In the past, technology growth has focused on primarily desktop support and infrastructure growth. Over the course of the last year, the definition of technology services at Steinhardt has started to focus more on technology in furthering pedagogy. This pivot has created a unique challenge for Steinhardt IT.

Steinhardt IT’s new challenge is how to address Academic Technology outcomes while still offering high level Information Technology service to members of the Steinhardt Community.

The needs of the Steinhardt Community are changing.

Retraining the Individual

STUDENT
TECHNICIAN

Be on the front lines of technology troubleshooting at Steinhardt, with a specific focus on technology in pedagogy.

Teach the new Academic Technology team members the “lay of the land.”

Demonstrate the Steinhardt IT culture of support and learning to new AT team members.

FULL-TIME
STAFF
MEMBERS

Think current business practices to be more accommodating to academic technology goals.

Think about how current systems can be leveraged to target AT outcomes.

SENIOR
MANAGEMENT

Develop new ways of engaging faculty members to incorporate technology into their classrooms.

Execute NYU Provost initiative to facilitate online learning at the university level.

Rethinking Internal Business Practices

SINGLE POINT OF CONTACT

OLD MODEL: All requests come to the same point of contact, steinhardt.it@nyu.edu

NEW MODEL: No change, all requests come to the same point of contact, steinhardt.it@nyu.edu

INTERNAL ROUTING

A central router assigns a ticket for a technology need based on the need and the available personnel.

While the central router still assigns tickets based on technology need, all academic technology tickets are routed to the Academic Technology Manager.

TICKET TAGGING

A Ticket Tagging Manual is maintained in order to track data on community technology needs.

The Ticket Tagging Manual is expanded to include tags for academic technology. The data gathered from academic technology tickets is then used by the Academic Technology Manager to make business decisions.

BUSINESS CULTURE

Steinhardt IT has a strong culture of members learning and supporting one another.

Steinhardt AT is able to build upon the strong foundation of Steinhardt IT culture.

In order to address the new challenge of incorporating academic technology outcomes into an existing information technology infrastructure, Steinhardt IT uses three direct strategies.

Steinhardt IT retraining individual staff members on all levels of the organization to incorporate academic technology initiatives into the group’s work.

Steinhardt IT rethinks existing business practices to incorporate academic technology goals into the existing information technology infrastructure.

Steinhardt IT restructures internal structure within the group to distinguish academic technology and information technology.

Restructuring the Organization

IT HIGHLIGHTS

Data Analytics

SteinStorage

Single point of contact problem resolution

Asset management using Kace

COLLABORATIONS

Stein storage allows storage of digital content from classes

Focus on classroom technology

Storing teaching assessment videos to facilitate student-faculty discussions

AT HIGHLIGHTS

Curated Steinhardt and university resources so that faculty, staff and researchers can focus on content

Collaboration on technology enhanced courses

Advocating for technology integration in physical and online environments

Participate in instructional technology support committee (ITSC)