

# ETS Personnel Realignment 2013

ETS undertook a realignment of services and personnel to respond to current service demands and technology trends. Details of this realignment are included below and in the attached organizational chart.

## **Two broad trends which required review and realignment of ETS services and personnel:**

Adjusting ETS staff and resources to meet the technology service needs of MCC: 1) documented user needs and services, e.g., 24/7 access, wireless on-campus, 3<sup>rd</sup> party functions, specific program; 2) reduced staffing, redeployment of open positions, reassignment of current positions; 3) filling skills gap with staff realignment; 4) level funding

Adjusting ETS staff for technology trends: 1) sophistication of technology, smart technology; 2) technical and personnel trends are driven by services; 3) technical knowledge versus maintenance and repair; 4) networking and system integration versus operations and installations

## **Several broad trends influencing decisions at the department level:**

### **Library Services and Instructional Technologies**

- 21st Century Learning demands collaborations among library, instructional design and online learning staff
- Need to implement a consolidated Learning Commons at DCC, integration of library and learning centers
- Shared services, shared resources, opportunities for staff exchange to support students

### **Computing & Information Technology Services**

- Need to focus on customer orientation, title change to reflect current nomenclature
- Orientation of web development to portal, web services that support business processes
- Banner functionality and implementation are increasingly important

### **Communications & Network Services**

- MCC network is built; focus needs to be on network services and applications
- Information and network security are critical
- Technology Support Center (Help Desk) needs to be transferred to Communications and Network Services to share technical support services and desktop services

### **Vice President's Office**

- 21st Century Learning will demand seamless cooperation between ETS and academic support services
- Integration of technology and applications will continue to be critical for ETS to serve and to lead MCC
- Planning for new Library-Interdisciplinary Learning Commons in MCC Master Plan

**MONROE COMMUNITY COLLEGE**  
**2013 EDUCATIONAL TECHNOLOGY SERVICES**  
**ETS Personnel Realignment 2013**  
 Not Inclusive of all ETS positions

