ITS GOALS 2024-2025

1. POLYTECHNIC SUPPORT

To sustain and enhance the polytechnic programs at Cal Poly Humboldt by providing modern IT infrastructure, advanced technological tools, and comprehensive support services, thereby addressing the workforce shortage in STEM fields and ensuring students and faculty have the resources they need to succeed.

Key Objectives:

- ★ Enhance Infrastructure to Support STEM Programs
- ★ Facilitate Online and Hybrid Learning
- ★ Expand Research Support
- ★ Implement Cutting-Edge Technologies
- ★ Ensure Accessibility and Inclusivity
- ★ Continuous Improvement and Innovation

By achieving these objectives, ITS will significantly contribute to the growth and sustainability of polytechnic academic programs, ultimately helping to address workforce shortages in STEM fields and enhancing Cal Poly Humboldt's reputation as a leader in STEM education.

2. CAPACITY BUILDING

To Enhance the capacity of ITS within the existing Full-Time Equivalent (FTE) workforce by strategically automating tasks, optimizing service delivery, and eliminating non-essential/non-value-added activities, while reducing technical debt and ensuring the highest possible service quality in light of fiscal realities.

Key Objectives:

- ★ Automate Routine and Repetitive Tasks
- ★ Optimize Service Delivery
- ★ Identify and Eliminate Non-Essential Activities
- ★ Reduce Technical Debt
- ★ Develop a Highly Skilled Workforce
- ★ Leverage Data and Analytics
- ★ Engage Stakeholders in Timely and Consistent Communications

By focusing on these objectives, ITS can build capacity within the existing workforce, reduce technical debt, and deliver high-quality services in a cost-effective manner, aligning with the university's strategic and fiscal goals.

3. AI EXPERTISE AND BEST PRACTICES

To develop a comprehensive understanding of artificial intelligence (AI) technologies within CalPoly Humboldt, enabling effective recommendations, guidelines, and support for the campus community on best practices for AI use, ensuring ethical, secure, inclusive, and impactful integration of AI in academic, administrative, and research activities.

Key Objectives:

- ★ Build Internal AI Expertise
- ★ Develop AI Best Practices Framework
- ★ Provide Advisory and Support Services
- ★ Pilot AI Projects
- ★ Continuous Monitoring and Improvement
- ★ Promote Awareness and Education
- ★ Foster an AI Community of Practice

By focusing on these objectives, ITS can build the necessary expertise to advise the campus community on the best use practices for AI, fostering a culture of innovation and responsible AI integration within the university.

4. BUILD AN INCLUSIVE CULTURE OF EMPLOYEE DEVELOPMENT

To recruit and retain an employee population within ITS that reflects the diverse demographics of Cal Poly Humboldt's student population, and to increase access, opportunities, to support professional development for all employees. In alignment with these goals, ITS will enhance its efforts to integrate diversity, equity, and inclusion (DEI) into the recruitment and hiring process, and will allocate resources to expand professional development opportunities for ITS staff.

Key Objectives:

- ★ Continue to cultivate a culture of trust and accountability
- ★ Increase access and opportunities to support professional development for

employees
- ★ Recruit and retain an employee population that mirrors the diversity demographics of Cal Poly Humboldt's student population
- ★ Create transparent career paths for ITS staff and administrators

By focusing on these objectives, ITS will create a more diverse, equitable, and inclusive environment that supports the growth and development of all employees, aligning with the broader goals of Cal Poly Humboldt.