

# Cyberspace Master Planning Team Charter

UMA 2016 – 2020 Strategic Plan (*rev. 2017*), Actions Supporting Key Strategies:

## 1.2.3 Develop a Cyberspace Master Plan to provide all students with digital pathways to services and support

### Membership

Sheri Fraser – Lead, Justin Hafford, Jodi Williams, Matt Dube, Haley Brown, Lauren Dubois, Brandy Finck, Sherri Brann, Tom Nickerson, Chip Curry, and Pierre Laot.

### Timeline

A draft of the plan will be completed **by April 13<sup>th</sup>** and available for campus-wide review and feedback. The plan will be finalized by the close of the Spring 2018 semester.

### Resources

The team may request support for professional development and professional services, including subject expertise and facilitation.

### Charge

#### *Investigate Best Practices*

The team will investigate best practices in providing access to services for distance students. Special attention will be given to best practices that ease navigation, promote self-service, enhance interactions, remove barriers, simplify transactions, and improve access to services.

#### *Conduct Focus Groups/Surveys*

The team will conduct focus groups and/or surveys of a variety of distance students (online, sites and centers) to better understand service strengths, obstacles encountered and priority needs for services.

#### *Assess Student Services*

The team will work with campus student service providers to assess service requirements and determine the best manner to provide access to specific services for distance students.

#### *Develop the Plan*

Elements of the Plan to include:

- Three to five-year vision for virtual delivery of concierge model services to current and prospective students at a distance
- Prioritized outline of student services including a functional plan for each service outlining how students at a distance will be served and how the website and the portal will function as access points for services.
- Tools needed to support the Plan
- Detailed timeline for implementation by fiscal year
- Detailed budget by fiscal year