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 13th 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