UW-Stout
2023-2028 IT Strategic Plan

ACCESSIBILITY * RESOURCE MANAGEMENT * SECURITY * TRAINING & SUPPORT * USER EXPERIENCE

Academic Technologies

UW-Stout is dedicated to enhancing the digital learning environment by leveraging emerging and future technologies that support teaching, learning and research in the variety of learning opportunities available to our students. We are committed to helping empower students to achieve academic success by ensuring the infrastructure, tools, and software are available and accessible to support all learning goals.

Infrastructure Services

A robust, secure network infrastructure with reliable internet connectivity and broad Wi-Fi coverage using advanced technologies allows us to provide reliable, effective, and sustainable services to all students, faculty, and staff. Investing in security measures and ensuring compliance with policies protects the campus and University data. We aim to streamline processes and standardize systems to improve efficiency and business processes while focusing on user experience.

Collaboration and Communication

The key to improving IT services lies in effective communication, collaboration, and partnerships between IT and other units on campus. Building strong relationships with various stakeholders is critical to fostering better engagement and support for IT initiatives. To enhance awareness of IT services, a variety of communication channels are used, and efforts are made to tailor information to specific groups or populations.

Innovation and Future

At our Polytechnic University, we value the pursuit of innovation, emerging technology, and sustainability with a continuous eye to the future. We support the University's mission by encouraging and promoting new and transformative technologies and fostering creativity and innovation among staff.

Customer Service

Providing dedicated IT consultants and specialists for areas on campus helps ensure tailored support. The user experience is enhanced through personalized responses and in person assistance when needed. As we strive to improve our customer experience, we work to be proactive, providing resources, coaching, and just in time instruction to help users use technologies in their unique environments.

IT Growth and Sustainability

Learning and Information Technology aims to enhance its IT culture by building a well-equipped and capable IT workforce to meet the growing demands of IT services in support of the campus strategic plan. We strive to provide leadership and invest in professional growth opportunities.

UW-Stout
Learning and
Information Technology

Strategic Plan Objectives

2023-2028

Academic Technologies

1. Design and update instructional learning spaces to support hybrid learning experiences.
2. Provide technologies that enhance the teaching and learning experience of all instructors and students.
3. Foster a mindset of technology innovation and collaboration to leverage new strategies in teaching and learning.

Collaboration and Communication

1. Nurture partnerships with other units across campus, Universities of Wisconsin and peer institutions.
2. Increase our engagement with students through communication and gathering student input in IT projects and initiatives.
3. Increase campus wide communication for all technology initiatives and projects that impact the campus community.

Customer Service

1. Enhance and cultivate transparency within business process enhancements.
2. Streamline and communicate available IT services and resources to our customers.
3. Provide proactive support through increased communication and engagement with our customers.

Infrastructure Services

1. Ensure the campus has network capacity to support campus activities and future growth.
2. Work with departments across the university to assist with planning to ensure their IT assets are secure and take advantage of new technologies.
3. Achieve efficiencies in providing IT infrastructure services with AI, automation, and integration.
4. Strengthen the overall data security posture.
5. Ensure employees have access to the data they need to do their job securely and maintain confidentiality.

Innovation and Future

1. Increase the capacity to inspire, support, and advance innovative and futuristic technologies.
2. Develop a framework to promote faculty and staff development across campus to introduce emerging and innovative technologies.
3. Partner with campus to discover new technologies that enhance learning and improve business processes and productivity.

IT Growth and Sustainability

1. Attract, develop, and retain a high performing IT workforce that is aligned with the organization's strategic goals.
2. Invest in the training and development of our IT workforce by providing opportunities for employees to learn new skills, stay up to date on the latest technologies, and take on new challenges.

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