

St. Cloud Technical & Community College Technology Plan

2016-2020

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SCTCC COLLEGE MASTER TECHNOLOGY PLAN¹

INTRODUCTION

The purpose of this technology plan is to evaluate the St. Cloud Technical & Community College College's existing technology infrastructure and usage in order to make recommendations for future planning and direction. Members of the SCTCC technology related teams, comprised of faculty, staff members, and students worked together to create the technology plan.

EXECUTIVE SUMMARY

The St. Cloud Technical & Community College Master Technology Plan for 2016-2020 represents the long-range vision for technology and telecommunications services at SCTCC which will be accomplished by shorter-term, actionable goals and projects.

The Master Technology Plan serves St. Cloud Technical & Community College's mission, vision and value statements and is a coordinated part of other SCTCC master plans, including the college Strategic Plan, the Master Academic Plan and the Master Facilities Plan. Additionally, the St. Cloud Technical & Community College Master Technology Plan must also coordinate with the Minnesota State Colleges and Universities (MnSCU) Board of Trustee's Strategic Plan (*see web links to referenced plans in the appendices*) as well as the most recent MnSCU Information Technology Services Plan.

This plan replaces and/or updates and expands on any previous technology plans for St. Cloud Technical & Community College.

St. Cloud Technical and Community College uses a method of planning called appreciative inquiry.

"Appreciative Inquiry is about the co-evolutionary search for the best in people, their organizations, and the relevant world around them. In its broadest focus, it involves systematic discovery of what gives "life" to a living system when it is most alive, most effective, and most constructively capable in economic, ecological, and human terms. AI involves, in a central way, the art and practice of asking questions that strengthen a system's capacity to apprehend, anticipate, and heighten positive potential. It centrally involves the mobilization of inquiry through the crafting of the "unconditional positive question" often-involving hundreds or sometimes thousands of people. In AI the arduous task of intervention gives way to the speed of imagination and innovation; instead of negation, criticism, and spiraling diagnosis, there is discovery, dream, and design. AI seeks, fundamentally, to build a constructive union between a whole people and the massive entirety of what people talk about as past and present capacities: achievements, assets, unexplored potentials, innovations, strengths, elevated thoughts, opportunities, benchmarks, high point moments, lived values, traditions, strategic competencies, stories, expressions of wisdom, insights into the deeper corporate spirit or soul-- and visions of valued and possible futures. Taking all of these together as a gestalt, AI deliberately, in everything it does, seeks to work from accounts of this "positive change core"—and it

¹ Century College, St Paul College, and Northland Community and Technical College Master Technology Plans served as the basis for this planning document and MnSCU provided template designed for 2 year colleges creating technology plans.

assumes that every living system has many untapped and rich and inspiring accounts of the positive. Link the energy of this core directly to any change agenda and changes never thought possible are suddenly and democratically mobilized. "

Source: Applicative Inquiry Commons <http://appreciativeinquiry.case.edu/intro/whatisai.cfm>

The aspirations below are stated in a format familiar to many who have used the appreciative inquiry process for planning.

St. Cloud Technical & Community College's Information Technology Services department aspires to make progress in these areas over the next four years so that by 2020 we will be:

Recognized within MnSCU for leadership in technology services. We will be leaders in effectiveness and efficiency. Others will look to us as a model for green practices in computing.

We will be a strong partner within St. Cloud Technical & Community College for business-process re-engineering, including technology-related academic and administrative planning and business process mapping. We seek to enable our customers to work smarter not harder but automating routine tasks so attention can be placed on the complex.

We will be recognized for a reliable, flexible and sustainable technology infrastructure. To the best of our ability, customers (faculty, staff and students) will get the technology services they need when they need it.

We will be recognized for collaboration internally and externally to produce innovative, cutting-edge, educationally-sound uses of emerging and developing technologies to support teaching and learning.

*(Adapted from Century College and St. Paul College Technology plans
<http://www.saintpaul.edu/FacultyStaff/Documents/StrategicPlanMasterTechPlanSummary.pdf> & <http://century.project.mnscu.edu/index>)*

Incremental progress toward these goals will be measured and tracked through the development of project plans, surveys of users, benchmarking against other institutions, prioritization and assignment of staff, budget and other technology tools on an annual basis.

ABOUT ST. CLOUD TECHNICAL AND COMMUNITY COLLEGE

St. Cloud Technical and Community College has been a resource for Minnesota by preparing Central Minnesotans for Central Minnesota jobs. More than 70% of our students come from the surrounding six counties and choose employment close to home after graduation in healthcare, business management, computer technology, manufacturing, construction, transportation, and more. Upon graduation over 65 percent are employed in the area. College placement statistics consistently show an annual placement rate of 97 percent.

St. Cloud Technical and Community College (SCTCC) was initially founded in 1948 as a vocational-technical institute and was part of the local school district. The Higher Learning Commission of the North Central Association of Colleges and Universities accredited the college in 1985. In 1995, the

college became part of the Minnesota State Colleges and Universities system. While SCTCC has offered liberal arts and sciences courses for years, in 2010 the College became a comprehensive technical and community college offering the Associate in Arts degree in addition to technical programs.

SCTCC offers certificate, diplomas and degrees that can be completed in two years or less in more than 90 career majors. Approximately 6,000 students are enrolled in credit-based classes with an equal number of men and women. Committed to *education that works* (our college's tagline), the college's primary goal is to prepare students for a rewarding career.

SCTCC MISSION AND VISION

Mission Statement

St. Cloud Technical and Community College prepares students for life-long learning by providing career, technical and transferable education.

Vision Statement

St. Cloud Technical and Community College is the college of choice for quality career, technical and transferrable education, focused on highly-skilled employment and life-long learning opportunities.

SCTCC Technology Vision Statement

This technology vision statement was generated in 1999 for all MnSCU institutions and has been incorporated into many MnSCU technology plans:

We provide technological support for achieving success in the Minnesota State Colleges and Universities' learning enterprise, our system and campus services:

- Enhance teaching and learning
- Strengthen leadership, planning, and decision-making
- Increase technology-user productivity
- Generate confident and satisfied students, faculty, and staff
- Ensure timely and efficient access to information.

A key to our success is maintaining a balance between a reliable common infrastructure and the flexibility to tailor to local needs. Ultimately, we provide the innovative services and tools to help Minnesotans shape and adjust to the future in the Knowledge Age

CORE VALUES OF SCTCC

- Student success through collaboration and cooperation
- A friendly, respectful, enthusiastic, safe, and diverse atmosphere
- Student-centered from prospect through alumni
- Staff development and success
- A team-oriented environment
- Relationships with industry and the community
- Quality and continuous improvement
- Innovation, creativity, and flexibility
- Contextual and technologically driven learning experiences

PLAN ALIGNMENT WITH OTHER SCTCC AND MNSCU PLANS

The committee aligned this plan with the SCTCC Strategic Plan, the Master Academic Plan, The Master Facilities Plan, the SCTCC Presidents Workplan, and the MnSCU strategic plan.

PROJECT GOALS

The goal of the technology plan project is to help *SCTCC* better manage its technology by providing:

- **Documentation** of *SCTCC*'s needs.
- A **prioritized plan** for addressing these needs.
- **Student Access:** Increase access to learning opportunities and college support services through the use of technology.
- **Curriculum:** Expanding technology to improve teaching and learning
- **Professional Development:** Provide ongoing staff development opportunities for all employees.
- **Online Learning Community:** Use technology to foster a sense of community on and off campus.
- **Planning:** Ensure efficient and effective use of technology resources through planning.
- **Technical Support:** Provide quality technology support for the St. Cloud Technical and Community College students, faculty, and staff.
- **Network Infrastructure:** Improve the St. Cloud Technical and Community College technology infrastructure.
- **Computer Labs:** Provide adequate access to computer labs to meet student needs.

CHARGE OF THE SCTCC TECHNOLOGY COMMITTEE (OFFICIALLY ADOPTED BY THE TECHNOLOGY COMMITTEE)

The SCTCC Information Technology Committee (ITC) will focus on the overall information technology environment at SCTCC to identify current & emerging technology needs/issues with a continuous quality improvement emphasis. To this end, the committee will gather institutional and other input, and provide a forum for reviewing, evaluating, and recommending strategies, plans, and policies for SCTCC information technology to support and advance campus priorities, and assist college leadership in developing and updating an SCTCC Technology Plan.

Areas of focus include:

- Review and recommend the campus's information technology direction, capabilities, and strategic objectives.
- Integrating and coordinating campus-wide IT Technology plan with SCTCC Strategic Plan and MnSCU system-wide strategic plans.
- Prioritize information technology projects and make recommendations as to deployment and funding of initiatives.
- Recommend the campus' resource commitment to information technology initiatives.
- Identify opportunities where information technology can assist the campus in achieving its goals. Evaluate the readiness of the campus to leverage such technologies.

- Identify opportunities for professional development for faculty and staff.
- Examine the Student Technology Fee structure and allocation process.
- Establish measurable objectives for the SCTCC technology plans.
- Assess the effectiveness of access to information technology resources and service levels. Evaluate success and effectiveness of new IT initiatives. Make changes based on assessment and evaluation.
- On-going development of a campus-wide IT strategic plan (5 year plan) based on SCTCC strengths, weaknesses, opportunities and threats. Include courses of action and strategies that will further SCTCC's mission, values and vision.
- Reviewing and update SCTCC IT policies, procedures and guidelines.

Technology Committees:

Four technology sub committees contributed ideas and help with the planning process for this document. The groups with split into four major areas of emphasis listed below:

College Web Committee

Purpose: Focused on continuous improvement of the college website and other web-based technologies.

Online Learning Systems

Purpose: Focused on continuous improvement of online learning systems. This team is making their own plan for distance learning and those planning documents we consulted for this document.

Information Technology Workgroup

Purpose: This workgroup evaluates technology infrastructure and support systems, including but not limited to: network wiring and servers, operating systems, site-license software, and staffing of the campus IT support. An employee team dedicated to researching and recommending future direction for technology infrastructure, hardware, technical support and IT staffing, and software. Making recommendations for the continuous improvement of classroom instructional technology.

Student Technology

Purpose: A student majority team dedicated to maximizing student technology utilization and to make recommendations regarding expenditure of student technology fees (MnSCU Policy 5.11.1). Therefore students shall hold at least 50% of the seats on the sub-committee. To ensure student representation, students holding work-study/student worker positions shall be eligible, at the discretion of their supervisors, to utilize work hours for the purpose of attending sub-committee and committee meetings within these charters. At least one of the students shall also be a member of the student senate. One of the charges for this sub-committee is to address the accessibility and compliance issues under ADA and other Federal and State requirements.

Student technology fees are an important part of how technology services are funded on campus. The technology purchased and supported with these fees has been essential in educating students in technologies they will need in the after graduation in the workforce. The Student Technology Fee Committee is responsible for making recommendations about allocating these funds.

ONGOING REVIEW

In order for this process to be completely successful, SCTCC must review this plan on an annual basis. This process should revisit the planning assumptions and measure the college's accomplishments against the Technology Master Plan. A technology plan should be modified as planning assumptions are updated and corresponding goals, strategies, and objectives are modified. This ongoing process will ensure that the Technology Master Plan remains current and is tied to the college technology goals and strategies.

PLANNING STATEMENT

The development of the St. Cloud Technical & Community College Master Technology Plan for 2016-2020 involved the participation of groups from throughout the college. The plan incorporates information from the completed St. Cloud Technical & Community College Master Academic & Facilities plans. Additionally, the plan aligns with the MnSCU Board's strategic directions and the current MnSCU ITS Plan.

An effort was made to align the SCTCC Master Technology Plan with the St. Cloud Technical & Community College Master Academic Plan document.

To facilitate the development of the Master Technology Plan, the ITS Advisory Committee adopted a set of guiding principles.

Technology Guiding Principles²

The Master Technology Plan provides direction and a vision for the future of technology at St. Cloud Technical & Community College. St. Cloud Technical & Community College is committed to investing in technology to support its mission, and to creating an environment that embraces diversity and innovation.

The role of the Information Technology Services (ITS) department referred to in this document is to support and enhance the core mission of education and service through the effective management and use of information and technology resources.

The Guiding Principles for Information Technology Services are as follows:

1. ITS must support the institution's mission(s), including all operational areas of the institution.
2. ITS will meet the highest standards of ethics and excellence, providing an environment that enriches and enhances teaching and learning activities.
3. ITS will provide a reliable, flexible, and secure technology infrastructure.
4. ITS will support decision-making processes to ensure that priorities and funding decisions are aligned with the College and MnSCU missions and ITS goals and objectives.
5. ITS will strive to give exemplary and timely customer service that meets the needs of customers.

² adapted from St. Paul College Technology Master Plan 2007-2011

6. ITS is committed to efficient, productive, and overall improvement in service delivery and use of resources.

These principles will require a shared commitment among faculty, staff and administrators to seek more effective ways of using information technology resources to achieve college goals.

STRATEGIC DIRECTIONS

At the highest level, four strategic directions have been developed for the SCTCC Technology Master Plan. As with the college's Academic Plan, these directional areas are intentionally focused on neither operational issues nor implementation strategies. The intent is to create directions which will survive the planning period given the constant flux in technologies.

The four strategic directions for the include:

1. Exemplary and timely customer service. Leaders in effectiveness and efficiency.

By 2020, St. Cloud Technical & Community College will be recognized within MnSCU for leadership in technology support services. We will be leaders in effectiveness and efficiency.

2. Business Process Re-Engineering and Business Process Mapping. Automating processes.

We will be a strong partner within St. Cloud Technical & Community College for business-process re-engineering, including technology-related academic and administrative planning and business process mapping. We seek to enable our customers to work smarter not harder but automating routine tasks so attention can be placed on the complex.

3. Flexible, Sustainable Technology Infrastructure

By 2020, St. Cloud Technical & Community College will be recognized for a reliable, flexible and sustainable technology infrastructure. To the best of our ability, customers (faculty, staff and students) will get the technology services they need when they need it. Others will look to us as a model for green practices in computing.

4. Research, Development, Innovation to support teaching and learning

We will be recognized for collaboration internally and externally to produce innovative, cutting-edge, educationally-sound uses of emerging and developing technologies to support teaching and learning.

STRATEGIC DIRECTION ONE: EXEMPLARY SERVICE

Exemplary and timely customer service. Leaders in effectiveness and efficiency.

By 2020, St. Cloud Technical & Community College will be recognized within MnSCU for leadership in technology support services. We will be leaders in effectiveness and efficiency.

Environment

The Information Technology Services department within St. Cloud Technical & Community College consists of helpdesk functions, college open labs, server maintenance, network maintenance, learning management system (D2L) support, web services, software and hardware support, telecommunications, ITV, technology training and many other tertiary services related to technology. The ITS department is committed to providing timely and professional services to the St. Cloud Technical & Community College community in furtherance of college goals.

Mission and Alignment

Service is the foundation for all of the strategic goals for both MnSCU and the SCTCC Academic Master Plan. By striving to improve service to SCTCC students and employees, the Master Technology Plan contributes directly to student success, academic excellence, and continuous improvement goals. The establishment of clearly-defined, measurable customer service related ITS goals are consistent with MnSCU strategic directions related to promoting and measuring high quality learning programs and services.

Excellence in customer service is considered the bedrock of all other services within the ITS division at St. Cloud Technical & Community College. As a service unit to all areas of the college, ITS must provide consistently high quality service in rapidly changing circumstances. Customers must feel comfortable approaching ITS with service requests; confident that ITS will be responsive, reliable and resourceful in meeting their needs.

Goals/Action Plan Items

The following goal statements describe the intended achievement in this area by the year 2020:

GOAL 1: Publish an updated list of Services: The ITS team will create, publish and maintain a listing of all services offered by the department and list a contact person responsible for each area.

GOAL 2: SCTCC Information Technology Security Plan: The Network Analyst and the IT coordinator will work with the rest of the ITS team to create a college wide IT security plan using the security plan template provided by the MnSCU CISO. We believe developing a security plan is one of the foundational cornerstones to proactively address information security.

GOAL 3: Measure customer satisfaction – The College will continue its TechQual technology surveys for employees and students to measure satisfaction with IT Services. Results of these surveys will be included in technology planning and budgeting activities. We will make use of the benchmarking from data from TechQual to measure about services against other similar campuses.

GOAL 4: Improve Help Desk services. Educate users in the use of the new online ITS Help Desk system. Create a way for users to submit helpdesk requests via email without having to log into a separate system. Users will have an expectation of increasing the timely resolution of requests. All requests will be tracked; customers will be contacted with either a solution for the problem or an expected timeframe for resolution.

GOAL 5: Communications. The ITS division will improve both the quality and quantity of communication activities with our customers. Communications will be timely and understandable. Emails sent to announce service interruptions will be consistent, identifiable, and sent in a planned manner.

Key Successes

- New faculty orientation IT training
- Addition of new helpdesk system now in testing
- Continued use of data for decision-making. TechQual is a critical source of this data.
- IT quick guides for Students and Faculty/staff
- Training sessions offered for all faculty staff in online learning.

STRATEGIC DIRECTION TWO: BUSINESS PROCESS RE-ENGINEERING

Business Process Re-Engineering

We will be a strong partner within St. Cloud Technical & Community College for business-process re-engineering, including technology-related academic and administrative planning and business process mapping. We seek to enable our customers to work smarter not harder by automating routine tasks so attention can be placed on the increasingly complex duties required of SCTCC employees.

Environment

Understanding how the ITS division operates is critical for better communication and service with our customers. By informing our customers about ITS departmental processes and procedures, the ITS team allows SCTCC community members to understand how and when to make service requests.

By its very nature, the ITS division has connections to all groups within the college. This interaction allows ITS team members to learn business processes within each area. By working with divisions to review and document existing business processes for our customers, the ITS division can identify potential process and workflow problems, improve efficiencies and act as a change agent. By working together, ITS and the St. Cloud Technical & Community College community can improve our efficiency and better utilize increasingly scarce resources to accomplish educational goals.

Mission and Alignment

In this very competitive educational environment and given these times of statewide budget difficulties ITS will need to continually streamline and improve operational efficiencies. One way to improve efficiency is to continuously examine business workflow processes. Finding and eliminating barriers to productivity will allow employees to more effectively meet the needs of our students. By publishing services and clearly outlining process steps, the ITS team will better communicate resources, timelines and services to the college.

This goal directly aligns with multiple system strategic directions - including promoting and measuring high quality learning programs and services, and innovating to efficiently meet current and future educational needs. It further aligns well with the St. Cloud Technical & Community College Master Academic Plan goal of continuous improvement.

Goals/Action Plan Items

The following goal statements describe the intended achievement in this area by the year 2020:

Goal 1: IT Staff to enable business process reengineering through process mapping and the use of strategic technology tools.

Goal 2: Design additional project request tools and create a project team for organizing and prioritizing IT projects. The ITS team will create a toolset which allows for the input, evaluation, ranking and progress reporting of all technology-related projects. Create visual process maps (Visio) for all technology-related services, especially those which are complex or involve multiple steps. We have created some examples for use such as the print management project.

Goal 3: Assess all of our IT service offerings for expansion, reduction or elimination. Check for alignment with the goals of the college and the MnSCU system.

Goal 4: IT to use best practice frameworks and standards when possible for delivery of service (such as ITIL and ISO 27002) to help ensure quality, repeatable processes.

Key successes:

- Creation of the project vetting form for larger projects. Allows us to prioritize projects based on time/resources/availability of staff to complete the work.
- Created visual process maps (using VISIO) for projects such as the managed print project which were highly successful.
- Creation of many applications that have eliminated human labor. The applications are doing work previously manually done by staff members.

STRATEGIC DIRECTION THREE: FLEXIBLE TECHNOLOGY INFRASTRUCTURE

Flexible Technology Infrastructure

By 2020, St. Cloud Technical & Community College will be recognized for a reliable, flexible and sustainable technology infrastructure. To the best of our ability, customers (faculty, staff and students) will get the technology services they need when they need it. Others will look to us as a model for green practices in computing.

Environment

Time in which St. Cloud Technical & Community College employees do not have access to the technological resources required to complete their duties impacts the ability of the college to effectively and efficiently deliver educational services to our community. The ITS team is committed to finding resources which allow us to keep St. Cloud Technical & Community College employees and students focused on their core activities with access to technological resources at the necessary level.

A technology infrastructure consists of the key components allowing customers to accomplish their technology-related tasks. It includes servers, network wireless and wired access devices (switches), storage and backup devices, desktop and mobile computing equipment, printing/copying, audio-visual and telecommunications devices. It also includes the core software programs which allow for the creation and management of network/e-mail accounts, desktop productivity software and specialized hardware and software tools.

To accomplish this, standardization in several key components is necessary. By selecting and supporting mutually agreed-upon hardware and software tools, the ITS division is able to stock spare units and quickly respond in the event of hardware failures. By returning equipment to a working state as quickly as possible, customer activities may continue with limited interruption.

While standardization may seem at odds with the goal of flexibility, it allows a foundation upon which flexibility may be built.

Mission and Alignment

This goal most directly aligns with MnSCU strategic direction 4 – innovating to meet current and future educational needs efficiently. This goal led MnSCU to seek additional dedicated technology funding from the state legislature. Having received the additional base funding, MnSCU immediately began modernizing and upgrading all core elements of the MnSCU Integrated Statewide Records System (ISRS). MnSCU also allocated a portion of this funding to campuses; at SCTCC, this money was used primarily to upgrade dated equipment in the core infrastructure. By setting standards for update cycles and identifying ongoing funding sources, the ITS team will insure a stable foundation upon which both operational and innovative educational services can grow.

Goals/Action Plan Items

The following goal statements describe the intended achievement in this area by the year 2020:

GOAL 1: Maintain and upgrade the network infrastructure. To align with MnSCU ITS network guidelines the ITS team will maintain and update the network infrastructure as necessary. Network switches are very costly and SCTCC has quite a large group of switches that have reached end of life and support by the manufacturer. The ITS team will continue to replace those outdated switches as budgets permit and will consider replacement with certified used equipment to realize cost savings. The team will also continue to upgrade the wireless infrastructure which is a critical part of the service we provide to an audience who has an ever increasing volume of wireless devices in use.

GOAL 2: Continue updating of server/storage infrastructure. The ITS team has been in the process of evaluating, recommending, procuring, and configuring the latest server and storage technologies to provide a foundation for all campus computing activities. We plan to retire two Storage Area Network (SAN) appliances in the next calendar year. We recently added a new large capacity SAN to production in 2015. We currently have 7 ESX servers running VMware. Under consideration is the implementation of Microsoft System Center Operations Management to provide event-driven operations monitoring, performance tracking, security policy enforcement, and auditing capability. We believe the installation will help ensure the predictable performance and availability of vital applications, and offer comprehensive monitoring for our datacenter. We also plan to install two new servers to host a logging server and a redundant logging server in order to monitor our environment for any performance and operations monitoring.

GOAL 3: Review and recommend telecommunications upgrades. The ITS team will evaluate, recommend, procure, configure and put into production the latest telecommunications technologies to modernize communication tools available for teaching and learning activities at SCTCC. SCTCC partners with SCSU (St. Cloud State University) for telephony so any decisions in that area will be made in consultation with them. The PBX system we currently use is end of life so we are actively evaluating new systems. We expect to need to replace the old system in less than 2-3 years.

GOAL 4: Continue to redesign the college website and train additional users to use the associated content management system called Drupal. The ITS team will participate in the planning, design and production of a revision and update of the St. Cloud Technical & Community College website. The ITS team will make available appropriate content management tools and permissions to allow both distributed and centralized updates to the college website. Work on switchover to new college website in late 2016.

GOAL 5: Integrate technology into teaching and learning spaces. ITS team will update and maintain existing technology-enhanced classrooms. When new equipment is required ITS will evaluate, recommend, procure, configure and put into production the most appropriate audio-visual technologies and attempt to provide easy-to-use, reliable classroom technology for teaching and learning.

GOAL 6: Increase availability and security for all college technology services. Move faculty and staff to cloud based email in 2016-2017 period to ensure greater uptime and additional access to online tools and storage. When possible the ITS division will have “ready to go” spare units or appropriate service contracts for all technology-related components. Create an IT security plan for SCTCC based on MnSCU Security plan template, Begin a data classification process to ensure that we can know the scope of an investigation in the event of a security incident.

GOAL 7: Understand, document and adhere to (with a formal process to document any exceptions) SCTCC, MnSCU and State of Minnesota standards.

GOAL 8: Move all SCTCC student, faculty and staff email to the cloud. We currently have student email hosted by Microsoft and use Office 365. We plan to join the MnSCU single tenant for all email and move students, faculty and staff email accounts. We will no longer host email on site. Users will gain many tools previously unavailable to them.

Key successes:

- Testing and use of Acano online collaboration platform.
- Increased use of system center and group policy for deploying images to college owned computers.
- Upgrades made to the wireless network infrastructure
- Tests of backup generator to ensure failover of server technology to alternate power source in the case of a power outage.
- Staff training at MnSCU security IT conference brought great awareness for the need to increase security posture.
- Opening of a new larger open computer lab for students in room 1-309.

STRATEGIC DIRECTION FOUR: RESEARCH, DEVELOPMENT & INNOVATION

Research, Development, Innovation

We will be recognized for collaboration internally and externally to produce innovative, cutting-edge, educationally-sound uses of emerging and developing technologies to support teaching and learning.

Environment

Educational technology changes so rapidly that without continual investment in research, development and innovation an institution can quickly fall behind and risk losing its relevance to students. The ITS team has the charge to provide a supportive environment that provides leadership and guidance in innovative uses of educational technologies.

Mission and Alignment

This goal directly aligns with MnSCU strategic direction four and the St. Cloud Technical & Community College Master Academic Plan, as indicated above. Educational technology changes dramatically with each passing year. Systems that do not evolve to meet the changing needs will fall behind quickly. This goal works to bridge the gap between administrative and academic technologies by bringing together both groups with training and collaborative partnerships. This goal also aligns with MnSCU system strategic direction two, the promotion and measurement of high quality learning programs and services.

Goals/Action Plan Items

The following goal statements describe the intended achievement in this area by the year 2020:

GOAL 1: Expand support for mobile devices such as smart phones and tablets on the SCTCC campus. Upgrade infrastructure to accommodate the increase in mobile devices. Gets staff trained in the support of mobile devices.

GOAL 2: Create a pool of funds for innovation. Devote a portion of ITS cost center dollars to a technology innovation cost center and budget. ITS infrastructure funds could be potentially devoted to this pool. This fund will be intended to encourage departmental and individual research and development into emerging educational technologies. This goal attempts to increase technological innovation outside the ITS department.

GOAL 3: Provide ongoing in-person and online technology training seminars for college faculty staff and students. Continue to host the SCTCC technology showcase where we demonstrate new technology to faculty for use in teaching and learning. Move to new training platform for online technology training database. Host a mobile technology showcase.

Goal 4: Improve and expand the use of analytics to help inform decision-making and outcomes for the campus.

Key Successes:

- Technology showcase hosted for faculty with many sessions delivered by innovative faculty.
- Opening of new library/digital commons that has new up-to-date technology for use by students, faculty and staff.
- Staff attendance at MnSCU IT conference so staff can speak with other campuses and vendors about new trends in educational technology.
- Creation of the program profile by the Database analyst. The program profile provides data will help indecision making related to programs of study at SCTCC.
- Continued use of the TechQual survey to collect data about IT services satisfaction.
- In the process of updating the SCTCC website to a responsive modern website with advanced tools for finding and using information.

Documents Mentioned in this Plan

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Location of SCTCC Quality Documents on the web:

<http://www.sctcc.edu/higher-learning-commission>

MnSCU Board of Trustees Strategic Plan

<http://www.mnscu.edu/media/publications/pdf/StrategicPlan2010-14onepagev8.pdf>

MnSCU Information Technology Services Plans

<http://www.its.mnscu.edu/strategic/workplans/index.html>