



Mission Statement:

Danville Area Community College is committed to providing quality, innovative, and accessible learning experiences which meet the lifelong academic, cultural and economic needs of our diverse communities and the world we share.

Danville Area Community College Technology Plan FY 2020 – FY 2022

Information Technology Mission Statement

The mission of Information Technology (IT) is to provide a leadership role in support of academic excellence, administrative decision-making and operational effectiveness at Danville Area Community College by

- Developing and promoting a unified vision of technology that supports student-centered learning and success;
- Providing a secure, reliable infrastructure and environment;
- Identifying and responding to changing technological needs of the College through fiscally responsible collaboration and innovation;
- Assuring the integrity and accessibility of information assets;
- Providing prompt and knowledgeable support to all users of the College's information technologies.

Guiding Principles of Technology Areas

Technology provides useful and powerful tools allowing students, faculty and staff members to achieve their goals in higher education. The College's guiding principles to keep technology in line with teaching principles and current student service needs provide a planning framework for the improvement, expansion and maintenance of technology resources utilized by all parties at the College.

Planning and Budget

With the dependence on technology throughout the educational community constantly growing, the College, keeping in mind its fiduciary responsibility to the community, has established three year capital equipment plans in order to provide a mechanism for examining future technological equipment needs. Within this process budget planners across campus request equipment for the upcoming year and project two years forward their technological needs. Funding for priority needs are then sourced from one of three areas: the expenditure budget; technology bonds for upgrades and related items; or grants for one time projects.

Information technology needs filter to the principles in multiple ways. First the College utilizes the Technology Team, a monthly meeting Continuous Quality Improvement team, for input and advisement. Second the College's Information Security Team reviews new regulations and rules as well as current industry practices to inform principles of necessary technological updates or upgrades. Lastly, the college administration informs the principles of upcoming educational needs and funds availability to assist in the prioritizing and scheduling of technology needs.

Technology Areas

There are nine distinct areas of campus technology that provide a platform for the College's educational environment.

- A. Academic end-user technology
 - a. Classroom and lab workstations
 - b. Academic application development tools
 - c. Academic Microsoft Office products
 - d. Technology center support
 - e. Third party web based instructional aids
- B. Online learning technical support
 - a. Learning Management System (LMS) administration and technical support
 - b. Instructional design
 - c. Faculty mentoring, training, and collaboration
 - d. Student online readiness and development
- C. Student end-user technology
 - a. Technology center support
 - b. Event technology
 - c. Student application development tools
- D. Employee end-user technology
 - a. Employee workstations
 - b. Email
 - c. Office products
 - d. Internet resources
- E. Network infrastructure
 - a. Security
 - i. End point security
 - ii. Security awareness training
 - b. Network hardware
 - i. Maintenance / Service contracts
 - ii. Purchasing and installation
 - iii. Technology assessment
 - iv. Wireless technology
- F. Management Information System
 - a. Colleague system administration
 - b. Data integrity and security
 - c. Information reporting and integration with external sources

- G. Instructional media
 - a. Classroom technology
 - b. Events technology
 - c. Campus informational displays
- H. Video production
 - a. Classroom technology
 - b. Studio production technology
 - c. Events technology
- I. College website
 - a. Content management and maintenance

Technology Goals and Associated Tasks

Goal 1) Continue to maintain and appropriately enhance the management information system.

Associated Task(s)

- Migrate individual servers' functions to CNS Virtual servers: WebAdvisor, Informer, EMS, and Synoptix. (Timeframe: FY2020-21)
- Expand Virtual Server capability (A.D. Implementation, ADS Needs). (Timeframe: FY2020-21)
- Replace VB-based PC-driven applications with Colleague-based custom written programs. (Timeframe: FY2020-22)
- Replace Adjunct Payroll Access Data Base with Colleague software. (Timeframe: FY2020-22)

Goal 2) Review and enhance technology related business continuity plans.

Associated Task(s)

- Upgrade Bremer Center Projector. (Timeframe: FY2020)
- Upgrade Business Continuity and Disaster Recovery Plans. (Timeframe: FY2020-21)

Goal 3) Provide and maintain security objectives concerning data integrity, privacy aspects and network security.

Associated Task(s)

- Upgrade Network Firewall to Cisco 2110. (Timeframe: FY2020)

Goal 4) Provide technical integration between internal and external sources.

Associated Task(s)

- Evaluate Ellucian's method of importing testing scores; determine integration route (Ellucian or custom); implementation planning. (Timeframe: FY2020)

Goal 5) Provide faculty professional development opportunities to enable faculty to work more effectively with technology in an online learning environment.

Associated Task(s)

- Provide and foster LMS training for faculty through workshops and individual consultation. (Timeframe: FY2020-22)

Goal 6) Produce more online services, courses, and programs of a consistently high quality.

Associated Task(s)

- Implement a systematic review mechanism in online courses to enhance consistency and quality in online course design. (Timeframe: FY2020)

Goal 7) Provide exemplary technical support services to students, faculty, staff and event organizers.

Associated Task(s)

- Review existing equipment used for events for quality and life expectancy. (Timeframe: FY2020-21)
- Investigate classroom podcasts and video production. (Timeframe: FY2020-22)

Goal 8) Provide academic support to enhance online student learning.

Associated Task(s)

- Expand the online orientation for online learners with a goal of making it mandatory for new online learners. (Timeframe: FY2020-21)

Goal 9) Provide high quality online content and web accessible services.

Associated Task(s)

- Implement authentication services for web based applications. (Timeframe: FY2020-21)
- Implement and launch College web site redesign. (Timeframe: FY2020-21)

Goal 10) Implement and sustain Web Content Accessibility Guidelines (WCAG) standards.

Associated Task(s)

- Provide accessible documents (PDFs). (Timeframe: FY2020-21)
- Implement and launch College web site redesign. (Timeframe: FY2020-21)
- Provide video captioning. (Timeframe: FY2020-22)

Goal 11) Provide accurate College information on the College website.

Associated Task(s)

- Develop and implement a shared governance strategy and guiding principles for departmental web page updating procedures to support web site redesign. (Timeframe: FY2020-21)
- Implement and launch College web site redesign. (Timeframe: FY2020-21)

Goal 12) Provide increased student accessibility through mobile access.

Associated Task(s)

- Implement and launch College mobile access. (Timeframe: FY2020-21)
- Implement and launch College web site redesign. (Timeframe: FY2020-21)

Goal 13) Provide the latest releases as possible of supported software for the students, faculty and staff.

Goal 14) Provide a computer hardware and software platform that utilizes up to date technology for the Faculty and Staff.

Associated Task(s)

- Update 30 Employee Workstations. (Timeframe: FY2020)
- Investigate and implement SharePoint to advance toward a paperless campus. (Timeframe: FY2020-21)
- Upgrade wireless network. (Timeframe: FY2020-21)
- Implement electronic workflow solutions where appropriate. (Timeframe: FY2020-22)
- Research alternatives for gaps in needed processes eliminated by the discontinuation of Colleague WebAdvisor. (Timeframe: FY2020-22)
- Review and update network infrastructure. (Timeframe: FY2020-22)

Goal 15) Provide and maintain file backup and restore capabilities for Faculty and Staff information.

Associated Task(s)

- Upgrade Business Continuity and Disaster Recovery Plans. (Timeframe: FY2020-21)

Goal 16) Provide and maintain the virtual servers necessary to support workstations, file services, internet capabilities, email and web servers in compliance and industry standards.

Associated Task(s)

- Expand virtual server capability (A.D. implementation, ADS needs). (Timeframe: FY2020-21)

Goal 17) Maintain internet capabilities by monitoring usage and bandwidth needs.

Associated Task(s)

- Upgrade UPS for network and server equipment. (Timeframe: FY2020)
- Complete implementation of Active Directory. (Timeframe: FY2020-21)
- Expand campus network. (Timeframe: FY2020-22)

Goal 18) Provide up to date technology.

Associated Task(s)

- Install new audio system in music room. (Timeframe: FY2020)
- Establish a dedicated network line for eSports. (Timeframe: FY2020)

- Replace classroom technology (Smartboards, Epson whiteboards, and LCD projectors). (Timeframe: FY2020-21)
- Investigate lecture capture. (Timeframe: FY2020-21)
- Investigate future classroom technologies for quality and consistency. The technologies would primarily focus on general campus classroom needs but may also include specialized discipline specific needs. (Timeframe: FY2020-22)
- Update the video production room. (Timeframe: FY2020-22)
- Join NACE and investigate hosting eSports events. (Timeframe: FY2020-22)

Goal 19) Provide training on use of technology.

Associated Task(s)

- Host two training sessions per year (at a minimum) for faculty on using classroom technology. (Timeframe: FY2020-22)

Goal 20) Update and maintain studio technology.

Associated Task(s)

- Implement a software training system for video editing for faculty, staff and students. (Timeframe: FY2020)
- Enhance the studio surrounding (furniture, walls and props). (Timeframe: FY2020-21)
- Introduce HD instead of analog video signals for the studio. (Timeframe: FY2020-21)
- Update the TV/Broadcast signal transmitting and scheduling system. (Timeframe: FY2020-21)
- Investigate the creation of a recording studio. (Timeframe: FY2020-22)

Goal 21) Support College marketing and recruitment efforts through the use of media technology.

Associated Task(s)

- Expand video use for College promotion in social media. (Timeframe: FY2020-22)