

## DX Ascent in

# 5 STEPS

- #1 Training**
  - Prepare your team
  - Create a psychologically safe environment
  - Empower staff to take risks and innovate
  - Foster trust needed for journey
- #2 Planning**
  - Identify barriers
  - Find a small step forward
  - Implement a change to pilot
- #3 Check Point**
  - Scan the landscape
  - Note if plan is still actionable
  - Deliver increased diversity and accessibility
- #4 Admire the View**
  - Pinpoint small changes made
  - Assess new resources
  - Document the impact
- #5 Celebrate the Journey**
  - Share the story
  - Admit mistakes
  - Stay positive and show successes

# Ascending the Mountain of Digital Transformation: Views from Base Camp

Julie Sweet and Jake Myers - Big Ten Academic Alliance

## Simple and consistent changes in Dx lead to exponential impact

CREATE A **SAFE** CULTURE

DEVELOP AN **EXPLORING** CULTURE

FOSTER A **CREATIVE** CULTURE

REAP AN **INNOVATIVE** CULTURE

Admire the View

Celebrate the Journey

Check Point

Planning

Training  
BASE CAMP

CAMP

REACTIVE to  
**PROACTIVE**

- DIGITIZED • ORGANIZED
- AUTOMATED • STREAMLINED

### Our Journey

#### Launched Help Desk

- Consolidated support request channels
- Developed knowledge base
- Empowered self-service support

#### Updated Applications

- Embraced low-code/no-code solutions
- Adopted off the shelf solutions
- Digitized contract processes

#### Leveraged New Resources

- Campus partners
- Student employees
- Rethinking hiring practices

#### Developed New Collaborations

- Admissions Directors
- Illinois MS Teams Community
- Innovation Hour

#### Deepened Partnerships

- Within team
- Within organization
- With community

DATA-DRIVEN  
**DECISION**  
MAKING

Small staff of four made changes impacting over 200 stakeholder groups supporting 53K faculty and over 650K students

**BIG**  
ACADEMIC ALLIANCE

### Additional Resources



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