

LTS Department Goals – FY 2011-2012

Department goals and priorities will help shape individual and group goals within LTS. We have included some examples of projects that may fall under each goal for clarification, but they do not form a comprehensive list. Some individual goals or projects may relate to multiple LTS department goals.

Assumptions and guidelines for all goals

1. Look for opportunities to reduce meetings; examples:
 - Ask yourself: why are we meeting?
 - Can we have a shorter meeting if we exchange information via email or phone prior to the meeting?
2. As you work on your goals, look for opportunities to collaborate, both inside and outside LTS and the college.
 - Who else might be interested in this project?
 - Keep your ears open and share information.
 - Collaboration is a means to achieve an end. It is not an end in itself.

Goal #1: Academic Engagement

Leverage our expertise to partner with faculty and students to better understand and support their teaching, learning, research, and instructional technology needs. Provide services and collections that promote excellence in teaching and increase student learning and engagement.

Priorities:

1. Learn about faculty and students' needs. Assess whether our services and collections meet their needs and ours; examples:
 - Meet with academic departments and programs to conduct needs assessments
 - Conduct assessments of LTS-partnered academic spaces, such as the Clapp Library
 - Develop tools to assess our services, such as teaching, resource discovery, support, and collections
 - Incorporate tools and practices to routinely collect feedback on what worked, and what could be done better
 - Take actions based on assessment results
2. Increase LTS integration with curriculum and research; examples:
 - Explore ways to incorporate LTS in the First Year programs, including Wellesley Plus, First Year Seminars, Writing 125, and introductory level science classes
 - Strengthen ties with the PLTC through discussions about student support and possibly shared workshops
 - Partner with stakeholders to plan and implement Academic Support Centers
 - Educate and support users about tools which can enhance scholarly communication, publication, collaboration, and education, such as Sakai, Drupal, Google, the institutional repository, and WordPress blogs
 - Implement institutional repository and digitization projects
 - Provide high-end computing services to support scholarship and research
 - Widen the discussion of Open Access and changes in scholarly publishing with the faculty
 - Strengthen support for faculty scholarship and student research
3. Increase access to and visibility of LTS resources and services; examples:
 - Explore the creation of an Information Commons in Clapp Library
 - Explore the creation of Academic Support Centers
 - Help the community discover our resources

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- Improve communication about services
- Improve outreach to academic departments

Goal #2: Enhance Administrative Services

Support the strategic enhancement and security of the College's administrative resources. Leverage tools to streamline internal efficiency in the delivery of new and improved services. Support the development of a productive and successful College workforce.

Priorities:

1. Safeguard data and reduce risk; examples:
 - Establish a comprehensive set of guidelines and policies designed to protect the data of students, alumnae, faculty, and other employees of the College
 - Outline procedures to implement and administer these policies, including administrative, technical, and physical safeguards
 - Perform audits to review the sufficiency of safeguards currently in place to control these risks
2. Enhance resources and tools; examples:
 - Develop a mechanism for departments to track constituent content (constituent relationship management or CRM system) using a combination of tools (document imaging, Google applications, Sakai, web forms, etc.)
 - Develop additional mobile apps for academics (class lists, grades, orientation maps, etc.)
 - Enhance web and portal capabilities to provide attractive, efficient environments for the colleges many constituencies
 - Implement a student data warehouse to provide web reports and dashboards
3. Education and training; examples:
 - Develop an institutional training program that includes support for accessing administrative resources required for job functions
 - Provide and continue to develop content for targeted data security trainings
 - Support the use of secure deletion and encryption tools, as required by the WISP
4. Streamline internal LTS workflows; examples:
 - Improve and simplify the software environment by reducing the number of older applications; outsource or use virtualization whenever practical and possible
 - Develop system monitoring and debugging applications that can help troubleshoot enterprise applications
 - Develop a clear and efficient project management process to track, manage, and make LTS projects visible

Goal #3: Enhance Wellesley's Public-Facing Presence and Communication

Support and improve Wellesley's communication and engagement with external audiences, such as alumnae, parents, faculty and professional peers, and peer institutions.

Priorities:

1. Enhance Wellesley's reputation through supporting our online presence, partnering with Public Affairs and others; examples:
 - Put more material online through the institutional repository, including special collections and Wellesley-created content such as conference presentations
 - Use tools, such as Drupal, to support online presence and programs

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- Implement a product like SmartCatalog to make the curriculum easily visible
 - Explore the creation of a portal for Wellesley community, potentially for alumnae and parents
 - Improve conference management (Ruhlman, Tanner, etc.) and support so registration and capture is done in a modern way (e.g., Digital Commons)
 - Create mobile apps that are also useful for visitors
2. Showcase and communicate about LTS projects and services, to improve our users' experiences, examples:
- Publish and live up to our technology philosophy: academic mission, rapid deployment, imperfect/perfect, etc.
 - Clarify policies and make them available in the context of the user experience
 - Highlight LTS projects, such as improved collections searches, improved data exposure, Nolij, etc., while developing a culture of “community as tester”
 - Equipment and software documentation (created for our community, but others appreciate it)
 - Improve portfolio management and create a more effective process to manage project requests
3. Strengthen relationships with other local schools to share expert knowledge; examples:
- Look at federation as a possible solution to address 3 different log-ins between Babson, Wellesley, and Olin
 - Identity Life Management (Microsoft product)
 - Strengthen BOW teaching, learning, and collaboration through partnership and projects
 - Share information and goals of high-visibility space initiatives designed to meet users' needs, such as Clapp/Simpson and Science Center space planning