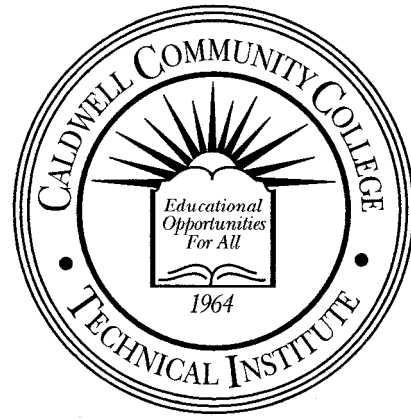


Information Technology Plan Technology Vision for the Community College



At Caldwell Community College and Technical Institute, information technology will be a primary resource for students, faculty, staff, and constituents. Technology will continue to function as an increasingly important means of delivery for learner-centered education and training. Additionally, college administrative data processing will function along with the instructional computing needs on the college's Wide Area Network to provide a seamless resource for teaching, administration, and college-wide planning and effectiveness efforts.

The following Information Technology Plan was developed by The Caldwell Community College Technology Committee with input from appropriate individuals in the college community. Subcommittees were formed and charged to identify goals, strategies, and solutions to help the institution meet future technology needs.

Five-Year Projection 2006-2011

Data Management/Imaging

Goal	Objectives	Strategies	Timeline
Develop an institutional definition of data. (Information organized for analysis or used to reason or make decisions)	Identify data available to the institution.	Establish one comprehensive list developed by each department, including department responsible, who uses the data, and a description of the data.	Year 1
	Develop a centralized data locator.	Develop a database of data locations of each data element and develop Intranet access.	Year 1
	Develop descriptors to categorize and describe the types of data available. (ex. sources, formats, levels)	Identify formats and software types	Year 1
		Identify source of data (application, survey, registration, etc.)	
Foster a secure data rich environment for positive decision making that reflects current or developing trends.	Secure data.	Type of data: sensitive, open, public	Year 1
		Set a security class for each level of access.	
		Formulate computer services policies and procedures for security.	
	Promote a data rich environment	Develop policies and procedures for security of print documents.	Years 1-5
	Integrate data into the processes of the college.	Encourage use of in the institutional effectiveness process.	Years 1-5
		Office of IE&R has data for annual performance reports.	
Integrate data into grants.	Integrate data into grants.	Years 1-5	
Improve the quality and timeliness of data entry and retrieval for reporting purposes.	Develop policies and procedures for data entry and retrieval that emphasizes quality and timeliness.	Anticipate future trends.	Years 1-5
		Establish work flows to promote timeliness of data.	
		Establish priorities for data entry.	
	Develop parameters for general reporting processes.	Establish work flows to avoid duplication and errors.	Years 1-2
		Set up parameters for specified general reports.	
Allow levels of access to shared files.			
Develop a calendar of key reporting dates.			

Promote data quality, reliability, and accessibility across the institution.	Develop policies and procedures to ensure data quality.	Provide training in entry and general data quality methods.	Years 1-2
		Establish entry policies and procedures: work flow to control quality.	
		Develop policies and procedures to ensure data reliability.	
		Develop evaluation methods for data management policies and procedures.	
		Update system data on a regular schedule.	
	Develop policies and procedures to ensure data reliability.	Develop schedule of data auditing for accuracy.	Years 1-2
Develop policies and procedures to ensure data accessibility.	Designate users in each area.	Designate user levels or security clearances, based on positions at the college.	Years 1-2
Preserve data of the institution in a manner conducive to retrieval.	Identify data to be preserved (include the Records Retention Schedule)	Follow records retention schedule.	Years 1-5
		Work with auditors to ensure compliance.	
	Schedule preservation.	Adhere to records retention schedule.	Years 1-5
		Develop local standards for documents not included in the records retention schedule.	
	Identify best preservation methods.	Identify storage methods.	Years 1-5

Distance Learning / Instruction

Goal	Objectives	Strategies	Timeline
Enhance distance learning instruction and delivery methods	Identify and upgrade for our current Blackboard system	Provide Backup System for current Blackboard Server	Year 1
		Upgrade from Blackboard Basic to Blackboard Enterprise	Year 2
		Revise price of Blackboard Enterprise	Year 5
	Provide up-to-date wireless laptop computers.	Replace Distance Learning wireless computer lab.	Year 2
	Provide adequate training and help desk support for DL faculty and students.	Hire Instructional Designer /Professional Development	Year 3
		Identify and install Help Desk software	Year 4
	Provide and market entire degree programs via distance learning	Identify programs that can be offered in their entirety via Distance learning	Year 2
		Offer entire degree program online	Year 3
	Organize a separate distance learning department	Create organizational structure for Distance Learning.	Year 2
	Provide adequate student support services to distance learning students: admissions, advising, registration, counseling, library services and tutoring.	Provide online admissions and registration via Web Advisor.	Year 2
Provide online advising, tutoring, and counseling via internet.		Year 3	
Provide Library services over the internet.		Year 2	
Enhance video conferencing capabilities.	Provide emergency repair for video conferencing equipment.	Purchase warranties for video conferencing equipment.	Year 1
	Install necessary equipment for video conferencing systems.	Upgrade or identify and install video conferencing equipment on both campuses as needed over the next 5 years.	Years 1-5
Ensure that each classroom has the technology to meet faculty needs.	Provide faculty with "smart classroom" capabilities.	Identify or upgrade and install smart classroom technology in all classrooms on both campuses.	Years 1-5

Networking and Infrastructure

Upgrade campus connectivity option to include wireless access.	Provide security protection for the college wireless network.	Identify and install a hardware/software solution that includes full system and registry anti virus scan, service pack scan, MAC address tracking, and supported software scan.	Year 1
		Provide training for personnel administering and managing the security system.	
	Provide wireless network access campus wide.	Identify and install additional wireless access points and antennas	Year 1
		Provide wireless cards to desktops and laptops as needed.	Years 1-2
Provide innovative voice communications.	Update and upgrade phone system to reflect new and emerging technologies	Identify new strategies to better provide phone service to all areas of the institution.	Years 1-2
		Upgrade hardware as needed.	
		Secure additional phone licenses and VOIP capability.	
Provide technologies for new construction.	Equip with technologies appropriate to course offerings.	Cooperate with-stakeholders to determine technologies needed for programs.	Year 1-5
	Provide full time and part time technical support staff dedicated to the new facility.	Identify and fill new technical positions.	Years 1-5
Protect the college wired network.	Install a hardware/software solution that will scan all wired machines for viruses and spyware.	Identify and install software and hardware needed to implement security for the wired network.	Years 2-3
		Provide training for administering and managing the security system.	
Enhance video conferencing needs.	Provide technologies sufficient to meet all institutional videoconferencing needs.	Identify new technologies and install video conferencing equipment and software.	Years 1-5

		Provide training in use and maintenance of equipment and software.	
Protect the structure and data in the college network.	Provide internal firewall systems.	Identify and install software/hardware-	Year 1
	Provide an intrusion protection and detection system that will protect our network from outside attacks.	Identify and install hardware/software-	Years 2-3
		Provide training to administer new systems	Years 2-3
Address bandwidth for future needs.	Determine bandwidth needs to support campus network activities.	Renegotiate contracts reflect emerging technologies.	Year 3
Monitor all technology systems for potential upgrades.	Investigate new technologies in all technology areas, including voice mail capacity needs and warranty concerns.	Identify enhancements and develop an upgrade plan.	Years 4-5

Webpage Development/Campus Portal

Goal	Objectives	Strategies	Timeline
Provide a secure internal site on which to share information.	Reconfigure server and use secure socket layers to provide a true Intranet.	Restructure and reconfigure Web server to enable redeployment of Intranet on secure connection.	Year 1
	Redesign Extranet site to serve as a Faculty/Staff info portal.	Identify needs for information portal.	
		Design and implement new layout.	
Provide enhanced tools for more interactive web development.	Upgrade Server OS and Web Server software.	Identify and install software and equipment.	Years 1-5
	Gain security improvements in new OS and IIS.		
	Maintain Web Server at or exceeding industry standards.	Design 5 year cycle server replacement policy.	
Provide dynamic web content.	Develop content areas for new departments and stakeholders.	Create web space to convey information to interested stakeholders.	Year 1-5
		Cooperate with PIO and coordinators in additional areas to develop content.	
	Develop web style guide.	Develop standards and expectations of copyrighting style, graphic style and other conventions recognized by CCC&TI.	Year 1
		Work in cooperation with Marketing and Communications for content control.	
	Provide web editing training and support to applicable personnel.	Identify and train personnel who will manage content using the Faculty/Staff Training Sessions delivered by Distance Learning.	Year 1-4
Provide continuing support for those individuals in terms of assigning appropriate rights, troubleshooting issues, etc.			
Reduce administrative work needed for Blackboard, R25 and other Web-based products.	Develop active web pages that present data fed from Colleague to improve timeliness and usability of web data.	Years 1-2	

		Work with System Administrator and other contacts to develop scripts and other code to port data between College server and various Web databases.	
Update website to meet future needs and technologies.	Provide additional navigation tools on website.	Edit current web pages to deliver more effective search results.	Years 1-2
	Make site compliant with emerging technologies and enhance cross-browser compatibility	Develop a conversion process.	Year 1-5
		Convert existing Web pages in XHTML format.	
	Enhance site with active content	Implement Streaming video.	Year 2
		Upgrade Real Server license.	
Use a more robust and mainstream database product to enhance Web content.	Convert existing Web site databases to MySql and asp pages to PHP.		
Present prospective students with multimedia-Flash-based presentations of program offerings.	Develop interactive Weblets in program areas.		
Maintain an innovative website to meet institutional needs.	Provide Web-based help desk software	Identify or design and implement simple interface that allows users to complete online workorders.	Year 1
		Provide a shared administrative interface with other departments.	
	Facilitate institutional assessment and planning by providing a web based solution to support data.	Develop baseline criteria.	Years 1-5
		Identify or design and implement web based software.	
		Train appropriate personnel.	
Lower language barriers for prospective ESL students by providing a Spanish language section.	Identify and hire full and part time technical support staff.	Years 2-3	
Enable new and prospective students to gather preliminary information via the website.	Identify areas for development, design and implement.	Years 2-5	
	Provide a web-based interface to Orientation.		
Monitory security and scripting issues.	Identify scripting and security concerns.	Identify and install software and equipment to ensure updated infrastructure.	Years 4-5
	Identify and comply with industry standards.		
Continue to support new and	Investigate needs of the institution,	Identify and acquire software and	Year 2

emerging web technologies.	partners, and stakeholders.	equipment needed for new web technologies.	
		Identify and train full and part time technical support staff.	
Support online registration for all students.	Provide an online payment mechanism.	Identify and install needed software/equipment, funds, training and support.	Year 1
	Identify and resolve network security issues.		
Provide students, faculty and staff with timely, reliable access to the campus portal.	Evaluate storage space needs.	Identify and install additional hosted space as needed.	Year 1-5
	Maintain college owned e-mail accounts to all students, faculty and staff.	Provide training and support to faculty staff and students.	
		Research other messaging systems for e-mail.	
		Upgrade Webadvisor server.	Year 2
	Upgrade software.	Years 2-5	