Collaboration at San José State University

Enabling an **Unbounded** University

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AGENDA

SJSU Goals, Strategy, Approach

Realizing our Unbounded University

Lessons Learned from our Journey / Q&A
San José State University Background

• **Member of the CSU system**
  • 23 campuses
  • 400k+ students
  • 44k faculty
  • Largest, most diverse, in the US
  • One of the most affordable

• **SJSU**
  • #1 supplier of graduates in engineering, computer science, education and business to Silicon Valley
  • ~ 30k students
  • ~ 1.9k faculty
  • On campus residents
Enabling Unbounded Learning

Strategic Plan: Vision 2017

Campus Guiding Principles

• Unbounded Learning
  • SJSU is an innovative, engaged learning community ...
  • Our highly regarded faculty members facilitate unbounded learning by actively engaging with students to provide a wide range of access to and delivery of learning content through in- and out-of-the classroom experiences.

• Strong and Unique sense of place
Enabling Unbounded Learning

Campus Goals

- **Unbounded Learning**
  - Enhance student success through continuous learning innovations

- **Agility through Technology**
  - Improve organizational responsiveness
  - Advanced technology infrastructure
  - Eliminate procedural obstacles

- **21st Century Spaces**
  - Up to date facilities
  - Classrooms that enable collaboration
IT Strategy

- Reduce the mixed environment
- Define success criteria
- Partner with vendors: Cisco, Adobe, Apple
- Buy integrated solutions  
  - Proven elsewhere  
  - Coordinated upgrade paths
- Seek single point of contact for support  
  - Reduce risk to SJSU  
  - Reduce finger pointing
Infrastructure Principles: Technology Drivers

- **Collaboration** - Working together is enhanced with technologies that work well together.
- **Integration** — Make products easy for user...make IT easy for people
- **Mobility** — Access anytime, anywhere devices, and mobile devices.
- **Security** - Assets are assessed, secured, and monitored
Designing the **Unbounded** Campus Infrastructure

**Next Gen IT Infrastructure**

- VoIP
- Telepresence
- WebEx

**Collaboration Technologies**

- VoIP
- Telepresence
- Lecture Capture
- WebEx
- Jabber

**Next Gen Network**

- Bandwidth
- Switch, route
- Wi-Fi
Engineering the **Next Gen Classroom**

- **HD Video to the classroom** – Enable outside experts to visit with students without limitations of distance

- **Lecture/Capture Capability** – record lessons to enable new pedagogies such as flipped classroom

- **Desktop Collaboration** – enable video & desktop collaboration from the classroom to remote students/professors

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**Next Gen Classroom**

- Video Conferencing
- Classroom
- Lecture Capture
- Desktop Collaboration

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**Enabling Unbounded Learning**
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Enabling our **Unbounded** University

- SJSU has invested in a campus-wide collaboration platform to stimulate innovation in the classroom.
- Professors are encouraged to think creatively about best instructional methods, tools, etc.
- SJSU is testing many different innovative academic pedagogical approaches.
Next Gen Classroom
SJSU’s Journey is underway with a # of Unbounded programs

Examples of Unbounded Programs

- Virtual / Hybrid
  - Extended Classrooms
    - College of Science - General Engineering Writing Course
    - College of Science - Genetics Program
    - College of Business Strategy Course
    - Masters in Public Health Program
    - College of Education Program
    - CASA Nursing Doctorate Program

- Online / Hybrid
  - Online Programs
    - Library Science Program
    - College of Science Math Course (Udacity)

- Flipped
  - Virtual Lecture
    - College of Science - Circuits Class (EdX)
    - Business Statistics & Marketing Course

- Virtual Expert/Visits
  - Remote Events
    - CASA Social Work Programs (e.g., Afghanistan/Vietnam)
    - CASA Journalism School
    - College of Business

- Admin
  - Productivity & Effectiveness
    - SJSU Counseling Services - Doctoral Open House
    - Alumni Relations Group - Virtual Board & Event Meetings
    - Cross Departmental Remote Hiring

- Piloting collaboration-enabled pedagogies across colleges
- Virtual experts enhance the learning experiences for our students
- Extend existing programs through online courses to remote or other challenged students
- Extend the reach of the university to alumni, CSU community, partners, etc.
Example: Journalism and Mass Communication Advertising Class Hosts Guest Experts

Journalism and Mass Communication
- Student’s group advertising projects
- Feedback from New York Ad Agency – industry experts
- Previously: Filmed and sent to New York
- Previously: Feedback coming days or weeks later

Next Gen Classroom Solution
- Classroom connection with New York Ad Agency via Telepresence
- Recording for playback later
- Demonstrating to University administration solutions IT can deliver – indirect support of the academic mission
- More collaborative relationship with deans, provost, academic community

Results: Enhanced experiential learning capabilities; Real-time feedback from industry experts; Ability to watch feedback from industry experts again, later.
Example: College of Education is creating the 21st Century Educators using Next Gen / 21st Century Classrooms

College of Education’s Goal/Efforts
- Develop tomorrow’s leading educators
- 4 years ago started the “21st Century Classroom” program
- Co-teaching program to bring SJSU innovation to today’s classrooms

Next Gen Classroom Solution
- Classroom solution includes SmartBoards, mobile/flexible furniture, room ‘archetypes’, WiFi, Mediascape video booths
- CoE instituted collaborative applications such as Skype, Webex, LMS (D2L -> Canvas) to extend the classroom
- CoE adopted a ‘flipped classroom’ approach

Results: The College of Education is establishing a research effort to evaluate the qualitative and quantitative impacts of their 21st Century Classroom Program
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Lessons from our **Unbounded** University Journey

Transformation of a university is more than a technical challenge, the journey requires strong academic leadership, change management, communication and coordination.

- Academic Leadership needs to establish a **culture of innovation** and break down the institutional barriers.
- Solutions must be **simple to adopt/integrate**.
- SJSU’s diversified structure requires IT to **effectively communicate**.
- IT must be sensitive to campus activities – **making implementation scheduling a critical factor**.
Lessons from our **Unbounded** University Journey

**Worked Well**

- Culture of collaboration with Academic leadership
  - What are their success criteria?
  - Help them be successful
  - When an innovation occurs in one area of a university, it needs to be nurtured and promoted so that it spreads across the entire university
- Customer Service
  - Good enough vs. perfection
  - Get to Yes
- Agility
  - IT is about technology, process, people
  - As we experience technology, or processes, or people in positions, when they aren’t working, we need to move on, make changes toward the goal, and don’t insist you keep using them
- Collaboration with vendors
  - Keep vendors invested in your success, partner with them, let them know what’s working, what’s not, how it’s impacting you
Lessons from our **Unbounded** University Journey

Opportunities

- Learning new technologies
  - Large changes in technology architecture means even the most proficient IT staff have opportunities to learn new technologies
  - Change is harder for some than others
  - Consider consulting, best job fit
- Promotion of services to constituents
- Break down the barriers
  - All about collaboration
  - Open Forums
  - Newsletters
  - More communication!
Enabling our Unbounded university is a transformation made possible by collaboration between ITS, Administrative Leadership, Academic Leadership and Students

- Our campus strategic plan creates focus and direction to meet our goals

- Infrastructure enables the technologies at the foundation of our Unbounded university (e.g., Wi-Fi, Classroom Technology: Lecture Capture, Video Conferencing, WebEx, Virtual Lab & Virtualized Data Center)

- Collaboration platform stimulates innovation in the classroom

- Communication, marketing / promotion shares it
Q&A