

# SJSU Learning Space Upgrade and Academic Technology Strategy (LSUATS)

Campus-Wide Town Hall and Project Launch

*September 18, 2024*







## Today's Agenda

- 01 Introductions
- 02 Project Objective
- 03 Approach & Timeline
- 04 Team
- 05 Next Steps
- 06 Q&A

# Introductions



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# Deloitte Team Introductions





**James Qua**  
QA Partner



**Jessica Kaplan**  
Engagement Lead



**Amy Wittmayer**  
Teaching & Learning  
Lead



**LJ Filetti**  
Project Manager



**Drew Johnson**  
Project Consultant



*Campus-wide town halls create a platform for us to engage with the broader SJSU stakeholders, allowing you to offer input, ensuring your voice is heard as part of the process while fostering transparency in all our activities.*

## Town Hall Principles

- 1** ▶ **TO INFORM**
  - Town halls are an opportunity to provide updates on the progress and status of the LSUATS project.
- 2** ▶ **TO BE TRANSPARENT**
  - Town halls allow us to share information openly about the goals, outcomes, and overall process throughout the project.
- 3** ▶ **TO SHARE AND RECEIVE INPUT**
  - Town halls are a platform to share project outputs and findings to broader stakeholders and garner feedback.
- 4** ▶ **TO BUILD EXCITEMENT**
  - Town halls generate excitement and enthusiasm for the broader transformation and help build momentum and buy-in across the campus.

# Project Objective

Based on aging academic technology, a desire to modernize, and the need to best prepare students for careers in the surrounding tech-advanced Silicon Valley community, SJSU's President's Cabinet has asked for Deloitte's support in developing the institution's learning space and academic technology strategy to lay the groundwork for the broader transformation.

Advance SJSU's mission and enable their academic technology transformation journey to best serve students and faculty by:



Providing a thorough and accurate Current State Assessment of Academic Technology across the institution through interviews, detailed documentation reviews, and data analysis



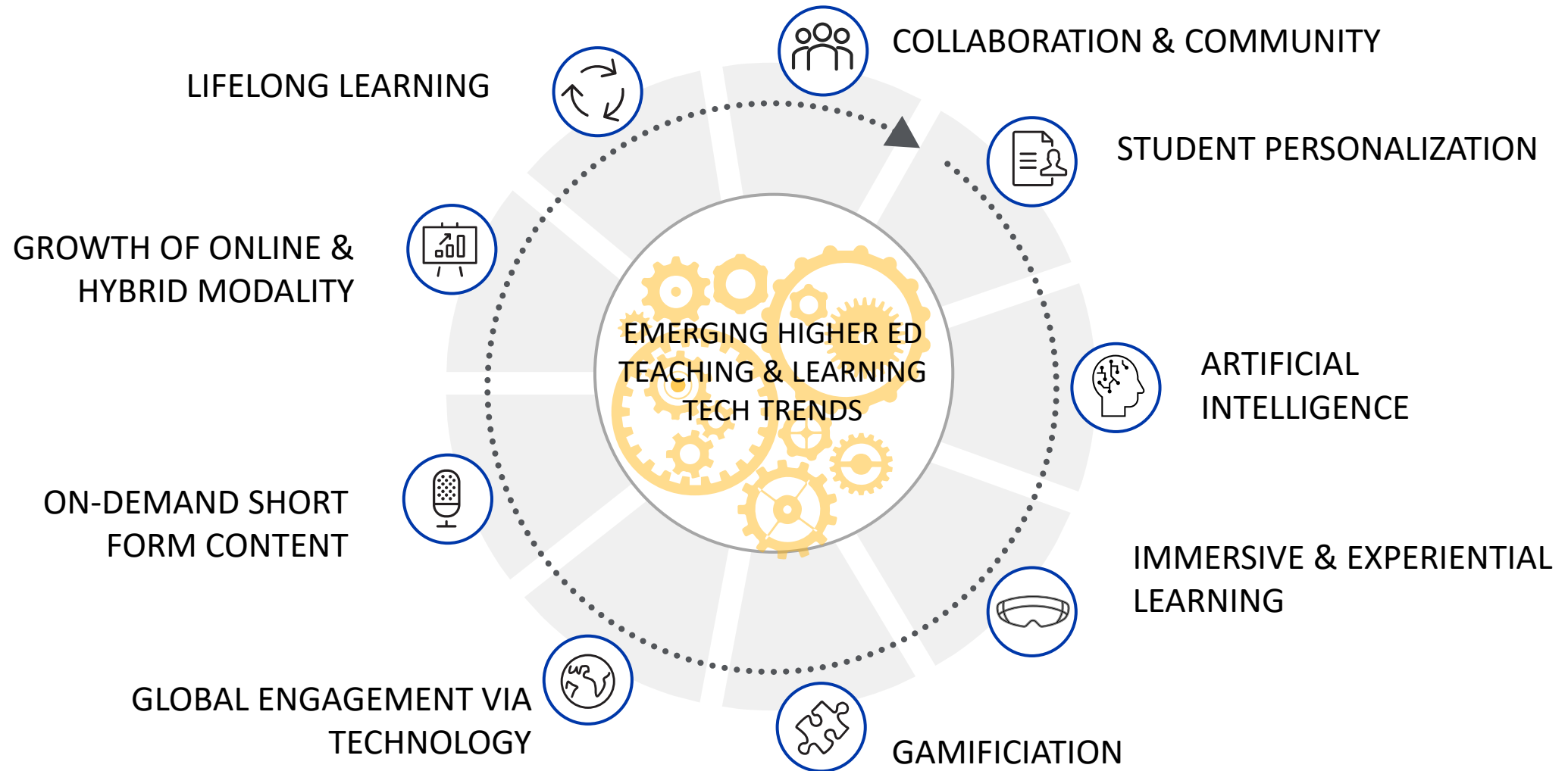
Developing a Future State Strategic Vision and Plan grounded in current state findings, industry leading practices, alignment on the future path forward, and gaps between the current and future state



Creating a multi-year Implementation Roadmap with prioritized recommendations integrated into a timeline as well as the associated estimated costs and supporting PMO, OCM, and best practices for adoption of the long-term academic technology transformation and implementation



Higher education's dynamic landscape demands a focus on emerging trends in educational technology and student experience.



# Approach & Timeline

# The Importance of Stakeholder Engagement – Everyone Needs a Seat at the Table

In order to properly conduct an academic technology assessment and develop a go-forward plan and strategy, it is critical that a diverse cross-section of stakeholders be involved in the project to provide a unique and comprehensive set of perspectives. Stakeholder engagement not only allows for pain points and needs to be accurately identified but also serves as a change management mechanism.

## FACULTY

We know what we need from a technology perspective to deliver our courses and engage students.

## UNIVERSITY LEADERSHIP

As CFO, VPSA, Deans, and other leaders, we need technology that supports our overall mission and vision and meets the needs of our students, faculty, and staff.

## STUDENTS

As undergraduate and graduate students, we would like a consistent and equitable experience and something that meets our different needs in terms of learning styles and modalities.

## PROVOST

We need technology that enables teaching and learning, and we want to design the classroom of the future.

## PROSPECTIVE STUDENTS

We want to visit campus and classes and be excited about the innovative use of technology.

## FACILITIES

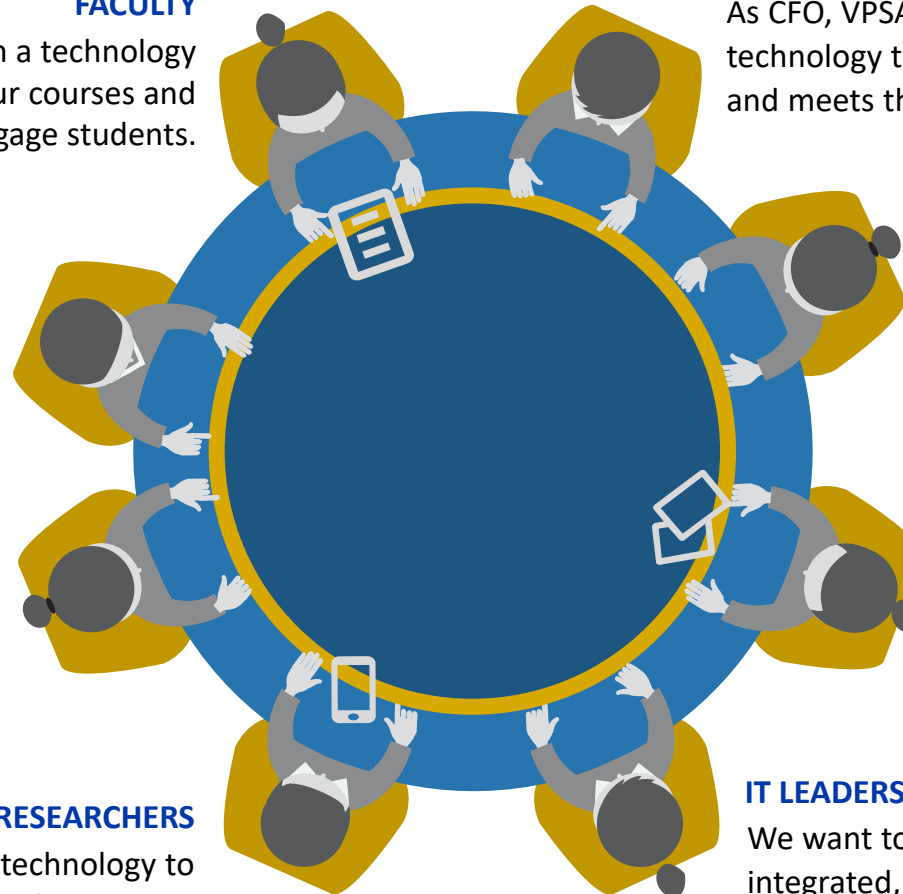
We understand our physical building structures, the pipeline of construction projects, and the underlying infrastructure supporting the classrooms.

## RESEARCHERS

We need specific technology to engage in our research activities.

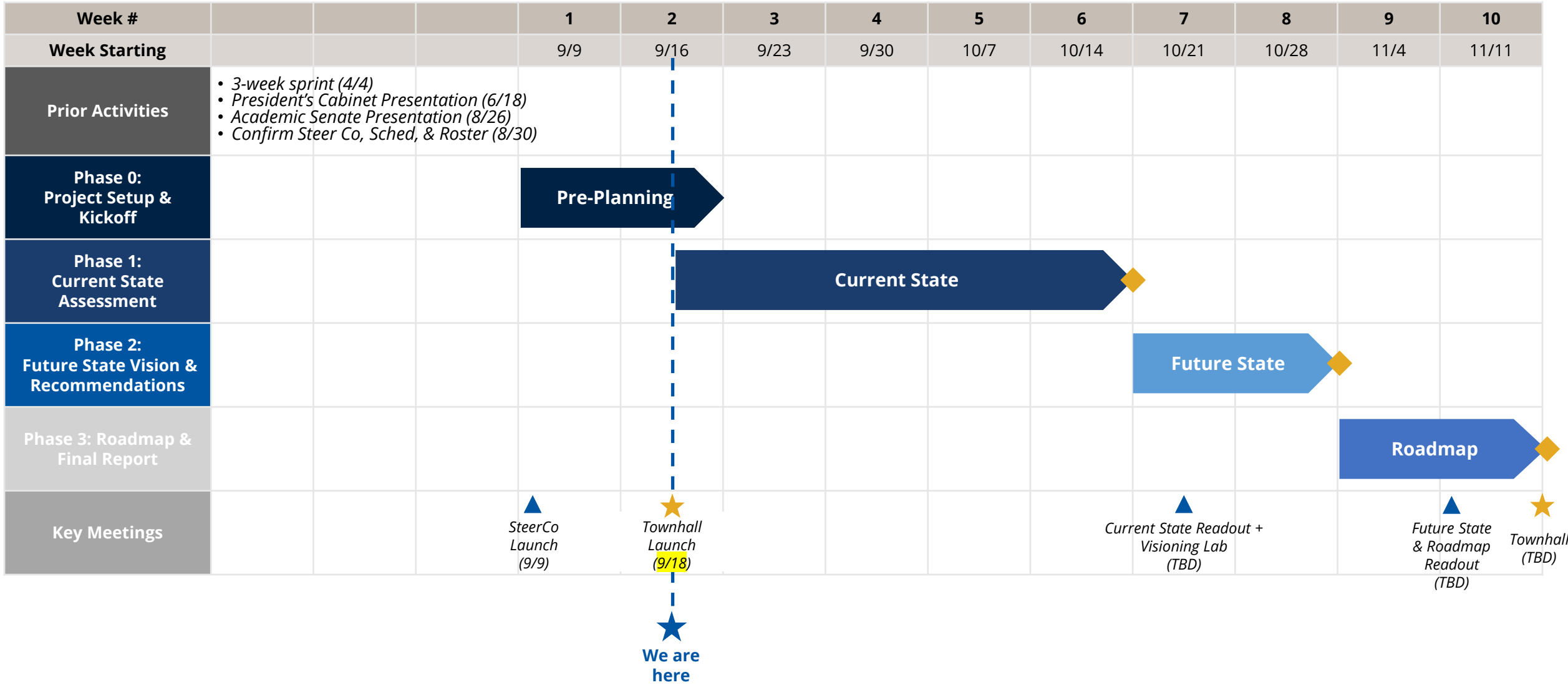
## IT LEADERSHIP

We want to select academic technology that is integrated, scalable, forward-thinking, and easy to use as well as easy for our staff to support.





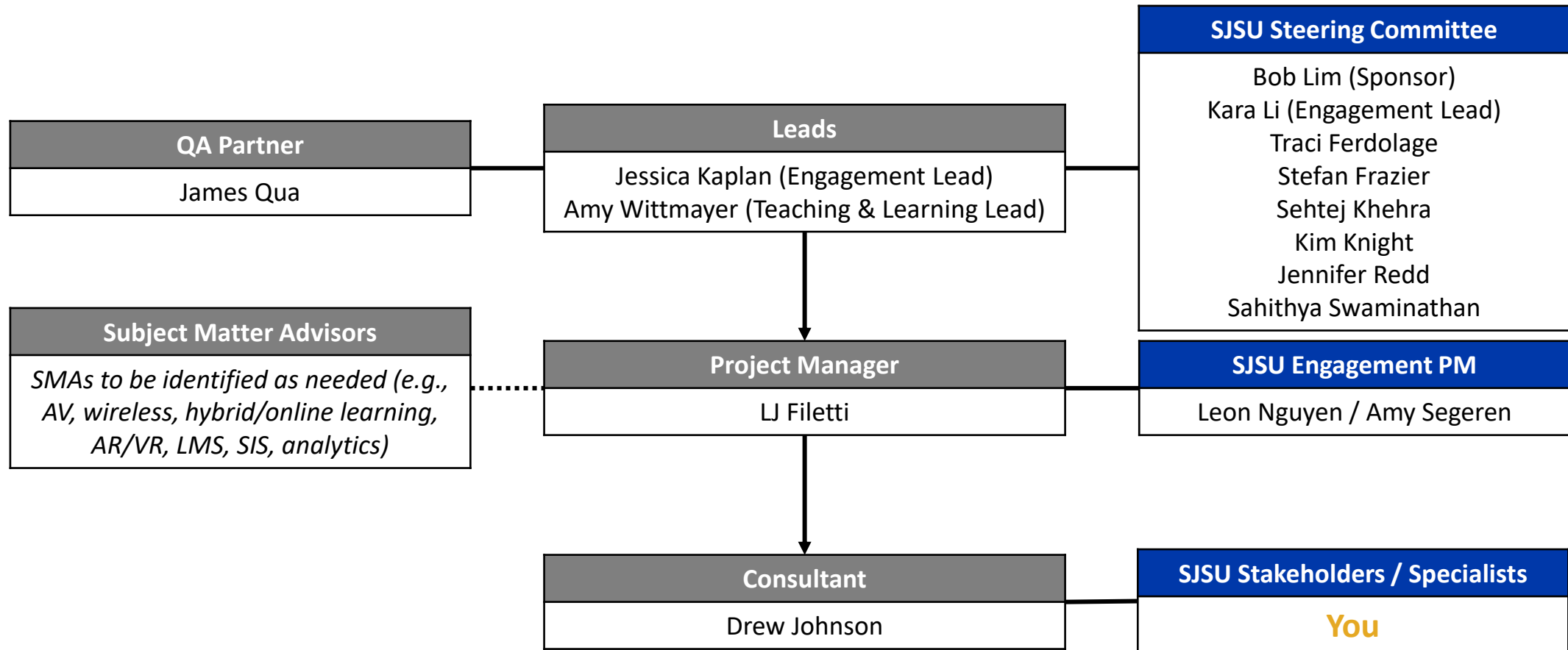
# High-Level Timeline



Key: Phases Deliverable Submission SteerCo Meeting Townhall

# Team

# Project Team Structure







Key:

Deloitte Team

SJSU Team



# Next Steps

-  **Host project launch with Steering Committee on 9/9/24**
-  **Host in-person campus-wide townhall** to inform and engage broader community
-  **Engage with key stakeholders** via interviews, feedback sessions, survey responses, and data requests
-  **Execute project** to deliver the current state assessment, future state strategic vision, and final roadmap, with the **next town hall in mid-November**

# Q & A





The Deloitte team will be available following today's town hall to answer questions or collect feedback to inform the overall effort.

**Chat Live**



The project team has created a website for sharing information, providing updates and event reminders, and for gather input and feedback into the project

**Visit Project Website**



We have created a survey to garner your input and feedback and inform our analysis. All the questions are optional with opportunities for open ended submissions to allow stakeholders to answer the questions they feel the strongest about.

**Take our Survey**



# Appendix

Deloitte is the **largest professional services firm** in the world with 450,000 employees globally. Higher education has been a priority sector for Deloitte since the firm began supporting colleges and universities in 1913. Deloitte has worked with **more than 500 higher education institutions** to date, including:

1. Brigham Young University
2. California State University System
3. Carnegie Mellon University
4. Columbia University
5. Cornell University
6. Dallas College
7. Duke University
8. Emory University
9. Florida State University
10. Georgetown University
11. Georgia Institute of Technology
12. Harvard University
13. Howard University
14. Indiana University
15. Johns Hopkins University
16. Lone Star College
17. Massachusetts Institute of Technology
18. Miami Dade College
19. Michigan State University
20. Minnesota State Colleges and Universities
21. New York University
22. Northwestern University
23. Princeton University
24. Southern New Hampshire University
25. Spelman College
26. Stanford University
27. Texas A&M University System
28. The Claremont Colleges
29. The Ohio State University
30. The Pennsylvania State University
31. The University System of Georgia
32. University of Arkansas System
33. University of California, Berkeley
34. University of California, Los Angeles
35. University of California, San Diego
36. University of Chicago
37. University of Cincinnati
38. University of Colorado System
39. University of Nebraska
40. University of Pennsylvania
41. University of Pittsburgh
42. University of Southern California
43. University of Tennessee System
44. University of Texas System
45. University of Washington
46. University of Wyoming
47. Vanderbilt University
48. Virginia Community College System
49. Washington University in St. Louis
50. Yale University

Systems of higher education

Public universities and colleges

Private universities and colleges

Minority serving institutions

Community and technical colleges

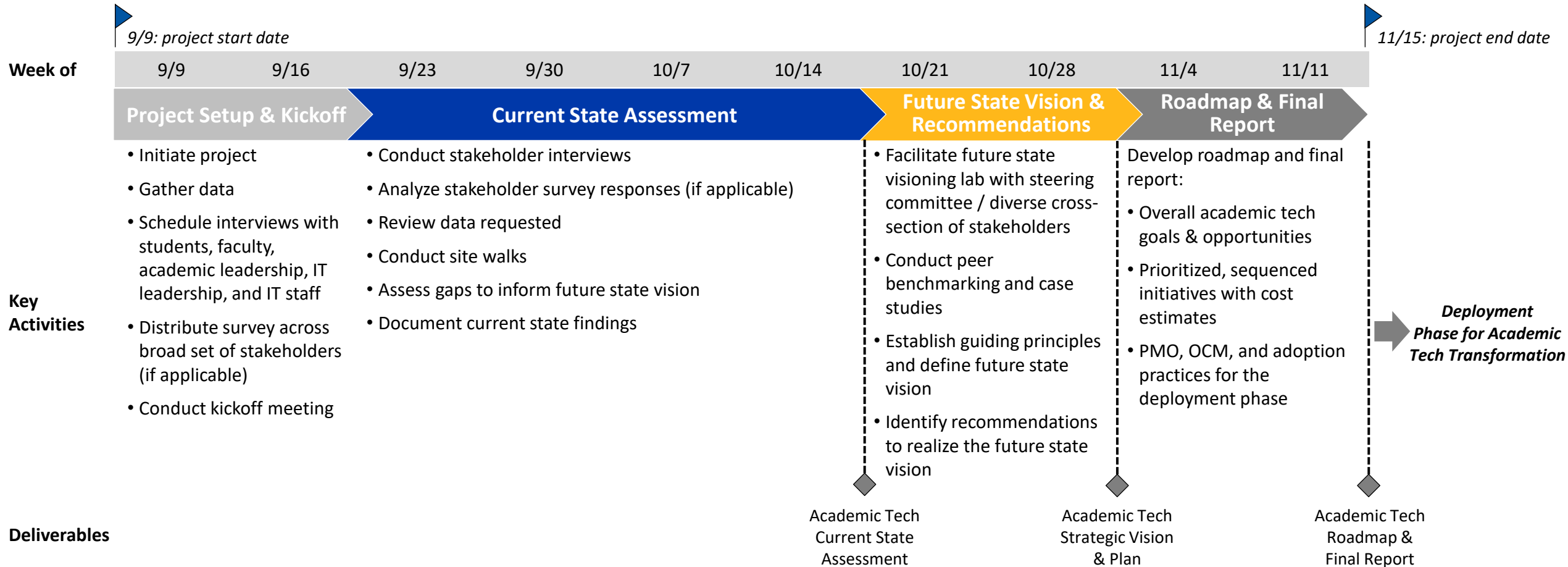
Academic medical centers

Research institutions

Providers of online education

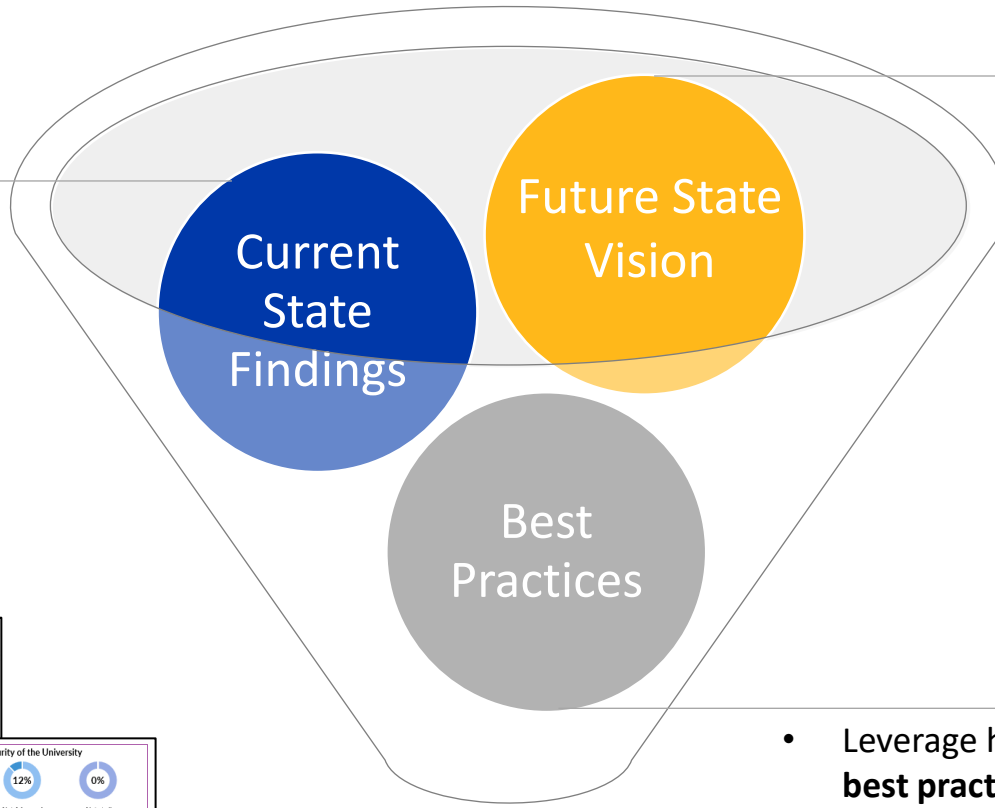
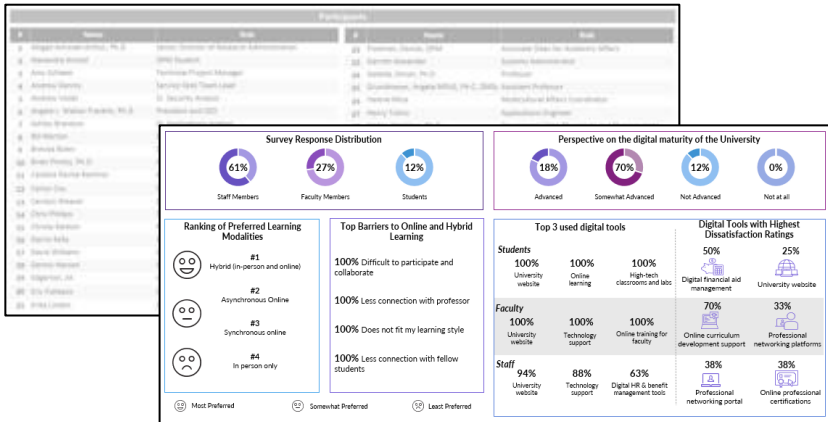
# High-Level Timeline

This project focuses on the initial 10-week assessment and strategy to tee up the broader academic technology transformation journey. All deliverables outlined below would be presented and iterated on with a steering committee, typically comprised of a cross-section of University leaders and led by academic affairs.



## Current State Activities

- Conduct **stakeholder interviews / focus groups** across students, faculty, and staff
- Distribute **voice of the customer survey** and analyze results (if applicable)
- Submit **data request** and analyze provided artifacts (e.g., network stats, vendor contracts, room diagrams)
- Conduct **site walks**



## Academic Tech Roadmap & Final Report

## Future State Activities

- Facilitate **visioning lab** to explore tech trends and align on future state academic tech vision
- Conduct **peer benchmarking and case studies**
- Build **prioritized roadmap**, cost estimates, and PMO/OCM/adoption practices

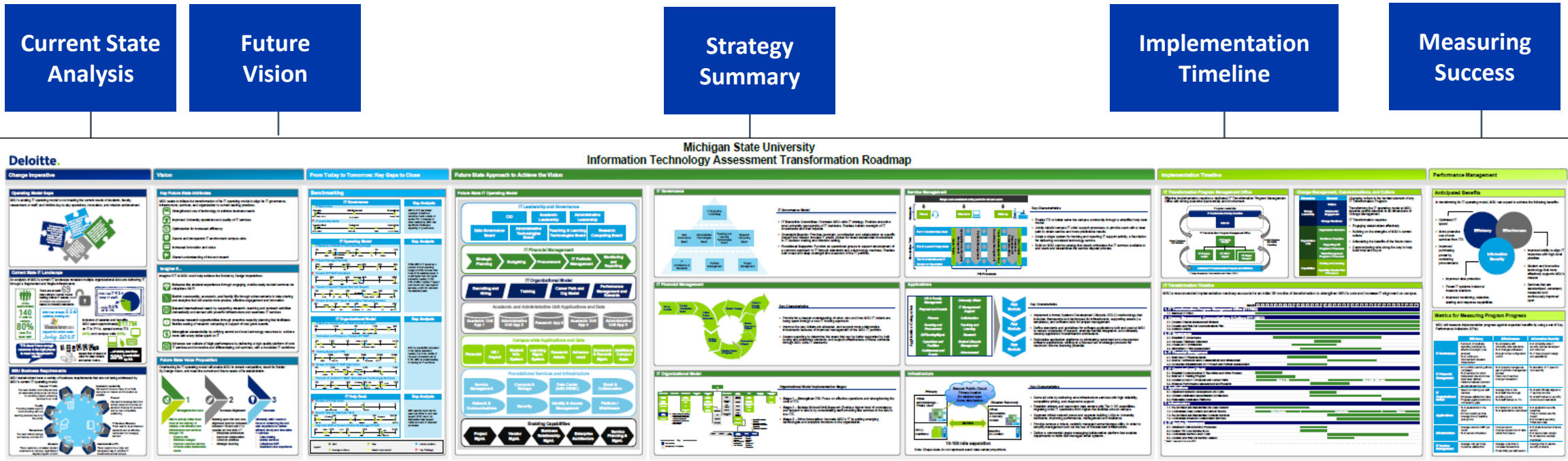


## Leading Practices

- Leverage higher education frameworks, **best practices**, and prior experience on similar engagements



The figure below provides an example roadmap from one of our recent Digital Transformation projects, inclusive of PMO and OCM considerations.



Includes Plan to Implement Strategy and PMO/OCM considerations