



# Digital Services Inventory



Use this Digital Services Inventory to collect and share updated information about student services, supports, programs, and initiatives from teams and units across your institution.

With the information you gather through this inventory, you can (1) better understand students' options to get the help they need while learning at a distance and (2) support institutional decision making regarding services transitions. As your inventory grows, it can become a living document, changing as services processes shift and providing ongoing and up-to-date information for teams across the institution.

To complete the inventory, respondents will identify relevant resources, then enter details about the ways in which students can access and use those resources at a distance. When the inventory is complete, you can promote it and the use of resources to students and your student success staff.

## Creating a Process to Collect Important Information

Before you make the inventory available to respondents, create a process for efficiently gathering and managing the information you'll receive.

Civitas Learning® has created an inventory spreadsheet and a survey template for your use—just ask your Customer Success Manager (CSM) or Training and Enablement Consultant (TEC) to add copies to your Civitas Team Drive. If you'd rather build your own spreadsheet and survey, see the list of recommended spreadsheet categories and survey questions below.

### *Using the Civitas spreadsheet and survey templates.*

You can use the templates to gather information from services leaders across the institution, then efficiently organize that information. The spreadsheet template contains columns for a number of data points. You can customize it for your use—just add columns for additional data

points you need and remove columns you don't. (Because respondents' time is limited, plan to collect only the information you need.) The Civitas spreadsheet and survey templates are designed to work together. If you make changes to one, make the same changes to the other so that you can easily download results from the survey to add to the spreadsheet.

### *Creating your own survey.*

Alternatively, you can use our instructions to create your own spreadsheet and survey instrument. If you want to use the two instruments together, make sure the column numbers in the spreadsheet align with the question numbers in your survey, so you will be able to easily combine the results of the two processes.

## Identifying Resources & Detailing Access

Use one or more of the following techniques to invite respondents to identify resources that are (or should be) available at a distance:

- Invite individual respondents to suggest resources.
- Create a team to brainstorm a list of resources.
- Use the organizational structure of your campus to solicit responses from departments/units.

For each identified resource, ask respondents to detail how students can obtain information about using and accessing services at a distance. Where resources should be—but aren't—available at a distance, you can use the inventory to prioritize their creation.

After you've collected and organized the information from all respondents, share the information with members of the student services team. To maintain integrity of the information, identify a limited number of people who can update the spreadsheet, then give read-only access to the broader community.

## Promoting the Use of Digital Resources

When you have cataloged and/or created your institution's digital access services and support, promote the existence of the resources and how students can access them:

- Inform students of the existence of resources.
- Provide students with clear instructions on how to access and use them.
- Commit to updating the information when you become aware of new processes and changes to access.
- Assign staff and create a cadence to review and update the data, adding services and processes as they become available.

## Use a Spreadsheet and/or Survey to Gather Information

Ask your Civitas Learning Customer Success Manager to provide you with an inventory spreadsheet and survey through your Civitas Team Drive, or use the following sample spreadsheet columns and survey questions to create your own.

<p><i>Instructions: This Digital Services Inventory collects and catalogs information about student resources (services, supports, programs, and initiatives) to provide information to students on how to get the help they need while learning at a distance. Please provide the information requested to support this effort.</i></p>	
SPREADSHEET COLUMN	SURVEY QUESTION
<b>Name:</b> The name of the student resource	Please provide the name of the student resource
<b>Team:</b> The team that provides or manages this resource	Name the team that provides or manages this resource
<b>Description:</b> The components or activities that make up this resource	Briefly describe the components or activities that make up this resource
<b>Restrictions:</b> The criteria students must meet in order to participate in this resource	What criteria must students meet in order to participate in this resource?
<b>Digital Modality:</b> How this resource is provided at a distance	How is this resource provided at a distance?
<b>Digital Access:</b> The URL students should use to access this resource online, where they should go for information, and how to log in	Where do students get information about and access this resource online (the URL)?
<b>Contact Name:</b> The individual that students should contact for information or access	Who is the best person for students to contact for information or access?
<b>Contact Title:</b> The contact's title or role	What is the contact's title or role?
<b>Contact Email Address</b>	How can students reach the contact by email?
<b>Contact Phone Number</b>	How can students reach the contact by phone?
<b>Additional Contact:</b> A secondary contact, including email address and phone number	Name a secondary contact, including email address and phone number
<b>Additional Information:</b> Other important information about this resource	Is there anything else important to know about this resource?