



# The Monroe Community College Technology Plan 2005 - 2008

The 2005-2008 Monroe Community College Technology Plan is managed as part of a comprehensive and long term strategy to support technology infrastructure and applications for MCC's students, faculty and staff. The MCC Technology Plan is integrated with MCC's Strategic Planning process, consistent with MCC's Facilities Master Plan and aligns with financial planning initiatives at the institution.

This Technology Plan for 2005-2008 includes:

- broad educational technology themes for MCC
- a framework for action to address these themes
- a description of MCC's Technology Planning management process (See Appendix A)
- a summary of MCC's Technology Plan implementation process (See Appendix A)
- a yearly summary of MCC's Technology Plan Tactical updates (See Appendix B)

Primary responsibility for the development, delivery and assessment of the Technology Plan belongs to the Educational Technology Services (ETS) Division.

The mission of ETS is to facilitate the teaching and learning processes at Monroe Community College, through the implementation, advancement and support of technology. The mission critical tenets of MCC's Educational Technology Services Division are:

- To ensure technology is available and appropriate
- To ensure people have the ability to use technology
- To support knowledge storage, acquisition, retrieval, utilization and production
- To ensure environments are conducive to learning
- To promote a national reputation

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

The use of technology at MCC varies considerably from college-wide initiatives to departmental and individual needs. ETS provides leadership and support to meet the demands of the College by creating a balance between centralized standards and policies and unrestricted adoptions of technology. Effective planning and cost management can address the needs of faculty, staff and students, and provide appropriate returns on the investment. ETS plays a critical role in the design and development of new College facilities and technology infrastructure, and in the implementation and operation of new College programs. Therefore, ETS planning for College technology should be integrated early in all design processes and stages of program development.

Theme I strategies include:

- *Promote clear and comprehensive policies that advance responsible management of technology and support operations.*
- *Create and implement standards that improve the efficiency, availability and reliability of ETS services.*
- *Promote change processes throughout the College that maintain MCC's status as a leader in technological advancement and innovation among community colleges.*
- *Ensure that ETS staff members are included in all College construction projects.*
- *Provide project management leadership that identifies, prioritizes and funds technology projects.*
- *Foster partnerships with internal and external groups to enhance ETS services, knowledge and efficiency.*
- *Continue to improve 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.*

***Theme II: 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 requires ETS to balance (within the fiscal constraints of the College budget) the demands to implement state-of-the-industry technology and to maintain existing infrastructure. ETS must continuously ask the question, "Does this technology initiative align with the mission and vision of MCC?"

Theme II 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.*
- *Provide staff with the programs and technology to achieve timely and efficient business operations.*
- *Research advancements in infrastructure technologies to ensure on- and off-campus access to college services and other information resources.*
- *Research advancements in learning technologies to ensure classroom environments support learning.*
- *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.*

- *Embrace new Internet delivery and marketing technologies; integrate web services across the College's operations.*
- *Continue to make the necessary infrastructure improvements to provide access to College technology services at all college sites.*
- *Maximize the accessibility of MCC services to faculty, staff and students at home and on the road.*
- *Upgrade MCC's library management system to incorporate the latest state-wide software.*

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

The needs of students, faculty and staff drive the objectives of the ETS division. ETS is committed to developing and supporting technology solutions that 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. Planned exploration of new technologies will enhance these services.

Theme III strategies include:

- *Provide training that assists users in integrating technology into their teaching, learning and work environments.*
- *Promote innovative technology solutions throughout all areas of the college by researching and applying new technology.*
- *Ensure that college technology needs are met in a timely and efficient manner.*
- *Recognize and respond to end user needs.*
- *Analyze existing ETS 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 and models that may enhance MCC services.*
- *Maintain a position as a technology leader and mentor to peer institutions.*
- *Implement technology infrastructure and applications that provide educational access to diverse groups.*
- *Measure, track, communicate and continuously improve organizational performance in order to meet, exceed and enhance customer service.*

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

Technology is most effective when individuals who use and support it have the requisite skills to actively embrace it. Aggressive professional development and recruitment strategies are necessary to maintain a highly skilled workforce at the College.

Theme IV strategies include:

- *Review and revise job descriptions to appropriately market the technical and professional opportunities at the College.*
- *Seek out recruitment postings, publications and arenas where there is a high probability of reaching diverse candidates.*
- *Retain and improve ETS staff's skill sets by keeping them professionally challenged and interested.*
- *Promote technical and soft-skill ETS professional development activities.*
- *Develop a program that provides ETS 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.*
- *Establish and maintain both managerial and technical mentor relationships within the division.*
- *Promote sharing of information nationally to support Monroe Community College's position as an innovative leader in technological advances.*

### ***Theme V: Develop, test and update Disaster Recovery, Contingency Planning and Emergency Preparedness plans***

Risk management, disaster recovery, business continuity and information security are critical components of MCC's strategic and technology planning efforts. Technology is a driving force in positioning MCC as an innovative community college leader, and that technology must both protect and secure the safety, the resources and the reputation of the College.

Theme V 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 to include:*
  - *ETS Information Security Plan*
  - *MCC Cyber-Security and Information Technology Policy*
  - *MCC Emergency Broadcast Communication Plan*
  - *ETS M-Drive Policy*
  - *MCC Computer Use Policy*
  - *MCC Disaster Recovery/Business Continuity Plan*
  - *ETS Critical Incident Contingency Plan*

## **Appendix A**

### **Technology Planning Management Process**

MCC's technology projects fall into three major categories that are defined by two key dimensions: their scope and impact to the College (institutional, divisional or departmental) and the amount of funds requested.

A. Technology Plan Projects (institution-wide and greater than \$5,000)

These projects support or upgrade new and existing college-owned equipment. Projects for consideration are submitted to the Technology Plan advisory committee for prioritization and funding after securing approval from corresponding divisional vice presidents. The Technology Plan advisory committee includes representatives from all divisions (representing all campus locations). The group meets semi-annually to discuss and prioritize projects. The president's staff and College vice presidents perform final review and agree on funding levels. The ETS division oversees the implementation and evaluation of approved projects and monitors initiatives for fiscal compliance.

B. Departmental Project Review Cycle (not institutional in scope and/or less than \$5,000)

Projects that fall outside of the scope of the Technology Plan are reviewed and prioritized by ETS on a semester basis.

C. Major College-Wide Systems (institution-wide and greater than \$500,000)

Major equipment purchases such as the college phone system and administrative computing applications are replaced on a 15-20 year cycle. The Technology Plan may include strategic planning and implementation processes for some of these major system replacements, but these multi-million dollar system migrations also require: a) special funding, b) include major staffing and training implications, and c) require formalized project management processes to ensure successful and timely implementations.

### **Technology Plan Implementation Process**

The implementation process for MCC's Technology Plan provides a framework for 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 reviewed and further cultivated. The MCC Technology Plan implementation process 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

## **Appendix B**

### **Yearly Summary of MCC's Technology Plan Tactical Updates**

Educational Technology Services coordinates MCC's Technology Plan projects on an annual basis and organizes them into an MCC Technology Plan Tactical Update listing.

Details of these projects are arranged by the year in which they were implemented and include the project name, details of the project, funding source(s) and associated costs. The MCC Technology Plan Tactical Update listing is revised on a regular basis.

MCC employees may view the most recent MCC Technology Plan Tactical Update at:

<M:\MCC\Technology Plan\MCC TP Tactical Update.xls>

Individuals outside of the MCC community may request a copy of the MCC Technology Plan Tactical Update listing by contacting:

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