Where We Started

2001 to 2003
• IS represented by one person on a panel that included Housing, Student Success, Health Center, others
• Q&A only — no structured presentation (many questions went unasked and unanswered)
• Parents and IS: “We need more!”

Where We Are Now

2004, 2005
• A Face for the Organization
  - Accountability, Follow Up
• Structured session devoted to technology
  - Based on parents’ frequently asked questions (from NSO, help desk, and past sessions)
• Advanced, integrated planning with NSO, various teams and individuals throughout IS
• Reaching out to Students before and after the fact
  - New2KU web site, handout and promotional pens (with URL)
  - In-class sessions for first-year courses (COMS 130, ENGL 101 and 102, etc.)

2006
• Bigger room and a main session (not a breakout)
• Highly ranked by parents (4.12 out of 5).

Parents respond:

“I went through orientation four years ago with another son and it is noticeable how much progress KU has made in student services technology.”

“KU is very impressive in the services available to students; your use of technology and your personal touch.”

Where We’re Going: 2007 and Beyond

• Riding the wave of organizational change
  - And Then There Were Two (IT and NTS merge)
  - Making our changes seamless to students and parents
• Reaching out to Students before and after
  - Online Tutorials?
  - More in-class sessions for first-year courses
  - Increasing visibility to first-year students through marketing and events