



BCNET
CONNECT
HIGHER ED & RESEARCH TECH SUMMIT

MFA Change Management & Leadership

Round Table discussion about strategies and solutions for
MFA Change Management

Agenda

- Introductions (9 minutes)
- Theme 1 - Communication (12 minutes)
- Theme 2 – Engagement (12 minutes)
- Theme 3 – Do Again? (12 minutes)



Introductions

- Those in the room, please introduce yourself and provide the following information
 - You Name
 - Your Institution
 - Current State for MFA Rollout for Employees & Students
 - Biggest Pain Point experienced thus far
- If there are multiple people from a single institution here, please introduce your co-workers as well

Theme #1 - Communication

- How did you communicate?
- What avenues did you use?
- Did you engage social media?
- Did you work with your institution's communication department?
- Did you have any great successes?
- Did you have any failures that you can share?

Theme #2 - Engagement

- What did you do to increase user engagement in the rollout?
- Did you have success with your rollout?
- What engagement approaches did you have?

Theme 3 – Do Again?

- If you had to do it all over again from the beginning
 - What would you do again, but differently?
 - What would you do the same with little change?
 - What would you not do again?



Thank you for attending!