to rate their satisfaction with these DLLP components, respectively. In terms of their academic success, 97% agreed or strongly agreed that the laptop provided through the DLLP was of critical importance, up from 94% last year.

Students reported that their instructors were generally skillful when it came to integrating DLLP technology into their courses, 81% either agreeing or strongly agreeing that their instructors used technology in their courses effectively, up from 77% last year..

INFORMATION TECHNOLOGY SERVICES

PEOPLE | PERFORMANCE | INNOVATION