

## Comments on W4D2a

In my opinion, one of the most rewarding experiences you can have as a manager is to be able to develop and execute a multi-year plan that supports the objectives of the business such as the one you reviewed in this Discussion. Building the plan is not a solo activity like it would be in a homework assignment. The manager must consult with all stakeholders including the people that will be allocating the money to implement the plan. The manager must continue to convince the stakeholders and the members of the implementation team of the value of the plan so that implementation is sustained over a multi-year period. The manager must also not change employers in the middle of the implementation period.

I would also like to express my opinions on some of your comments.

1. Analytics: Dominican already does significant analysis on historical data to determine factors involved in student success and in students deciding to attend Dominican. This is done in the Office of Institutional Effectiveness in Parmer. I have Anne Dieter from that office speak to my undergraduate Managerial Analytics class and I am continually impressed by the wealth of information and analysis we have.
2. Analytics: There was a suggestion that we automatically analyze courses in progress to see if we can identify students that need additional assistance. I think that this would require a cultural change and would demand a degree of control over the faculty that few institutions are able to achieve. All courses would need to be run completely in Canvas, grading would need to be much more standardized. For example, would you allow a course to have 50% of the points earned in the final week of the course? Dominican thinks that it is important to analyze progress during the course and I agree. Otherwise the management and technical time would not have been spent to develop such a complete Academic Alert system integrated into MyDu.
3. "I never heard of the Dominican App". I must admit, I look at the Dominican App about once a year to see what is in it and then do everything on my laptop. I tried it just now and get the same "connection failed" message that you do.
4. Online courses require more infrastructure and accessibility. For example, my courses need closed captioning on the videos. Panopto now has the capability to do most of the work in captioning an existing video. I just need to invest about 30 minutes per video.
5. Dominican will need 24/7 support if we ever have large numbers of students in multiple time zones taking online courses.
6. More professors should be trained in the use of Canvas. I agree. The opportunity for training exists. There is a good self-study course in Canvas and there are periodic face-to-face workshops. I know of one professor that is working on doing more with Canvas because of comments in student course evaluations.
7. Earlier in my career, I was an implementer and provider of IT software and services. I now consume IT services. You have made some very good recommendations. I am happy to not be responsible for IT. Instead, I have pasted together your recommendations for the next IT Plan and am sending them to my IT contacts (without your names).