

ITSPC Public Service and University Life Subcommittee Major Themes

Major Themes 2/9/05

- Better connections and communication with high schools to help enable and foster access and the use of technology to enhance the admission process and interactions with high schools.
Example: Admission application procedures, electronic high school transcript submission, interactions with high school guidance counselors.
- Online applications and systems should be available for use 24x7
- Seamless integration of services should be the goal rather than having separate services. Systems should be planned and designed to unify disparate services.
Examples: students using the Admissions enrollment pathway, then need to jump to myRutgers, Students checking the Schedule of classes and then having to go to Webreg to register)
- Services should be designed and organized based on user needs and not organizational area delivering the service.
Example: Tuition payments, fines, parking, debit card, housing, etc. could all be group together for ease of student access.
- IT should be employed to provide coherent views of the university for all visitors or constituencies.
Example: Online tours could be developed for various constituencies.
- NetID should be set as a standard for authentication across the university for all applications. Standard API's or architecture should be developed, so departments can easily implement this approach. Single Sign-on?
- Online information should be viewed as the official or definitive source for information, status, etc. No secondary checking should be required.
- Delivery information at point of need and anticipate needs based on information received.

Major Themes 2/25/05

- Forms from all areas of the university should be online and able to be submitted via the web including electronic routing (workflow) for approvals and electronic signatures.
- Identify (College?) structures and processes that act as “roadblocks” and impede access, quality of service and transparency; and in turn constrain the full use of IT and

the potential benefits.

- Uniformity of practice and consistency of approach should be leveraged where quality of service and access is improved and difference or variations contribute minimal value.
Example: Advising notes and tracking of student contact
- Use IT to facilitate student movement between campuses, schools, majors. (this ties to seamlessness, access, and the Roadblocks points above probably a dup)
Example: Maps, transfers students
- Use IT to enhance communication and build stronger life long relationships between students, faculty, the institution and various constituent groups.
Example: Frequency of student contact, retention improvement, transition to alumni, lifetime learners, and potential donor
- Use IT to reach out and connect with the local communities
Example: K-12, non profits, open space areas in the communities surrounding the campus (One - Cleveland concept)
- Content Management