

**APPENDIX D**

A technology vision for **AVENUES to RENEWAL**

The Tulane University Office of Technology Services is moving forward to offer advanced services and better user support. During the early strategic planning process professionals from across the university envisioned campus life three or so years ahead. As a result of initial university community input, we offer here ideas for a forward-looking vision.

Imagine technology that brings us humanly closer together...

POTENTIAL PROFESSOR

- Not ready to apply for a job at Tulane, she completes a questionnaire about future interests for teaching, speaking on campus or collaboratively teaching and researching. Technology and human touches keep her connected until she is hired a few years later.

PROSPECTIVE STUDENT

- Through blogging, he learns about Tulane's unique community service program. He bonds with a first-year Tulane student who just completed a service project. Their relation grows from virtual communication until the prospect is accepted for admission.

FUTURE RESEARCHER

- He discovers a Tulane website for researchers to share portfolios, research articles, conference presentations, etc. He gets an e-mail from a Tulane bio-med engineer in his same field with an invitation to access a protected website. They make plans to meet at next month's conference and he eventually joins the team for the large NIH grant!

NEW STUDENT

- Before orientation her residence hall room is complete — having met a roommate online, picked a room, furniture preferences and layout. They even ordered supplies from local stores — ready for their arrival.
- She received a simple and accurate tuition bill and paid it online.
- At orientation, she gets a handheld device called the *TU Third Hand* – preconfigured with software, documents, etc. She has registered for classes, received a confirmed schedule and pre-ordered books, got her first e-mail from her adviser, met some classmates through the facebook, perused her courses' syllabi and readings for the semester; and generated a calendar with due dates for each class merged with the university deadlines (drop/add etc.) and vacations.

NEW EMPLOYEE

- He completes a self-paced new employee orientation on the computer.
- He clicks a link to chat live with an HR representative via computer.

- On the way to lunch with new colleagues, he clicks “Lunch” on his monitor — his phones switch to pre-noted settings for forwarding or voicemail. His away status is noted on the department bulletin.

VETERAN INSTRUCTOR

- After fifteen years on campus he is ready to convert from using overheads and start using ProPoint3000. At a tech support center, he gets a tablet computer which can help with real-time demographics of his classes, view student e-portfolios and their scores and access resources, library databases, seminars and training for faculty.
- He tries the new device in class and enjoys the tools like classroom electronic voting... now the silent majority can be heard.
- He takes advantage of live-video conferencing with other similar classes in other universities for discussion and coordinated projects.

THE TESTED INVESTIGATOR

- She enters the *ResearchZOOM* site, collaborative area. After inputting her areas of expertise and research interests, she gets several phone calls: (1) from the media interested in her research (2) she gets invited to speak at a non-academic conference, and (3) she gets a call from a researcher at the University of North America to collaborate.
- She appreciates the integrated, advanced computational sciences and other technology resources that make it easier and productive to be a researcher at Tulane.

RETIRED FACULTY

- He feels connected by guest lecturing through the Internet. He presented artifacts of Argentina from that country in the midst of his vacation there. The local museum let his use a private room and borrow the exhibit pieces. A satellite feed does the rest.