NEW WORLD SUPPORT
Flexibility and Innovation in Response to Challenges

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SELF-SERVICE
Empowering autonomy

CHALLENGE: Required new virtual resources for anywhere, asynchronous, self-driven support.

CHANGE:
- Provision of a knowledge base for all groups.
- New website with diverse resources.
- Video tutorials, ed-tech playlists
- QR codes for convenient support access
- URI mobile-app

FLEXIBLE ACCESS
Anything, anywhere, anytime

CHALLENGE: Needed modified approaches for anywhere-anytime teaching, learning, working, and outreach.

CHANGE:
- New cloud tools to enhance connectivity
- Adjusted work strategies for remote success
- Tool provision for low-resource populations
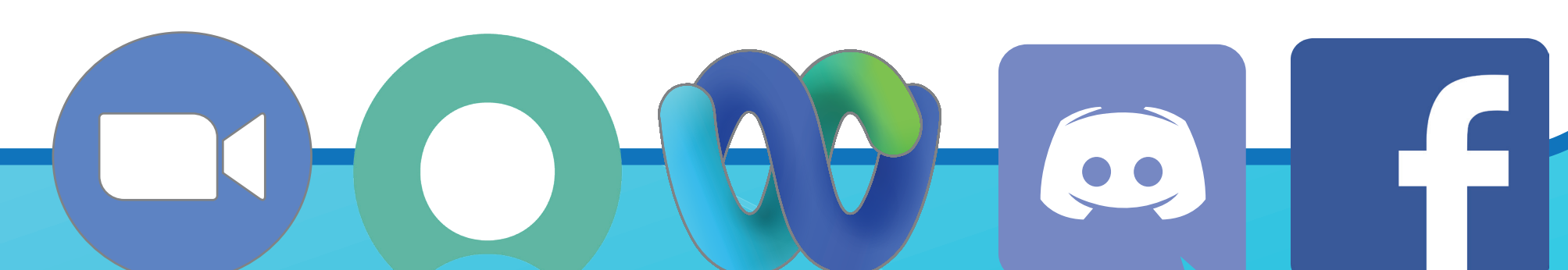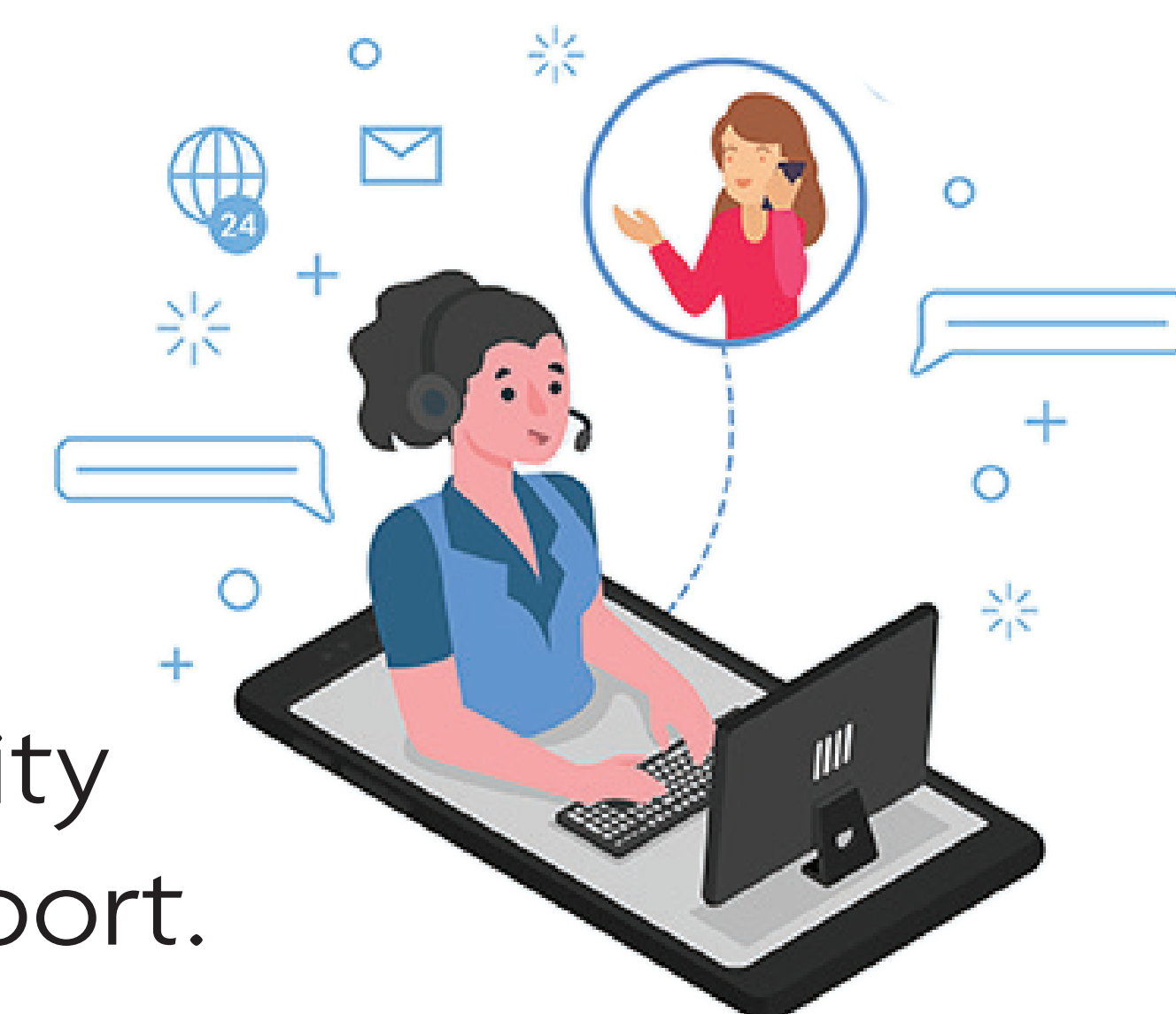- Expanded secured access for remote workers

SUPPORT
Superior support, anytime anywhere.

CHALLENGE: URI community needed robust remote support.

CHANGE:
- Virtual drop-in service desks for multiple teams
- Virtual office-hours
- New, more advanced ticketing system
- Introduced online social groups for connectivity
- Improved cross-team support workflows

STREAMING CLASSROOM
Enhance AV to open access via hybrid streamed learning.

CHALLENGE: Access to lectures and classrooms for all regardless of location.

CHANGE:
- New tech to stream face-to-face lectures
- New video editing and repository solution
- Integration of video lectures into LMS
- $1M invested, extensive faculty training provided

DIGITAL TRANSFORMATION (Dx)

Dx Culture: Assumptions and beliefs were challenged about ways to teach and learn.

Dx Workplace: Staff innovated business methods to connect, collaborate, and work.

Dx Technology: New technologies were employed and implemented to innovate campus practices.

CHALLENGE
The campus needed to work anywhere, anytime, requiring adaptation in IT service delivery. IT had to embrace digital transformation in both tools and work methods to address the need for hybrid support models.

SOLUTION
Create a mobile work, teaching, and learning force with the necessary IT tools and support to enable students to continue their studies.

TRANSFORMATION SO FAR
See bubbles left and right for some of the changes and solutions implemented to date (Oct 2022).

FUTURE DIRECTIONS

Maintain: hold current progress on digital transformation obtrained during the pandemic.

Expand: further advance innovative and agile practices and tools.

Inclusion: protect the expanded technology and support models that opened up access to more diverse student population.
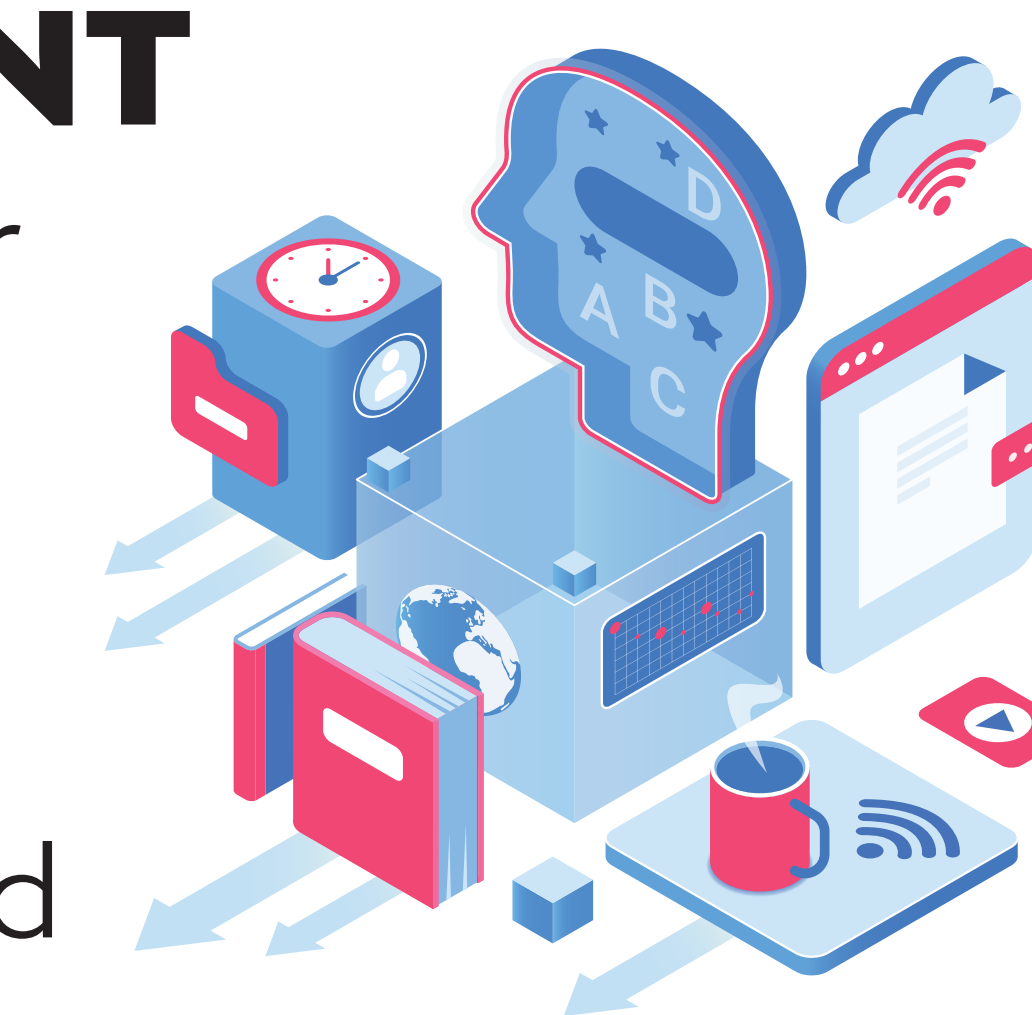
SKILLS DEVELOPMENT
New and expanded training for needed tech competency.

CHALLENGE: Staff, faculty and students going remote required new skills for success.

CHANGE:
- Expansion of virtual PD and training
- New, fully-remote PD program
- Novel ed-tech training events
- New asynchronous LMS PD courses
- Digital badging

SUSTAINED ENROLLMENT
Undergrad enrollment remained steady.

2019: 14146
2020: 14047
2021: 14024
2022: 14274

We believe that enrollment numbers were sustained because of the university-wide shared vision to prevent disruption of learning success.

SOFTWARE & APPS
Implemented and promoted software solutions

CHALLENGE: New tools were required to provide a successful remote working and learning environment.

CHANGE:
- Implemented virtual forms
- Expanded webinar tools and included features
- Provisioned cloud computer labs
- Expanded LMS integrations

DEVICES
Provision of needed tech.

CHALLENGE: Many students required devices and tech to continue studies online.

CHANGE:
- Laptop and tablet checkout program
- Community outreach device provisioning
- Dispersement of headsets and webcams
- Internet access points to bolster where needed

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