THE SAN FRANCISCO STATE UNIVERSITY STUDENT-CENTERED TECHNOLOGY ROADMAP

FOCUS ON EFFICIENCY

The development of next-level mobile apps and unprecedented connectivity at San Francisco State University is the result of successful partnerships between the university's Information Technology Services, students and administrators. The improvements ITS has made to campus technology support students' day-to-day tasks and helps them effectively plan their academic programs.

Information Technology Services (ITS) at San Francisco State University has partnered with campus student associations and administrators to jointly develop student-centric solutions for a highly mobile student population managing their academic lives while on the go. For example, students access online appointment scheduling, and the SF State Mobile App connects students to their grades, registration and campus events.

ITS also augmented campus-wide Wi-Fi, which has 99.9 percent systems and network uptime, and the department implemented several other tools to guarantee student success and connectivity. This includes collaboration tools such as Box.com (a file-sharing platform) and an improved student experience with an Amazon-style shopping cart for College of Extended Learning registration, where students instantly search for, select, register and pay for classes.

With student health and wellness in mind, student health data was moved to the cloud to help student health staff more efficiently serve students. The recent implementation of a student health information management system ensures their data is secure. ITS also supports the state-of-the-art Mashouf Wellness Center with connectivity and innovative equipment throughout the 118,700-square-foot facility.

In partnership with Academic Affairs, ITS launched business intelligence tools, such as the Educational Advisory Board, a student-advising program, resulting in more effective data analytics and predictive analytics, which inform strategic decision-making that helps students graduate on time.

The next frontier of innovation for ITS lies in artificial intelligence to help students manage their academic careers from their mobile devices. In early 2018, Alli the Chatbot started life as an IT support assistant. In the future, students will be able to access information across all campus databases for grades, advising appointments and registration, all by asking Alli.

MILESTONES

Sep 2016
- San Francisco State mobile app integration with Campus Solutions launches, allowing students to check grades and register for classes while on the go.

Mar 2017
- Box.com launches to enhance student collaboration.

July 2017
- Student health data moves to the cloud.

Aug 2017
- High-tech Mashouf Wellness Center opens.

Jan 2018
- Alli the Chatbot goes live.

QUANTIFICATION AND RESULTS

Students receive 500GB of cloud storage on the file-sharing platform Box.com. Overall data growth in Box.com has consistently been 4 percent a month – close to 50 percent a year. There are currently 11,764 total active users.

The campuswide Wi-Fi system supports 15,000-plus concurrent devices with more than 30,000 users and maintains a 99.9 percent uptime.

Mobile app downloads increased from 5,000 to more than 30,000 and user engagement increased to nearly 50 percent, creating a mobile-ready campus. The most-used features of the mobile app during the first two weeks of fall 2018, in order of popularity, were iLearn, email, My Class Schedule, the transit schedule and the campus map.

ITS has revolutionized student wellness by helping build the technologically state-of-the-art Mashouf Wellness Center. The Mashouf Wellness Center provides students a connected experience, including treadmills connected to the internet and LCD screens. On average, more than 11,000 students are using the high-tech Mashouf Wellness Center per week.

The overall customer satisfaction score for ITS services increased to 4.4 stars.

IMPACT AND BENEFITS

These innovative solutions have improved efficiencies for students: Box.com allows students to collaborate with each other while accessing their documents from any device; Alli the Chatbot provides a self-help channel, where faculty and students quickly find answers to frequently asked IT questions, such as how to connect to Wi-Fi.

Through the mobile app feedback channel, students have praised the app for its ability to help them stay on top of their academic life, including registering for classes and checking their grades.

The Student Information Management System is now hosted in a HIPAA-compliant cloud infrastructure with built-in disaster recovery. The migration replaced 20-year-old hardware, retired on-premise server racks, and freed up office space in the pharmacy and Student Health Center. Ongoing functional planning has provided a platform to continually enhance Student Health Services (SHS), and technical support moved in-house, providing the SHS staff easy access to IT experts.

The Mashouf Wellness Center provides students a connected experience, including treadmills connected to the internet and LCD screens. In collaboration with the OneCard Office, ITS has streamlined the student check-in process, reducing card-reader issues for the automated check-in system.

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Academic Technology
Campus Recreation/
Mashouf Wellness Center
College of Extended Learning
Disability Programs and Resource Center
Strategic Marketing and Communications
Student Affairs and
Enrollment Management
Student Health Center
University Enterprises

LESSONS LEARNED

1 Technology changes very quickly, and it is critical to look five to 10 years ahead and build a technology roadmap to support the students of the future. This can only be accomplished by building strong and strategic campus partnerships.

2 Across projects, ITS must be brought in earlier in the process; IT should be part of the planning phase to give direction and guidance for all aspects of technology-related areas.

3 It is imperative to keep talking to users. Timely and frequent communication and marketing to students and faculty is very important to ensure they know what enhancements have been made and which services are available. Continuous customer feedback through focus groups and user feedback surveys helps ITS gain valuable insight and adjust services and support to best meet campus needs.

San Francisco State University Information Technology Services website
Its.sfsu.edu

The San Francisco State University Student-Centered Technology Roadmap team.