New Task Force

A big part of the HVC2 focus on students was the discussion about how to deliver services to students. We found that many different desks and offices are designed to answer certain questions but end up dealing with many others. In this issue we announce a new Task Force to address this issue. We know that the Task Force will be talking to many of you who deliver services to students and we look forward to the result of their work and improvements in services.

Another way we are addressing service improvements is the new Information Technology Program Office, guest columnist Jerree Catlin will discuss that group in the next issue.

— Marilu Goodyear
Vice Provost for Information Services

Student Information: When and Where You (and They) Need It

—Scott Walter, assistant dean, KU libraries, and Kathryn Nemeth-Tuttle, associate vice provost for student success

Information is everywhere in the life of today’s student. In fact, a 2002 study by the Pew Charitable Trusts concluded that “Internet use is a staple of college students’ educational experience.” We know that the study focused on student use of the Internet to locate information for classes, to communicate with professors, and to socialize with their instant messaging “buddies,” but at least some of that time was spent simply trying to manage their own personal information needs—probably more than “some.”

When do I enroll? Is the library open today? Has my financial aid transferred? When is that Career Fair? These and other questions about the student experience are answered daily by staff members in Student Success, by students in the Libraries providing “KU Info,” by announcements delivered to students through the Kyou portal, and, frankly, by word of mouth.

How can we integrate the information services currently available to KU students, and how can we more effectively provide information about student life and the student experience to the faculty and staff who need that information to help guide programming decisions, allocation of personnel, and academic advising?

With the completion of the “Enroll & Pay” tutorial and the “I Enroll” project last semester, the HVC2 Quality Service Model for Students Task Force demonstrated how staff from Student Success and Information Services can work together to meet a specific student information need. Beginning this month, the Integrated Student Information Service (ISIS) Implementation Task Force will determine how to build on that success in order to create a sustainable service framework aimed at bringing student information to those who need it in a timely, effective, and customer-friendly way.

Under the leadership of Tami Albin (KU Libraries) and Michele Eodice (KU Writing Center), the ISIS Implementation Task Force will engage a charge to identify student information service needs that can be met by complementary Student Success and Information Services programs, to identify opportunities for cross-training of student assistants employed at existing service points, to identify opportunities for integration of student information service activities, and to look toward “one-stop shopping” for student information at KU (in person and in the online environment). We look forward to seeing the task force suggestions for the development of integrated student information services built on our common commitment to fostering student success in an information-rich academic environment. The complete charge for the ISIS Implementation Task Force is available online sidebar at www.ku.edu/~hvc2/students.shtml.

In the next issue ...

Details on the new Program Office

— Marilu Goodyear
Vice Provost for Information Services

— Scott Walter, assistant dean, KU libraries, and Kathryn Nemeth-Tuttle, associate vice provost for student success

— Jerree Catlin
Guest columnist

— Marilu Goodyear
Vice Provost for Information Services

— Tami Albin
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