Information Technology Services

Strategic Plan 2014-15

The University Vision is Our Vision

In the spirit of innovation Bowling Green State University (BGSU) will be a national model for a premier learning community that develops, transforms, and impacts individuals and communities by shaping their futures through learning, discovery, and collaboration. BGSU will meet the educational, economic, and social challenges of our region, the State of Ohio, the nation and the world.

The University Mission is Our Mission

Bowling Green State University provides educational experiences inside and outside of the classroom that enhance the lives of all of our students, other stakeholders, and the many publics we serve. BGSU students are prepared for lifelong career growth, lives of engaged citizenship and leadership in a global society. With our learning communities we build a welcoming, safe and diverse environment where creative ideas and entrepreneurial achievements can benefit others throughout Ohio, the nation and the world.

Our Guiding Principles

- We are in the PEOPLE business! 24 hours a day we are supporting the Faculty, Staff, Students, Alumni and guests who use the hundreds of applications and facilities that make our institution run.
- We are a dedicated team of PROFESSIONALS! Each team member must possess excellent skills; behave in a professional manner and do our jobs right the first time.
- We are the Information Technology LEADERS for our campus! Providing leadership in the classroom, in the laboratory, in the office, in the residence hall and on line.
- We are OPEN, TRANSPARENT, and COLLABORATIVE in all that we do!
- We are delivering EFFECTIVE and EFFICIENT services to the entire campus community.
- We are RESULTS driven.

Our Strategic Initiatives

- AROC IT Initiatives

  Accenture made a series of recommendations specific for IT. These include: 1) the elimination of administrative processing of paper across the entire organization by using workflow tools to provide a hassle free work environment; 2) hosted ERP systems; 3) a hosted CRM system and 4) reduction of computer labs by emphasizing BYOD (bring your own device).

- Move to the “Cloud”

  BGSU is embracing the migration of applications to the “cloud”. Cloud technology provides a means for organizations like BGSU to effectively utilize cost sharing while also saving staff time and financial resources.

- Information collection, protection and dissemination

  Without information a University does not exist. Collection of all data, protecting that data and allowing for easy access and dissemination of that data is critical to our core mission of the University.

- Report Analytics

  Deliver dashboard reports for predictive analytics of student, financial and human resource data

- Great Customer Service

  Outrageously friendly and helpful staff will fix the user’s problem and prevent the frustration from happening again.

- Innovation

  Be willing to make mistakes by trying new things. Encourage staff to find new ways to improve the learning experience and provide a rich campus environment for technology to be applied.