



The Monroe Community College Technology Plan 2002 - 2004 (Addendum to 1997-2001 Plan)

This 2002-2004 Addendum to the MCC Technology Plan 1997-2001 has been developed as part of a long range strategy to support technology infrastructure and applications for MCC's students, faculty and staff.

Theme: Provide effective technology leadership, planning, and cost management.

The use of technology at MCC varies considerably from college-wide initiatives to department and individual needs. The Educational Technology Services Division (ETS) provides leadership and support to meet the demands by finding a balance between centralized standards and policies and unrestricted adoptions of technology. Effective planning and cost management can balance the needs of faculty, staff, and students with the returns on the investment. With the proposed addition of the Residence Halls and Campus Center, planning for the College's technology infrastructure needs to be integrated early in the design stages. Strategies include:

- *Promote change processes throughout the college that maintain MCC's status as a leading institution in technological advancement among community colleges.*
- *Sponsor clear and comprehensive policies that promote responsible management of technology and support operations.*
- *Create and promote standards that improve efficiency, availability, reliability, and support of ETS services.*
- *Foster partnerships with internal and external groups to enhance ETS services, knowledge, and efficiency.*
- *Provide leadership support through processes that collect, prioritize, and identify funding sources for technology projects.*
- *Continue to improve upon large technology equipment replacement processes that reflect the ongoing, cyclical costs of technology.*
- *Collect detailed cost and usage statistics to assist in analyzing technology costs and benefits.*
- *Ensure that ETS staff are included in all college construction projects.*

Theme: Embrace innovation and new technology while maintaining a solid reliable technology infrastructure.

Technology advancements are occurring at increasingly faster rates of discovery and implementation; technology that is implemented today is out-of-date tomorrow. The college needs to balance the demand to implement state-of-the-industry technology and maintain existing infrastructure, both within the fiscal constraints of the college budget. ETS must continuously ask the question, “does what we are doing with technology align with the mission and vision of MCC?” Strategies include:

- *Provide students with state-of-the-industry technology that enhances their academic experience and prepares them for future careers.*
- *Provide faculty with the technology tools and instructional technology services to support and extend the learning environment.*
- *Research advancements in infrastructure technologies to ensure on- and off-campus access to college services and other information resources.*
- *Improve network access response times by managing and increasing bandwidth, storage, and processing capacity.*
- *Adapt to developments in the data, video, voice convergence arenas by making the necessary infrastructure and human resource adjustments.*
- *Upgrade the college’s legacy administrative systems with the latest, proven technology.*
- *Pursue technology that improves communication among college sites and throughout the college community.*
- *Actively embrace new Internet delivery and marketing technologies; integrate web services across the college’s operations.*
- *Continue to make the necessary infrastructure improvements to provide equivalent, necessary access to college technology services at all college sites.*
- *Take further steps to maximize the accessibility of college services to faculty, staff and students at home and on the road.*
- *Pursue replacement of our aging telephony systems.*
- *Upgrade our current library management system to incorporate the latest state-wide software.*

Theme: Deliver comprehensive technology support to students, faculty and staff.

The needs of the students, faculty, and staff drive the goals and objectives of the ETS division. We are committed to develop and support technology solutions that will aid the College in meeting these needs in effective and efficient ways. ETS has assumed a leadership role in the ongoing evaluation of existing services and technology, and exploration of new technologies that will enhance these services. Strategies include:

- *Provide training which assists users in integrating technology.*
- *Promote innovative technology solutions throughout all areas of the college by continuously researching and applying new technology.*
- *Ensure that college technology needs are met in a timely and efficient manner.*
- *Recognize our customers’ needs which are integral to meeting their expectations.*

- *Analyze existing advisory teams to ensure that each group of users' needs are being met.*
- *Survey and collaborate with external environments (higher education and business) to identify best practices that might enhance MCC services.*
- *Continue to be a technology leader and mentor to our peers.*
- *Implement technology that provides access to the diverse groups that are a part of MCC regardless of the digital, distance, or cultural divides.*
- *Measure, track, communicate, and continuously improve organizational performance in order to enhance customer service.*

Theme: Engage in employee recruitment and retention strategies that emphasize professional development, diversity and job satisfaction.

Technology is effective when people who use and support it have the associated skills sets and actively embrace it. Aggressive professional development and recruitment strategies are necessary to maintain a highly skilled workforce at the college. Strategies include:

- *Continuously review and revise job descriptions to sell the technical and professional opportunities at the College.*
- *Aggressively market college position openings in publications and arenas where there is a higher probability of reaching diverse candidates.*
- *Retain and improve staff by constantly keeping them challenged and professionally interested.*
- *Promote professional and technical professional development activities.*
- *Develop a program that provides all staff with basic literacy levels in communication, college affairs, and technology issues.*
- *Research and maintain staffing ratios and metrics for various service and support activities.*
- *Actively establish and maintain both managerial and technical mentor relationships within the division.*
- *Continue to promote sharing of information nationally to support Monroe Community College's position as an innovative leader in technological advances.*

Theme: Disaster Recovery, Contingency Planning and Emergency Preparedness

Due to current world events since the aftermath of September 11, 2001, risk management and information security will become more significant in strategic planning. Technology will be a key force in providing support to Monroe Community College as the college explores opportunities to position itself as an innovative leader in homeland security education. Strategies include:

- *Improve the college's defenses against cyber attacks from both outside and within.*
- *Monitor and secure administrative systems to comply with existing, new and updated federal laws and regulations.*
- *Review and amend as necessary policies and procedures related to internet security and information privacy.*
- *Develop plans and initiate actions to provide adequate information security for networks, systems and information facilities.*

Process

MCC's Technology related projects fall into three categories. These are defined by the impact to the college (departmental, divisional, and institutional) and related funding levels.

A. Departmental Project Review Cycle

Projects that fall outside of the Technology Plan (not institution wide and/or less than \$5000) are reviewed and prioritized on a semester basis.

B. Technology Plan Projects

Technology Plan Projects (institution wide and greater than \$5000) identify new projects and upgrade existing college owned equipment. Projects for consideration are submitted to the advisory committee for prioritization and funding after securing approval from corresponding divisional vice presidents. Representatives from all divisions (representing all campus locations) meet semi-annually to discuss and prioritize projects. The president's staff performs final review and agrees on funding levels. ETS oversees the implementation and evaluation of approved projects.

C. Major College-Wide System

Major equipment purchases such as the college phone system and administrative computing applications are replaced on a 15-20 year cycle. MCC is near the end of life expectancy for some of these systems; it is estimated that each of these systems will carry close to a one million dollar price tag. Major staffing implications will be a part of the conversion process.

Implementation

The implementation plan provides the details of what is to be done and why. The implementation plan also specifies when the work will occur, in what order components of the plan will be implemented, and who will do the work. Finally, to obtain maximum benefit with limited resources, evaluation and refinement of technology projects needs to be cultivated.

Process for implementing projects includes:

- 1) Research, design, development and engineering
- 2) Funding, acquisition, and procurement
- 3) Installation and testing
- 4) Policy / procedure development
- 5) Staff development and training
- 6) Evaluation and refinement