Presented by
Glenn Phillips, Ph.D.
Director of Assessment, Howard University
02/17/2022

Turning Process Into Progress

Using Technology to Drive Organizational Change

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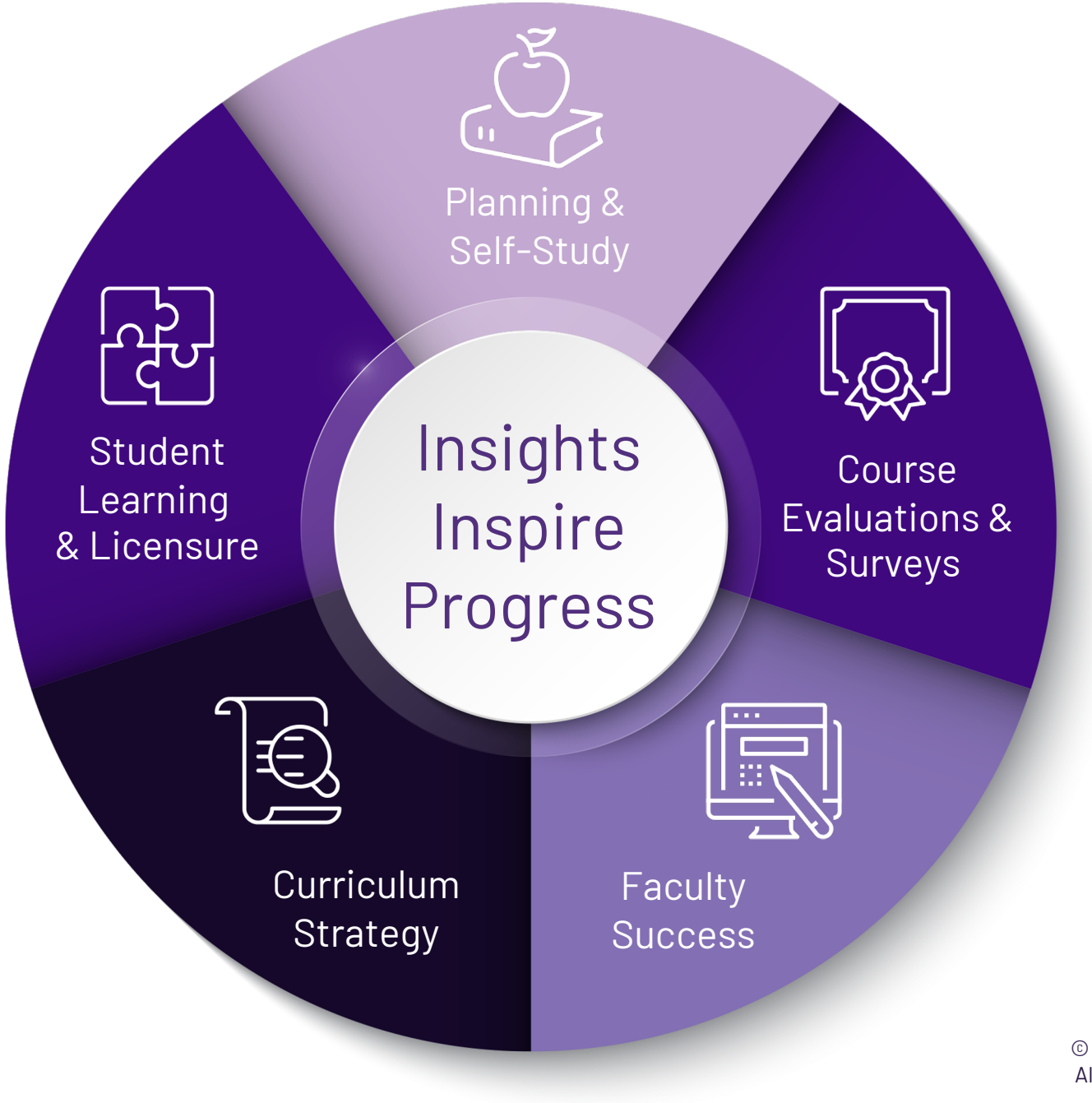

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Your Presenter:

Glenn Phillips, Ph.D.
Director of Assessment
Howard University

About Glenn:

- 15 years of assessment experience
- Champion for continuous improvement
- Graduate-level educator at Howard University and Georgetown University

Housekeeping

- Use the Q&A feature to submit questions.
- Feel free to “vote up” your favorite questions.
- I will try to be as engaging as I can throughout the presentation but will leave time at the end to answer any questions I missed.

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About Me

- Kolache aficionado
- Generational cusper
- Advocate
- Above-average dancer
- Assessment professional
- Terrible photographer
- Banana-bread baker
- Football watcher
- Machine builder
- Favorite uncle
- Wanderer

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Which processes do you currently use technology for?

- Assessment
- Course Evaluations
- Faculty Credentialing
- Course Catalogs
- Other

QUICK POLL: PLEASE SELECT ALL THAT APPLY

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Goals

- Develop an effective technology strategy for your institution

- Build a clear and compelling argument for technology adoption

- Craft an engaging training and communications plan

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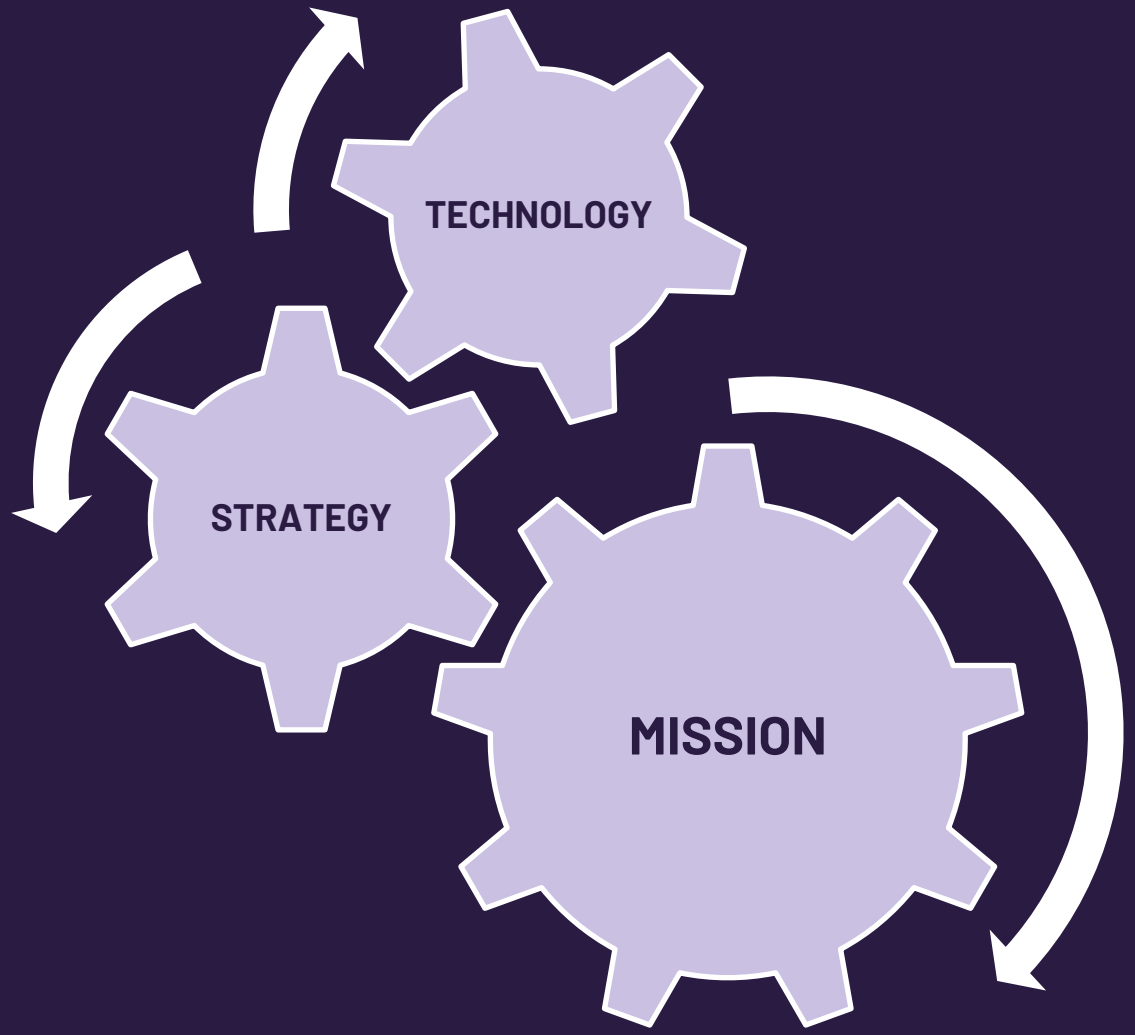

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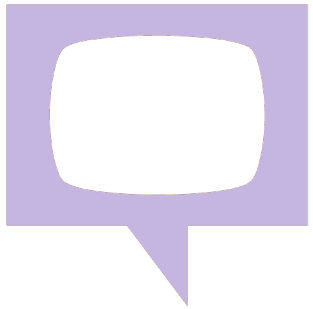
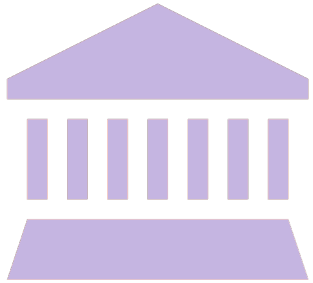
Develop a Strategy

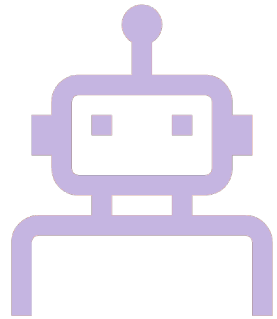
Understand Your Needs



Understand Your Personnel



Understand Your Assets



Understand Your Process

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Glenn's Helpful Reminder

Calculators can't solve problems; they can only increase efficiency and minimize errors.

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*Who do **you** need to convince to effectively implement new tech?*

- Mid-management
- Institutional leadership
- Faculty
- External stakeholders
- Yourself
- Other

QUICK POLL: PLEASE SELECT ALL THAT APPLY

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Build an argument

- Who wins if we get it?
- What does it cost?
- Who will pay for it?
- How long do we need it?

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Build an argument

- Who wins if we get it?
- What does it cost?
- Who will pay for it?
- How long do we need it?

- Who loses if we don't get it?
- What do we risk?
- Who is responsible if it doesn't happen?
- How long have we gone without it?

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Glenn's Helpful Reminder

*You don't need to argue for technology; you need to argue for **this** technology.*

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Accessibility

Easier To Get

Easier To Share

Easier To Engage

Sustainability

Across Years

Across People

Across Needs

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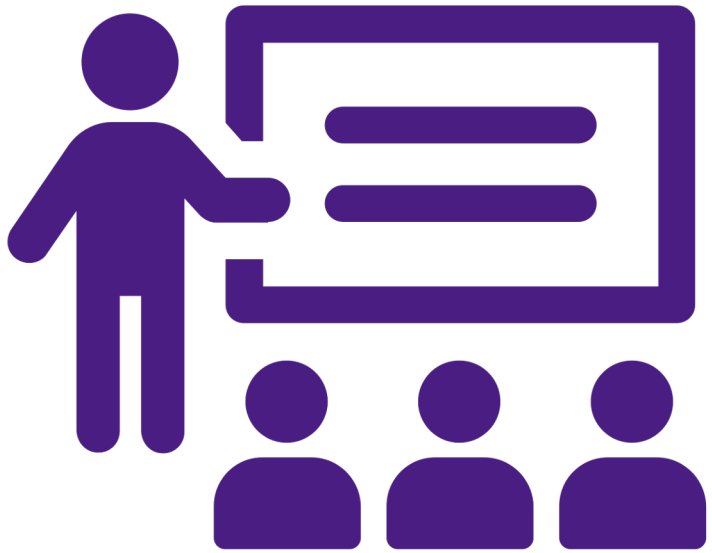
Train and Teach

- **Your process** determines your audience
- **Your size** determines your service
- **Your culture** impacts your invitation
- **Your purpose** writes your pedagogy



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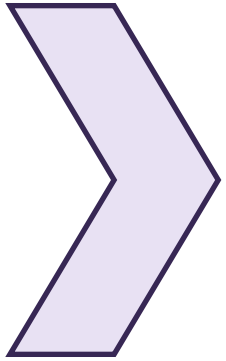
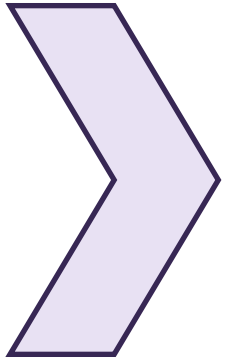
Develop a Strategy

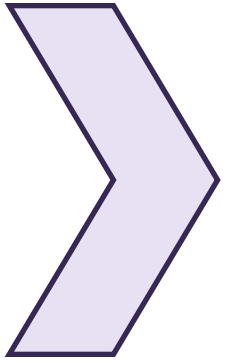
BUILD
Your Content Knowledge



IDENTIFY
Your Allies (and Your Enemies)



MAKE
Yourself Accessible



SHOW THEM
the Benefits

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Goals Revisited

- Develop an effective technology strategy for your institution

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Next Steps

- What's in your own backyard?
- What does your constellation look like?
- What is the budgeting process at your institution?
- Who holds the purse strings/signature authority?
- How can you align with a strategic plan/process?

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Questions?

Thank you for attending

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