

WEBVTT

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00:00:02.500 --> 00:00:14.749

Jody Tracy (she/her), EDUCAUSE: All right. Everyone welcome to today's industry and campus. Webinar, how California, Polytechnic State University centralized it to provide a modern software hub for students.

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00:00:14.960 --> 00:00:20.400

This is Jodi Tracy, online of a production manager with EDUCAUSE, and i'll be your moderator for today's event.

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00:00:20.620 --> 00:00:32.779

EDUCAUSE is pleased to welcome today's speaker, Alison Robinson, Associate, Vice President at California, Polytechnic State University, San Luis Obispo, and she'll introduce yourself here in a moment. But first

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00:00:32.830 --> 00:00:40.740

Jody Tracy (she/her), EDUCAUSE: let me give you a brief orientation on our sessions. Learning environment. If you're tweeting, please use the hashtag EDUCAUSE Webinar.

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00:00:41.440 --> 00:00:48.620

we do hope that you'll join us in making this session interactive. Thanks for using the chat here to let us know where you're from.

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00:00:48.680 --> 00:01:06.949

Jody Tracy (she/her), EDUCAUSE: Just another reminder that you send a message to everybody in the chat. Just make sure you have it defaulted to everyone, so we can all see your questions and comments. Make sure you put your questions and comments in the chat whenever they come to you we'll be answering questions throughout today's presentation.

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00:01:08.100 --> 00:01:15.199

Jody Tracy (she/her), EDUCAUSE: If you have any technical issues, please direct a private message by selecting panelists and hosts in the chat drop down.

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00:01:15.400 --> 00:01:21.880

and today's sliding slides and recording will be archived today on the edge of cause website for later viewing.

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00:01:22.210 --> 00:01:41.520

Jody Tracy (she/her), EDUCAUSE: And now let's turn to today's presentation. California, Polytechnic State University had an ambitious strategy to centralize all university it to provide the best possible service for students. The COVID-19 pandemic highlighted a number of emerging challenges and expectations from a new generation of students.

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00:01:41.550 --> 00:01:50.680

Jody Tracy (she/her), EDUCAUSE: Frankly speaking, they described old methods of software delivery as a dumpster fire, and they knew they needed to work fast

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00:01:51.490 --> 00:02:06.230

Jody Tracy (she/her), EDUCAUSE: working with apps anywhere. Cps. You created the Cal Poly software, Hub and online store style platform that gives Cal Poly students faculty and staff access to software that is currently available for academic use.

12

00:02:06.250 --> 00:02:13.719

The software not only helped centralize it, but also offered an incredible amount of flexibility to students and faculty alike.

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00:02:14.100 --> 00:02:19.629

Jody Tracy (she/her), EDUCAUSE: Thanks for joining us here today. With that I'm going to turn it over to Jennifer from Apps anywhere.

14

00:02:20.370 --> 00:02:30.509

Jennifer Kelley- AppsAnywhere: Thank you, Jodie. Thank you all for being here. We really appreciate your attendance today. And again I just want to reiterate. We have someone monitoring the chat, and we're going to. We've

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00:02:30.520 --> 00:03:00.470

Jennifer Kelley- AppsAnywhere: questions throughout our discussion today, so the format that Allison and I have come up with is sort of mirrors. How this all came to be. In the first place, Alison, I've had a couple of lengthy conversations about how Cop, cal poly has created a modern it experience on campus for students faculty and staff, and so we decided that this would be an interesting way kind of mirroring some of the conversations in Q. A. That we've done

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00:03:00.480 --> 00:03:09.290

in the past to share how they have developed this software hub to really centralize software delivery for students.

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00:03:09.300 --> 00:03:21.839

So i'm gonna hand this over to Allison Robinson, who is the Associate, Vice President of and W. CIO at Cal Poly, San Las Veisco, and welcome today and thank you for being here.

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00:03:22.420 --> 00:03:23.730

Alison Robinson - Cal Poly San Luis Obispo: Thank you.

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00:03:23.880 --> 00:03:33.370

Alison Robinson - Cal Poly San Luis Obispo: So you know just a little bit about my background. I've been at Cal Poly now for about 5 years. Previous to that, I was at the University of Maryland in College Park.

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00:03:33.720 --> 00:03:37.420

Alison Robinson - Cal Poly San Luis Obispo: and before that I was at the University of South Florida.

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00:03:37.460 --> 00:03:57.129

Alison Robinson - Cal Poly San Luis Obispo: and of course, you know, we have to go north. I was at the University of Wisconsin, Milwaukee, and Wisconsin is where i'm really originally from. So you'll hear it in my O's. But I am actually a certified teacher. I was a 1, 8, general at 5, 12 computer science, one out from my master's screen computer science. And at that time anybody could do something with computers kind of got

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00:03:57.150 --> 00:03:58.660

Alison Robinson - Cal Poly San Luis Obispo: pulled into

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00:03:58.930 --> 00:04:09.840

Alison Robinson - Cal Poly San Luis Obispo: money and technology for schools more than teaching technology. So I spent about 3 years in K. 12, and then the rest of my career has been with higher education, with with one brief St. As a consultant.

24

00:04:09.920 --> 00:04:22.280

Alison Robinson - Cal Poly San Luis Obispo: which which was, which was a very different but enjoyable experience, as well. So in in terms of what we're talking about today. I've done centralization in 3 institutions that centralized twice.

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00:04:22.410 --> 00:04:36.590

Alison Robinson - Cal Poly San Luis Obispo: I've created service organization or modernize the organization twice, and I've moved to Aws twice. Cal Poly happens to be the one place. I've done all 3 things, so that that's given me. I've practice other, and I say a perfected account. Poly.

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00:04:37.360 --> 00:04:56.759

Jennifer Kelley- AppsAnywhere: Thanks, Allison. That's awesome. So can you start by maybe setting the stage a little bit about Cal Poly. I think you know everyone has heard of it, but maybe give us a little bit of information about student, demographic, etc. We know it's a beautiful location, but maybe a little bit more about the school itself. That'd be helpful.

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00:04:56.770 --> 00:05:24.719

Alison Robinson - Cal Poly San Luis Obispo: sure, sure. So Cal Poly's in San Loo in this book, California. I know when I have family come visit they expect la or San Francisco words. We're almost exactly halfway between the 2 of them, and we're we're nothing like that. It's a very the campus itself has 22,000 students. We're a large campus. We have about 9,000 acres. They aren't all right on the campus itself, but we have a couple of ranches. That really kind of expand that out. We're about 10 miles off the coast. It's a very outdoor active campus

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00:05:24.730 --> 00:05:34.329

Alison Robinson - Cal Poly San Luis Obispo: from hiking to water. We have 22,000 students. It's quite competitive. We're a polytechnic. So our pedagogy depends a lot on software and technology.

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00:05:34.760 --> 00:05:51.820

Alison Robinson - Cal Poly San Luis Obispo: We have a mantra of learn by doing all of our seniors actually have a senior project where they demonstrate something. They've learned that a actually something great they can use to go into job interviews with, and it turns out 95 of our graduates are employed or in graduate school within 9 months of graduation. So that's

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00:05:52.020 --> 00:06:10.319

Alison Robinson - Cal Poly San Luis Obispo: that's a it's a great place to learn, and and we have, you know, in terms of sports teams. We have what you would expect, but we also have each volleyball and a surf club, and we also have a great rodeo team. So it's a just a wide variety of things that happen on campus neat place.

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00:06:11.580 --> 00:06:23.630

Alison Robinson - Cal Poly San Luis Obispo: Yeah, it is. It's a beautiful place, and you have some agriculture to some pigs and what it's not a cultural world wine, we, but we've arrived. It's a wine area now.

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00:06:23.750 --> 00:06:39.360

Jennifer Kelley- AppsAnywhere: It it absolutely is so. When we spoke you mentioned that the campus was really had an initiative to modernize. When you begin to move towards this centralizing modern it. When did that all start?

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00:06:39.760 --> 00:06:52.479

Alison Robinson - Cal Poly San Luis Obispo: So I actually I was presenting in Washington, DC. On what I was doing at Maryland, around modernizing the organization, and Cal Poly was there to announce that they were all in in the data center at Aws.

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00:06:52.490 --> 00:07:10.669

Alison Robinson - Cal Poly San Luis Obispo: The President and the CIO made that presentation, and we ended up actually connecting there, and like magic, i'm in San Luis a this full year, and some later. And so i'm going to share with you a slide that I have here. This is what I shared with the the staff at an All hands, saying.

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00:07:11.460 --> 00:07:21.009

Alison Robinson - Cal Poly San Luis Obispo: Not only are we moving, am moving to Amazon is just a piece of of the the puzzle right? What we were going to do is become a service organization in a devops culture.

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00:07:21.230 --> 00:07:29.260

Alison Robinson - Cal Poly San Luis Obispo: And I it's like that's what but how? So through these 4 things, moving it to the, to the data center to Aws

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00:07:29.340 --> 00:07:45.150

Alison Robinson - Cal Poly San Luis Obispo: implementing, I call the Atlantic and Suite is what was selected to meet our needs, and I call that our erp for it. It holds our processes. It holds our data, it it it it's the place where the customer engages with us. I call it the front door to service.

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00:07:45.480 --> 00:07:49.800

Alison Robinson - Cal Poly San Luis Obispo: We were going to restructure ourselves from a plan from us, from technical

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00:07:50.350 --> 00:07:53.040

Alison Robinson - Cal Poly San Luis Obispo: technical function to a plan. They'll run

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00:07:53.280 --> 00:08:05.740

Alison Robinson - Cal Poly San Luis Obispo: structure where you go from idea to service. They say shift, shift right to put this into your operational group, and then a student employee program was going to be part of that as well.

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00:08:07.410 --> 00:08:09.049

Alison Robinson - Cal Poly San Luis Obispo: Let me go ahead and advance this.

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00:08:12.380 --> 00:08:15.570

Alison Robinson - Cal Poly San Luis Obispo: So essentially our organization

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00:08:15.750 --> 00:08:29.429

Alison Robinson - Cal Poly San Luis Obispo: looked like this. We had our technical areas. Each area would plan their work, and then they engineer their work, and then they'd operate at once. It went into operations. The limited to here, though, was the more you put into operations, the more you shrink from what you conclude

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00:08:29.440 --> 00:08:48.779

Alison Robinson - Cal Poly San Luis Obispo: plan and built. Now this just Isn't, Cal. Poly. This is the history of it Organizations we all came from here. And so when they talk about doing more, for with less those days where we've gone, really, especially with this structure. So we had to think about taking that and train it on its side. So in a plan, Bill, one organization.

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00:08:49.530 --> 00:08:51.460

Alison Robinson - Cal Poly San Luis Obispo: it became a service strategy.

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00:08:51.920 --> 00:09:00.679

Alison Robinson - Cal Poly San Luis Obispo: the engineering, and then operations right. We we plan the work that we do. When it was fully planned we went in the engineering. They build it When it was ready

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00:09:00.710 --> 00:09:04.759

Alison Robinson - Cal Poly San Luis Obispo: we had a gate between engineering and operations where they would review the work.

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00:09:05.050 --> 00:09:19.119

Alison Robinson - Cal Poly San Luis Obispo: Was it documented in a run book? We've all struggled with that person who knew all that information. Then they retired, and all that goes with them. So, before we accepted any new service into operations that needed to be in a run book so that we could be successful. Running

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00:09:19.230 --> 00:09:23.000

Alison Robinson - Cal Poly San Luis Obispo: the a good chance, we'd be successful, running the the the service

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00:09:23.400 --> 00:09:31.949

Alison Robinson - Cal Poly San Luis Obispo: independent of the person being there or not. You gotta take a vacation sometimes. You don't feel well we needed this stuff documented so that became part of the service delivery.

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00:09:32.230 --> 00:09:49.949

Alison Robinson - Cal Poly San Luis Obispo: Was it in the knowledge base? What was it in the service catalog? Was it posted in this place where we could get software? With something you needed to download was the help best train where the facts were, and if that was relevant to it. And so it would go through this review process and and operations and say we are ready to support it important.

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00:09:50.070 --> 00:09:57.929

Alison Robinson - Cal Poly San Luis Obispo: So it really was a shift in how we worked, and we became very focused, not on the technologies we we ran, but the services we provided.

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00:09:58.670 --> 00:10:08.910

Alison Robinson - Cal Poly San Luis Obispo: You go ahead and stop that screen share, and that's that was comprehensively what we were talking about when we said we were going to modernize our it organization.

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00:10:09.690 --> 00:10:22.760

Jennifer Kelley- AppsAnywhere: and you talk a lot about service. So i'm just curious like, who do you serve? Who's who's your customer? And also can you kind of describe that front door to service? And what that means?

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00:10:22.770 --> 00:10:41.659

Alison Robinson - Cal Poly San Luis Obispo: Okay, yeah, no, that's that's a great question. You actually almost verbatim, said the question that I asked for the staff. This is on the edge of Cost site. There's there's something there. But the 5 questions about service. And so this is service strategy. The number One question is the most strategic: Who do you serve and what are they trying to accomplish

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00:10:41.800 --> 00:10:59.889

Alison Robinson - Cal Poly San Luis Obispo: Now, when someone new shows up, everybody jumps to the fifth question in that list, and that is that fifth question is, how are we organized to provide those services right? They're like, oh, new or adp. Another reorg. And I said, No, that's not what's gonna happen here until we are clear on who we are serving and what they're trying to accomplish.

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00:10:59.900 --> 00:11:07.630

Alison Robinson - Cal Poly San Luis Obispo: And how do we deliver those services? How do we know we're doing a good job? This kind of goes to these questions until we understand that we're not reorganizing.

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00:11:07.900 --> 00:11:14.639

Alison Robinson - Cal Poly San Luis Obispo: And and in my more candid moments, I you know i'm like it's. It's just it's it's beautiful. You you just shouldn't do it.

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00:11:15.360 --> 00:11:27.329

Alison Robinson - Cal Poly San Luis Obispo: So we took the time to go through and ask ourselves, what services do we provide now? I usually don't give a lot of context around this exercise, so that people go out, and we have a dialogue about what they come back with.

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00:11:27.460 --> 00:11:36.729

Alison Robinson - Cal Poly San Luis Obispo: But when they come back with it I'll see things like, Linux and we don't. Actually, you can't get a Linux server First Linux is a tool we use to provide other services.

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00:11:37.060 --> 00:11:45.259

Alison Robinson - Cal Poly San Luis Obispo: so I equate it to maybe a menu and a restaurant right, you know. There's a spatula, a stove, herbs and spices and green onions.

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00:11:45.320 --> 00:11:49.320

Alison Robinson - Cal Poly San Luis Obispo: and those things are used to bring out the items that are on the menu.

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00:11:49.600 --> 00:11:51.640

Alison Robinson - Cal Poly San Luis Obispo: But you don't get to order a spatula

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00:11:51.850 --> 00:11:58.490

Alison Robinson - Cal Poly San Luis Obispo: right? So we had to talk about the tools we use to provide services versus the actual service themselves.

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00:11:58.830 --> 00:12:12.899

Alison Robinson - Cal Poly San Luis Obispo: Then I said, when we can service that, and be clear on what the services and what we do in that service. Right? So we need to be very, very clear. Who can access this? What does it do so that people understand, if it will fit into what they're trying to accomplish.

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00:12:13.060 --> 00:12:22.479

Alison Robinson - Cal Poly San Luis Obispo: The service catalog becomes the place where we list our services. Now we had to go through this exercise because our web page was very much structured by the technical organization, so each

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00:12:22.550 --> 00:12:37.619

Alison Robinson - Cal Poly San Luis Obispo: application development on their section of the website and the network people did, and so we understood well where it was. But if you didn't understand, or or structure or no people, it was very, very hard to find that, so we also kicked off an effort to redo our website.

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00:12:37.680 --> 00:12:50.079

Alison Robinson - Cal Poly San Luis Obispo: and I actually made the person no one technical. It was our communications person, I said, you are responsible for this. You represent the customer. Everything needs to be in the voice of the customer, and I told everyone

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00:12:50.090 --> 00:13:06.050

Alison Robinson - Cal Poly San Luis Obispo: Amy was her name. If she says this isn't understandable, it's not understandable. We've got to keep writing right. So we connected our service, catalogue or service catalogue. We've connected in our knowledge base articles, and we kept those things all together in in tech that call Poly Edu.

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00:13:06.060 --> 00:13:14.930

Alison Robinson - Cal Poly San Luis Obispo: So our front door to services. I don't want you to have to think I have to contact networking. I have to contact this person who usually provides desktop support.

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00:13:15.030 --> 00:13:23.480

Alison Robinson - Cal Poly San Luis Obispo: Let me email Allison. You have tech.com poly dot LED, you and that front door that everything we provide should be where you should find the information.

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00:13:23.600 --> 00:13:26.510

Alison Robinson - Cal Poly San Luis Obispo: We're here For 3 things. We provide service.

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00:13:26.840 --> 00:13:42.609

Alison Robinson - Cal Poly San Luis Obispo: We provide help for the services that we we support campus with, and we take in new ideas for projects. Those are the 3. If you think about everything in it,

organization does everything. Maps back to one of those things. Get a service, get help with a service, get something new.

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00:13:42.790 --> 00:13:53.089

Alison Robinson - Cal Poly San Luis Obispo: so that front door represents the place where you entered the organization to get any one of those 3 items. So that's what we're talking about about the front door of service, and and why?

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00:13:53.890 --> 00:13:55.859

Alison Robinson - Cal Poly San Luis Obispo: Why, that was so key to modernizing.

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00:13:56.170 --> 00:13:59.410

Jennifer Kelley- AppsAnywhere: Yeah. And and and I like the 3

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00:13:59.480 --> 00:14:17.430

Jennifer Kelley- AppsAnywhere: I I like your your th that, you know. I think people always think in threes. It's just easier, but it and it makes sense from going to one place to get all of those things beginning middle end. How do Covid accelerate or impact. This process, because it sounds like this, started

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00:14:17.440 --> 00:14:22.540

Jennifer Kelley- AppsAnywhere: before Covid began. So did it accelerate it. Did it way, lay it.

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00:14:22.900 --> 00:14:26.259

Alison Robinson - Cal Poly San Luis Obispo: How did it impact it so so

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00:14:27.770 --> 00:14:30.069

Alison Robinson - Cal Poly San Luis Obispo: always looking forward to what

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00:14:30.280 --> 00:14:53.380

Alison Robinson - Cal Poly San Luis Obispo: what we're trying to accomplish is educators right? And and there's just some things that fit into it. So, as we were moving things to aws, we would stop and ask ourselves, should this go to aws? Or is this the best today? For right so kind of strategic one is to put any app through through the process of the move to Aws, and we had an on from instance of our learning management system.

82

00:14:53.390 --> 00:14:55.080

Alison Robinson - Cal Poly San Luis Obispo: and I I I

83

00:14:55.450 --> 00:15:10.510

Alison Robinson - Cal Poly San Luis Obispo: shepherd the the governance process to. So my faculty Committee, I said, I want to ask you what we have the best for today. Forward, or should we look at something else? Because when we move to Amazon you are going to have work to do, regardless of the noun that we're moving, so

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00:15:10.520 --> 00:15:18.680

Alison Robinson - Cal Poly San Luis Obispo: do you want to keep doing what we have? Now? We want to look at something else. And of course it was the simple. They said something else. We went out and purchased, and we began to implement.

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00:15:19.280 --> 00:15:31.370

Alison Robinson - Cal Poly San Luis Obispo: It took a little bit more than that, but actually it was. It was a very smooth kind of transition to a new learning management system. So when Kid Covid came along I had 2 things in a small pilot. Our new learning management system had

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00:15:32.600 --> 00:15:41.709

Alison Robinson - Cal Poly San Luis Obispo: maybe on all my hands and toes. I can count the number of faculty that we're doing. The first quarter we're in quarters on the new learning management system was structures, canvas.

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00:15:41.920 --> 00:15:47.449

Alison Robinson - Cal Poly San Luis Obispo: We also had a small Beta group on something called the Virtual Computer labs the Amazon Virtual computer Labs.

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00:15:47.960 --> 00:16:00.169

Alison Robinson - Cal Poly San Luis Obispo: I like to work with people who have a pain point they they are really easy to work with, and agreeable to help you figure out ways to resolve their problems, and I had a couple of faculty who had Stats class and had difficulty distributing the software.

89

00:16:00.280 --> 00:16:07.409

Alison Robinson - Cal Poly San Luis Obispo: You could see where this is starting to go. Can't you? Difficulties distributing software. And so at that time, we said, Could we try the virtual lab

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00:16:08.150 --> 00:16:10.449

Alison Robinson - Cal Poly San Luis Obispo: for your students to use this? So I had

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00:16:10.710 --> 00:16:13.279

Alison Robinson - Cal Poly San Luis Obispo: both in very small Beta groups.

92

00:16:13.810 --> 00:16:25.849

Alison Robinson - Cal Poly San Luis Obispo: Covid hit. It was a the big meeting with Cabinet and Deans, and the direction went out that if of course, required, software but Student would have to walk through a lab to use software.

93

00:16:25.890 --> 00:16:30.429

Alison Robinson - Cal Poly San Luis Obispo: They can't come to a lab. You're going to have to cancel the class now a polytechnic

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00:16:30.630 --> 00:16:35.469

Alison Robinson - Cal Poly San Luis Obispo: with pedagogy head to heavily dependent on software and technology that would have been

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00:16:35.490 --> 00:16:39.289

budgetarily. It would have it very, very impactful.

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00:16:39.450 --> 00:16:40.770

Alison Robinson - Cal Poly San Luis Obispo: I said, Hold on a minute.

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00:16:40.890 --> 00:16:41.710

Alison Robinson - Cal Poly San Luis Obispo: Hold on!

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00:16:42.360 --> 00:16:59.750

Alison Robinson - Cal Poly San Luis Obispo: I've got this, and I've got this, and they're in small beta groups. But I had 2 and a half weeks and I said I'll just provision 27,000 people into the lab and everybody into canvas, and we'll start running from there. So we happen to be ready because we were, you know, fucking forward, and what we would need overall. We just didn't expect a global pandemic

99

00:16:59.810 --> 00:17:01.190

Alison Robinson - Cal Poly San Luis Obispo: to accelerate

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00:17:01.290 --> 00:17:04.559

Alison Robinson - Cal Poly San Luis Obispo: the the rate of adoption, but it certainly did. And

101

00:17:05.140 --> 00:17:17.880

Alison Robinson - Cal Poly San Luis Obispo: we we package software and we got it up in the virtual labs for students to be able to access quite a bit was there in the first day of class, and we kept adding, as we went through the quarter, so Covid had huge impacts to this whole initiative.

102

00:17:17.960 --> 00:17:19.839

Alison Robinson - Cal Poly San Luis Obispo: It also started.

103

00:17:21.500 --> 00:17:41.159

Alison Robinson - Cal Poly San Luis Obispo: It's shut a little bit more light on to the centralization aspect of campus, and why? It became important, because we had to act as a campus at that point. In time, too, before I had arrived in 2,018. There had been some talk with the new CIO Bill Britain about centralization, but the focus very much went to Amazon, and and then modernizing it.

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00:17:41.170 --> 00:17:48.249

So we weren't really there with centralization yet, and we were doing what we had at our fingertips to be able to support the Covid needs.

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00:17:49.580 --> 00:18:02.579

Jennifer Kelley- AppsAnywhere: So how does centralizing it, you know, fit into a modern campus like, what? Where does it sit within the modernization? Because obviously it's not just it. It's it's a it's the campus wide initiative.

106

00:18:03.310 --> 00:18:09.819

Alison Robinson - Cal Poly San Luis Obispo: If if you think about when I show when I arrived, and and the legacy of it right is these technical groups

107

00:18:09.890 --> 00:18:13.469

Alison Robinson - Cal Poly San Luis Obispo: that that plan bill run and each in their function.

108

00:18:13.520 --> 00:18:25.699

Alison Robinson - Cal Poly San Luis Obispo: Well, if you step back. So, so I, at the point that we were doing all this work for Covid. We we are already now at least structured into the Service Organization, and that, you know devops and service management.

109

00:18:26.270 --> 00:18:31.949

Alison Robinson - Cal Poly San Luis Obispo: Step back and look at your campus now, and think about where you have technical groups on campus.

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00:18:31.990 --> 00:18:34.199

Alison Robinson - Cal Poly San Luis Obispo: So now, instead of the network.

111

00:18:34.260 --> 00:18:38.000

Alison Robinson - Cal Poly San Luis Obispo: an application, development and desktop support and classroom support and

112

00:18:38.280 --> 00:18:45.369

Alison Robinson - Cal Poly San Luis Obispo: step back on campus, and you could see this division all your colleges central, it maybe academic it.

113

00:18:45.410 --> 00:18:59.429

Alison Robinson - Cal Poly San Luis Obispo: Maybe you know the the student affairs, whatever the case may be. And and and the problem is, is, our students don't go to a college anymore. We have a program where we it's a combination of our computer science students.

114

00:18:59.990 --> 00:19:10.249

Alison Robinson - Cal Poly San Luis Obispo: So you can imagine depending on the level of decentralization or centralization on the campus. What an experience can be for a student who who has to, you know. Is it? Is it

115

00:19:10.840 --> 00:19:15.120

Alison Robinson - Cal Poly San Luis Obispo: a single experience and work seamlessly? Or do you have one foot on the boat and one on the dock.

116

00:19:15.900 --> 00:19:29.689

Alison Robinson - Cal Poly San Luis Obispo: So it starts. You start, seeing that that centralization has a bigger role to having a better service. If your if your customer is the student Who do you serve the student? What are they trying to accomplish? They're trying to learn.

117

00:19:29.850 --> 00:19:40.189

Alison Robinson - Cal Poly San Luis Obispo: and you have a version of some software. In the library. You have a version of a software in their department. You have a version of the software, maybe an Enterprise laptop, and it's not consistent.

118

00:19:40.340 --> 00:19:43.720

Alison Robinson - Cal Poly San Luis Obispo: Are you serving the student who is trying to learn the best.

119

00:19:43.780 --> 00:19:47.950

Alison Robinson - Cal Poly San Luis Obispo: And so that's where it started Looking at centralization. Are we serving

120

00:19:48.320 --> 00:19:59.539

Alison Robinson - Cal Poly San Luis Obispo: students faculty and staff? Frankly, because faculty are trying to teach with the same software. They get the calls When the student can't successfully complete the project because they happen to be in the lab that doesn't have that tool right?

121

00:19:59.590 --> 00:20:08.669

Alison Robinson - Cal Poly San Luis Obispo: So it it that you just step back on another level and see where that siloed approach. Kind of starts breaking down when your focus is on who you're trying to serve.

122

00:20:09.000 --> 00:20:12.750

Jennifer Kelley- AppsAnywhere: Exactly. And so that modernization isn't just

123

00:20:12.760 --> 00:20:37.549

Jennifer Kelley- AppsAnywhere: It's it's. I think, a shift in the kind of students that are coming to campus, which kind of leads to my next question, which was our students and faculty and staff different now. And I mean, I just like to say, probably post pandemic, but just generally it sounds like there was already a shift occurring before the pandemic, which is why we're looking for a more modern campus. But do you think that

124

00:20:37.560 --> 00:20:50.510

Jennifer Kelley- AppsAnywhere: your modern approach kind of meets them where they're at today? And did the pandemic force that were they already headed in that direction, and you guys saw it, and we're moving to meet them where they were at.

125

00:20:51.140 --> 00:20:53.889

Alison Robinson - Cal Poly San Luis Obispo: So I think what happened

126

00:20:54.100 --> 00:20:54.810

Alison Robinson - Cal Poly San Luis Obispo: is

127

00:20:55.700 --> 00:21:01.389

Alison Robinson - Cal Poly San Luis Obispo: we kind of work. With that. If you build it, they will come. But how fast? Right? So

128

00:21:02.860 --> 00:21:12.729

Alison Robinson - Cal Poly San Luis Obispo: there is a change, and it takes it takes it does take time, so I would say, building it, and they will come accelerated incredibly like 2 and a half weeks.

129

00:21:12.800 --> 00:21:28.120

Alison Robinson - Cal Poly San Luis Obispo: If you're gonna teach you. You had to use the Lms. There. There was very little other option other than starting to email out stuff which become tiresome, too. So I would say that it it got greater adoption faster than if we had done more traditional methods.

130

00:21:28.310 --> 00:21:32.430

Alison Robinson - Cal Poly San Luis Obispo: And then and then how is it working for the customer now?
So

131

00:21:32.450 --> 00:21:37.469

Alison Robinson - Cal Poly San Luis Obispo: i'm going to show a series of slides here, and it's going to communicate several things.

132

00:21:37.620 --> 00:21:47.149

Alison Robinson - Cal Poly San Luis Obispo: But it's i'm a data person like. Sometimes I operate from spitey sense. But if I have that data. That's what I like to go from. So let me let me show you something.

133

00:21:47.500 --> 00:21:49.229

Alison Robinson - Cal Poly San Luis Obispo: and and just talk about.

134

00:21:49.840 --> 00:22:00.659

Alison Robinson - Cal Poly San Luis Obispo: What does this data mean in some of this context. So what you see here is September, 2,021. We're on quarters, we start about mid quarter or mid-september for the fall quarter.

135

00:22:01.010 --> 00:22:02.750

Alison Robinson - Cal Poly San Luis Obispo: and this would represent

136

00:22:02.870 --> 00:22:14.309

Alison Robinson - Cal Poly San Luis Obispo: in July we had centralized it July one. The people soft change went from the night before overnight everybody's new supervisor changed, and I said, now is when centralization begins.

137

00:22:15.240 --> 00:22:29.960

Alison Robinson - Cal Poly San Luis Obispo: This does not represent everyone on our ticketing system yet, but it does represent enterprise. It and all of the colleges many of the colleges didn't have. They were handling many things, email and things like that. So that was low hanging food. We could get them pulled in quickly, but it does not represent all of campus yet.

138

00:22:30.490 --> 00:22:35.219

Alison Robinson - Cal Poly San Luis Obispo: So can you imagine, if we come back to more on person.

139

00:22:35.440 --> 00:22:37.169

Alison Robinson - Cal Poly San Luis Obispo: that that quarter.

140

00:22:37.390 --> 00:22:54.709

Alison Robinson - Cal Poly San Luis Obispo: and we didn't have our new front door to service with the services we provide, and the knowledge base to support them. To do the things, because industry survey shows people really do perverse self-support if they can find it and do them themselves. That's what they'd like. So that was. The goal here is to to enable that

141

00:22:54.720 --> 00:23:12.289

Alison Robinson - Cal Poly San Luis Obispo: we had 50,000 hits on our website. We had 35,000 hits to our knowledge base, and we had 4,000 tickets to our help desk, and in in to service, you know, to one. Now imagine, if the knowledge base weren't there, there is no way. If even half of those had been converted into calls or tickets.

142

00:23:12.300 --> 00:23:17.009

Alison Robinson - Cal Poly San Luis Obispo: we would have been buried alive, so we knew we had some good things going on here.

143

00:23:18.590 --> 00:23:33.600

Alison Robinson - Cal Poly San Luis Obispo: We also had pretty. We had good information better than we ever had across all of the campus before we could see what in Support Center the request that by account that we were getting the top 5, 5 or 6 that we were getting.

144

00:23:33.840 --> 00:23:41.470

Alison Robinson - Cal Poly San Luis Obispo: We could see the top 5 places. People were going in the service catalog, and that makes a lot of sense. Get your Id get connected to their networks.

145

00:23:41.620 --> 00:23:49.219

Alison Robinson - Cal Poly San Luis Obispo: And then where were they going to set up their VPN or connect to the the Internet of things secure is our our no name like your

146

00:23:50.680 --> 00:23:51.740

Alison Robinson - Cal Poly San Luis Obispo: your printer.

147

00:23:51.760 --> 00:23:55.319

Alison Robinson - Cal Poly San Luis Obispo: Okay, really, your gaming station. That's where those connect to.

148

00:23:55.780 --> 00:24:04.260

Alison Robinson - Cal Poly San Luis Obispo: But it's not real robust data. Now let's go. This is actually so all all transparency here. This is July, August, September of this year.

149

00:24:04.830 --> 00:24:19.970

Alison Robinson - Cal Poly San Luis Obispo: And now we do have everybody walking through that front door. They're all using our erp for it, or at lasting suite. We've got 88,000 knowledge based views. Even internally, we're using our own data. We will send links to others to help them on what they need to do.

150

00:24:20.080 --> 00:24:25.549

Alison Robinson - Cal Poly San Luis Obispo: We had 13,000 support request, and how many hours we've locked in ticket support.

151

00:24:25.850 --> 00:24:35.929

Alison Robinson - Cal Poly San Luis Obispo: On the other hand, we have Jira as our project. We see how many hours we spent on projects, so we start getting comprehensively the time we're spending on task, and what those tasks are for campus

152

00:24:36.190 --> 00:24:51.210

Alison Robinson - Cal Poly San Luis Obispo: we now have a level of watching to see. When are the tickets coming in? Versus When are they getting resolved? So over the summer we're doing pretty good. You can see about the time faculty report back under contract to the first month. Maybe there are days, and they weren't getting ahead of us.

153

00:24:51.540 --> 00:24:56.570

Alison Robinson - Cal Poly San Luis Obispo: But we could start seeing analysis at trend lines and and start adjusting our staffing.

154

00:24:57.810 --> 00:25:10.930

Alison Robinson - Cal Poly San Luis Obispo: We also have this tier one. That's where. When people think of it, that's the people come to their offices of the people they see and tier 2 who supports tier, one, sometimes with more advanced things that they don't necessarily know, and 2 or 3 is engineering

155

00:25:10.980 --> 00:25:26.550

Alison Robinson - Cal Poly San Luis Obispo: it's. We're really that whole shift right? We want to make sure tier one has the information and training they need to support people. So we can see how many got. Escalated that they're 82% of the time we're meeting our sla on response time, 85% of the time at first resolution.

156

00:25:26.730 --> 00:25:35.609

Alison Robinson - Cal Poly San Luis Obispo: And now user satisfaction rating of 4.9, 2, that is on a scale of 5. I asked a lot of questions. Here we actually have double digit response rates.

157

00:25:35.710 --> 00:25:42.300

Alison Robinson - Cal Poly San Luis Obispo: That's a lot of responses, and that's a high number, but it seems to stand, and they do it consistently each month. So they're

158

00:25:42.520 --> 00:25:43.100

Alison Robinson - Cal Poly San Luis Obispo: what

159

00:25:43.840 --> 00:25:55.849

Alison Robinson - Cal Poly San Luis Obispo: how we structured our support. So we made sure that we had backup in each area, and more than one person could help you. But we could take maintain our relationships was really key to that number. But that that's a whole. That's another Webinar

160

00:25:56.190 --> 00:26:05.440

Alison Robinson - Cal Poly San Luis Obispo: we could talk about. We know where the tickets were being resolved within the organization, and how many hours it took to do that, and then this is

161

00:26:05.690 --> 00:26:13.669

Alison Robinson - Cal Poly San Luis Obispo: my team is struggling with tiered support. But at the end of the day they're doing it. If you look at it, you see that a lot of our

162

00:26:13.740 --> 00:26:31.280

Alison Robinson - Cal Poly San Luis Obispo: things are being handled at your 1 15 at the tier, 2 and less than 2 to engineering. We have a good sense of where we are escalating those things we now know in terms of continuous improvement, where we should be addressing those efforts. These are all things that we could not see

163

00:26:31.630 --> 00:26:40.269

Alison Robinson - Cal Poly San Luis Obispo: previous to this modernization approach, and we certainly could not see that across campus. But this is a campus view

164

00:26:40.320 --> 00:26:42.670

Alison Robinson - Cal Poly San Luis Obispo: of support, and how we're helping people.

165

00:26:44.750 --> 00:27:04.510

Jennifer Kelley- AppsAnywhere: Thank you. And the data would say, we're we're getting it done. I was gonna say data always tells the the real story, and it does look like you're getting it done. Those are good numbers. I think people would be happy to see numbers like that at any campus. I did have a question that someone asked and it said, and when you're talking about your 3 services.

166

00:27:04.520 --> 00:27:06.740

Jennifer Kelley- AppsAnywhere: where does strategy fit into that?

167

00:27:08.460 --> 00:27:10.239

Alison Robinson - Cal Poly San Luis Obispo: So those the

168

00:27:10.280 --> 00:27:13.029

Alison Robinson - Cal Poly San Luis Obispo: your your modernization. The the

169

00:27:13.580 --> 00:27:15.289

Alison Robinson - Cal Poly San Luis Obispo: service management is

170

00:27:15.760 --> 00:27:20.489

Alison Robinson - Cal Poly San Luis Obispo: totally focused on the services you provide to your campus.

171

00:27:20.640 --> 00:27:25.769

Alison Robinson - Cal Poly San Luis Obispo: So the bucket of what services you do provide that's getting menu clear

172

00:27:25.880 --> 00:27:32.910

Alison Robinson - Cal Poly San Luis Obispo: right tech deck. Hop holy.edu! If you go in, it's a template. It's consistent for each service. It is clear who can use it

173

00:27:32.930 --> 00:27:42.319

Alison Robinson - Cal Poly San Luis Obispo: how you get support available for the availability. What it does right where you could help is linking those knowledge bases in, or knowing you can send that ticket or that call in.

174

00:27:42.430 --> 00:27:49.570

Alison Robinson - Cal Poly San Luis Obispo: And then we actually we have an initiative process where you intake. I I have a problem, and and need you to do some work to be able to solve it like.

175

00:27:50.130 --> 00:27:59.009

Alison Robinson - Cal Poly San Luis Obispo: or or something new, a completely new or a gap to fill. So it really those 3 buckets represent the enabling of of that

176

00:27:59.140 --> 00:28:02.949

Alison Robinson - Cal Poly San Luis Obispo: those pathways for people to utilize the technical organization.

177

00:28:03.960 --> 00:28:05.819

Jennifer Kelley- AppsAnywhere: Okay, thanks.

178

00:28:06.850 --> 00:28:23.819

Jennifer Kelley- AppsAnywhere: Kind of going back to the satisfaction piece, or, you know, have things change. So do you think that that students faculty or staff would be as satisfied if Covid Hadn't changed their expectations of how software should be delivered?

179

00:28:26.790 --> 00:28:36.449

Alison Robinson - Cal Poly San Luis Obispo: You know, I think overall when we started getting our software. You know, I talked. We said it was a Dumpster fire, right? So what let me let me talk about that a little bit.

180

00:28:37.030 --> 00:28:52.559

Alison Robinson - Cal Poly San Luis Obispo: The packages were good. You downloaded it. They were, but technically there were some. This is no slight to my staff, but you could talk to my staff, too, and they could say the old system we have was actually a ticketing system that was being decommissioned. As we were going to our new Erp for it.

181

00:28:52.570 --> 00:29:00.259

Alison Robinson - Cal Poly San Luis Obispo: It also served as the place you went to download software, and it was very, very difficult to find and use it.

182

00:29:00.350 --> 00:29:15.599

Alison Robinson - Cal Poly San Luis Obispo: and then we were decentralized as a campus, so versioning wasn't always the same. It was a dumped or dumpster fire from the perspective of who do we serve. And what are they trying to accomplish? We're trying to serve students, and they're trying to install a software to do their homework, and it just wasn't easy.

183

00:29:16.000 --> 00:29:25.000

Alison Robinson - Cal Poly San Luis Obispo: Didn't always meet their needs wasn't always consistent. So so that's what we had to address in all of this. And so when we came together.

184

00:29:25.300 --> 00:29:26.879

Alison Robinson - Cal Poly San Luis Obispo: when you had to pull

185

00:29:26.890 --> 00:29:49.109

Alison Robinson - Cal Poly San Luis Obispo: lab computers and library computers and all that out of it, because you couldn't go to those anymore. And we we could launch this one version of Gis that had, or or CAD with the toolbox, Isn't, Matlab, with tool boxes and things like that all of a sudden, what's possible, and what that means, and how much less friction it was, I think, kind of said, Huh! We might have something here.

186

00:29:49.120 --> 00:29:51.529

Alison Robinson - Cal Poly San Luis Obispo: so I think it helped in terms of what's possible.

187

00:29:51.620 --> 00:30:08.369

Jennifer Kelley- AppsAnywhere: Software. Yeah. And it it. It sounds like, Really, it was a problem before it was just one that everyone sort of was tolerating, and people were kind of working their way around it, and it sort of highlighted. The need to get it fixed.

188

00:30:08.390 --> 00:30:21.909

Alison Robinson - Cal Poly San Luis Obispo: I can tell you. In centralization. You know that I take a very data approach to that, too, and so rest assured nobody was sitting around waiting for things to do so. Things other duties as a sign can struggle sometimes, and this is a pretty big one.

189

00:30:21.920 --> 00:30:38.750

Alison Robinson - Cal Poly San Luis Obispo: so you'd have to have a lot of people and a lot of appropriate administrators across the organization running it agree that this is what we need to focus in setting time a part to do it. Aside from what other things need to be accomplished to. So it's just pretty tough to do that as separate entities.

190

00:30:39.310 --> 00:30:48.819

Jennifer Kelley- AppsAnywhere: And I this, this someone just asked a question Which kind of way, how do you handle the political challenges with centralization? I think you that that you know

191

00:30:49.540 --> 00:30:50.530

Alison Robinson - Cal Poly San Luis Obispo: so

192

00:30:50.730 --> 00:30:59.770

Alison Robinson - Cal Poly San Luis Obispo: so proside right? It's it's change management. Some approaches to that. This, this, again, is a whole whole. This isn't even a Webinar. This is

193

00:31:01.030 --> 00:31:01.760

Alison Robinson - Cal Poly San Luis Obispo: big.

194

00:31:02.110 --> 00:31:10.159

Alison Robinson - Cal Poly San Luis Obispo: but it starts with leadership right there had to be buy in, and we we started. The President was interested in this. I said, Well, let's collect some data.

195

00:31:10.170 --> 00:31:27.400

Alison Robinson - Cal Poly San Luis Obispo: so you can understand the current composition campus and what that means to you. And do we want to do something about that? So we looked at the hardware and software and platforms. We support the classrooms, the conference rooms, all those kind of things, and and went back in with report about that, and said, now we can look at what people do.

196

00:31:27.670 --> 00:31:40.719

Alison Robinson - Cal Poly San Luis Obispo: And so we collected the data and what people do, what what things were unique, what we're not unique, we didn't we? We were very purposeful and strategic, and what we were trying to centralize. If I central the Central it organization didn't do it.

197

00:31:40.820 --> 00:31:43.040

Alison Robinson - Cal Poly San Luis Obispo: We weren't going to start in that business. Now.

198

00:31:43.230 --> 00:31:59.979

Alison Robinson - Cal Poly San Luis Obispo: you know, I had before we started with campus centralization. I had done all the work to modernize our organization from the technical groups into the

service management organization, so that we were getting some practice with that, and understanding how it worked, and how these processes worked, so that

199

00:32:00.100 --> 00:32:12.330

Alison Robinson - Cal Poly San Luis Obispo: when we, when we centralized and people from campus, came into the organization. Everybody wasn't trying to learn something new all at the same time. And and if I if I could say make a recommendation, it's

200

00:32:12.600 --> 00:32:14.620

Alison Robinson - Cal Poly San Luis Obispo: make sure you have that foundation

201

00:32:15.030 --> 00:32:17.440

Alison Robinson - Cal Poly San Luis Obispo: of of the largest, it organization

202

00:32:17.480 --> 00:32:22.010

Alison Robinson - Cal Poly San Luis Obispo: first, and then mapping in people to that, using using data.

203

00:32:23.320 --> 00:32:26.589

Jennifer Kelley- AppsAnywhere: Yeah. And and I think

204

00:32:26.690 --> 00:32:29.710

Jennifer Kelley- AppsAnywhere: what i'm hearing, too, is data was really

205

00:32:29.950 --> 00:32:38.049

Jennifer Kelley- AppsAnywhere: key, right? It sort of takes that emotional or the you know. Power struggle out of it a bit because you were able to come with

206

00:32:38.060 --> 00:32:56.629

Jennifer Kelley- AppsAnywhere: hard data, and you know, typically numbers don't lie. We like to say so, I that you know. I think that that sounds like that was kind of one of the more central elements. We had a lot more questions coming in now, but i'm gonna ask one that is in our series. And then i'm gonna come back because we've got a lot of good questions.

207

00:32:56.860 --> 00:33:03.240

Jennifer Kelley- AppsAnywhere: So what you know when we talk about the software. Hub that you guys created

208

00:33:03.250 --> 00:33:21.800

Alison Robinson - Cal Poly San Luis Obispo: what wasn't working, and why but okay. So I'm going to take the converse here on you. I'll tell you what was working, and and then, if you reverse that that wasn't working. I like that a little more positively, right? Yeah, I like that. I like positive. That's good. Yeah.

209

00:33:21.860 --> 00:33:39.690

Alison Robinson - Cal Poly San Luis Obispo: So what I had to do this is actually infographic that went to the Cabinet to talk about an initiative over this past summer about where we said, okay, we're we're redoing software on campus. We were a central it organization. Everybody was feeling this pain point. We made it a massive project this summer to address

210

00:33:39.700 --> 00:34:02.560

Alison Robinson - Cal Poly San Luis Obispo: software so what we did is we worked on consistent versions and automations to delivering it right. If you had a State owned computer, if it's a mac jam sent, could

we communicated software to it. If it was a windows or secm. That's what we choice for our organization. We created packages. Those packages were consistent on downloads. What we sent to stations and what ran in our virtual computer lab.

211

00:34:02.930 --> 00:34:15.579

Alison Robinson - Cal Poly San Luis Obispo: We also have the huge project of software Hub: we ran a competition to name our software Hub: so and and behind software hubs is apps anywhere. We did our work on requirements of what we needed.

212

00:34:15.650 --> 00:34:22.680

Alison Robinson - Cal Poly San Luis Obispo: what what we needed. We wanted a storefront like a piece of equipment that could allow us to deliver software to campus

213

00:34:22.750 --> 00:34:32.460

Alison Robinson - Cal Poly San Luis Obispo: in whatever method met their needs or or the machine they were sitting on, because we can see when it's a state or machine versus a personal machine. We'll get into that in a little bit.

214

00:34:32.790 --> 00:34:45.100

Alison Robinson - Cal Poly San Luis Obispo: We refreshed all the physical campus labs as well, so that now we have the software, You download the software and the virtual lab and the software and computer labs will all Mac matching versions and functions. And so

215

00:34:45.159 --> 00:34:54.559

Alison Robinson - Cal Poly San Luis Obispo: if you, if you flip that we didn't have conversion, consistent versions and software we we didn't have a good place to download software for personal use.

216

00:34:54.570 --> 00:35:09.409

Alison Robinson - Cal Poly San Luis Obispo: Our campus labs could be, whatever they were, from the last people who ran them, and the virtual lab may be different from our one folks. So that was that was what we did over the summer is to implement apps anywhere and and create these packages and get them distributed.

217

00:35:10.300 --> 00:35:13.970

Alison Robinson - Cal Poly San Luis Obispo: I want to talk about this because I said the out here.

218

00:35:14.180 --> 00:35:19.360

Alison Robinson - Cal Poly San Luis Obispo: the first one, you know, in terms of Dei creates equity and access for all students

219

00:35:19.490 --> 00:35:34.559

Alison Robinson - Cal Poly San Luis Obispo: right? So imagine the student. You can pull out their laptop at their kitchen table, sit down and download the software log on to the virtual lab, whatever that they do, they they choose to do to be able to do the homework versus the student who's got to get on their shoes, walk to campus

220

00:35:34.730 --> 00:35:38.589

Alison Robinson - Cal Poly San Luis Obispo: find a lab that has the version they need with an open seat

221

00:35:38.780 --> 00:35:45.810

Alison Robinson - Cal Poly San Luis Obispo: Right? The student who can sit there at the kitchen table, maybe halfway through their homework, or the first one even gets even gets

222

00:35:45.830 --> 00:35:46.819

Alison Robinson - Cal Poly San Luis Obispo: start. It

223

00:35:47.330 --> 00:36:01.420

Alison Robinson - Cal Poly San Luis Obispo: is that an equal experience for each student? And we're going to talk a little bit about the future of programs like this, and what I think are some important things that are going to drive success. But it's important that students have access to technology pervasively, anywhere, anytime, any device.

224

00:36:01.430 --> 00:36:09.020

Alison Robinson - Cal Poly San Luis Obispo: And this helps greatly with that simplify the software for everyone. We we can say that we did accomplish that

225

00:36:09.750 --> 00:36:19.199

Alison Robinson - Cal Poly San Luis Obispo: exactly know what they're teaching with. No matter what classroom they get assigned to our lab. They go to the students know that wherever they go they're going to get the same software

226

00:36:19.680 --> 00:36:33.850

Alison Robinson - Cal Poly San Luis Obispo: we can remotely. So there is a new version upgrade. It needs to get pushed out over the holiday break and out it goes, and it's there when you come back. And then again, people love to talk to us. We're we're nice people. We're. We're great to talk to, but they want to self serve.

227

00:36:33.950 --> 00:36:39.780

Alison Robinson - Cal Poly San Luis Obispo: So if they can just do it themselves and minutes that's actually what they prefer prefer. And and now they can.

228

00:36:40.060 --> 00:36:47.610

Alison Robinson - Cal Poly San Luis Obispo: So that's that's how I would look at what our pain points were, how we address them, and what outcomes we are looking for.

229

00:36:48.580 --> 00:36:54.970

Jennifer Kelley- AppsAnywhere: and someone asks, do you have equity and access between windows, back and other home Laptop OS's.

230

00:36:56.670 --> 00:37:00.939

Alison Robinson - Cal Poly San Luis Obispo: So so if the software provides it, Yes.

231

00:37:01.320 --> 00:37:10.729

Alison Robinson - Cal Poly San Luis Obispo: so we we've all had that experience with someone and went and got a Mac, and then they, you know, bought that stats package that doesn't run on on Macintoshes I I this doesn't result in that

232

00:37:11.340 --> 00:37:15.239

Alison Robinson - Cal Poly San Luis Obispo: Now I can to the virtual lab, and we'll see that a little bit when we get to some of the

233

00:37:15.470 --> 00:37:18.230

Alison Robinson - Cal Poly San Luis Obispo: the apps anywhere, the software help from

234

00:37:19.330 --> 00:37:19.919

Yeah.

235

00:37:20.120 --> 00:37:34.219

Jennifer Kelley- AppsAnywhere: So is it safe to say that software have, which is, apps anywhere pretty much mirrors your it as a service objective, and it helped you to centralize the experience

236

00:37:34.320 --> 00:37:35.920

Jennifer Kelley- AppsAnywhere: for your new students.

237

00:37:36.050 --> 00:37:45.980

Alison Robinson - Cal Poly San Luis Obispo: It very much does. Let's go. Take a look at what the software hub looks like at Cal Poly. Now, when you log in it it

238

00:37:46.180 --> 00:37:47.379

Alison Robinson - Cal Poly San Luis Obispo: right now.

239

00:37:47.850 --> 00:37:53.520

Alison Robinson - Cal Poly San Luis Obispo: We we implemented over the summer so September this fall was our first core on apps anywhere.

240

00:37:53.930 --> 00:38:09.860

Alison Robinson - Cal Poly San Luis Obispo: And so we're. We're learning a great deal ourselves. We liked it because it is a very similar look and feel to any other app store. When you log on, for example, I grab this screenshot logged in as myself. A staff member on my State owned Windows Machine

241

00:38:10.320 --> 00:38:16.139

Alison Robinson - Cal Poly San Luis Obispo: so you can see I have available to me 68 packages and there's 6 unavailable, and I know you're going.

242

00:38:16.150 --> 00:38:34.199

Alison Robinson - Cal Poly San Luis Obispo: Why doesn't she have access to the 6? Those are those are student editions. So I actually have access to the Enterprise Addition, and all all those that are listed there. It list what's available by OS, and then we can categorize that. We do all that and categorize, and you can cross with them under several categories.

243

00:38:34.390 --> 00:38:48.499

Alison Robinson - Cal Poly San Luis Obispo: It presents to you the way you can access it. Now you see over under Arcgis Pro. I have a drop down there. I can choose. I could choose to download that to my local computer, or I can go to the virtual lab and launch it there.

244

00:38:48.600 --> 00:38:52.659

Alison Robinson - Cal Poly San Luis Obispo: If you look up on the upper right hand corner, there's adult there'll be creative cloud.

245

00:38:52.670 --> 00:39:17.219

Alison Robinson - Cal Poly San Luis Obispo: and that links you. We we all work with the creative cloud. And you actually go to adobe and log in there with single sign on and get the product. You have access to. This can link you to open source software. It can. It can link you to to anything there, and you will get

a drop down if there's multiple options for you. It tells you what those options are for that software package, any as the people administrative. This can actually

246

00:39:17.230 --> 00:39:20.440

Alison Robinson - Cal Poly San Luis Obispo: list the priority order in which those things are shown there.

247

00:39:20.670 --> 00:39:36.519

Alison Robinson - Cal Poly San Luis Obispo: And so this is a similar look, and feel that people would see in Google play or the app store for apple or something like that. And it has great flexibility on how we manage this. Now, if I actually went and got another screenshot, I didn't do this. You you get the point.

248

00:39:36.530 --> 00:39:46.179

Alison Robinson - Cal Poly San Luis Obispo: and I did it from my personal machine, and I logged in. It will look different because it will. It will know it is integrated with our actor Directory to know who I am.

249

00:39:46.320 --> 00:39:58.380

Alison Robinson - Cal Poly San Luis Obispo: We need to do a version upgrade, and when we do, we're actually going to go towards where we can distribute. You know that class. We now can hook into active directory where we have our class rosters, and we can assign a course

250

00:39:58.440 --> 00:40:12.889

Alison Robinson - Cal Poly San Luis Obispo: access to one piece of software and only the students who are in that course when they log in will see that piece of software and can access it. The appropriate way for the software that is our next step. Into this. We have to do an upgrade. We just are not there yet.

251

00:40:12.960 --> 00:40:30.840

Alison Robinson - Cal Poly San Luis Obispo: so I would say that that it does mirror our our service approach right? It is the one place to go to get software on campus we are getting. We have pedagogy specific. We have a school of agriculture. My favorite example is, there's a piece of software called Pink Champ, and it's having managing big herds.

252

00:40:30.880 --> 00:40:42.999

Alison Robinson - Cal Poly San Luis Obispo: Now, I've only really ever had demand for that in one place, but they're already going to software. How looking for it there. So I know. As soon as we enable this from a project perspective, it truly will be

253

00:40:43.020 --> 00:40:48.789

Alison Robinson - Cal Poly San Luis Obispo: highly in demand as the place to go for software and does mirror one place to go to get what you need

254

00:40:48.810 --> 00:40:51.160

Alison Robinson - Cal Poly San Luis Obispo: with all the options presented to you there.

255

00:40:54.020 --> 00:41:08.930

Jennifer Kelley- AppsAnywhere: Okay, and I have another question for you. Can you remind us of the approximate timeline or length of time, this journey to the start of the conversation about creating your software, he through to your recent broad release.

256

00:41:10.440 --> 00:41:12.919

Jennifer Kelley- AppsAnywhere: knowing that we had a pandemic in there, too.

257

00:41:15.050 --> 00:41:16.950

Let me

258

00:41:17.770 --> 00:41:19.529

Alison Robinson - Cal Poly San Luis Obispo: let me show you this.

259

00:41:20.320 --> 00:41:23.439

Alison Robinson - Cal Poly San Luis Obispo: Well, am I jumping? Is it okay? If I jump ahead

260

00:41:24.070 --> 00:41:26.080

Jennifer Kelley- AppsAnywhere: you can jump ahead

261

00:41:27.190 --> 00:41:30.910

Alison Robinson - Cal Poly San Luis Obispo: So, as you might guess, i'm interested in data.

262

00:41:30.990 --> 00:41:37.729

Alison Robinson - Cal Poly San Luis Obispo: and this is something that I can get from Apps anywhere as well. So right here is the user dashboard, right?

263

00:41:37.810 --> 00:41:40.529

Alison Robinson - Cal Poly San Luis Obispo: You can tell my timeline for implementation.

264

00:41:41.520 --> 00:41:50.909

Alison Robinson - Cal Poly San Luis Obispo: So September is when we went live. That's the first big blue bar from the top bottom up we were. It was February, no March, April.

265

00:41:51.310 --> 00:42:08.010

Alison Robinson - Cal Poly San Luis Obispo: It was March, April timeframe, where we had it procured and started the implementation process. And so it did go across the summer, because it was implementing this as well as a group that we're creating packages for software to go here and spread across campus. So it looks like it was, you know, a

266

00:42:08.110 --> 00:42:13.959

Alison Robinson - Cal Poly San Luis Obispo: honestly probably 4 to 6 months, depending on when you, if you start with procurement for sure, it was 6 months.

267

00:42:14.110 --> 00:42:17.430

Alison Robinson - Cal Poly San Luis Obispo: and then we were live in in September.

268

00:42:17.860 --> 00:42:27.110

Alison Robinson - Cal Poly San Luis Obispo: and so you can see how many logins per month, how many unique users. So that falls there's 10,000 logins, but you know 2,600 users.

269

00:42:27.150 --> 00:42:34.040

Alison Robinson - Cal Poly San Luis Obispo: and then you can see, actually see utilization. This the software, how many people walk into a particular package?

270

00:42:34.890 --> 00:42:42.099

Alison Robinson - Cal Poly San Luis Obispo: If you go, you also can see usage. So this is the top 10 or 11 apps, but launched

271

00:42:42.690 --> 00:43:00.230

Alison Robinson - Cal Poly San Luis Obispo: and then launched by operating system. So that kind of goes to the you can see excel by Mac is something that's launched quite a bit. It's just a better experience or access and accelerable. If you'll see quite a bit of people watching. If you see under by the

272

00:43:00.340 --> 00:43:04.580

Alison Robinson - Cal Poly San Luis Obispo: for example, it says

273

00:43:04.700 --> 00:43:19.519

Alison Robinson - Cal Poly San Luis Obispo: that's going to be our virtual lab, versus where we're directing them the first one there. The Www. Dot solid works as a student addition of solid works, and it sends them straight up to the website. So there's clues there as to where they're accessing it as well, so we can have. We have good data around the usage.

274

00:43:20.100 --> 00:43:23.700

Alison Robinson - Cal Poly San Luis Obispo: And then, finally, this is fun. It's utilization.

275

00:43:23.970 --> 00:43:33.090

Alison Robinson - Cal Poly San Luis Obispo: So you can see it's an average 90 days where the demand is. So nobody's really surprised there. Earlier in the week more demand than later time of day.

276

00:43:33.380 --> 00:43:37.980

Alison Robinson - Cal Poly San Luis Obispo: People finally go to bed about 2 am. And then they started to get about. 7 am. With Peak.

277

00:43:38.380 --> 00:43:40.080

Alison Robinson - Cal Poly San Luis Obispo: 5 to 780'clock.

278

00:43:40.430 --> 00:43:54.789

Alison Robinson - Cal Poly San Luis Obispo: so that that can be that can be important, especially if you can manage network traffic. You can see there might be higher demand, and if you're having problems, you might be able to shift around who gets who gets resources at what time? So I I think that

279

00:43:54.950 --> 00:43:58.890

Alison Robinson - Cal Poly San Luis Obispo: that some of the data that that that that helps answer that question.

280

00:44:01.670 --> 00:44:03.080

Jennifer Kelley- AppsAnywhere: Okay. So

281

00:44:03.090 --> 00:44:24.139

Jennifer Kelley- AppsAnywhere: I love your day data. Because one of my most favorite things about apps anywhere is our analytics tool. And I love how you guys are using it. One of my favorite features of our product. So thank you for that. But then I wanted to ask a question. Someone said, how do you deal with limited licenses of a software title

282

00:44:24.150 --> 00:44:26.730

Jennifer Kelley- AppsAnywhere: where it's not meant for all of campus.

283

00:44:27.210 --> 00:44:34.459

Alison Robinson - Cal Poly San Luis Obispo: So that would go into again if it's not an enterprise license someone has to define who should have access to it.

284

00:44:34.950 --> 00:44:52.230

Alison Robinson - Cal Poly San Luis Obispo: Another thing that's come from from this effort right is, we did find that we were contracted by software packages and in different areas. So when we could see that there were 2, 3 areas of of campus that we're paying for the same software. But in separate contracts we could start running that together in one instance

285

00:44:52.240 --> 00:45:06.849

Alison Robinson - Cal Poly San Luis Obispo: that spend allowed us to be able to get an enterprise license and make it available forever for everyone, Not forever. Trust me not forever from everyone. So I think that's important, right there is there? I I think, another equity thing is

286

00:45:06.980 --> 00:45:26.270

Alison Robinson - Cal Poly San Luis Obispo: every student. There is a basis software that every student should have access to by virtual being a student of that university right, and and they haven't have nots, and equalizing that to a certain extent is is really important, that the specialization of the content that you're learning.

287

00:45:26.530 --> 00:45:33.240

Alison Robinson - Cal Poly San Luis Obispo: So we did surface that and and that in some contracting to make that more universal, but

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00:45:33.340 --> 00:46:01.939

Alison Robinson - Cal Poly San Luis Obispo: we haven't done it yet. But with our next upgrade we are going to get more to find grade control. We're we're kind of doing this on more, a single sign on attributes of who you are on campus. The next upgrade will allow us to use active directory attributes. So we can say, okay, this license is only available for we. We have some medicine concurrency, so we can offer it. But we, when it hits that one hundredth person, the 100 and first doesn't get in. That's one way that's still in this equation as well.

289

00:46:02.040 --> 00:46:12.530

Alison Robinson - Cal Poly San Luis Obispo: But otherwise, if it's not concurrency, then it's they have to be deliberate, purposeful, and who does have access? And of course we need to have a container that has that group to give them that access.

290

00:46:13.990 --> 00:46:31.869

Jennifer Kelley- AppsAnywhere: And you kind of touched on something that you in going back to the equity of access, is that a lot of times when everyone doesn't have an assigned role, and they don't get the right software, or they use a limited free version that doesn't have full, you know, product

291

00:46:31.880 --> 00:46:51.249

Jennifer Kelley- AppsAnywhere: capabilities. And then they're not able to do their course work, and the way that other students are, so you know, being able to manage it with an active Directory, making sure that everyone who's a member of your campus gets the opportunity to use the right tools to do the work that they need to is really a critical.

292

00:46:51.360 --> 00:47:07.089

Jennifer Kelley- AppsAnywhere: I think so. Okay. So here's another question. Cal Poly is known as the leader in innovation. Our other schools in the Csu system. Looking at this solution as well. Have you been talking to any of your peers at other campuses?

293

00:47:08.350 --> 00:47:09.440

Jennifer Kelley- AppsAnywhere: That was a question

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00:47:09.970 --> 00:47:17.330

Alison Robinson - Cal Poly San Luis Obispo: I yeah. So so oftentimes where people come and talk to us is actually about Amazon that that's

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00:47:19.360 --> 00:47:45.850

Alison Robinson - Cal Poly San Luis Obispo: when I When I came, I said, okay, we're gonna approach constructing our Amazon much like you would have physical data center because we were working by workloads and putting a thing at a time. And I said, that's great. We've learned a lot, but we gotta stop. You have no more. Put a server in the dirt and build a physical data center on that. We shouldn't put a virtual server in the cloud and then start building the cloud around it. So we started engaging with a lot of organizations through the work that was done with Amazon and kind of this more holistic.

296

00:47:45.860 --> 00:48:02.370

Alison Robinson - Cal Poly San Luis Obispo: If if you just want to move some workloads, that's a different approach. We were all in and leaving our data center to the extent that things could leave campus, and so we needed to look at a different strategy. To do that. We have something called the Dx Hub. It's kind of an outreach arm. That kind of that. It shows

297

00:48:02.380 --> 00:48:05.999

Alison Robinson - Cal Poly San Luis Obispo: public sector not just limited to higher LED what's possible.

298

00:48:06.040 --> 00:48:17.159

Alison Robinson - Cal Poly San Luis Obispo: And so through the Dx. How people come and talk to us about what we do apps anywhere, and our software Hub is relatively new. It's just been this past full quarter.

299

00:48:17.170 --> 00:48:32.569

Alison Robinson - Cal Poly San Luis Obispo: But as I've talked more with Jennifer as we've walked through this thing, or with with complete. I think we talked to a customer at at Edgy, cause about this as well. They had some questions. Got some friends that asked some questions. It started to be more of a thing people have questions about.

300

00:48:32.580 --> 00:48:37.739

Alison Robinson - Cal Poly San Luis Obispo: and so I would say, we talk a lot more about people about Amazon. But I think this is another

301

00:48:38.000 --> 00:48:40.650

Alison Robinson - Cal Poly San Luis Obispo: another Lego of that modernization

302

00:48:40.750 --> 00:48:54.720

Alison Robinson - Cal Poly San Luis Obispo: picture that that you know when I jumped at the opportunity to talk today because it's just it's so. One of the biggest services, as far as important to what we try to accomplish as an institution, and holistically the need across campus.

303

00:48:54.730 --> 00:49:00.999

Alison Robinson - Cal Poly San Luis Obispo: is it's access to software? So if there's anything I can share today that can help you, I jumped at the opportunity to be here because

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00:49:01.090 --> 00:49:02.289

Alison Robinson - Cal Poly San Luis Obispo: stuff is hard.

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00:49:02.520 --> 00:49:06.470

Jennifer Kelley- AppsAnywhere: Yeah. And I mean, obviously, we're hoping that, you know.

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00:49:06.480 --> 00:49:34.150

Jennifer Kelley- AppsAnywhere: elevating this conversation outside of Cal Poly and inviting others within the Cal States. And obviously across the country. We'll, you know, ignite some new conversations within the Cal States and any other schools out there as well. And we did have a question that I can answer does ask any more support, automatic updating of managed applications and answers. Yes, it does. So that makes that really easy. We like to say package once deliver everywhere, and it's

307

00:49:34.160 --> 00:50:02.960

Jennifer Kelley- AppsAnywhere: managed by you in terms of version. So you can also use your active Directory to decide who's going to continue to use an old version to time updates of software based on what you wanna do as a campus and your licensing. We have tons of questions. We are getting close to the end. So I will tell you that all of these really good questions we will be answering on our web page, so that

308

00:50:02.970 --> 00:50:18.800

Jennifer Kelley- AppsAnywhere: all these good questions do get answered. But I did want to ask you, Allison, and this is a a good one. If you could wave a magic wand. What would you wish for? And where do you think we need to go to meet students in the future?

309

00:50:19.470 --> 00:50:29.769

Alison Robinson - Cal Poly San Luis Obispo: Great great question? And I do actually have a magic one. It's back in my office account, Poly, though I really do need to bring that home. So let me get my soap box out here, right? What? What?

310

00:50:31.340 --> 00:50:48.499

Alison Robinson - Cal Poly San Luis Obispo: The future? Right? We're. We're dependent on the network. We all thought this with Covid. We we have some very remote areas where students were trying to connect. They use something called Ranch Wi-fi, so you can. You could start imagining what the experience can be we are heavily dependent on the network for for many of these things.

311

00:50:48.510 --> 00:50:53.820

Alison Robinson - Cal Poly San Luis Obispo: So we pay close attention to whether it's Washington, DC. And infrastructure bills

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00:50:54.160 --> 00:51:03.910

Alison Robinson - Cal Poly San Luis Obispo: and and opportunities to fortify that network, because we all, as a country, have learned a lot when all of our our kids had to go home, whether they're there 7 or, you know

313

00:51:04.030 --> 00:51:19.320

Alison Robinson - Cal Poly San Luis Obispo: 20 and and had to start learning from home. We understand how important our network infrastructure is, so efforts that continue to connect us as educators and fortify the educational network and and to people's homes very, very important.

314

00:51:19.390 --> 00:51:31.900

Alison Robinson - Cal Poly San Luis Obispo: mentioned about equity computers. For all I actually am a big advocate of. Could we look at a financial aid. It covers tuition in books, but a book is a quarter.

315

00:51:32.060 --> 00:51:42.489

Alison Robinson - Cal Poly San Luis Obispo: maybe 2 quarters. The computer is the entire time you are at the institution. As a matter of fact, books now require you have a computer to run some of the things that support what's in the textbook.

316

00:51:42.650 --> 00:52:02.220

Alison Robinson - Cal Poly San Luis Obispo: So we we need to get computers in the hands of students so that they can go to the virtual lab, or they can go to apps anywhere and download it locally. It is so crucial to what students do. It's. It's not a nice to have any more. I would argue it is an essential piece of being successful. As a student. I could not imagine going to school without

317

00:52:02.380 --> 00:52:04.410

Alison Robinson - Cal Poly San Luis Obispo: a a computer to call my own.

318

00:52:04.510 --> 00:52:21.540

Alison Robinson - Cal Poly San Luis Obispo: and and then the and another one. So if we think of what Amazon did in terms of hardware and accessing hardware. It broke down the walls. It put it in the cloud, and allowed you to access it from anywhere and be able to do the work that you needed. What if we could do that with software

319

00:52:22.120 --> 00:52:28.110

Alison Robinson - Cal Poly San Luis Obispo: right? I can literally tell the minutes of time spent on this piece of software

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00:52:28.250 --> 00:52:30.489

Alison Robinson - Cal Poly San Luis Obispo: in my virtual lab or apps anywhere.

321

00:52:30.940 --> 00:52:46.080

Alison Robinson - Cal Poly San Luis Obispo: What if I have a pre college program and I want to be able to engage them in the Cal poly experience before they come to Cal Poly, but they're not in my ipads count. They're not in my active directory. Maybe I can make them an affiliate, but it probably violates my licensing.

322

00:52:46.530 --> 00:52:50.700

Alison Robinson - Cal Poly San Luis Obispo: What if the software vendors broke down the licensing walls

323

00:52:50.720 --> 00:53:00.640

Alison Robinson - Cal Poly San Luis Obispo: in much the same way? Amazon broke down the constraints of a physical data center and allowed me to say, hey, I don't care who you give minutes to. If you say they should have the minutes Here they are.

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00:53:01.020 --> 00:53:09.509

Alison Robinson - Cal Poly San Luis Obispo: We need that kind of thing because it's not going to be those 4 walls in that building on campus with the computers that we're providing

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00:53:09.780 --> 00:53:22.850

Alison Robinson - Cal Poly San Luis Obispo: we're trying to break those physical locational device constraints licensing constraints so that we can teach and learn anywhere anytime. Any device not violate licenses

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00:53:22.860 --> 00:53:32.479

Alison Robinson - Cal Poly San Luis Obispo: and and be successful in teaching and learning. So those are 3 big areas that I think future enrollments will further enable what we're doing here

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00:53:33.030 --> 00:54:03.019

Jennifer Kelley- AppsAnywhere: absolutely. And and you talk about the Internet access. I mean, I think that that's the one of the biggest barriers. So I will mention that with apps anywhere, the cloud paging the windows windows delivery. If you're using a machine again, this is an equity piece. I understand that. But if you use a machine that's powerful enough. You can start a session and walk away from the Internet and continue to work. And that's true mobility of being able to learn. And that is providing some equity

328

00:54:03.030 --> 00:54:30.049

Jennifer Kelley- AppsAnywhere: again, going back to needing to first provide them an appropriately powered device. Right? So how do we figure out that piece? Because it is is where everything is moving today. And then someone asked a question: Solid works on a Mac. Yes, we can do that. We have the technology our parallel raz allows you to deliver Windows software to non windows devices. So yes, apps anywhere can do that.

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00:54:30.060 --> 00:54:42.930

Jennifer Kelley- AppsAnywhere: And then I think people probably want to know if your campus isn't already doing what you Cal Poly has done? Where is a good place to start

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00:54:43.600 --> 00:54:50.299

Alison Robinson - Cal Poly San Luis Obispo: right? I I would I would attend Webinars sometimes, and and we've done a lot. I mean it can be.

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00:54:50.670 --> 00:55:08.619

Alison Robinson - Cal Poly San Luis Obispo: It's a great story for me to tell 5 years later. But but as you, it it's a lot, and it could be overwhelming to hear all this, and I don't want to set the expectation that what you need to do is start moving to Amazon. Replace your service management, desk, reorganize your structure. That is not where you need to start

332

00:55:09.000 --> 00:55:12.829

Alison Robinson - Cal Poly San Luis Obispo: if you watch it, though it works out really great couple of years later. But

333

00:55:12.840 --> 00:55:42.299

Alison Robinson - Cal Poly San Luis Obispo: you could. You could make this something for us, a a place to distribute software for students that could be your first focus you. We even decentralized. We have points of contact in each college we technically usually work with, and you could come together and and come to some level of agreement surface those pain points for the first 3 to 5. If we resolve this, maybe we make life easier. For 40 of our students find those pain points and see if you can come together and resolve those and start working together

334

00:55:42.590 --> 00:55:56.250

Alison Robinson - Cal Poly San Luis Obispo: through a central point. Who do you serve? And what are they trying to accomplish students download software? Okay, we all agree. Then students are our focus. We're going to create this hub where they can come and get it. We're going to work together to make that software work for that.

335

00:55:56.280 --> 00:56:00.500

Alison Robinson - Cal Poly San Luis Obispo: right? So it does. It will take a level of agreement, no matter how you approach it.

336

00:56:00.670 --> 00:56:02.229

Alison Robinson - Cal Poly San Luis Obispo: But but start with a

337

00:56:02.320 --> 00:56:03.799

Alison Robinson - Cal Poly San Luis Obispo: start with a

338

00:56:03.830 --> 00:56:10.059

Alison Robinson - Cal Poly San Luis Obispo: subset of people that you want to serve. Probably your pain points, because that's how I've gained a lot of successes.

339

00:56:10.250 --> 00:56:11.020

Alison Robinson - Cal Poly San Luis Obispo: Same

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00:56:11.330 --> 00:56:17.590

Alison Robinson - Cal Poly San Luis Obispo: It it was hard, and this made it easier. That's that's a great way to start, and then and then

341

00:56:17.630 --> 00:56:26.100

Alison Robinson - Cal Poly San Luis Obispo: agree to keep that focus on the service, who you're providing the service and making sure it is what they're trying to You're delivering what they're trying to accomplish.

342

00:56:26.760 --> 00:56:28.430

Jennifer Kelley- AppsAnywhere: Yeah, that's

343

00:56:28.440 --> 00:56:47.029

Jennifer Kelley- AppsAnywhere: yeah, I think, anytime you when you're trying to solve a problem, it's easier to get consensus. But right, I think that that's what you're what you're saying. There is that you know. Figure out what the what the pain points are, and work from from that perspective, instead of maybe going with this big, overarching idea to start. So

344

00:56:47.040 --> 00:56:51.159

Alison Robinson - Cal Poly San Luis Obispo: right right, start Start small and and consensus with that focus.

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00:56:51.900 --> 00:56:57.329

Alison Robinson - Cal Poly San Luis Obispo: Not on what you've always done, but on what does the student need, or your whatever your customer is

346

00:56:57.870 --> 00:56:59.960

Jennifer Kelley- AppsAnywhere: absolutely

347

00:56:59.970 --> 00:57:19.059

Jennifer Kelley- AppsAnywhere: so. I do. I do have one more question. Can using apps anywhere? Can titles be assigned by course where participants in the course then have access to the necessary software. And the answer is, Yes, we do that. We do integrate with Lms's: so that the software can actually appear right in the the Lms itself.

348

00:57:19.070 --> 00:57:37.829

Jennifer Kelley- AppsAnywhere: and the students can click there, or you can do the software hub method, and students go to the one page and access their software through the software hub. And but

the answer to that is yes, if I could add 1 point. But I think this is really cool faculty can go in and curate a list of software for their course

349

00:57:37.880 --> 00:57:40.609

Alison Robinson - Cal Poly San Luis Obispo: and then save it and create a link and put it

350

00:57:41.050 --> 00:57:52.900

Alison Robinson - Cal Poly San Luis Obispo: in canvas. They can email it to them, they can. What, however, they want to communicate that link. And when the student clicks they have access to the curated collection of software. That faculty would like the student to use the course

351

00:57:53.780 --> 00:57:56.459

Alison Robinson - Cal Poly San Luis Obispo: Who do. We serve by making it easier?

352

00:57:56.500 --> 00:58:05.650

Alison Robinson - Cal Poly San Luis Obispo: Yeah. And and it serves the faculty, too, right. It's that the dual purpose thing. We're service, not just the students, but the faculty as well, absolutely, very much so.

353

00:58:05.660 --> 00:58:25.270

Jennifer Kelley- AppsAnywhere: So one last question, because I think a lot of times decisions operate off of, you know. How can we save money or what's the best way to use our money? Someone asks, Can you kind of talk about what you think the return on investment is with your integration of the Apps anywhere product.

354

00:58:26.170 --> 00:58:44.049

Alison Robinson - Cal Poly San Luis Obispo: So I did not. So I did not have data conference extensively across the campus. Each college had a level of support in it. Divisions did so. I can't tell you. X Number of hours were spent across the institution, packaging and distributing software.

355

00:58:44.230 --> 00:58:45.929

Alison Robinson - Cal Poly San Luis Obispo: I just don't have that data.

356

00:58:46.160 --> 00:58:48.140

Alison Robinson - Cal Poly San Luis Obispo: but I can tell you

357

00:58:48.440 --> 00:59:10.189

Alison Robinson - Cal Poly San Luis Obispo: we've probably refocused about 3 fte on other things. So this is part of centralization. It's a giant onion, and you're peeling layers away. You have to get all the work away from. People used to perform it on to the new group to start performing it. And that's how incrementally you start going for becoming one organization. Overtake taking over your new role and it it.

358

00:59:10.200 --> 00:59:18.010

Alison Robinson - Cal Poly San Luis Obispo: You look different in one years and 3 years. It's a whole different organization this summer. I'm at, too. So we're at the the painful point right now in this.

359

00:59:18.160 --> 00:59:21.359

but we have really restructured. We have. We have.

360

00:59:21.600 --> 00:59:38.539

Alison Robinson - Cal Poly San Luis Obispo: I might even be there. He's just super awesome at apps anywhere, and doing the packaging, and he he is doing. He is lead on that, and it's freed up others for them to go into their new role, and we could actually work with app and apps anywhere to get packages from them, and not package anymore, too.

361

00:59:38.720 --> 00:59:58.210

Alison Robinson - Cal Poly San Luis Obispo: So then you could start doing the cost equation of how much. What's the opportunity cost of having this person doing it? Because how much does it cost to procure this? Because in Covid there wasn't really exit program, we had a number of people retired, turn over it so hard to find people right now, especially in certain roles, that this is this is helping us.

362

00:59:58.390 --> 01:00:16.229

Alison Robinson - Cal Poly San Luis Obispo: It. It would be almost an it. It wouldn't feel like we could actually do all the work we needed to if we hadn't had some of this automation and and doing this rather than by area across the enterprise. So we can also look at software. We can look at utilization of software packages. Let's say we need to cut our software budget on campus

363

01:00:16.270 --> 01:00:27.230

Alison Robinson - Cal Poly San Luis Obispo: where your number one used app to sell. It works probably not where you would start cutting titles, right. But you can start going down. Where Where are we paying, and how much is it being used? And is it worth it?

364

01:00:27.810 --> 01:00:35.180

Alison Robinson - Cal Poly San Luis Obispo: Right? So that's that's kind of the insights that I now have, or at least I'm beginning to have, because we've only been on it for about 6 months. Right?

365

01:00:35.410 --> 01:01:05.390

Jennifer Kelley- AppsAnywhere: Yeah, All that data is going to tell you exactly where you can level, set some of your licensing and other things, but already not eliminating positions, but reallocating people within the you know current structure To be able to do other important work that you need to get done at the University is really, you know, a huge, huge opportunity. So we're at time, and I think we've gone a little over, and I appreciate you being here today. This is a lot of fun. It always is fun to have a conversation with you. I learned so much

366

01:01:05.400 --> 01:01:33.049

Jennifer Kelley- AppsAnywhere: again all of the questions that we're at asked in the chat. We're going to do our level best to answer all of them on our website, and i'm gonna pass it back to Jodi, who has some more housekeeping issues. Thank you again for all of the attendees, and please feel free to reach out to myself or anyone with an apps anywhere. If you'd like to know more about our product. And thank you again, Allison, and it's a pleasure talking to you and working with you and Cal Poly.

367

01:01:33.340 --> 01:01:35.459

Alison Robinson - Cal Poly San Luis Obispo: Thank you. Thank you. Everyone for joining.

368

01:01:35.630 --> 01:01:52.399

Jody Tracy (she/her), EDUCAUSE: Thank you all so much for joining. I'm making this an interactive session, and thanks for sticking around here for a few extra minutes. Really appreciate your engagement today on behalf of educational and our presenters today. Just want to thank you all for joining us

369

01:01:52.410 --> 01:02:09.990

before you sign off. Please click on that session evaluation link. We do appreciate your feedback. Your comments are important to us, and just a reminder that today's session has been recorded and will be posted for viewing later today on the website, so

370

01:02:10.000 --> 01:02:27.850

feel free to grab that link in the chat and share that with your colleagues who may benefit from this really wonderful information. And finally, please join us for our next industry and campus, Webinar on March first to hear about supporting digital growth, despite funding challenges

371

01:02:28.060 --> 01:02:32.930

on behalf of edge, cause this is Jody Tracy, and thank you so much for joining us today.

372

01:02:35.250 --> 01:02:36.490

Jennifer Kelley- AppsAnywhere: Thank you.