DIGITAL
CHANGE IN ACTION
TRANSFORMATION

Dx – Plan, Budget, and Assess
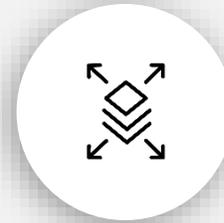
PRIORITIES

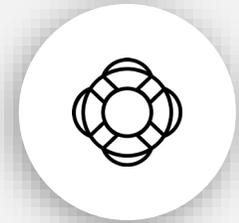WHY are these priorities?

ACCOUNTABILITY

WHAT have you accomplished with your resources?

PLANS

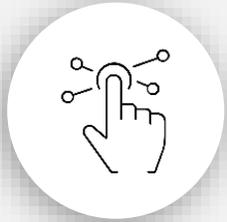What do you plan to accomplish this year?

REQUEST

What is needed? How can it be funded?

Dx Priorities

Show exceptional care for our students, faculty, and staff by pursuing several key priorities:
1. Develop tools, processes, and a culture to use data to inform discussions and decisions
2. Simplify and beautify tools and business processes for interacting with one another and the institution
3. Improve and simplify the usability of IT infrastructure
4. Ensure the security and privacy of our assets
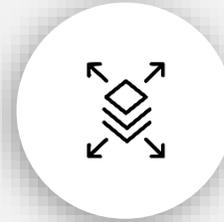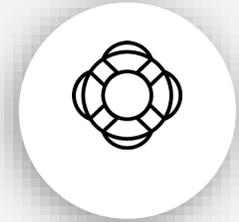
Dx – Plan, Budget, and Assess

Dx Assets

Assets	Subtotal	One-time	Ongoing
Appropriated Funds	$25,295,348	$ 2,294,400	$23,000,948
HETI		$ -	$ 558,535
Designated Projects Funds		$ 5,239,425	$ -
CARES/HEERF funds		$ 6,722,034	$ -
Total Assets		**$14,255,859**	**$23,559,483**

Dx Personnel

Full-Time Employees	136
Part-Time Employees	120
TOTAL	256

https://tableau.uvu.edu

"Digital
Transformation"

"Digital Transformation is a series of deep and coordinated culture, workforce, and technology shifts that enable new educational and operating models and transform an institution's business model, strategic directions, and value proposition."

Educause: "Driving Digital Transformation in Higher Education," June 2020

TECHNOLOGY ACCOMPLISHMENTS

Examples of *culture, workforce, and technology shifts:*

- Simplified Wi-Fi Access and improved performance
- Integrated students into Outlook and
- Simplified login

- Established new partnerships to augment development
- Released "Commitments Dashboard" to prioritize and deliver development

- Deployed new API Management solution for Mobile App
- Developed new .NET development environment (UVUPM)
- Migrating legacy phone system to Teams Voice

STUDENT MOBILE APP

- **Registration**
  Student registration made easier with "one-button registration"
  "It was so easy and fast I couldn't believe I was actually registered"*
  ~ student feedback during pre-registration testing*

- **As of 11/01 – 11,562 downloads**
  40% adoption of 28,970** students
  (**Third-week census count, not including concurrent enrollment students)

- **Positive Student Feedback**
  "App is billions of times better … billions!"*
  ~ student feedback during pre-registration testing*

- **Additional Functionality Coming**
  Working on features such as:
  - *student ID badge for UTA and dining, etc.*
  - *better events functionality and ticketing*
  - *student job board*

MOBILE APP PRIZE WINNERS – *the face of UVU*

TRADIONAL STUDENT

Full-time, on-campus

NON-TRADITIONAL STUDENT

Evening-only classes while employed full-time

HYBRID-STUDENT

Some on-campus, some online

ONLINE-ONLY STUDENT

Online only, lives in Cedar City

MIGRATION from DocuSign to AdobeSign and QUALTRICS

Forms Successfully Migrated

1,090 forms were in DocuSign

➢ 641 forms were moved to AdobeSign

➢ 40 forms were moved to Qualtrics

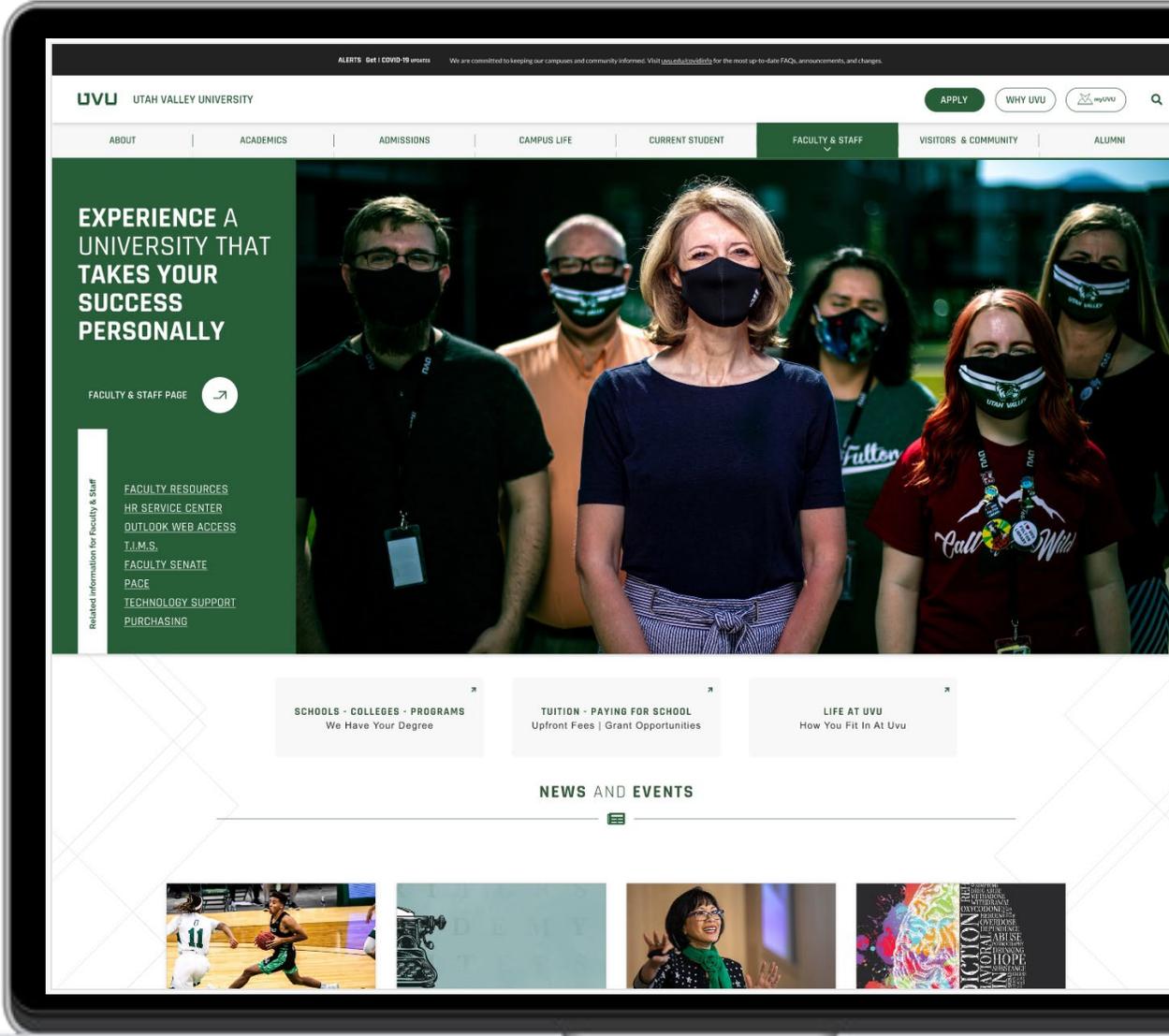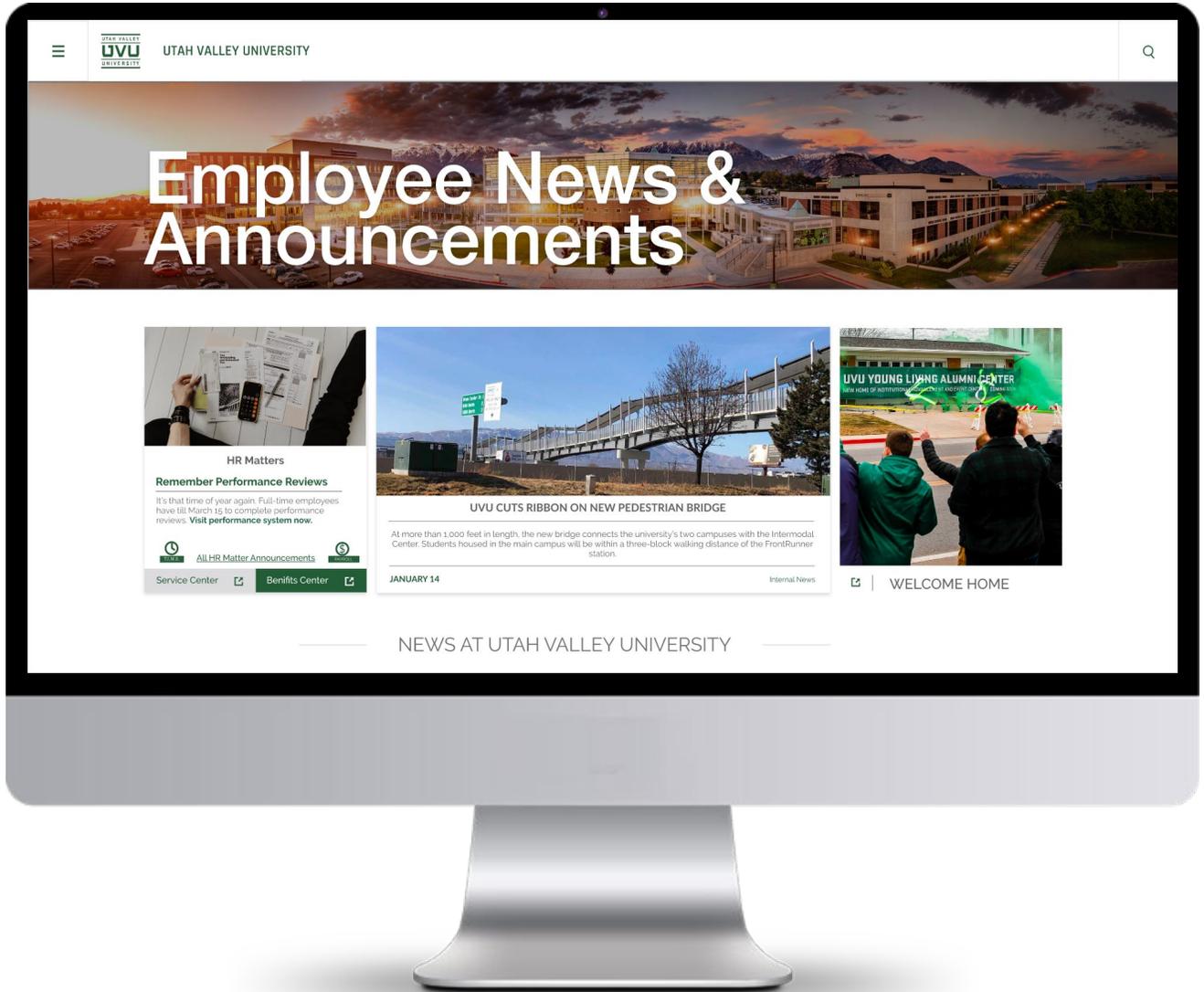➢ **409 forms were deleted**

Cost Savings

Cancellation of DocuSign planned for 1/31/22 (on track)

Cost savings/avoidance of nearly $400k over three years

UPDATED the PUBLIC-FACING WEBSITE, uvu.edu, to IMPROVE OUTREACH

UPDATED the EMPLOYEE "INTRANET" to IMPROVE COMMUNICATION

UVU DATA SUMMIT - Held Sept 30 and Oct 1

SAVE THE DATES

SEPT THURS **30**

OCT **1** FRI

UVU data summit

Fall 2021 Data Conference

By the numbers...

➢ **211** people registered
➢ **65** people in person and **85** people online
➢ **31** hours worth of recorded content
➢ **476** times the recorded content has been accessed (already)
➢ **28** different presenters
➢ **18** different breakout sessions in **3** tracks

❝ I loved seeing the vision and direction of IT and Dx. It is helpful to see how what I do can fit into the bigger picture and working towards better solutions and ideas at UVU. ❞

❝ I liked the technical side of the conference. The speakers who talked about how to learn more about data (programs, classes...) and what the future holds for UVU data. ❞

❝ I really enjoyed informative sessions about the vision of DX and topics that were relevant to my job performance. ❞

❝ President and the VPs giving presentations...that was good to see the tone at the top supporting this. ❞

Anonymous feedback from participants

Dx Finances at a Glance

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Total Assets		**$ 14,255,859**	**$ 23,559,483**

Liabilities	One-time	Ongoing
Salary, Benefits, and CCT	$ -	$ 18,147,986
Hardware and Software Licenses	$ -	$ 6,435,261
Cybersecurity Repair and Replace	$ -	$ 374,000
Network and Telecom Services Repair and Replace	$ -	$ 1,573,000
AV Classroom Repair and Replace	$ -	$ 1,027,000
AV Conference Rooms Repair and Replace	$ -	$ 200,000
Server and Storage Repair and Replace	$ -	$ 700,000
CARES/HEERF Projects	$ 6,722,034	$ -
Total Liabilities	**$ 6,722,034**	**$ 28,457,247**

	One-time	Ongoing
Balance	**$ 7,533,825**	**$ (4,897,764)**
Apply Designated Funds to Ongoing Needs	$ (4,897,764)	$ 4,897,764
Balance	**$ 2,636,061**	**$ -**

Dx – Plan, Budget, and Assess
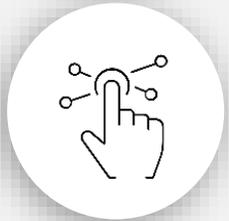
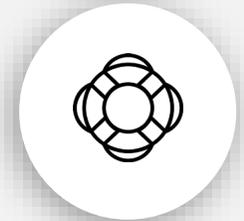**PRIORITIES**

WHY are these priorities?

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WHAT have you accomplished with your resources?

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STUDENT MOBILE APP – Future Enhancements

Additional Functionality Discussed:

- *Student ID badge for UTA and dining services, etc.*

- *Better events functionality and ticketing*

- *Student job board*

- *Timely and helpful push notifications*

- *Concurrent enrollment support*

- *Integration with Wolverine Track*

- *Sync with personal calendar (e.g., google, iCal, Outlook, etc.)*

- *Track account balances and make deposits (e.g., Green bucks)*

- *Integration with Canvas and course support*
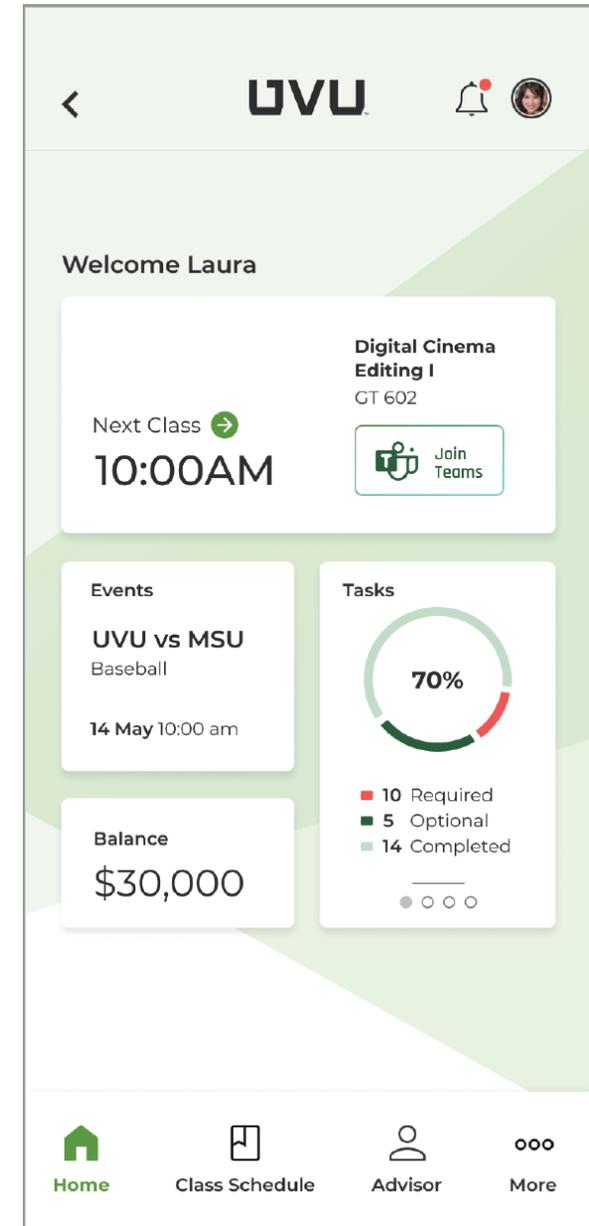
DATA MANAGEMENT NEXT STEPS

1 **Complete Warehouse RFP and Select Vendor**
The RFP is open currently and ended and we are reviewing vendors

2 **Define scope of "MVP" effort**
Work with data stewards and others to define the "Minimum Viable Product" or initial scope

3 **Migrate selected data flows**
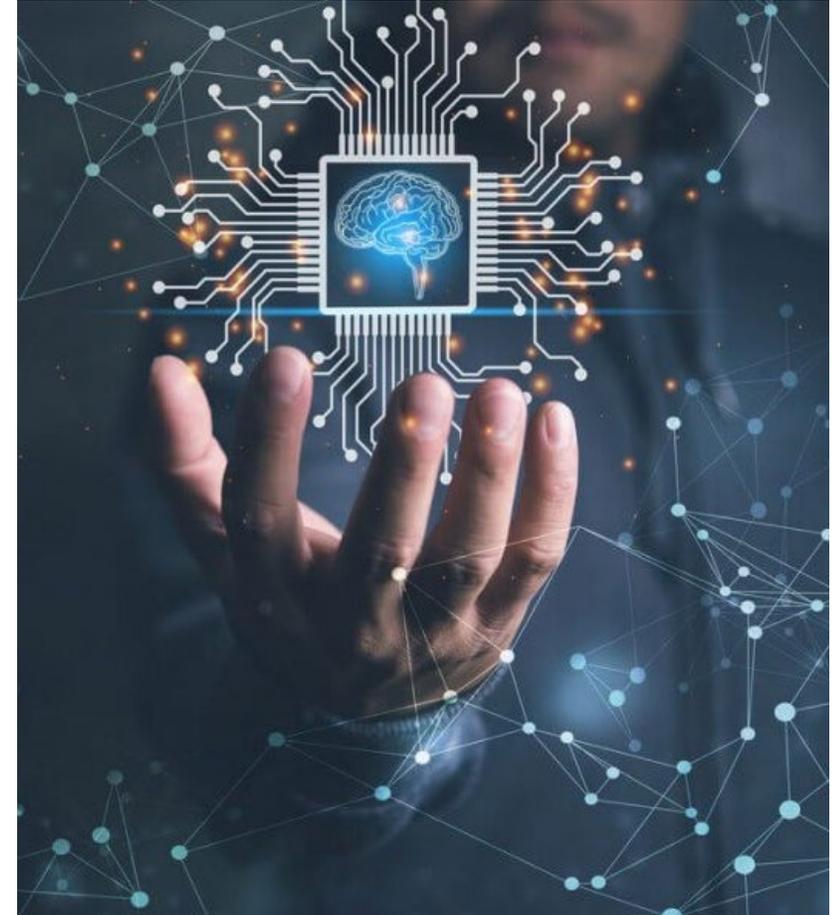Determine most critical or representative data

4 **Rebuild ~20 "top" reports and test**
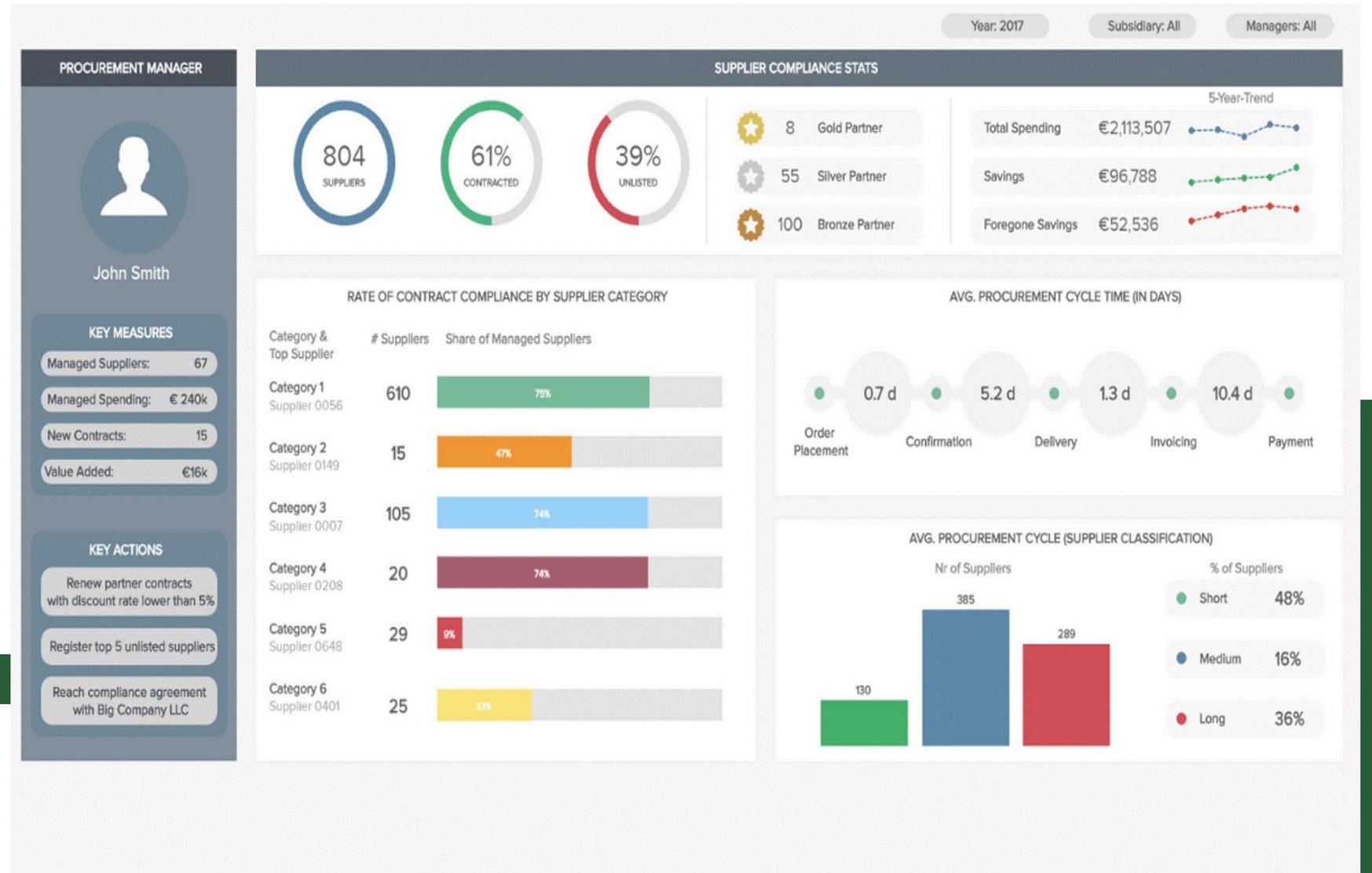Identify top reports for "parallel testing"

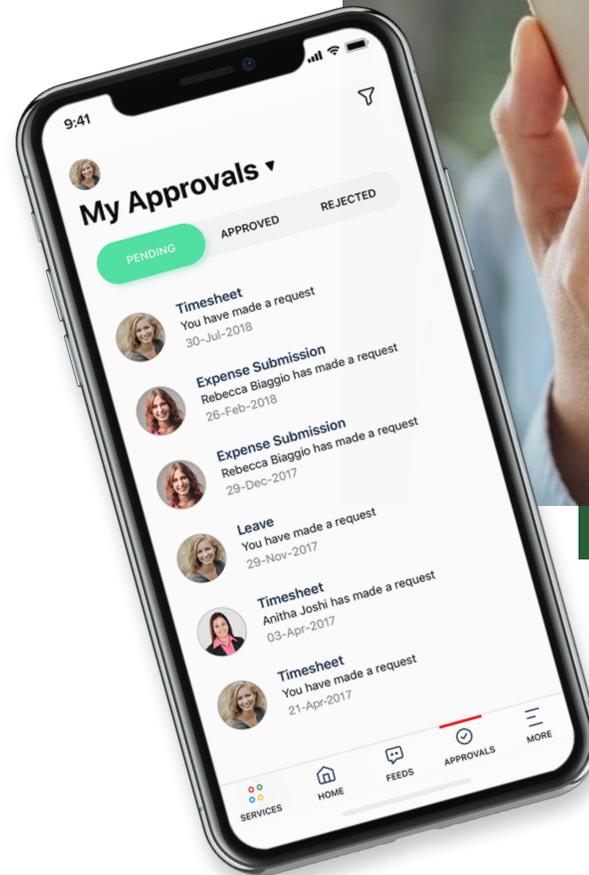**5** **Iterate through remaining data flows and reports**
Coordinate and communicate often with data stewards

EMPLOYEE DASHBOARD linked to a new INTRANET

EMPLOYEE MOBILE APP with an APPROVALS* LIST for CONVENIENCE

*Approvals from systems such as T.I.M.S., ePAFs, eSAFs, Concur, Wolverine Marketplace, AdobeSign, CARs, eLearning, etc.

# CLASSROOM TECHNOLOGY – INNOVATION

Advancements in technology can

make the learning and teaching

experience fully immersive.

FUTURE TECHNOLOGY PROJECTS

- Interactive enterprise **chatbot** to improve support
- Network **redesign** to increase performance and reliability
- **New** document management and imaging solution
- Simplify and improve **authentication** (eliminate Duo – yay!)
- **Upgrade** cybersecurity systems to protect users and data
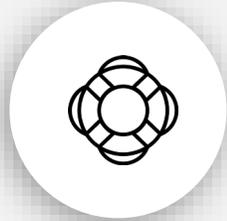- Simplify and enhance **cloud management** for files and data

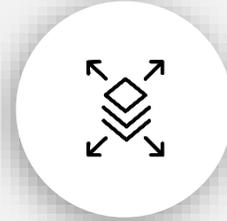# Dx – Plan, Budget, and Assess
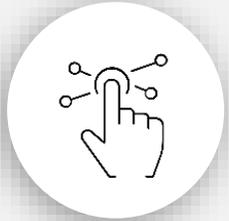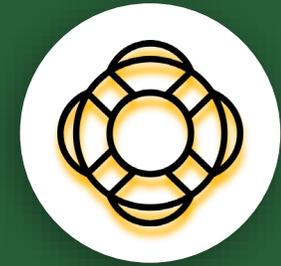
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Dx Proposed Initiatives

Proposed Initiatives	FTE	One-time	Ongoing
Dx Working Group Initiatives			
Business Intelligence, Data Governance, and Data Warehouse	2	$ 400,000	$ 598,776
Civitas Training, Optimizing, and Filter Creation		$ 100,000	$ -
Student Mobile App v2		$ 150,000	$ -
MyUVU and Approval Dashboard		$ 350,000	$ 150,000
Employee Mobile App	2	$ 500,000	$ 235,403
Improve Business Processes - BPI Implementation Specialist	1	$ -	$ 90,393
Infrastructure Improvements (contractor support)		$ 250,000	$ -
Strengthen Cybersecurity (Software)		$ -	$ 250,000
Student Virtual Experience Technician	1	$ -	$ 90,393
Create a Usability Experience Center		$ 150,000	$ 10,000
AV Project Portfolio Manager	1	$ -	$ 129,325
Education IT Support	1	$ -	$ 103,714
Total Initiatives		**$ 1,900,000**	**$ 1,658,004**

Dx Reallocations

Reallocations	Subtotal	One-time	Ongoing
Four Open FTE positions to be reclassified		$ -	$ 451,812
Telephone Services	$ 100,802	$ -	$ -
Systems Administration	$ 124,961	$ -	$ -
ERP Support Services	$ 133,513	$ -	$ -
Audio Visual Services & Engineering	$ 92,536	$ -	$ -
Ongoing funds contributing to reclassification of positions	$ -	$ -	$ 22,470
Two New Positions, not included in appropriated funds above		$ -	$ 244,776
Hourly funds to seed Student Virtual Experience Technician	$ -	$ -	$ 23,000
Total Assets		**$ -**	**$ 742,058**

Dx Requests

Request	FTE	One-time	Ongoing
BPI Implementation Specialist	1		$ 90,393
Hourly Contract Project Funds		$ 250,000	
Dx Working Group Initiatives		$ 1,500,000	$ 150,000
Data Warehouse			$ 200,000
Data Governance			$ 150,000
Student Virtual Experience Technician	1		$ 65,553
Security Software			$ 250,000
Usability Experience Center		$ 150,000	$ 10,000
This Year's Request	**2**	**$ 1,900,000**	**$ 915,946**
		Institutional discretionary funds and/or Dx One-Time Funds	*Performance Funds and/or Institutional Reallocation*

THANK YOU