A Strategic Approach to Technology Innovation

PRESENTED BY:
Orlando Leon, Chief Information Officer
Max Tsai, Innovation Architect
Introductions

➢ Orlando Leon
➢ Max Tsai
Fresno State Demographics

- Central Valley, Agricultural-Focus, Lowest Per-Capita Median Income in CA, Division I Athletics
- 25,168 Students Enrolled in Fall 2017
- Bachelors/Masters/Doctoral-Granting Institution
- AANAPISI/HSI
- 70% First Generation to College Student/70% Pell Grant Recipients
- 90+ FTE in Central IT
- (includes some Academic Technology, does not include IR/Library/Advancement/Aux IT)
- 80+ student employees/volunteers
- 8 MPPs
Learning Objectives

- Observe and learn about practical applications of technology innovations in teaching, learning, and administrative environments.
- Understand decision factors for initiatives, resource considerations, key stakeholders, political considerations.
- Learn about Fresno State’s technology innovation strategic approach, including support for high impact practices to support student success.
IT Strategic Plan: Innovation

**PRIORITY #2/Innovation, Academic, and Administrative Support**

Supports Campus Priorities 1, 2, 3, 4
Foster bold innovation with transformational technologies in teaching, learning, and academic administration through proactive engagement and partnership with campus constituents to best support student success.

**Goals**

1. Empower teams with the primary focus of enhancing the classroom and the general academic experience for students through the innovative use of technology.
   - Create and charge an innovation team to provide research and development toward bold initiatives advancing the mission of the university.

2. Create communities of practice supporting academic technology to increase buy-in, engagement and collaboration toward better support of our students through the use of innovative technologies and systems.
Our Innovation Journey

- Innovation Initiatives
- Vision/Strategy/Framework
- Next Step - Continue being BOLD!

Innovation Research and Development

<table>
<thead>
<tr>
<th>Innovation Team</th>
<th>09/2016</th>
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<tbody>
<tr>
<td>Innovation Architect &amp; Innovation Consultant(s)</td>
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<tr>
<td>Internet of Things</td>
<td>01/2017</td>
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<tr>
<td>AWS IoT Enterprise Buttons Program</td>
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<tr>
<td>Mobile/ Mobile Student Intranet</td>
<td>06/2017</td>
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<tr>
<td>CSU Innovation Minigrant ’17-’18</td>
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<tr>
<td>Blockchain/ Microcredentials / Digital Badges</td>
<td>11/2017</td>
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<tr>
<td>CSU Innovation Minigrant ’18-’19</td>
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<tr>
<td>A.I. / Virtual Learning Assistant</td>
<td>04/2018</td>
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<tr>
<td>Tech Innovation in Teaching and Learning</td>
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<tr>
<td>Cloud/ AI-powered Accessible Streaming</td>
<td>06/2018</td>
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<tr>
<td>CSU-AWS 50K Grant Round 1</td>
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<tr>
<td>Blockchain/ Microcredentials / Digital Badges</td>
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<td>Innovation Hotspot / DxI</td>
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Continue Process Improvement
Considerations and Lessons Learned

- Innovation Value
- Culture and Climate
- Organizational Structures and Organizational Awareness
- Change and Change Management
- Strategically Moving Forward
Questions

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