



Information Technology Plan 2015-2019

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SUMMARY

The Cleveland Community College Information Technology Plan describes the philosophy and sets the direction for the use of information technology at Cleveland Community College, providing clarity and guidance for the use of technology in both instructional and administrative practices. The Information Technology Committee, serving as the development team, focused on what the College needs to do, not what the College needs to purchase. Still, the Plan should assist administrators and educators in making the right purchasing decisions while improving the use of technology, promoting efficient use of resources, and -- of most importance -- *improving learning for all students.*

Major technology issues and elements that the College should continually address are:

- a student centered technology rich environment
- appropriate and secure systems to ensure optimum institutional performance and data integrity
- flexible infrastructure to support innovative teaching and learning and increase administrative efficiency
- enhanced communication and collaboration
- comprehensive support and training opportunities
- appropriate processes to ensure implementation and evaluation

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CLEVELAND COMMUNITY COLLEGE MISSION STATEMENT

Cleveland Community College provides diverse and accessible learning opportunities to meet the educational and training needs of our community.

Adopted by the Board of Trustees March 13, 2012

STATEMENT OF PURPOSE FOR THE INFORMATION TECHNOLOGY PLAN

The purpose of the Information Technology Plan (ITP) is to provide the framework from a technology-based perspective for meeting the College mission by acquiring, monitoring, assessing and improving information technology. Founded on Cleveland's Continuous Improvement Plan for Student Success (CCIPSS), the intent of the ITP is to identify the systems and services that will best contribute to fulfilling the strategic goals established for and by the College: Offer quality educational and training programs designed to meet the needs of a diverse student population which are responsive to the changing educational and training needs of the College's service area.

1. Provide comprehensive student support services with an emphasis on access and a focus on student success.
2. Provide a quality environment with the necessary infrastructure, equipment, and learning resources to support the Mission of the College.
3. Serve as a prominent educational and training resource in the economic development of the College's service area.
4. Contribute to Cleveland County's quality of life by promoting lifelong learning.

The ITP documents the College's information technology strategic goals and objectives and provides a vision of how technology will be deployed in the future with a focus on enrichment of the teaching and learning experience and improvement of College systems and processes. The Committee's intent is for the Plan to address the overall educational and administrative technology needs of the College. This Plan does not address discipline-specific or department-related technology.

The goal of the ITP is not to establish a shopping list of specific hardware, software, or technical systems for purchase. An ever changing technological landscape makes it very difficult to make such predictions. Rather, the Plan focuses on major objectives that can be realized through technological strategies in the coming years, relating technological needs to established principles and institutional priorities.

The ITP should be considered a guide for current and future technology; rather than “set in stone” it is a living document meant to be altered as technology and funding changes. While the ITP itself is an important document, not less important is the crucial role of the planning process itself.

CONTEXT AND METHODOLOGY

This plan was formulated to address objectives that remain unfulfilled from the last technology planning cycle (2011 – 2014) as well as more recently identified needs. Through internal and external research the following influencing issues were identified:

Budget for technology - It is clear that technology budgets will remain flat (or even decrease) for the foreseeable future.

Existing opportunities - State support for online learning through NCLOR, NCLIVE, chemistry and biology laboratory simulations, and microscope simulation software along with the proliferation of open educational resources provide valuable resources and represent the most cost-effective way to develop online learning modules.

Bandwidth needs - The increased use of digital learning content, the need to conform to university and industrial standards required to support industry specific training, participation in the Virtual Computing Lab, web-based on campus coursework, videoconferencing opportunities for meetings and training, and other web based systems result in massive bandwidth requirements.

Digital Divide - A significant number of our students do not have computer access when not on campus.

Security - Aggressive unauthorized attempts to access our systems and resources will not decrease. The recently adopted standards published in the NCCCS IIPS Information Security Manual provide challenges for the College to establish new policies and provide a higher level of training, resources, and support to ensure information security.

Increased need for computers for students and classes - Changes in instructional methods continue to require student access to computers on campus. Ensuring Career and College Promise classes have access to instructional technology equivalent to campus resources provides a challenge.

Wireless/ Smart devices - Use of wireless devices for communication by our students, faculty, and staff will continue to increase.

Accessibility - The current NCCCS focus on accessibility provides challenges related to the evaluation, adoption, and implementation of new instructional and information systems, technologies, and products.

A process for technology planning for 2014 through 2019 was established as follows:

1. The Information Technology Committee will review the 2011 - 2014 Information Technology Plan; affirm completion, retire, or continue objectives -- July 2014 and appoint a taskforce to develop action plans with input from various College committees
2. The ITPT will identify and review current internal assessments and statistical data pertinent to Information Technology Planning -- Spring / Summer 2015
 - a. PACE Climate Survey
 - b. Program Review Documents
 - c. CCSSE
 - d. Course evaluations
 - e. Committee member observations
 - f. Statistical data on current resource use
3. Review external sources of information for information pertinent to CCC technology planning – Summer 2015
 - a. NCCCS IIPS Information Security Manual
http://www.nciips.org/uploads/NCIIPS_Security_Manual_Approved.pdf
 - b. NCCCS 5 Year Plan for Accessibility
4. Conduct additional assessments as needed – Summer/ Fall 2015
 - a. CCP instructor technology survey
 - b. Student focus groups for Website redesign
5. Information Technology Planning Taskforce members (Dr. Andy Gardner, Kyle Harmon, Dr. Shannon Kennedy, Shaunda Leonhardt, Barbara McKibbin, Athena Smith) will meet with existing committees to include Teaching and Learning with Technology, Technology Systems and Infrastructure, Technology Training, Support and Utilization and interview appropriate individuals to identify critical issues that influence planning and begin work on action plans -- Fall 2014 / Spring 2015
6. Information Technology Committee approve Information Technology Goals for 2014-2019 -- June 2015
7. Present Plan to Planning Council – Fall 2015

GOALS AND OBJECTIVES

Goal I: Promote the creation of a student-centered environment that provides progressive technology as a tool to empower students, faculty, and staff effectiveness and success.

Objectives:

- 1.1 Implement online management system for AV equipment
- 1.2 Implement campus wide lecture capture and video streaming system
- 1.3 Evaluate and procure classroom collaboration and participation technologies that foster faculty/ student interaction in the classroom and beyond
- 1.4 Evaluate and implement open educational resources to provide cost effective and active learning based educational experience
- 1.5 Provide students with an early alert and advising system

Goal II: Provide and support appropriate and secure information technology systems which optimize access, enhance institutional performance and accountability, and provide meaningful data for decision-making.

Objectives:

- 2.1 Replace technology resources based on Equipment Replacement Policy and Procedures (1.30)
- 2.2 Ensure compliance with security guidelines prescribed in the NCCCS Information Security Manual
- 2.3 Develop a system for maintaining warranty and renewal information on hardware and software
- 2.4 Ensure compliance with the Payment Card Industry (PCI) requirements

Goal III: Develop a flexible infrastructure of technology and communication paths that will support innovative teaching and learning and increase administrative efficiency, enabling the College to thrive in the present and grow into the future

Objectives:

- 3.1 Develop and maintain continual backup procedure for all systems to ensure 24/7 redundancy
- 3.2 Complete campus wide implementation of document imaging system and assess further document imaging needs
- 3.3 Continue to extend and strengthen the wireless canopy to ensure access to reliable, high speed wireless connectivity

- 3.4 Implement virtualization across campus to provide students, faculty, and staff with access to course-specific applications to foster engagement and retention
- 3.5 Implement Ellucian Intelligent Learning Platform (ILP) to provide better integration between Ellucian and the College LMS
- 3.6 Complete construction and successful opening of the data center to increase the College's capacity and to give students a cutting-edge training opportunity
- 3.7 Complete migration of Ellucian Colleague UniData database to Microsoft SQL

Goal IV: Enhance Communication and Collaboration through Technology

Objectives:

- 4.1 Maximize use of student email accounts and associated software and utilities
- 4.2 Deploy online forms for student and employee processes where feasible
- 4.3 Implement Ellucian Portal for employee and student single-sign on and easy access to College systems and services
- 4.4 Redesign and maintain College website with continual enhancements for usability, navigation, consistency, and accessibility
- 4.5 Enhance digital signage and other appropriate systems throughout campus to improve communication with students, faculty, staff, and visitors
- 4.6 Adopt and implement a cloud-based system for employee file storage, management, and collaboration
- 4.7 Unveil and maintain the Information Technology Procedures Manual
- 4.8 Implement systems, applications, and software to ensure accessibility of all online resources

Goal V: Deliver comprehensive technology support to students, faculty, and staff and provide technology training and professional development opportunities for the communities we serve

Objectives:

- 5.1 Expand technology training opportunities for full-time and part-time faculty and staff
- 5.2 Incorporate required technology skills on all position descriptions
- 5.3 Continually educate faculty on availability and best practices for classroom/instructional technology equipment use
- 5.4 Provide extra-curricular technology training workshops and opportunities for students
- 5.5 Promote active learning through workshops and other training opportunities
- 5.6 Utilize technology to enhance new employee training

IMPLEMENTATION AND EVALUATION

While everyone in the College is a stakeholder in the Plan, each individual objective falls under the responsibility of a specific Committee, department, individual, or a combination of these as specified on the adopted Information Technology Planning Template. To ensure interdepartmental communication and coordination, action plans for each objective and progress on all action plans and objectives will be reported by the responsible party and discussed by the Information Technology Committee semi-annually in November and May or as need arises. Progress on implementation of the Plan and other planning initiatives will be presented to the College Planning Council as requested. It is the responsibility of each member of the Information Technology Committee to further communicate progress to and solicit input from their respective department.

Adopted by the Planning Council September 14, 2015