Frameworks for the Future

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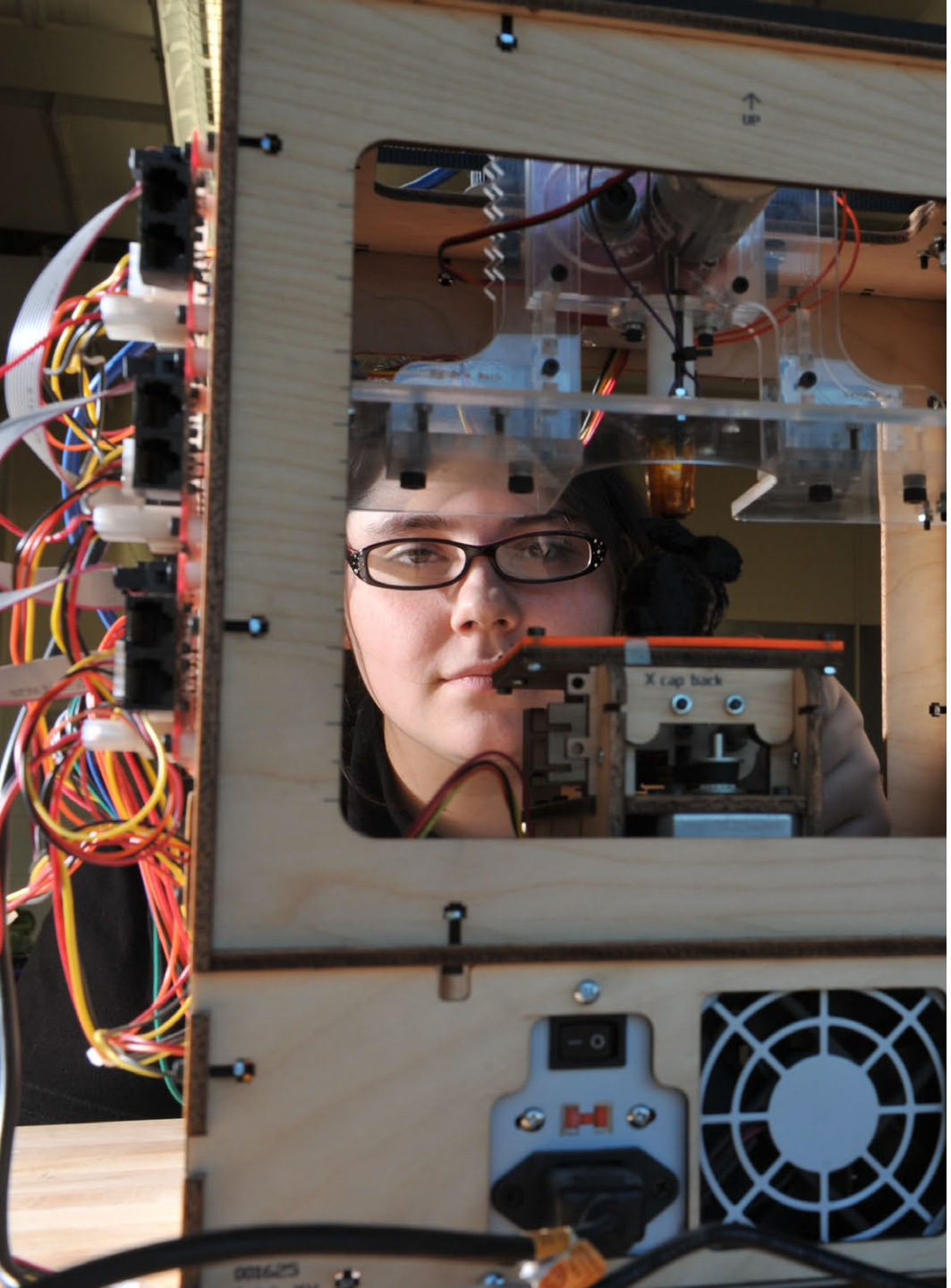
About TU

TU is Maryland's university of opportunities and is known as a leader for the public good.

We enroll the second-largest population of minority students in Maryland. This year’s first-time students are also among the most accomplished, with a weighted grade point average of 3.85.

87% of working graduates are employed in MD

- 19,793 students (Fall 2022)
- 3,115 faculty and staff
- 110+ Undergrad options
- 47 Master's Degrees
- 36 Graduate Certificates
- 6 Doctoral Programs



About Technology

The Office of Technology Services provides leadership and support for the university's strategic direction by leveraging technologies and resources to foster student success, academic achievement, and institutional excellence.

- 127 employees in OTS (15 self-support)
- 4,800 access points and 662 miles of wire for network connectivity
- More than 2,000,000 minutes of video calls per month
- 3,337 lab computers with nearly 500,000 logins and 300,000 hours of use by students per semester
- Approximately 300 business applications
- 1,200 users send an average of 200,000 messages/month

Post-pandemic Themes

- Students expect a seamless, caring and engaging experience
- TU is making strides to realize its R2 (high research activity) ambition
- The desire for increased automation and efficiency across the organization
- A widening digital-literacy gap across all constituents
- Talent shortages persist
- An insatiable need for data

Teaching

- Massive increase in adoption of core technologies such as LMS, virtual meetings, lecture capture
- Desire for more academic integrity technologies
- Growth in experimental technologies such as AR/VR, simulation, AI
- Data – storage, computation, access

Needs are unique to colleges, programs and/or individuals. How do we support experimentation with future scaling in mind?

How do we integrate course and space design to support a robust student experience?

Learning

- Innovations in technologies have supported some gains in multi-modal learning
- Personalization and gamification continue to be important to students and require significant investment in foundational technologies
- Standardizing on M365 platform for faculty and students opens new opportunities for collaboration

How do we ensure that technology investments are equitable and accessible for all students?

How can we support and improve digital literacy and tech skills critical for academic success and jobs of the future?

Working

- Drive for efficiency and cost savings due to lean budgets
- Pent-up demand for technology initiatives and automation
- New stakeholders provide an opportunity to rethink and reframe previous challenges
- Compliance and ERM are now core

How do we prioritize technology initiatives and investments?

How can we make departments more self-sufficient without compromising security or compliance?

OTS Strategies

- Evolving our culture and org to have more capacity for transformational work
- In year 3 of org realignment to gain efficiency, improve customer service and build capacity for future-oriented work
- Streamlining processes such as project intake, security reviews and planning

Shifting infrastructure to the cloud and creating cloud research infrastructure (storage, HPC, machine learning)

Re-architecting data and analytics platforms

Simplifying collaboration technologies

Modernizing business applications

Enhancing cybersecurity tools and automation

“The number one benefit of information technology is that it empowers people to do what they want to do. It lets people be creative. It lets people be productive. It lets people learn things they didn’t think they could learn before, and so in a sense, it is all about potential.”

Steve Ballmer