RISE 2030 | Strategic Plan Task Planning

Explore Technology Investments to Support Faculty, Staff, and Students

Priority: Strengthen the Student Experience
Goal: Improve Coordination of Student Support
Strategic Action: *Explore, identify, and prioritize technology investments to support our faculty and staff in helping students and support students with self-service tools including, but not limited to: a degree audit tool and a unified student success tool to streamline information-sharing between institutional partners (i.e., faculty, advising, financial aid, student success units).*

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Key Considerations: This strategic action requires consideration of larger technology enablement, as laid out in the Technology Enablement Plan. Governance around the acquisition and use of student success technologies must align with mechanisms and policies developed through that plan.

Strategic Action Task Plan

Phase 1: Conduct Research and Needs Assessment around Student Success Technologies

1. Conduct Inventory of Existing Student and Faculty Support Technologies
    - *Review current tools used for advising, financial aid, student success, and faculty support.*
    - *Inventory existing technology in use across the College.*
    - *Identify, with input from IT, redundancies in the technology ecosystem.*
2. Determine Pain Points and Opportunities
    - *Identify, through collaboration with the Strategic Action 3.1, "Mapping student journeys…" team, points in the students' experience where technology may support student success.*
    - *Survey faculty and staff to understand bottlenecks and frustrations with current technologies. In consultation with the Strategic Action 4.1 team within the "Enrich the Employee Experience" priority, consider non-duplicative tools and technologies that may streamline processes and create capacity to focus on student care.*

- *Catalogue current manual tasks with automation potential.*
- *Identify opportunities for process improvement, including processes that may be enhanced by technology.*

3. Research Current Technology Solutions and Conduct Benchmarking
    - *Perform a gap analysis with IT, to identify where technology solutions can best meet the needs of addressing the pain points identified across the student experience.*
    - *Determine whether to maximize current enterprise platforms (i.e., Ellucian/DegreeWorks) or explore new platforms (i.e., Salesforce/Intelligent Degree Planning) in accordance with the Enterprise Platform Strategy established by the newly formed IT Governance Subcommittee as part of the technology enablement plan.*
    - *Research technology solutions, vendors available in the market, and current solutions already purchased by and available across WCC.*
    - *Perform peer benchmarking analysis to determine industry-standard options.*
4. Organize Key Research and Needs Findings
    - *Organize key findings for technology inefficiencies, and gaps based on market and peer benchmarking information.*
    - *Integrate results of forthcoming platform strategy to focus on solutions that are considerate to the rationalization of platforms.*
    - *Present key findings to leadership.*

Phase 2: Identify and Prioritize Technology Opportunities to Positively Impact the Student Experience

5. Define Requirements for New Tools
    - *Develop list of functional and technical requirements for desired tools.*
    - *Estimate investment available for technology updates and additions.*
    - *Conduct vendor product demonstrations.*
    - *Coordinate with IT around technical requirements and institutional capabilities.*
6. Generate a Comprehensive List of Technology Opportunities
    - *Compile all potential technology enhancements, replacements, and new investments based on requirements list.*
    - *Categorize opportunities by automation potential, student experience impact, faculty/staff efficiency improvements, and infrastructure needs.*

- *Engage cross-functional teams (IT, academic leadership, student services, finance) to brainstorm additional technology-driven improvements.*

5. Assess Feasibility and Impact of Each Opportunity
    - *Score each opportunity based on key factors (e.g., institutional goal, cost considerations, etc.).*
    - *Use a prioritization framework (e.g., RICE – Reach, Impact, Confidence, Effort) to objectively rank opportunities.*
6. Develop a Technology Investment Roadmap
    - *Move low priority items to an opportunity backlog.*
    - *Identify quick-win opportunities for immediate implementation.*
    - *Develop a phased rollout strategy for high-impact but complex projects.*
    - *Ensure balance between short-term improvements and long-term strategic investments.*
7. Engage Leadership and Secure Buy-In
    - *Present prioritized opportunities and roadmap to the newly proposed IT governance subcommittee for review and submission to executive leadership for approval.*
    - *Align technology investments with budget cycles, funding availability, and institutional strategy and submit resource requests for approval in line with WCC institutional technology resourcing protocol.*
    - *Refine priorities based on leadership feedback and feasibility assessments.*

Phase 3: Implement Technology Solutions for Student Experience Challenges

8. Select and Approve Vendor Partners
    - *Conduct final vendor evaluations based on defined requirements.*
    - *Ensure solutions align with institutional security, compliance, and accessibility standards.*
    - *Negotiate contracts, pricing, and support agreements.*
9. Develop Technology Implementation Roadmap
    - *Create a phased implementation plan with timelines and milestones.*
    - *Assign responsibilities and resources for each phase.*
10. Pilot New Tools with Target User Groups
    - *Identify pilot groups (e.g., select faculty, advising teams, small student cohorts).*

- *Implement new tools with pilot groups.*
- *Provide structured onboarding, training, and technical support.*
- *Gather early feedback and iterate solutions with pilot groups.*

11. Roll Out Technology Incrementally
    - *Implement phased rollout for selected tools (e.g., limited department launches before campus-wide deployment).*
    - *Establish ongoing helpdesk and support resources.*
    - *Communicate technology changes broadly to faculty, staff, and students.*

Phase 4: Review, Optimize, and Scale

12. Monitor and Collect Feedback
    - *Conduct real-time check-ins with students and staff to assess usability and impact.*
    - *Use feedback tools such as quick student surveys, focus groups, and staff debriefs.*
    - *Track key metrics such as task success, student satisfaction scores, and number of tasks automated.*
    - *Regularly update and improve technology based on user feedback over time.*
13. Scale Technology Solution Across Institution
    - Expand successful tools to additional departments and user groups.
    - Develop ongoing training modules for faculty, staff, and students.
    - Establish IT governance processes to oversee continued growth.
14. Continuous Improvement and Ongoing Support
    - *Establish a feedback loop for continuous technology refinement.*
    - *Monitor emerging trends and evolving institutional needs.*
    - *Review and update training materials and programs regularly.*
    - *Ensure training remains relevant and effective over time.*

Goal Champions to define specific timelines and responsibility ownership for task plan.

Team and Investment

Action Teams should include individuals who bring the following perspectives and expertise:

- Oversees technology assessment and implementation.
- Provide frontline insights into technology challenges.

- Help align student-facing processes.
- Provide guidance for tools that interact with student records.
- Analyze student service trends and performance data.
- Implement technology, lead benchmarking efforts, and track technology metrics.

Investment

- **High investment** for WCC providing:
    - Technology cost for vendor agreements (degree audit tool, self-service tool)
    - Training for staff, faculty and students on new technologies and associated processes
    - Staffing to accommodate increased workload