



Strategic Plan 2024-2027

The School of Information Science’s (iSchool) Strategic Plan includes four objectives:

1. Systematic Planning: Implement an improvement-centered process that involves students, alumni, and employers.
2. Infrastructure: Develop an infrastructure that supports sustainability and growth.
3. Assessment & Curriculum: Engage in ongoing assessment of teaching and learning to develop a curriculum that meets the needs of fast-paced industry change.
4. Faculty & Student Support: Create an environment in which faculty and students thrive.

Strategies

For each objective we outline strategies to implement during the strategic planning cycle. Strategies are broad, large-scale, goals that operationalize each objective. Strategies will be updated in each strategic planning cycle based on discussions between iSchool administration, faculty, and staff.

Systematic Planning: Implement an improvement-centered process that involves students, alumni, and employers.
Strategy A: Update processes and timelines for regularly reviewing the strategic plan, mission and vision, committee structure, school policies, and curriculum/assessment data
Strategy B: Determine strategies for regularly assessing iSchool climate
Strategy C: Improve stakeholder feedback processes
Strategy D: Develop an information governance plan for SharePoint
Infrastructure: Develop an infrastructure that supports sustainability and growth.
Strategy A: Increase alumni engagement
Strategy B: Foster transparency in budgetary, curricular, and decision-making processes
Strategy C: Develop an iSchool communication plan
Strategy D: Strengthen the BSIS Advisory Group
Strategy E: Enhance computer lab infrastructure
Strategy F: Develop a student recruitment plan that includes partners, communication, outreach, and budget
Strategy G: Develop Standard Operating Procedures document for Graduate Student Services Office roles
Assessment & Curriculum: Engage in ongoing assessment of teaching and learning to develop a curriculum that meets the needs of fast-paced industry change.
Strategy A: Implement and evaluate updated assessment processes for BSIS and MLIS
Strategy B: Develop an assessment plan for cyber and MDC
Strategy C: Enhance special programs
Strategy D: Enhance MLIS Curriculum
Strategy E: Enhance PhD Curriculum
Strategy F: Develop a plan for regularly reviewing technical/skill courses
Faculty & Student Support: Create an environment in which faculty and students thrive within and outside of the university.
Strategy A: Develop strategies for ensuring equitable teaching and service loads for faculty
Strategy B: Provide faculty teaching support
Strategy C: Provide faculty research support
Strategy D: Improve the course assistant pool and experience

Strategy E: Improve career services support for graduate students
Strategy F: Increase undergraduate students graduating with leadership distinction
Strategy G: Develop programming to engage students outside of the classroom online and in person
Strategy H: Improve new student orientation and welcome process
Strategy I: Improve communication with students

Actions

Each strategy has associated actions - specific tasks that outline what the iSchool will accomplish during the cycle. Actions will be assigned to specific members of the iSchool administration, faculty, and staff; work will also be completed through committees. Each strategy has an internal corresponding action plan monitored regularly by the iSchool director.

Systematic Planning: Implement an improvement-centered process that involves students, alumni, and employers.
Strategy A: Update processes and timelines for regularly reviewing the strategic plan, mission and vision, committee structure, school policies, and curriculum/assessment data
Year 1 Actions
1. Review current processes for review
2. Determine best timeline(s) for reviewing progress on strategic plan, mission/vision, policies, and assessment data
Strategy B: Determine strategies for regularly assessing iSchool climate
Year 1 Actions
1. Review CIC climate survey and data
2. Determine if iSchool specific questions can be added to CIC survey and determine questions
3. Work with CIC to better anonymize college climate data for iSchool faculty and staff
Year 2 Actions (only moves to year 2 if specific iSchool questions cannot be added)
1. Determine specific iSchool questions
2. Determine mechanism to distribute questions
Strategy C: Improve stakeholder feedback processes
Year 1 Actions No Action Year 1
Year 2 Actions
1. Review existing surveys and processes
2. Conduct review of peer institution processes
3. Develop processes and procedures
4. Develop and pilot new instruments
Administer new stakeholder feedback process
Strategy D: Develop an information governance plan for SharePoint
Year 1 Actions: No Actions Year 1
Year 2 Actions
1. Bring together small task force for plan development
2. Determine what needs to be in the governance plan
3. Develop plan and bring to faculty/staff for review
Infrastructure: Develop an infrastructure that supports sustainability, growth, and collaboration
Strategy A: Increase Alumni Engagement
Year 1 Actions
1. Engage with Diversity Leadership Group (MLIS Advisory Group) regularly
2. Seek opportunities for alumni to present workshops and career sessions for students
3. Regular engagement at conferences such as ALA, SCLA, SCASL

Year 2 Actions
<ol style="list-style-type: none"> 1. Build an alumni directory for all programs 2. Consider continuing education and professional development opportunities for alumni and professionals 3. Enhance the BSIS advisory group with alumni members (see strategy D)
Strategy B: Foster transparency in budgetary, curricular, and decision-making processes
Year 1 Actions
<ol style="list-style-type: none"> 1. Determine faculty and staff information needs 2. Determine process for sharing iSchool and CIC level information. 3. Gather feedback on transparency regularly from faculty and staff.
Strategy C: Develop an iSchool communication plan
Year 1 Actions
<ol style="list-style-type: none"> 1. Achieve 100% faculty submission to CIC Research Roundup 2. Determine a mechanism for regular promotion (e.g. newsletter, listservs)
Year 2 Actions
<ol style="list-style-type: none"> 1. Create an outward-facing annual report for stakeholders 2. Implement regular promotion
Strategy D: Develop a student recruitment plan that includes partners, communication, outreach, and budget
Year 1 Actions
<ol style="list-style-type: none"> 1. Review marketing materials for all programs 2. Determine 4+1 program partnerships to pursue in SC and regionally 3. Determine recruitment venues (e.g. ALA, regional conferences, industry conferences) 4. Determine ways to involve student groups (ISSA, LISSA) in recruitment 5. Finalize 2+2 with Midlands Tech
Year 2 Actions
<ol style="list-style-type: none"> 1. Explore school librarian certificate programs vs full degree 2. Explore out-of-state cohort models 3. Explore international student recruitment best practices
Strategy E: Strengthen the BSIS Advisory Group
Year 1 Actions: No Action Year 1
Year 2 Actions
<ol style="list-style-type: none"> 1. Determine group's purpose 2. Review current membership 3. Determine needs and solicit membership (see Strategy A) 4. Host first meeting
Strategy F: Enhance computer lab infrastructure
Year 1 Actions: No Action Year 1
Year 2 Actions
<ol style="list-style-type: none"> 1. Evaluate computer lab equipment 2. Determine computer lab needs 3. Develop budget 4. Solicit requests upcoming budget cycle request
Strategy G: Develop Standard Operating Procedures document for Graduate Student Services Office roles
Year 1 Actions: No Action Year 1
Year 2 Actions
<ol style="list-style-type: none"> 1. Review current position outlines and documents 2. Compile procedures and duties for each position within the office (Graduate Student Services Manager and Graduate Advisors)

3. Create handbook for each position outlining training, expectations, and important information for each role and duty
Assessment & Curriculum: Engage in ongoing assessment of teaching and learning to develop a curriculum that meets the needs of fast-paced industry change.
Strategy A: Implement and evaluate updated assessment processes for BSIS and MLIS
Year 1 Actions
<ol style="list-style-type: none"> 1. Develop assessment plan for BSIS data collection and review 2. Implement assessment plan for BSIS and gather faculty feedback (spring) 3. Gather data from faculty, student services, and students on the updated MLIS portfolio process (fall and spring) 4. Update processes
Year 2 Actions
<ol style="list-style-type: none"> 1. Implement assessment plan for BSIS and gather faculty feedback (fall) 2. Analyze assessment data for BSIS 3. Determine plan for review and updates to BSIS and MLIS assessment plans/processes
Strategy B: Develop an assessment plan for cyber
Year 1 Actions
<ol style="list-style-type: none"> 1. Map cyber courses to learning outcomes 2. Determine assessments for each learning outcome 3. Develop a data collection and analysis plan/timeline
Year 2 Actions
<ol style="list-style-type: none"> 1. Implement cyber assessment plan for data reporting to SAACS
Strategy C: Enhance special programs
Year 1 Actions
<ol style="list-style-type: none"> 1. Work with Arnold School of Public Health to revise Health Communication certificate bulletin requirements 2. Revise the SLIS program
Year 2 Actions
<ol style="list-style-type: none"> 1. Review dual degree program in English 2. Review dual degree program in Public History 3. Explore updated admission process for Health Comm certificate with public health
Strategy D: Enhance MLIS Curriculum
Year 1 Actions
<ol style="list-style-type: none"> 1. Review MLIS tracks/specialist certificate 2. Final update of all prerequisites 3. Clean course catalog – remove outdated courses, determine new courses needed
Year 2 Actions
<ol style="list-style-type: none"> 1. Determine ways to incorporate emerging technology topics into more MLIS courses 2. Establish more service-learning/formalized partnerships with industry and community organizations 3. Increase the number of MLIS students in internships 4. Consider specialized sections for courses (e.g. 770/780 (beginner/advanced) and 705)
Strategy E: Enhance PhD Curriculum
Year 1 Actions
<ol style="list-style-type: none"> 1. Provide more teaching opportunities for PhD students to better evaluate the teaching learning outcome (see 4D) 2. Develop evaluation criteria for ISCI 899
Year 2 Actions
<ol style="list-style-type: none"> 1. Review PhD learning outcomes 2. Consider how to better connect students with supervisors

3. Reevaluate assessment criteria in different phases of the PhD journey
Strategy F: Develop a plan for regularly reviewing technical/skill courses
Year 1 Actions: No Action Year 1
Year 2 Actions
<ol style="list-style-type: none"> 1. Determine technical/skills courses that need regular revision 2. Determine timeline for committees to review and update each course
Faculty & Student Support: Create an environment in which faculty and students thrive within and outside the university.
Strategy A: Develop strategies for ensuring equitable teaching and service loads for faculty
Year 1 Actions
<ol style="list-style-type: none"> 1. Research peer institutions' processes for teaching loads 2. Review course caps and determine appropriate caps for electives, hard skills, technical courses 3. Analyze current teaching distribution to find equity gaps 4. Analyze current service loads – school, college, university
Year 2 Actions
<ol style="list-style-type: none"> 1. Develop strategies that consider number of preps, students, and load/content 2. Develop a plan and policy for independent studies
Strategy B: Provide faculty teaching support
Year 1 Actions
<ol style="list-style-type: none"> 1. Provide instructional design support from the Instructional Design Team in the CTE <ol style="list-style-type: none"> a. Determine if faculty want one-on-one or group consultation b. Work with IQC 2. Implement Blackboard Ultra templates in iSchool courses
Year 2 Actions
<ol style="list-style-type: none"> 1. Work with CTE on strategies to leverage new technologies to support teaching and learning and professional practice
Strategy C: Provide faculty research support
Year 1 Actions
<ol style="list-style-type: none"> 1. Work with CIC to engage in grant writing support 2. Explore opportunities to work with grant writer 3. Increase number of faculty in Propel program 4. Provide access to research tools (e.g. SPSS, NVivo) 5. Work on equitable teaching and service loads to ensure adequate research time (See Strategy A)
Strategy D: Improve the course assistant pool and experience
Year 1 Actions
<ol style="list-style-type: none"> 1. Work with CIC to increase course assistant compensation 2. Develop plan for better utilizing doctoral GA support 3. Establish job description for course assistants and hours/week 4. Determine pain points for current course assistants and develop training resources
Year 2 Actions
<ol style="list-style-type: none"> 1. Provide doctoral students with teaching opportunities as course assistants 2. Determine process for evaluating course assistants
Strategy E: Improve career services support for graduate students
Year 1 Actions
<ol style="list-style-type: none"> 1. Determine career support needs for graduate students 2. Explore strategies to deliver targeted career support
Strategy F: Develop programming to engage students outside of the classroom online and in person
Year 1 Actions

1. Work with student groups, ISSA and LISSA, on programming
Year 2 Actions
<ol style="list-style-type: none"> 1. Work with alumni to offer workshops and career info sessions 2. Increase awareness of student spaces, clubs, and organizations
Strategy G: Improve new graduate student orientation and welcome process
Year 1 Actions
<ol style="list-style-type: none"> 1. Review current Blackboard Orientation portal 2. Update orientation modules to better reflect program expectations 3. Streamline process of communication from admission to first semester enrollment
Strategy H: Improve communication with students
Year 1 Actions
<ol style="list-style-type: none"> 1. Enroll students in new iSchool Graduate Students blackboard organization
Year 2 Actions
<ol style="list-style-type: none"> 1. Assess graduate student needs and questions to add relevant information to the graduate student blackboard organization 2. Evaluate undergraduate communication strategies and determine best strategies for communicating undergraduate deadlines and important information
Strategy I: Increase undergraduate students graduating with leadership distinction
Year 1 Actions: No Action Year 1
Year 2 Actions
<ol style="list-style-type: none"> 1. Work with ISSA group to share information and path for BSIS students 2. Work with undergraduate advisors to promote during advising 3. Review BSIS courses that support GLD and submit for university approval