

ITS Goals 2018/2019

ITS has so many things to focus on: Running all the things, keeping the lights on, innovating, supporting student success, collaborating and building relationships. No wonder it's busy! Sometimes it feels like all we do is try to keep things running, and we can sometimes lose focus on why we're doing what we're doing. We'd like to focus on a few topics in the next year. Each of these topics tie in some way to the [Campus Strategic Plan](#). These goals will be incorporated into your departmental goals for 2018-19. Throughout the year, leads will be invited to share their progress and results with the management team. We've spaced these out throughout the year so that we can all be thinking about and discussing a common theme as we move through the year ([see attached timeline](#)).

Diversity (July-September):

Students at Humboldt have repeatedly called for better and more widespread awareness of issues surrounding support of diversity in higher education, macro and microaggressions, explicit and unconscious bias, and creating a safe campus. You'll see the desire of and need for the university to support and foster diversity in our [strategic plan](#) (goals 2 & 3) and the feedback from WASC. As members of the campus community and our local communities, we all need to grow our awareness of and participation in diversity efforts.

Each ITS team will discuss how your team encourages diversity. Where could we do a better job?

- Each ITS employee will attend the diversity training series offered by the Office of Diversity, Equity, and Inclusion. (Week of July 23)

ITS Mission/Vision (October):

Each ITS team will review the ITS Mission, Best Practices, Our Vision, Service (found on the ["About ITS"](#) web page). Discuss areas where/how you feel like your work fits in with this and where it doesn't. What part of this makes you proudest of the work you do? Are there parts of this don't feel genuine? Is there something missing? {Connects to [strategic plan](#) goals 2 & 4}

- Identify one example of how you have applied one of the "Best Practices"
- From the "Our Vision" list, identify one that will be used this year in the achievement of a goal or initiative for your department.

Student Success (November):

Each ITS team will discuss how the work your team does ties to student success as defined at [HSU](#) and the [CSU](#). Does it ever feel like it doesn't tie to student success? How do you remind yourself why we do what we do? {Connects to [strategic plan](#) goal 1}

- Identify one thing your team could do to support a meaningful student project or internship. - Or - Identify one way to measure your team's impact on student success.

Collaboration/Partnership/Customer Service (February-March):

Each ITS team will discuss how your team can build relationships with our customers. What's one way we could collaborate or partner better? What does good customer service look like for your team? How can ITS connect better with the Academic side of campus? {Connects to [strategic plan](#) goals 2 & 3}

- Each ITS employee will participate in customer service training offered by HR.
- The ITS Management team is committed to having at least one member attend 2 campus/community events per month to engage with the campus community. Delegates will be responsible for sharing what they learn with the rest of the team.