Northland Community & Technical College

East Grand Forks
Thief River Falls

Master Technology Plan 2005-2007

Developed by Members of Technology Subcommittees:

Classroom Technology -EGF – Milt Kinzler & Steve Alston – Co-chairs
Classroom Technology – TRF - Dennis Sevigny - Chair
College Web – Chad Sperling - Chair
Professional Development & Technology Utilization – Ron Dvergsten - Chair
Student Technology EGF - Stacey Hron – Chair
Student Technology TRF - Stacey Hron – Chair
Technology Infrastructure – Scott Foss - Chair

Co-Chairs of the College-wide Technology Committee

Stacey Hron, Director of Technology and Shari Olson, Vice President, Outreach and Technology

http://www.northlandcollege.edu/vision2010/plan_technology.pdf

July 2005

Northland Community & Technical College
Master Technology Plan 2005-2007

TABLE OF CONTENTS

TECHNOLOGY PLANNING PROCESS

On an annual basis Northland spends approximately $1.5 million on technology-related services and equipment.

Prior to the merger of the two college campuses of NCTC in July 2003, there were two separate technology committees. In the fall of 2004 an administrative decision was made to work as one college technology committee. From this change we created a model of seven sub-committees. These committees include:

- Student Technology (EGF) – A student majority team dedicated to maximizing student technology utilization and to make recommendations regarding expenditures of student technology fees.
- Student Technology (TRF) – A student majority team dedicated to maximizing student technology utilization and to make recommendations regarding expenditures of student technology fees.
- Professional Development and Technology Utilization – An employee team committed to maximizing employee use of technology by offering on-campus professional development opportunities, and making recommendations for continuous improvement of technology utilization.
- Infrastructure – An employee team dedicated to researching and recommending future direction for technology infrastructure for the college.
- College Web – A team composed of students and employees committed to continuous improvement of the college website, as well as making recommendations for priorities and future enhancements.
- Classroom Technology (EGF) – An employee team dedicated to making recommendations for the continuous improvement of classroom instructional technology.
- Classroom Technology (TRF) – An employee team dedicated to making recommendations for the continuous improvement of classroom instructional technology.

Subcommittees will be asked to elect a chair for each academic year and should meet once per month. All meeting minutes should be posted to the college web for all employees to view. The primary purpose of each subcommittee is to create an action plan with an accompanying priority project list for the next fiscal year. Recommendations from these seven subcommittees will be reviewed and finalized by the Technology Committee in the Spring of each year, with recommendations carried forward for budget planning purposes.

Classroom Technology (EGF)
An employee team dedicated to making recommendations for the continuous improvement of classroom instructional technology.
- Co-Chairs:
- Recorder:
    - IT Rep. (1)
    - Faculty Reps. (3)
    - Director of Facilities (1)
    - D2L Trainer (1)

Classroom Technology (TRF)
An employee team dedicated to making recommendations for the continuous improvement of classroom instructional technology.
- Chair:
- Recorder:
    - IT Rep. (1)
    - Academic Dean (1)
    - Faculty Reps. (4)
      Director of Facilities (1)
    - D2L Trainer (1)

College Web
A team composed of students and employees committed to continuous improvement of the college website, as well as making recommendations for priorities and future enhancements.
- Chair:
- Recorder:
    - Faculty Reps EGF (2)
    - Faculty Reps TRF (2)
    - Director of Marketing (1)
    - Associate Dean of Student Services (1)
    - Webmaster (1)
    - Web Coordinator/D2L Administrator (1)
    - Director of Public Relations (1)
    - Director of Technology (1)
    - Student EGF (1)
    - Student TRF (1)

Infrastructure
An employee team dedicated to researching and recommending future direction for technology infrastructure for the college.
- Chair:
- Recorder:
    - IT Employee (1)
    - Academic Dean/s (1-2)
    - Director of Technology (1)
    - Faculty Reps:
        - EGF (2)
        - TRF (2)
    - Directors of Facilities:
        - EGF (1)
        - TRF (1)

Professional Development and Technology Utilization
An employee team committed to maximizing employee use of technology by offering on-campus professional development opportunities, and making recommendations for continuous improvement of technology utilization.
- Chair:
- Recorder:
    - Emerging Technology Specialist (1)
    - Employee Reps:
        - EGF (2)
        - TRF (2)
    - Faculty Reps:
        - EGF (2)
        - TRF (2)

Student Technology (EGF) **- must be majority student representation**
A student majority team dedicated to maximizing student technology utilization and to make recommendations regarding expenditure of student technology fee (MnSCU Policy 5.11.1).
- Chair: Director of Information Technology Services
- Recorder:
    - IT Rep (1)
    - Academic Dean (1
    - Employee Rep (1)
    - Student Reps (5)

Student Technology (TRF) **- must be majority student representation**
A student majority team dedicated to maximizing student technology utilization and to make recommendations regarding expenditure of student technology fee (MnSCU Policy 5.11.1).
- Chair: Director of Information Technology Services
- Recorder:
    - IT Rep (1)
    - Academic Dean (1)
    - Employee (1)
    - Student Reps (5)

Technology Subcommittee Model

Student Technology (TRF)

Student Technology (EGF)

Prof. Dev. & Technology Utilization College-Wide

Technology Committee FY 2005

Infrastructure College-Wide

Classroom Technology EGF

Classroom Technology TRF

College Web College-Wide
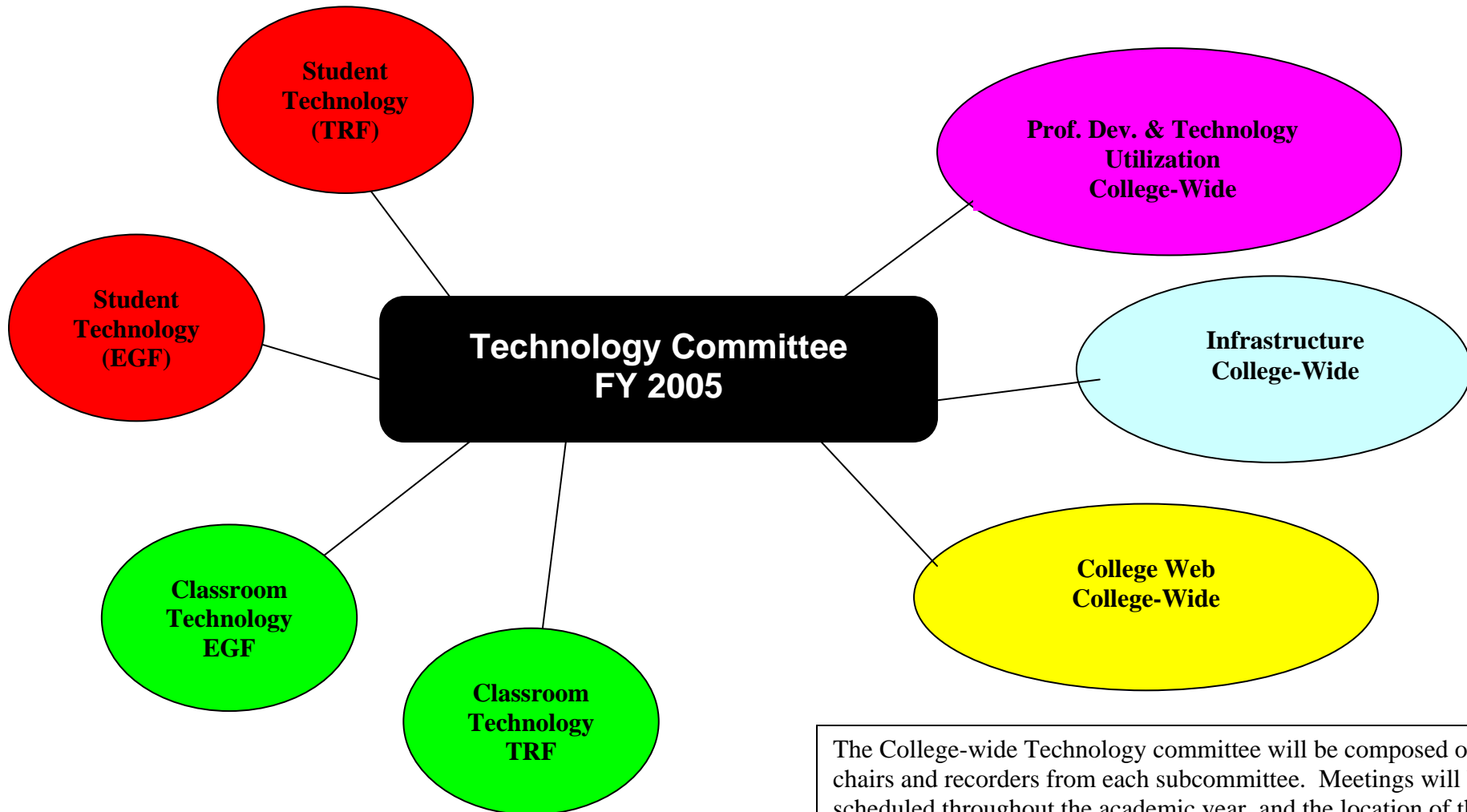
The College-wide Technology committee will be composed of the chairs and recorders from each subcommittee. Meetings will be scheduled throughout the academic year, and the location of the meeting will rotate between campuses.

Adopted Fall 2004

I.) Classroom Technology EGF– Goals
> <u>**Goal #1**</u>:   To enhance instruction through the use of technology.

II.) Classroom Technology TRF – Goals
> <u>**Goal #1**</u>:   To enhance instruction through the use of technology.

III.) College Web – (goals and objectives to be developed)
> <u>**Goal #1**</u>
> <u>**Goal #2**</u>
> <u>**Goal #3**</u>

IV.) Professional Development and Technology Utilization
> <u>**Goal #1:**</u>   To develop on-going learning opportunities in technology for employees.
> <u>**Goal #2:**</u>   Stimulates further utilization of Instruction Management Software by faculty members at Northland.

V.) Student Technology EGF – Goals and Objectives
> <u>**Goal#1 :**</u>   To improve student success through access to technology.
> <u>**Goal #2:**</u>   To enhance the use of educational technology for NCTC students.
> <u>**Goal #3:**</u>   To provide students with access to electronic learning resources.
> <u>**Goal #4:**</u>   NCTC will utilize student technology fee money to maximize technology services for students.
> <u>**Goal #5:**</u>   To facilitate the communication process.

VI.) Student Technology TRF – Goals and Objectives
> <u>**Goal#1 :**</u>   To improve student success through access to technology.
> <u>**Goal #2:**</u>   To enhance the use of educational technology for NCTC students.
> <u>**Goal #3:**</u>   To provide students with access to electronic learning resources.
> <u>**Goal #4:**</u>   NCTC will utilize student technology fee money to maximize technology services for students.
> <u>**Goal #5:**</u>   To facilitate the communication process.

VII) Technology Infrastructure - Goals and Objectives
> <u>**Goal #1:**</u>   To provide adequate external bandwidth to the College
> <u>**Goal #2:**</u>   To insure server data integrity and safety.
> <u>**Goal #3:**</u>   To conduct an annual audit of NCTC's college-wide technology infrastructure (Hardware and software).
> <u>**Goal #4:**</u>   To maintain a current network hardware inventory.

Planning Assumptions

To guarantee that each subcommittee functions within the parameters of the college mission the college-wide Technology Committee present the following planning assumptions that guide our work:

- Technology is a means, not an end. Technology is just a tool used in our daily lives.
- The college must provide lifelong learning opportunities with respect to technology.
- Objectives for learning drive our use of technology.
- We must provide technological support for instructional pedagogy.
- Students must acquire technology skills to be productive and competitive in an Information-Age society.
- Employees must acquire technology skills to empower them to appropriately serve students.

Guiding Principles

- Let all deliberations be guided by Northland's mission and vision statements.
- Be inclusive, seek and include input from the college community.
- Frequently share information with colleagues regarding your work on a technology team.
- Share information to all employees from meetings via college e-mail and website.
- Address both short and long-term technology needs of the college community.
- Make recommendations to the college-wide Technology Committee regarding future planning initiatives and investments.

ACTION PLANNING:

Each fiscal year a new Technology Action Plan is created through a cross-college subcommittee team model for the following fiscal year. Subcommittees are provided a template to create their goals, objectives, and strategies relative to each subcommittee's purpose. Provided in this section are the NCTC Action Plans for FY 2005 and FY 2006, as well as definitions used by the subcommittees for planning purposes.

Goals/Objectives/Strategies:

- Goals – general statements of anticipated project outcomes; not expected to be measurable; if used goals should be supported by objectives.
- Objectives – specific statements of measurement stating anticipated project outcomes; should identify clearly what will be different as result of the project being implemented/funded. (How do we benchmark ourselves from one year to the next?)
- Strategies – ACTIONS; things that institutions do in order to implement an objective; should be measurable. Usually connected to a timeline.
- Accomplishments- SUCCESS STORIES; what did we accomplish during the year relating to the strategies created by each subcommittee?

Classroom Technology (EGF)- Goals, Objectives, and Strategies   **FY06**
A campus-based employee team dedicated to making recommendations for the continuous improvement of classroom instructional technology.
Updated 4/19/05

GOAL: #1	Enhance instruction through use of technology and optimal classroom configuration.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
Objective: 1a---	To provide faculty with necessary classroom technology.	Technology Committee and Classroom sub-committee	Budget funds, faculty input	Ongoing	Classrooms and labs identified through faculty survey equipped and wired to meet faculty needs
Strategies:	1a1 - Utilize faculty survey to assess classroom technology needs	Technology Committee and Classroom sub-committee	Committee members, ITS	Feb 05 and annually thereafter	Results from Survey
	1a2 - Work with faculty and various vendors as needed to keep faculty current with emerging technology	Committee and various vendors	Emerging Tech Spec., Budget IT vendors	Ongoing	Recommendations
	1a3 - Evaluate current classroom environments for use of technology				
	1a4 - Work with administration to leverage funds for classroom technology	Committee and appropriate administrators	Business office for available funds to be leveraged	Ongoing	Budget Expenses
	1a5 - Maintain recycling/replacement plan for projectors, other classroom technology (Master Technology Plan)	Committee	ITS, building supervisor	Annually	Recycling Plan
	1a6 - Research Emerging Classroom Technology trends and ideas.	Committee, Emerging Tech Specialist	Workshops, conferences	Ongoing	New Ideas

Objective: 1b---	Identify classrooms that would benefit from "Smart" technology	Technology and Classroom sub-committee, Vendors	Budget, Vendors, ITS, faculty	Annually	Prioritized equipment list of classrooms that would benefit from "Smart" technology.
Strategies:	1b1 - Determine appropriate and affordable levels of "Smart" technology available	Committee, Vendors	ITS, Vendors, budget	Annually	
	1b2 - Provide faculty with access to information about available "Smart" technology	Committee, Vendors	ITS	Ongoing	
	1b3 - Coordinate with existing technology and faculty development groups to provide orientation to interested faculty on "Smart" technology	Technology Committee and Classroom sub-committee	Emerging Tech, technology and faculty development groups, budget	Ongoing	
	1b4 - Survey faculty after "Smart" technology orientation about its possible use in classrooms	Committee	Sub-committee	Ongoing	
	1b5 - Develop plan for "Smart" classrooms by using survey results.	Committee,	ITS,	Ongoing	
Objective: 1c---	Identify, obtain, and maintain up-to-date classroom technology for instructional use in regular classrooms, ITV rooms, and labs	Tech Committee, Chair, Classroom Sub-committee and Director of Technology	Budget, ITS	Annually	• College Inventory Lists • Recycling Plans
Strategies:	1c1 - Identify existing classroom technology in regular and ITV classrooms and labs	Committee	Sub-committee, ITS	Annually	
	1c2 - Develop a process for faculty to provide input on classroom technology needs and desired upgrades	Committee	Faculty, ITS, Survey	Annually	Survey Results
	1c3 - Prioritize faculty requests for upgraded technology	Committee	Budget, ITS	Ongoing	Prioritized List

GOAL: #2	Enhance instruction by promoting training in emerging classroom technology trends and ideas.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
Objective: 2a--	Assess faculty training needs by survey, interview, observation, and evaluation of training requests in consultation with other faculty development and technology training committees	Technology Committee and Classroom sub-committee	Faculty, ITS, other faculty development/ training committees	Ongoing	• Prioritized list of technology training needs • records of training opportunities • evidence of increased awareness • participation in training
Strategies:	2a1 - Solicit input on classroom technology training needs	Committee	Faculty dev. Emerging Tech	Ongoing	Input
	2a2 - Identify and meet with other faculty groups providing technology training	Committee	Other faculty development training committees	December 05	
	2a3 - Provide input into technology training calendar	Committee Emerging Tech Spec.	Other faculty development training committees	Ongoing	Post Training calendar on the web
	2a4 - Provide Classroom technology resource site on the web for tutorials and "how to" pieces	Emerging Tech Spec./Webmaster	Emerging Tech Spec./Webmaster	Ongoing	Resources on the web
	2a5 - Explore and facilitate better use of smart boards in the classroom.	Emerging Tech Spec	Emerging Tech Spec.	FY06	Smart boards used in the classroom
Objective 2b:	Identify and seek funding for "train the trainer" workshops and conferences.	Committee	Faculty, ITS, Budget, STTUF funds	December 05 and periodically thereafter	• List of available "train the trainer" opportunities • record of attendance at conferences/workshop • evidence of sharing training experiences through available forums

Strategies:	2b1 - Identify appropriate technology conferences, workshops focusing on "train the trainer" techniques	Technology Committee and Classroom sub-committee	Faculty, ITS	Periodically	
	2b2 - Inform interested faculty of training opportunities	Committee	Sub-committee	ongoing	
	2b3 - Seek funding for those interested in "train the trainer" workshops and conferences	Committee	Budget, STTUF	ongoing	

Classroom Technology (TRF) - Goals, Objectives, and Strategies					FY06
A employee team dedicated to making recommendations for the continuous improvement of classroom instructional technology					
					Updated 4/20/05
GOAL: #1	**To enhance instruction through the use of technology.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective: 1a---	To provide faculty with necessary technology.	Tech. Comm and sub committee	Budget; faculty input	Ongoing	Ongoing
Strategies:	**1a1-** Conduct faculty survey every fall to assess technology needs in the classrooms.	Sub committee chairperson	Secretarial assistance to compile results	Conduct survey by end of Academic year	Survey will be completed and results compiled every year.
	1a2- Prioritize the results of the survey.	Sub committee	Survey	Prioritize by May of every year	Prioritized list of desired changes/upgrades.
	1a3- Communicate desired changes to be implemented to ITS & Technology Committee Chairperson.	Sub committee chairperson	Survey results	Have communication completed by May	ITS will implement changes/ upgrades as communicated and as feasible.
	1a4- Communicate accomplishments and opportunities for continuous improvements to all employees.	Sub committee	E-mail; web page	Inform employees by end of May or end of FY	E-mail re: accomplishments
Objective: 1b---	To obtain and maintain up-to-date quality technology equipment for instructional use.	Tech. Comm; sub committee; ITS	ITS personnel	Ongoing	Appropriate classrooms will be 'smart' classrooms.
Strategies:	**1b1-** Assess additional needs/requests for "smart classroom" technology by utilizing room usage information and survey results.	Sub committee	Faculty survey re: smart classrooms; room usage info.	Survey complete by annually by May.	List of rooms to be converted/updated to smart classrooms.
	1b2- Maintain technology in current "smart classrooms".	Sub committee	ITS personnel; budget $	Ongoing	Smart rooms will contain: teaching stand, 1 switch operation, lighting for Presentation, projector, computer, etc.

	1b3- Develop training for faculty on how to use 'smart' classrooms.	Sub committee; Emerging Technology Specialist	Classroom for demo	Ongoing	Faculty utilize technology in the classrooms.
	1b4- Develop and post instructions for using 'smart' classrooms.	Sub committee; ITS personnel	Paper/laminating	Ongoing	All smart classrooms will have instructions on teaching stand.
Strategies:	**1b5-** ITS to maintain data base with date of purchase for all projectors and multi-media equipment.	ITS personnel	Database	On going	Current Inventory database
	1b6- Sub-committee will work with ITS and Technology Committee Chairperson to determine recycling and replacement plan of projectors and multi-media equipment based on available FY budget.	Tech comm chairperson; Sub committee; ITS	Budget $	On going	Prioritized list of technology needs and recycling plan.
	1b7 – Research innovative and new ways to maximize technology utilization in the classroom.	Tech comm./Emerging Technology Specialist	Workshops, Conferences, Budget,	Ongoing	
Objective: 1c---	To obtain/maintain quality equipment for ITV delivery instruction.	Tech. Comm; Sub committee; ITS	ITS personnel	Ongoing	ITV equipment will be working and up-to-date.
Strategies:	**1c1**- Assess faculty needs specifically for ITV delivery	Sub committee	Faculty survey	Annually/Ongoing	Faculty satisfaction
	1c2 – Maintain/upgrade ITV equipment.	Tech Comm	Budget $	Ongoing	ITV equipment will be working and up-to-date.

B. Recycling/Replacement Plan for Projectors and other Multi-media Equipment (Appendix E)

College Web					FY06
A team composed of students and employees committed to continuous improvement of the college website, as well as making recommendations for priorities and future enhancements.					**Updated 4/13/05**

GOALS: #1	The Website will enhance college-wide services through the use of technology.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
Objective: 1a	The website will be used to sell items from the bookstore. The website will be used to buy tickets for sporting and other events.				
Strategies:	1a1 - Research and contract with vendor to provide a secure means to purchase bookstore items, and sporting events tickets. 1a2 - Choose a vendor to sell apparel online for the college.	The webmaster	Money for vender	Summer 2006 Approved vendor April 2005 for selling apparel online.	• The public will be able to buy books online from our bookstore. • The public will be able to buy tickets for sporting and other events online.
Objective 1b	The website will be used as a means for an online orientation for new coming students.				
Strategies	1b1- Student services will develop an online student orientation. 1b2 - The college web committee will assist in the process.	Student Services	Conferences	By fall 2005	Students will be able to access all documents and information online to carry out new student orientation.
Objective 1c	The website will be used to provide online services to students.				
Strategies:	1c1 - Provide online applications for admissions to students. 1c2 - Provide financial aide application online. 1c3 - Identify and update additional services that would benefit students in an online environment.	Committee	Internal, webmaster, college web committee	Currently done but continuous improvement needed.	• Students will be able to apply online for admission to the college. • Students will be able to obtain financial aide online.

Objective 1d	The website will be used to promote community events and facility use.				
Strategies:	1d1 - Provide online calendar of events. 1d2 - Provide online rental of the Swenson House.	Vanessa Martell, Kathy Jenkins Karen Meine		Summer and currently	• The community will have access to an online a calendar of events and rental of the Swenson House
Objective 1e	Use Continuous Quality measures to make improvements for an up-to-date and vibrant website.				
Strategies:	1e1 - Research and develop best practices. 1e2 - Dean of COI will email a request, for webpage updates to the appropriate administrators three times a year. 1e3 - Work with Marketing and Public relations to provide consistency between the web and printed material. 1e4 - Webmaster will conduct brainstorming sessions for online service enhancement as needed throughout the year. 1e5 - Add to the student technology survey a question on the quality of our website and evaluate the outcomes.	Dean of COI Webmaster/web committee Administrators	Best Practices CD. Training and workshops.	Updates done Feb, May, and October. Brainstorming sessions ongoing. Research ongoing.	Web pages will be kept up to date. Quality of website will be rated as average to above average by 75% of students who fill out survey. The college website will be consistent with printed material.
GOAL: #2	**The website will enhance instruction through the use of technology.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective 2a	Faculty will have the option to use templates to develop faculty WebPages.				
Strategies:	2a1 - Research faculty templates for faculty WebPages. 2a2 - Develop 3 to 5 templates to choose from which are consistent with the college website themes.	Webmaster and Kelly	None	August 2005	Three to Five templates will be available for faculty to choose from for their WebPages.

Objective 2b	The website will link to the college's Desire 2 Learn (D2L) platform.				
Strategies	2b1 - To provide a link to D2L on various pages on the web.	Karleen Delorme	None	Completed Fall 2004.	The D2L platform for the college is accessed through the Northland's homepage.
GOAL #3	The Website will serve as a powerful tool for college marketing and public relations.				
Objective 3a	The website will offer online versions of the Catalog, the View Book, and videos of academic programs.				
Strategies:	3a1 - Discuss various methods to provide documents in a usable online format. 3a2 - Decide on best practice for NCTC's presentation of catalog and View Book online. 3a3 - Put videos online for academic programs as they are completed.	Webmaster	Student Services Strategic initiative is developing 20 program videos.	Ongoing as the videos are being developed.	The website will include: • Admissions Material • View Book • College Catalog • Videos of Academic Programs
GOAL #4	The website will serve as a resource of internal and external communication				
Objective 4a	The website will provide current news and events.				
Strategies:	4a1 - Assigned personnel within the college will input news and events into the college calendar which is displayed on the college homepage.	Assigned personnel within the college.	None	Ongoing.	The homepage will display three current events Archived events will be display on the news and events page.
Objective 4b	The website will provide alerts for class cancellations.				
Strategies	4a1 - Develop an alert that will notify students of class cancellation.	Chad	None	Summer 2005	The public will be able to access alerts for the college from the home web page.
Objective 4c	The website will provide access to minutes and forms.				

Strategies:	4c1 - All committee minutes will be forwarded to Karleen Delorme to post on Virtual office. 4c2 - Forms will be posted on the internet for faculty to access through virtual office.	Karleen and Chad		Summer 2005	The website will provide minutes and forms for faculty on Virtual office via a password.
GOAL #5	The website will provide a sense of student community to minimize isolation and to increase retention and satisfaction.				

Professional Development and Technology Utilization				FY06
A college-wide employee team committed to maximizing employee use of technology by offering on-campus professional development opportunities, and making recommendations for continuous improvement of technology utilization.				Updated 4/27/05

GOALS: #1	Promote employee professional development to maximize technology utilization.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
Strategies:	1a1 - Secure input regarding technology training and resources.	Emerging Tech	Survey Email	Ongoing	Training Sessions
	1a2 - Conduct hands-on Byte of Technology employee training sessions.	Emerging Tech	-Library Class -Laptop Cart -Computer labs	-Bi-monthly training -Weekly emails	Employee training evaluations
	1a3 - Provide weekly short-informative technology tips via e-mail and the web	Emerging Tech	-College Web -GroupWise	-On-going /weekly	Emails sent
	1a4 - Develop "Frequently Asked Questions" section on the college website for employee access	Emerging Tech/Webmaster	Webmaster	-On-going	Incorporate a "Hit" counter on "Frequently Asked Questions" section
	1a5 - Create a centralized location for receiving Technology training requests	Emerging Tech	Emerging Tech	Ongoing	Track number of e-mails received regarding technology training requests.
	1a6 - Encourage and promote employee use of the Technology training request resource	Emerging Tech	-GroupWise -College Web	Ongoing	Resources being used
	1a7 - Award one employee from each campus a Free on-line course offering through the Testing Center. (application process required by e-mail)	Jennifer Sundberg	Testing center - ACT Online courses	Individuals will have one month to complete course	Course completion and evaluation
	1a8 - Monthly contact and reminders to department heads regarding technology needs of the department and training available.	Emerging Tech	GroupWise	Implement Summer Session - Ongoing Monthly	Response through e-mail from department heads. Training sessions will be setup based on requests.

GOAL: #2	Promote utilization of D2L as a learning tool.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
Strategies:	2a1 - Conduct 2-hour hands-on training sessions on D2L main features	NCTC D2L trainers	Local D2L trainer-developed handouts	On-going	Faculty utilizing D2L for courses Training Evaluations
	2a2 - Conduct Lunch 'n Learn hands-on training sessions on D2L topics and utilizing other management tools in conjunction with D2L	NCTC D2L trainers	Local D2L trainer-developed handouts	On-going	Faculty utilizing D2L for courses Training Evaluations
	2a3 - Offer and conduct D2L training sessions by department	NCTC D2L trainers	Local D2L trainer-developed handouts	On-going	Faculty utilizing D2L for courses Training Evaluations
	2a4 - Update and manage local Faculty Support Center in D2L	Mary Hanson Beth McMahon	Local D2L trainer-developed materials and Web resources	On-going	Faculty utilizing and contributing to FSC
	2a5 - Post D2L office hours and offer phone support	NCTC D2L trainers		On-going	Faculty taking advantage of D2L trainers' office hours
	2a6 - Develop "How to Build Your Online Course" series	Mary Hanson Beth McMahon		Spring semester	Faculty participation and implementation
	2a7 - Offer Round Table sessions	NCTC D2L trainers	D2L Users	On-going	Faculty "show-casing" their D2L courses
	2a8 - Conduct D2L overview session	Sheila Lapp Faculty Mentors Emerging Tech	Locally developed handouts and D2L resources	Spring semester	Faculty participation and session evaluation
GOAL: #3	Maximize and improve the use of ITV /Video Conference technology for college-wide instruction and communication.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome

Strategy:	3a1 - Develop image-based instructions for both Poly-Comm and ITV.	Holly Deschene David Olsen Terry Wiseth	-Create and update ITV Employee Handbook	-Collect Images by Feb. 28th	-Faculty/Staff Evaluation of Training Poly-comm Documents are completed
	3a2 - Develop laminated cards with quick instructions for ITV and Poly-Comm use that stays in the rooms or with equipment.	Emerging Tech	-Digital image diagrams of ITV consoles	-First employee training to be held in late May of 05	-Solicited feedback from employees. -Final ITV and Poly-Comm documents for distribution to employees, posted in ITV rooms and posted to college website
	3a3 - Research additional Poly-Comm setup and bandwidth.	ITS	-Dave Olson and ITS staff	- On-going research on additional equipment and bandwidth	Purchase 2nd complete unit for EGF 2nd Unit purchased for TRF
	3a4 - Conduct Training for employees on the technical aspect of ITV delivery and Poly-Comm use.	Emerging Tech	Emerging Tech Training Documents ITS Staff	-ITV Employee handbooks created by Training date - New employee training in Summer of 05 and Fall Semester	• Training Sessions • Employee Evaluations • Training Attendance Rosters
	3a5 - Research "New" and "Innovative" ITV delivery technologies	Emerging Tech	-Employees -ITV admins from other schools -Jeff Sinks - Crookston	-On-going research of ITV delivery technology	Research recommendations

Student Technology Access (EGF) – Goals, Objectives, and Strategies A student majority team dedicated to maximizing student technology utilization and to make recommendations regarding expenditure of student technology fee (MnSCU Policy 5.11.1).		FY06 Updated 4/18/05			
GOAL: #1	**To improve student success through access to technology.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective: 1a-----	To provide NCTC students with access to a computer.	Student Tech Com	Student Tech Fee	Continuous based on need	Accomplished areas
Strategies:	**1a1-** Provide student technology centers for student utilization of high tech equipment in an open computer environment.	Student Tech Com	Student Tech Fee	Continuous based on need 3 yr/recycling plan	Cyber areas completed on an annual basis
	1a2- Make all computer labs and the library a networking priority for the college.	Student Tech Com	Student Tech Fee	Ongoing	Issues are resolved immediately
	1a3- Make instructional networks the first priority for trouble shooting upon network failure.	ITS Staff	Infrastructure	Ongoing	Network robust
	1a4- Develop procedures and a mechanism to replace/repair student laptop computers and labs.	Student Tech Com ITS Staff	ITS Staff 3 yr/recycling plan	Current thru FY 05	Ongoing for the year/continuous
	1a5- Prepare information for students wishing to purchase a computer and/or software at an educational discount.	Student Tech Com	Available thru bookstore/link from web	Ongoing	Dell/Gateway Premier/Microsoft In Place
	1a6- Research the need and/or Develop procedures and a mechanism where students can check-out notebook computers.	ITS	Student Tech Fee Use recycled laptops	FY06	
	1a7-Provide additional computer lab access to students.	Student Tech Com	Student Tech Fee	FY04	Provided Wireless Mobile laptop cart (24 stations)
Objective: 1a---	To Provide students remote or off campus access to technology.	ITS		Ongoing	

	1a1-Provide off campus access to E-mail, printing, chat, news, network folders, faculty folders and team sharing.	ITS	Student Tech Fee	FY05	Provide access to a portal by using Virtual Office
	1a2-To provide all NCTC students with Network/E-mail/Virtual Office and D2L account.	ITS	Student Tech Fee	In Place	All students have login account/network folder/e-mail account created automatically by scripts imported from ISRS
	1a3- Provide technical support for implementing and maintaining the system.	ITS Staff		FY04	Student Virtual Office server purchased FY04
GOAL: #2	**To enhance the use of educational technology for NCTC students.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective: 2a---	To provide extended hours for computer access and wireless access points.	ITS	Student Tech Fee/ 2 positions $10.00 per hour FY06 Request to replace with ITS2	FY06	Extended hours offered
Strategies:	**2a1-** Research student demand for extended computer ITS hours.		Conducting Survey	Annually Spring	Survey Results
Objective: 2b---	To provide training and technical support to students.	Emerging Technology Specialist/ITS Staff	ITS Staff partly funded out of Student Technology Fees	Current/Available 7:30 AM-6:30 PM	Monthly training sessions
	2b1- Provide individual/group user training on network and software applications.	Emerging Technology Specialist	ITS Staff Student Orientation	As requested per individual student/monthly sessions	Training sessions
	2b2 – Research and implement policies regarding student laptop technical support.	ITS	ITS	FY06/Ongoing	Report/policy recommendation

	2b3 – Provide classroom training/ IT informational sessions upon request from faculty	Emerging Technology Specialist	ITS	Upon Request	Number of requested training sessions

B. Computer Labs

GOAL: #3	To provide students with access to electronic learning resources.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
Objective: 3a---	To equip the library and Accu-placer lab with adequate equipment to enhance student learning.	ITS Staff	Student Tech Fee	Ongoing	3 yr recycling plan
Strategies:	3a1- Include these areas in the computer recycling plan.	ITS Staff			In Place
Objective: 3b	College website serves as a link to electronic learning resources for utilization, both on and off campus.	Webmaster			College Website
Strategies:	3b1- Create an ITS web page for technology resources and communications.	ITS/Webmaster	Webmaster	In place/Ongoing	Link to Gateway/Dell Premier sites

C. Use of Student Technology Fees

GOAL: #4	NCTC will utilize Student Technology fee money to maximize technology services for students.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
Objective: 4a---	Students will be active participants in Technology Subcommittee projects and discussions and will be encouraged to attend monthly Technology Committee meetings.			Ongoing	Committee meeting minutes
Strategies:	4a1- Encourage students to attend monthly technology meetings.	Student Tech Com		Ongoing	Active participation from students

	4a2- Label all equipment purchased with student technology fees.	ITS Staff	Labels	Current	Ongoing
	4a3- Attend student senate meeting to provide technology updates.	Director of Technology		Ongoing	Meeting Minutes

D. Environmental Scanning of Student Needs

GOAL: #5	**To facilitate the communication process.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective: 5a---	To seek student input to continuously improve technology.	Student Tech Com	Survey	Ongoing	Ongoing
Strategies:	**5a1-** Create a survey to gather student technology input.	Student Tech Com		Annually/Spring	Survey Results
	5a2- Conduct focus group sessions	ITS		As needed	Focus Group notes
	5a3 – Provide IT orientation sessions	Emerging Technology Specialist	Handouts PowerPoint	Fall/Spring	Sessions provided

Student Technology Access (TRF) – Goals, Objectives, and Strategies FY06 A student majority team dedicated to maximizing student technology utilization and to make recommendations regarding expenditure of student technology fee (MnSCU Policy 5.11.1). Updated 4/18/05				
GOAL: #1 **To improve student success through access to technology.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective: 1a----- To provide NCTC students with access to a computer.	Student Tech Com	Student Tech Fee	Continuous based on need	Accomplished areas
Strategies: **1a1-** Provide student technology centers for student utilization of high tech equipment in an open computer environment.	Student Tech Com	Student Tech Fee	Continuous based on need 3 yr/recycling plan	Cyber areas completed on an annual basis
1a2- Make all computer labs and the library a networking priority for the college.	Student Tech Com	Student Tech Fee	Ongoing	
1a3- Make instructional networks the first priority for trouble shooting upon network failure.	ITS Staff	Infrastructure	Ongoing	Network robust
1a4- Develop procedures and a mechanism to replace/repair student lab computers.	Student Tech Com ITS Staff	ITS Staff 3 yr/recycling plan	Current thru FY 05	Ongoing for the year/continuous

	1a5- Prepare information for students wishing to purchase a computer and/or software at an educational discount.	Student Tech Com	Available thru bookstore/link from web	Ongoing	Dell/Gateway Premier Services In Place
	1a6- Offer a mechanism where students can check-out notebook computers.	ITS	Student Tech Fee	In Place	Library checkout/5 laptops available 5 laptops available for in the library
	1a7-Provide students computer to access online registration	ITS	Student Tech Fee	Beta testing in Place	Provided 2 stations in commons/researching permanent stations
Objective: 1b---	To Provide students remote or off campus access to technology	ITS		Ongoing	
Strategies:	**1c1**-Provide computer access to students at remote locations	ITS	Student Tech Fee	In Place/Ongoing	Areas provided on an annual basis
	1c2-Provide off campus access to E-mail, printing, chat, news, network folders, and team sharing.	ITS	Student Tech Fee	In place Server purchased FY05	Provide access to a portal by using Virtual Office
	1c3-To provide all NCTC students with a network and E-mail account.	ITS	Student Tech Fee	In Place	All students have login account/network folder/e-mail account created automatically by scripts imported from ISRS

		Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
	1c4-Provide additional wireless access point locations	Student Tech Com	Student Tech Fee	Ongoing	Additional access points provided
	1c5- Provide technical support for implementing and maintaining the system.	ITS Staff		In Place	
GOAL: #2	**To enhance the use of educational technology for NCTC students.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective: 2a---	To provide extended hours for computer access.	ITS	Student Tech Fee/ 2 positions $10.00 per hour FY06 Request to replace with permanent ITS1	Current	New position provides evening and weekend support
Strategies:	**2a1-** Research student demand for extended computer lab hours.		Conducting Survey	Annually/Spring	Survey results
Objective: 2b---	To provide training and technical support to students.	ITS Staff	ITS Staff partly funded out of student technology fees	Current/Available 7:30 AM-9:30 PM	In Place
Strategies:	**2b1-** Provide individual/group user training on network and software applications.	ITS Staff/Emerging Technology Specialist	ETS/ Orientation	As requested per individual student	In Place
	2b2-. Provide classroom training/ IT informational sessions upon request from faculty	Emerging Technology Specialist	ITS	Ongoing	Sessions completed

Objective: 2c--	Provide secure/comfortable access to computer labs	ITS/Security	Infrastructure	Completed	Ongoing
Strategies:	2d1-Provide access to security system to appropriate personnel	ITS/Security	Infrastructure/ Student Tech Fee	In progress	• Security camera's available • Security officer walk through's p.m. hours

B. Computer Labs

GOAL: #3	**To provide students with access to electronic learning resources.**	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
Objective: 3a---	To equip the library and learning center with adequate equipment to enhance student learning.	ITS Staff	Student Tech Fee	Ongoing	Completed as required by library personnel
Strategies:	**3a1-** Include these areas in the computer recycling plan.	ITS Staff		In Place	Recycling Plan
Objective: 3b	College website serves as a link to electronic learning resources for utilization both, on and off campus.	Webmaster			College Website
Strategies:	**3b1-** Create an ITS web page for technology resources and communications.	ITS/Webmaster	Webmaster	In place/Ongoing	Link to Gateway/Dell Premier sites

C. Use of Student Technology Fees

GOAL: #4	**NCTC will utilize student technology fee money to maximize technology services for students.**	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome

Objective: 4a---	Students will be active participants in Technology Subcommittee projects and discussions and will be encouraged to attend Technology Committee meetings.			Ongoing	Committee meeting minutes
Strategies:	**4a1-** Encourage students to attend monthly technology meetings.	Student Tech Com		Ongoing	Active participation from students
	4a2- Label all equipment purchased with student technology fees.	ITS Staff	Labels	Ongoing	Equipment is labeled
	4a3- Research Pcounter to report number of print jobs in computer labs	ITS Staff	Tech Fee	FY06	Beta Testing
	4a4- Provide students with access to colored printing on a pay basis	ITS Staff		FY06	Beta Testing
	4a5 – Attend Student senate meeting to provide technology updates	Director of Technology		Ongoing	Meeting minutes

D. Environmental Scanning of Student Needs

GOAL: #5	**To facilitate the communication process.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective: 5a---	To seek student input to continuously improve technology.	Student Tech Com	Survey	Ongoing	Ongoing E-mail Student Groups
Strategies:	**5a1-** Create a survey to gather student technology input.	Student Tech Com		Annually/Spring	Survey Results
	5a2- Provide IT orientation sessions	ITS	Handouts PowerPoint	As needed	Sessions Provided

Technology Infrastructure – Goals, Objectives, and Strategies   **FY06**

An employee team dedicated to researching and recommending future direction for technology infrastructure for the college.

Updated 3/21/05

GOAL: #1	To provide adequate internal and external bandwidth to the College.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
Objective: 1a----	Provide an adequate external connection to the Internet				
Strategies:	1a1 - Work with MnScu to ensure external data line is sufficient for our needs 1a2 - Monitor bandwidth use for levels above 50% consumption	ITS Staff, MnSCU IT Staff	MnScu	On Going	Adequate bandwidth is provided with enough for future growth.
Objective: 1b----	Mentor and enforce appropriate use of Computer Technology policies to maximize college network bandwidth.				
Strategies:	1b1 - Educate students/employees regarding appropriate us of computer technology. 1b2 - Research and potentially implement strategies to develop virus removal and other malicious files from student computers.	ITS Staff, Scott Foss	ITS Staff Open Source software	On Going	• Network outages due to bandwidth consumption (caused by viruses/undesired use is kept to a minimum. • Available bandwidth for intended use.
Objective: 1c----	Maximize college network resources.				

Strategies:	1c1 - Attempt to ensure that all computers have current and adequate Antivirus Software. 1c2 - Attempt to ensure that all computers are up-to-date with their OS Patches (Windows Updates) 1c3 - Continuous monitoring of network for infected computers and quick removal from network. 1c4 - Monitor and remove illegal downloads and file-sharing.	ITS	Symantec Antivirus, Windows Updates	Ongoing	Fewer infected computers
Objective: 1d----	Provide hardware and wiring to provide adequate bandwidth.				
Strategies:	1d1 - Maintain minimum of 100Mbps to the desktop, 54Mbps for wireless, and Gigabit for the backbone. 1d2 – Update and improve closet Wire management. 1d2.1 - Relocate switch closets 1d2.2 - Secure closets	ITS Staff	Budget	Requesting for Summer 05	Adequate bandwidth is provided with additional bandwidth for future growth.
GOAL: #2	**To ensure server data integrity and safety.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective: 2a----	Back-up all data stored on servers.				
Strategies:	2a1 - Utilize Wide Area Network to provide off-site Network backups	Director of Technology	Budget Backup Exec	On Going	All data is backed up.
Objective: 2b----	Keep all data on servers safe from viruses.				
Strategies:	2b1 - Run Antivirus software on each server, with scheduled scans (currently done weekly on Sundays). 2b1.1 - Renew yearly maintenance agreement and license for Symantec Antivirus for college owned computers.	Director of Technology	Budget Symantec Antivirus	On Going	Servers are protected from viruses, resulting in fewer opportunities for data or individual computers to become infected or damaged.

	2b2 - Provide free Antivirus software for all students and employee computers. 2b2.2 - Renew yearly maintenance agreement and license for Symantec Antivirus for students computers. 2b3 - Provide information about safe computing to help educate users about viruses.	ITS Staff, Director of Technology, Emerging Tech	Tech Fee Budget, Budget, Symantec Antivirus	On Going	Fewer opportunities for data or individual computers to become infected or damaged.
	2b4 - Scan all inbound and outbound email for viruses. Block certain file attachment types that are known to be used by viruses via email. 2b4.4 - Renew yearly maintenance agreement and license for GWAVA.	Director of Technology, Scott Foss	Budget GWAVA	On Going	Viruses, and other malicious files, attached to email are blocked.
	2b5 - Remove infected computers from the network as quickly as possible.	ITS Staff	ITS Staff	On Going	Fewer opportunities for viruses to spread.
Objective: 2c----	Ensure stable environment for all "mission critical equipment."				
Strategies:	2c1 - Provide adequate ventilation (A/C) in server room (MDF) and wiring closets (IDFs) to prevent overheating. 2c2 - Expand server room in EGF – inadequate	ITS Staff, Maint Staff	Budget	Requesting to extend server room, summer 05	Servers and networking equipment are kept from overheating, lessening the chance of equipment failure or shorter life span.
	2c3 - Provide adequate power requirements for equipment, to include backup power via UPS or backup generator.	ITS Staff, Maint Staff	Budget Electrician	Requesting to extend server room, summer 05	ITS Staff has enough time to properly shutdown servers in the event of a power failure, resulting in fewer opportunities for data corruption due to an immediate loss in power.
	2c4 - Stay informed of any security vulnerabilities and patches that may be needed.	ITS Staff	Workshops, conferences	Ongoing	Limit opportunities of exploiting vulnerabilities in operating systems of servers and desktops, along with other network equipment.

GOAL: #3	To continually review infrastructure related documentation for accuracy.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
	2c5 - Ensure MDF and IDFs are secure. 2c5.1 - Locked doors to rooms. 2c5.2 - Locked cabinets for racks in "unsecured" areas. 2c5.3 - Security camera's as needed.	ITS Staff, Maint Staff	Budget Maintenance	Ongoing	Prevent unauthorized personal from gaining access to the network equipment.
Objective: 3a----	Review the Infrastructure Technology Plan at least twice per school year.				
Strategies:	3a1 - Review once during Fall Semester, and once during Spring Semester.	Infrastructure Committee	Action Plan and inventory	Ongoing/Fall and Spring	Action Plan is kept current.
Objective: 3b----	Maintain a well documented inventory of network hardware for infrastructure planning.				
Strategies:	3b1 - Keep a centralized spreadsheet/database for all equipment. List of items that should be tracked: 3b1.1 - Model number 3b1.2 - Serial number 3b1.3 - Purchase date 3b1.4 - Contract number 3b1.5 - Asset number 3b1.6 - Location (site and room) 3b1.7 - Device name 3b1.8 - IP address 3b1.9 - MAC address	Director of Technology, Scott Foss, ITS Staff	Spreadsheet	Ongoing	An accurate list of all network equipment is available.
	3b2 - Maintain spare devices in case of equipment failure.	Director of Technology, Scott Foss	Budget	Ongoing	Rapid replacement of failed equipment.
	3b3 – Maintain Network Hardware Inventory Recycle Program 3b3.1 - 5 year recycle program on switches. 3b3.2 - 4 year recycle program on servers.	Director of Technology, Sue Dalager	Budget	Ongoing	Equipment is up-to-date

	3b4 - Renew yearly Cisco Maintenance agreement	Director of Technology	Budget	Annually	Equipment is covered on Maintenance agreements
	3b5 - Create and maintain network maps.	Scott Foss	Visio 2003	End of 2005	An accurate list and map of all network equipment is available.
GOAL: #4	**Ensure use of up-to-date and stable desktop systems and software.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective: 4a----	Conduct ongoing exploration of desktop operating systems and software.				Stay current with operating systems and software
Strategies:	4a1 - Review Operating Systems that are being developed and what is being sold on new computers. 4a2 - Coordinate with each campus Technology Committee for software packages such as Office.	ITS Staff	Software	Ongoing	Current software and operating systems on news and existing computers

TECHNOLOGY INFRASTRUCTURE REPLACEMENT/RECYCLING PLANS

Northland offers an array of technology resources and is dedicated to keeping equipment up-to-date. On an annual basis Northland spends approximately $1.5 million on technology-related services and equipment. Students and employees play an active role in the technology committees and in making recommendations for spending and recycling needs.

The Thief River Falls campus provides 17 computer labs equipped with approximately 275 computers. All computers are replaced on a three year recycling program to provide students with up-to-date equipment. One computer lab and three cyber areas are open student labs and are available to students from 7:30 a.m. to 9:30 p.m. on weekdays and 1 p.m. – 4 p.m. on Sunday. The library is equipped with 20 student computers and has available 10 laptop computers for checkout or rental. Thirty-eight classrooms are equipped with smart technology, including instructor computer, vcr/dvd, sound system, and multi-media projector. Two portable smart carts with multi-media equipment are available for check out use. An additional cart is available with via video equipment for video conferencing and three rooms offer ITV capabilities. A portable laptop cart equipped with 24 laptops and wireless network access is available for a portable computer lab.

The East Grand Forks campus offers many technical programs that require students to purchase laptop computers to successfully complete the program. The campus offers wired ports in most classrooms and also offers wireless network access throughout the entire campus. The library is equipped with 32 desktop computers dedicated to student use. Eight computers in two different cyber areas are also dedicated to open student computer use. Twenty classrooms are equipped with smart technology, including an instructor station, vcr/dvd, sound system, and multi-media projector. Six portable multimedia smart carts are available for check out use. An additional cart is available with via video equipment for video conferencing and three rooms offer ITV capabilities. A portable laptop cart equipped with 24 laptops and wireless network access is available for a portable computer lab. ITS services are available for support from 7:30 a.m. – 6:30 p.m. weekdays.

Technology resources are on the following recycling plans:

- **Student Computer Labs**: 3 Year Replacement Plan in student computer labs. Student Lab computers are recycled to Student Lab computers on 2 year Recycle plan.

- **Employee Computers:** 3 Year Replacement Plan for Employee computers.

- **Server Replacement:** 4 Year Replacement Plan for servers.

- **Switch Replacement:** 5 Year Replacement Plan for Cisco Switches

- **Core Switch Replacement:** 8 Year Replacement Plan for Cisco Core.

See Inventory for details

INFORMATION TECHNOLOGY SERVICES (ITS) DEPARTMENT:

ITS is the first point of contact for all technology-related issues. To better serve students, faculty and staff, an ITS Department is offered on both the East Grand Forks and the Thief River Falls campuses of Northland Community and Technical College.

ITS provide technicians dedicated to:
- Technical Support
- Desire 2 Learn
- Networking
- Emerging Technologies
- Multi-Media
- Web
- All other technology related services

Mission:

Information Technology Services Mission: To provide technology services and promote innovative solutions to enhance the learning experience.

2004 – 2005 ITS Goals

Goal #1
> Provide an atmosphere of Customer Service

Goal #2
> Research and establish technology standards to improve the delivery of technical support and services

Goals #3
> Provide and research innovative ways to utilize uses of technology

Goal #4
> Establish and maintain technology infrastructure

Goal #5
> Work as a college-wide IT team that capitalizes on each others strengths and compensates for each others weaknesses.
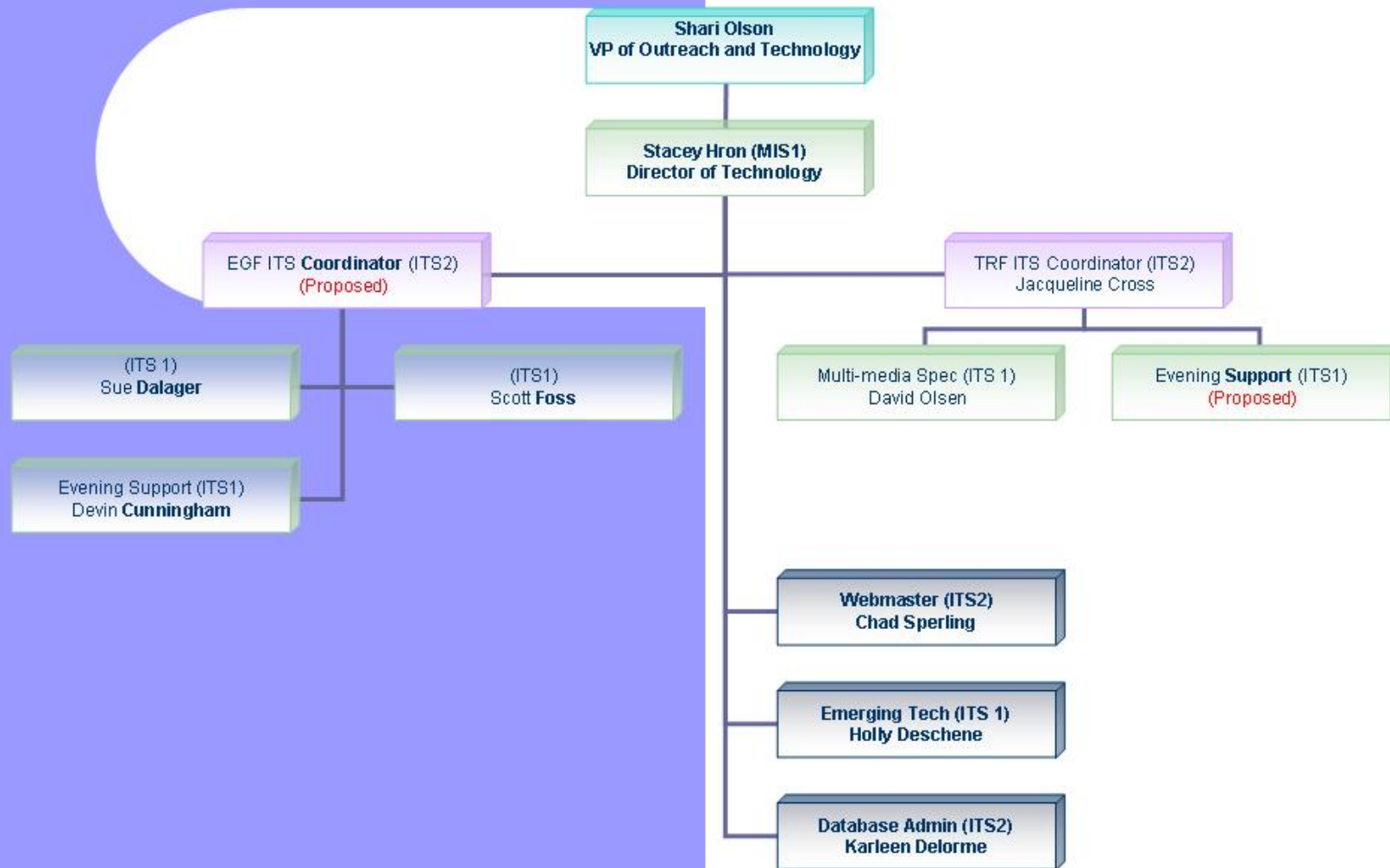
ITS Department Hours:

Thief River Falls ITS is staffed from 7:30 a.m. to 9:30 p.m. weekdays and 1 p.m. – 4 p.m. on Sundays.

East Grand Forks ITS is staffed from 7:30 a.m. to 6:30 p.m. weekdays.

ITS Org Chart:

A proposed organizational chart is attached. ITS has proposed to administration to add one ITS position on each campus.

ITS Org Chart
(Proposed)

Shari Olson
VP of Outreach and Technology

Stacey Hron (MIS1)
Director of Technology

EGF ITS **Coordinator** (ITS2)
(Proposed)

TRF ITS Coordinator (ITS2)
Jacqueline Cross

(ITS 1)
Sue **Dalager**

(ITS1)
Scott **Foss**

Multi-media Spec (ITS 1)
David Olsen

Evening **Support** (ITS1)
(Proposed)

Evening Support (ITS1)
Devin **Cunningham**

Webmaster (ITS2)
Chad Sperling

Emerging Tech (ITS 1)
Holly Deschene

Database Admin (ITS2)
Karleen Delorme

ITS IMPROVEMENT PLAN
Getting "I.T." Done

GOAL	TIME LINE	COMMENTS
• Weekly meetings to discuss To Do lists and priorities.	Begin November 1, 2004 (Ongoing)	
• Each person will create a To Do list and be held accountable for it.	Begin November 1, 2004 (Ongoing)	
• Attend Customer Service Training (Sponsored by COI).	December ?	All ITS will be required to attend
• Cross training will be done with in the department and TRF.	(Ongoing)	
• Sue will cross train the Emerging Tech (Holly) to finish configuring the employee computers and complete computer transition.	Begin November 1, 2004 - completion	Deadline December 10, 2004
• Scott will cross train Devin ghosting procedures.	Begin November 1, 2004 (Ongoing)	
• Devin will take over work study supervision and provide emphasis on student support.	Begin November 1, 2004	Students have been notified
• Devin will compile a list of services he needs training on.	Begin November 1, 2004 (Ongoing)	
• To increase employee support turn-around time. Sue will provide emphasis on employee support. She will begin going to their location rather then them coming to us. Turn around time will be increased because she will be dedicated to supporting that issue	Begin after new position or if department is covered	Pending approval of new position

rather than having numerous interruptions.		
• New position will provide daily work direction and coordination.	Begin after approval of new position (Late January 2005)	Pending approval
• Create and post a temp position until February, 2005.	(Stacey) Submitted to HR November 1, 2004	Kyle Sullivan will begin Temp position December 9, 2004
• All job descriptions will be updated.	In progress	Stacey
• Meet with Student Senate to discuss ways we can promote our services to students and solicit volunteers to serve on the Student Access Technology Committee.	In progress	Stacey (waiting for approval from student senate)
• ITS will reply to all requests in a timely fashion.	Ongoing	
• Own support requests and follow through from beginning to end.	Ongoing	
• Keep department clean and professional.	Ongoing	
• Offer Monthly "Connect with IT" sessions.	School year	Holly and Stacey
• Promote Services offered in ITS.	Ongoing	Holly and Stacey
• Research and develop a tracking program	In Progress	Devin
• Install a comment box outside of ITS and ways to survey services.	Ongoing	Stacey
• Create a loaner pool of laptops		Available after new laptops are given out.

APPENDICES

Vision:
Widely recognized as a progressive leader in community and technical college education responsive to the needs of our learners through the use of partnerships, innovation, and technology

Mission:
Dedicated to creating a quality learning environment for all learners through partnerships with students, communities, businesses, and other educational institutions

Academic/Strategic Plan: http://www.northlandcollege.edu/vision2010/

Student Computer Use Policy

The purpose of this policy is to govern the access to and the appropriate use of technology on the campus of Northland Community and Technical College. The intent of this policy is to safeguard the image and reputation of the college – the use of college computer resources must be able to withstand public scrutiny, while at the same time allowing students to pursue any legitimate educational project or research, regardless of its subject or content, provided it is pursued in a respectful, mature, and professional manner. Students affiliated with the college have numerous opportunities to use computing resources provided for college-related activities.   However, access to these computing resources is a privilege and student responsibilities accompany that privilege. It is the intention of the college to provide a non-hostile learning environment that minimizes the risk of offending, intimidating, harassing, or otherwise disrespecting other students or employees.

All students affiliated with Northland Community and Technical College are expected to use good judgment when using computing resources, including Internet access and e-mail. This also includes appropriate personal behavior while using the computers. The rules of reasonableness, respect, courtesy, common sense and legal requirements apply to all of the electronic communications and to personal actions while on campus.

Inappropriate use of computing resources or inappropriate behavior while using the resources include, but are not limited to:

- Any activities that may be construed as illegal including any wagering, betting, or selling. It is inappropriate to conduct any commercial activities (personal for-profit activities) or fund-raising unless sanctioned by the college on computers supplied by the college.
- Harassment or illegal discrimination with regard to race, sex, color, creed, religion, age, national origin, disability, marital status, status with regard to public assistance, sexual orientation, or membership or activity in a local commission.
- Promoting religious or political positions or activities.
- Transmission or storage of offensive, racist, sexist, obscene or pornographic information or materials.
- Downloading software (including games, wallpaper, and screen savers) from the Internet unless authorized specifically by the college.
- Use of profanity or abusive, slanderous, vulgar or defamatory language.
- Misuse of the college property, such as theft or damage to equipment or software, knowingly running or installing viruses, attempting to circumvent the installed data protection methods, or attempting to degrade the performance or integrity of any campus network or computer system.

Students using the computers must agree to adhere to the terms of the Student Computer Use Policy and other related policies found in the Student Handbook. All students are to respect the rights and feelings of those people who may be working near them or who may otherwise come into contact with material displayed or stored on their computer, either intentionally or unintentionally.

Anyone found abusing the equipment, violating these rules, or being discourteous to others may be asked to leave the computer labs and revocation of use privileges may result. Students suspected of violating this policy may be subject to investigation and disciplinary action, up to and including revocation of use privileges, suspension or expulsion from college in accordance with policies found in the Student Handbook.

January 2002

Procedure 5.22.1, **Acceptable Use of Computers and Information Technology Resources**

for Board Policy 5.22

Part 1. Purpose

Subpart A. Acceptable use. This procedure establishes responsibilities for acceptable use of Minnesota State Colleges and Universities information technology resources. System information technology resources are provided for use by currently enrolled System students, administrators, faculty, other employees, and other authorized users. System information technology resources are the property of Minnesota State Colleges and Universities, and are provided for the direct and indirect support of the System's educational, research, service, student and campus life activities, administrative and business purposes, within the limitations of available System technology, financial and human resources. The use of Minnesota State Colleges and Universities information technology is a privilege conditioned on compliance with Policy 5.22, this procedure and any procedures or guidelines adopted pursuant to this procedure. The System encourages the use of information technology as an effective and efficient tool within the framework of applicable State and federal laws, policies and rules and other necessary restrictions.

Subpart B. Academic freedom. Nothing in this procedure shall be interpreted to expand, diminish or alter academic freedom, articulated under Board policy and System collective bargaining agreements, or the terms of any charter establishing a System library as a community or public library.

Part 2. Applicability

This procedure applies to all users of System information technology, whether or not the user is affiliated with Minnesota State Colleges and Universities, and to all uses of those resources, wherever located. This procedure establishes minimum requirements and Colleges and universities may adopt additional conditions of use, consistent with this procedure and Policy 5.22, for information technology resources under their control. Minnesota State Colleges and Universities is not responsible for any personal or unauthorized use of its resources, and security of data transmitted on its information technology resources cannot be guaranteed.

Part 3. Definitions

Subpart A. College or university. College or university, except where specified otherwise, means a System college or university, the Office of the Chancellor, or the Minnesota State Colleges and Universities System.

Subpart B. Security measures. Security measures means processes, software, and hardware used by system and network administrators to protect the confidentiality, integrity, and availability of the computer resources and data owned by the System or its authorized users. Security measures may include, but are not limited to, monitoring or reviewing individual user accounts for suspected policy violations and investigating security-related issues.

Subpart C. System. For purposes of this procedure, System means the Board of Trustees, the Office of the Chancellor, each colleges and university within the System, and any part or combination thereof.

Subpart D. System information technology. System information technology means all System facilities, technologies, and information resources used for information processing, transfer, storage and communications. This includes, but is not limited to, computer hardware and software, computer labs, classroom technologies such as computer-based instructional management systems, and computing and electronic communications devices and services, such as modems, e-mail, networks, telephones (including cellular), voicemail, facsimile transmissions, video, mobile devices, and multimedia materials.

Subpart E. Transmit. Transmit means to send, store, collect, transfer or otherwise alter or affect information technology resources or data contained therein.

Subpart F. User. User means any individual, including, but not limited to, students, administrators, faculty, other employees, volunteers, and other authorized individuals using System information technology in any manner, whether or not the user is affiliated with Minnesota State Colleges and Universities.

Part 4. Responsibilities of All Users.

Subpart A. Compliance with applicable law and policy.

1. Users must comply with laws and regulations, Board policies and System procedures, contracts, and licenses applicable to their particular uses. This includes, but is not limited to, the laws of libel, data privacy, copyright, trademark, gambling, obscenity, and child pornography; the federal Electronic Communications Privacy Act and the Computer Fraud and Abuse Act, which prohibit "hacking" and similar activities; state computer crime statutes; student conduct codes; applicable software licenses; and Board policies 1.B.1, prohibiting discrimination and harassment; 1.C.2, prohibiting fraudulent or other dishonest acts; and 3.26, concerning intellectual property.
2. Users are responsible for the content of their personal use of System information technology, and may be subject to liability resulting from that use.
3. Users must use only system information technology they are authorized to use and use them only in the manner and to the extent authorized. Ability to access information technology resources does not, by itself, imply authorization to do so.
4. Users are responsible for use of System information technology under their authorization.

Subpart B. Unauthorized use. Users must abide by the security restrictions on all systems and information to which access is authorized.

1. Users must not:

   a. use any account or password assigned by the college or university to anyone else;
   b. share any account or password, assigned to the user by the college or university, with any other individual, including family members;
   c. allow others to use System information technology under the user's control;
   d. use System cellular telephones or computer dial-up services for personal use unless specifically authorized by System or State policy or procedure.

2. Users must not circumvent, attempt to circumvent, or assist another in circumventing security controls in place to protect the privacy and integrity of data stored on System information technology.
3. Users must not change, conceal, or forge the identification of the person using System information technology, including, but not limited to, use of e-mail.
4. Users must not knowingly download or install software onto System information technology unless it has been preapproved through established campus or system office procedures, or by the designated officials, or prior authorization is received from the designated officials. Users who knowingly or negligently do not comply may be held responsible for damages, cost of system debugging, and payment of software fees, licenses and infringement penalties.
5. Users must not engage in activities that interfere with or disrupt network users, equipment or service; intentionally distribute viruses, worms, trojans, or other malicious code; or install software or hardware that permits unauthorized access to System information technology.
6. Users must not engage in inappropriate uses, including:

   a. activities that violate State or federal law or regulation;
   b. wagering or betting;
   c. harassment, threats to or defamation of others, stalking, and/or illegal discrimination;
   d. fund-raising, private business, or commercial activity, unless it is related to the mission of the System or its colleges and universities. Mission related activities are determined by the college, university, or Office of the Chancellor, and include activities of authorized campus or System-sponsored organizations;
   e. storage, display, transmission, or intentional or solicited receipt of material that is or may be reasonably regarded as obscene, sexually explicit, or pornographic, including any depiction, photograph, audio recording, or written word, except as such access relates to the academic pursuits of a System student or professional activities of a System employee; and
   f. "spamming" through widespread dissemination of unsolicited and unauthorized e-mail messages.

Subpart C. Protecting privacy. Users must not violate the privacy of other users and their accounts, regardless of whether those accounts are securely protected. Technical ability to access others' accounts does not, by itself, imply authorization to do so.

Subpart D. Limitations on use. Users must avoid excessive use of System information technology, including but not limited to network capacity. Excessive use means use that is disproportionate to that of other users, or is unrelated to academic or employment-related needs, or that interfere with other authorized uses. Colleges and universities may require users to limit or refrain from certain uses in accordance with this provision. The reasonableness of any specific use shall be determined by the college or university or Office of the Chancellor in the context of relevant circumstances.

Subpart E. Unauthorized trademark use. Users must not state or imply that they speak on behalf of the System or a college or university, and must not use System, college or university trademarks or logos without prior authorization. Affiliation with the System does not, by itself, imply authorization to speak on behalf of the System.

Part 5. System Employee Users.

All employees of Minnesota State Colleges and Universities are subject to Minnesota Statutes section 43A.38, the code of ethics for employees in the executive branch. In addition to compliance with that statute and this procedure, it is expected that employees will use the traditional communication rules of reasonableness, respect, courtesy, and common sense when using System information technology.

Subpart A. Personal use. In accordance with Minnesota Statutes section 43A.38, subdivision 4, System employees may make reasonable use of System information technology for personal communications as long as the use is in accordance with state law, Board policy and System procedure, and the use, including the value of employee time spent, does not result in an incremental cost to the State, or results in an incremental cost that is so small as to make accounting for it unreasonable or administratively impracticable, as determined by the Office of the Chancellor, college or university. Reasonable use means use consistent with this procedure.

Subpart B. Union activities. In the interest of maintaining effective labor-management relationships and efficient use of State time and resources, System e-mail systems may be used by employee representatives of the union for certain union activities, in accordance with State policy and/or the provisions of applicable collective bargaining agreements. System-owned property or service, including the e-mail system, may not be used for political activities, fund-raising, campaigning for union office, union organizing activities, or solicitation of employees for union membership.
Union use of electronic communication technology is subject to the same conditions as employee use of such technology, as set forth in Policy 5.22 and this procedure, including security and privacy provisions.

Subpart C. Political activities. System employees shall not use System information technology for political activities prohibited by Minnesota Statutes sections 43A.32 or 211B.09, or other applicable State or federal law.

Subpart D. Religious activities. System employees shall not use System information technology in a manner that creates the impression that the System supports any religious group or religion generally in violation of the Establishment Clause of the First Amendment of the United States Constitution or Article 1, Section 16 of the Minnesota State Constitution.

Part 6. Security and Privacy.

Subpart A. Security. Users shall employ appropriate security practices, including the appropriate use of secure facsimiles or encryption or encoding devices, when electronically transmitting data that is not public.

Subpart B. Privacy. Data transmitted via System information technology are not guaranteed to be private. Deletion of a message or file may not fully eliminate the data from the system.

Subpart C. Right to employ security measures. The System reserves the right to employ security measures, including but not limited to the right to monitor any use of System information technology, including those used for personal purposes. Users have no expectation of privacy for any use of System technology resources, except as provided under federal wire tap regulations (21 U.S.C. sections 2701-2711).

The System does not routinely monitor individual usage of its information technology resources. Normal operation and maintenance of System information technology require the backup and caching of data and communications, the logging of activity, the monitoring of general usage patterns and other activities that are necessary for such services. When violations are suspected, appropriate steps shall be taken to investigate and take corrective action or other actions as warranted. System officials may access data on System information technology, without notice, for other business purposes including, but not limited to, retrieving business-related information, re-routing or disposing of undeliverable mail; or responding to requests for information permitted by law.

Part 7. Application of Government Records Laws.

Subpart A. Data practices laws. Government data maintained on System information technology is subject to data practices laws, including the Minnesota Government Data Practices Act and the federal Family Educational Rights and Privacy Act, to the same extent as they would be if kept in any other medium. Users are responsible for handling government data to which they have access or control in accordance with applicable data practices laws.

Subpart B. Record retention schedules. Official college or university records created or maintained electronically are subject to the requirements of the Official Records Act, Minnesota Statutes section 138.17 to the same extent as official records in any other media. Official records must be retained in accordance with the applicable approved records retention schedule appropriate for the type, nature, and content of the record. Willful improper disposal of official records may subject an employee to disciplinary action.

Part 8. College and University Policies and Procedures.
Colleges and universities and the Office of the Chancellor, must adopt policies and procedures consistent with Policy 5.22 and this procedure:

a. for reporting possible illegal activities to appropriate authorities;
b. to implement state and System security policies, procedures, standards and guidelines to protect the integrity of System information technology and its users' accounts;
c. to ensure that government data in electronic format is handled in accordance with its classification under the Minnesota Government Data Practices Act, Family Education Rights and Privacy Act, and other applicable law or policies;
d. to specify the name and contact information of the official to be contacted by users and others if they have questions, concerns or problems regarding the use of System information technology or concerning intended or unintended interruptions of service;
e. for reviewing requests to use the trademarks or logos of the college, university or Minnesota State Colleges and Universities; and
f. to provide information and education to users concerning applicable information technology policies and procedures;
g. for identifying the official(s) designated to make decisions regarding approved hardware or software use.

Part 9. Enforcement.
Conduct which involves the use of information resources to violate a System policy or procedure, or state or federal law, or to violate another's rights, is a serious abuse subject to limitation or termination of user privileges and appropriate disciplinary action, legal action, or both.

Subpart A. Access Limitations. Minnesota State Colleges and Universities reserves the right to temporarily restrict or prohibit use of its System information technology by any user without notice, if it is determined necessary for business purposes.

Subpart B. Repeat violations of copyright laws. Minnesota State Colleges and Universities may permanently deny use of System information technology by any individual determined to be a repeat violator of copyright laws governing Internet use.

Subpart C. Disciplinary proceedings. Alleged violations shall be addressed through applicable System procedures, including but not limited to System Procedure 1.B.1.1 to address allegations of illegal discrimination and harassment; student conduct code for other allegations against students; or the applicable collective bargaining agreement or personnel plan for other allegations involving employees. Continued use of System information technology is a privilege subject to limitation, modification, or termination.

Subpart D. Sanctions. Willful or intentional violations of this policy are considered to be misconduct under applicable student and employee conduct standards. Users who violate this policy may be denied access to System information technology and may be subject to other penalties and disciplinary action, both within and outside of the System. Discipline for violations of this policy may include any action up to and including termination or expulsion.

Subpart E. Referral to Law Enforcement. Under appropriate circumstances, Minnesota State Colleges and Universities may refer suspected violations of law to appropriate law enforcement authorities, and provide access to investigative or other data as permitted by law.

Approved: January 23, 2004

EGF Network Map

APPENDIX C: Network Infrastructure Maps

TRF Network Map

APPENDIX D: Software Inventory

Institutional Inventory
To be updated in FY06

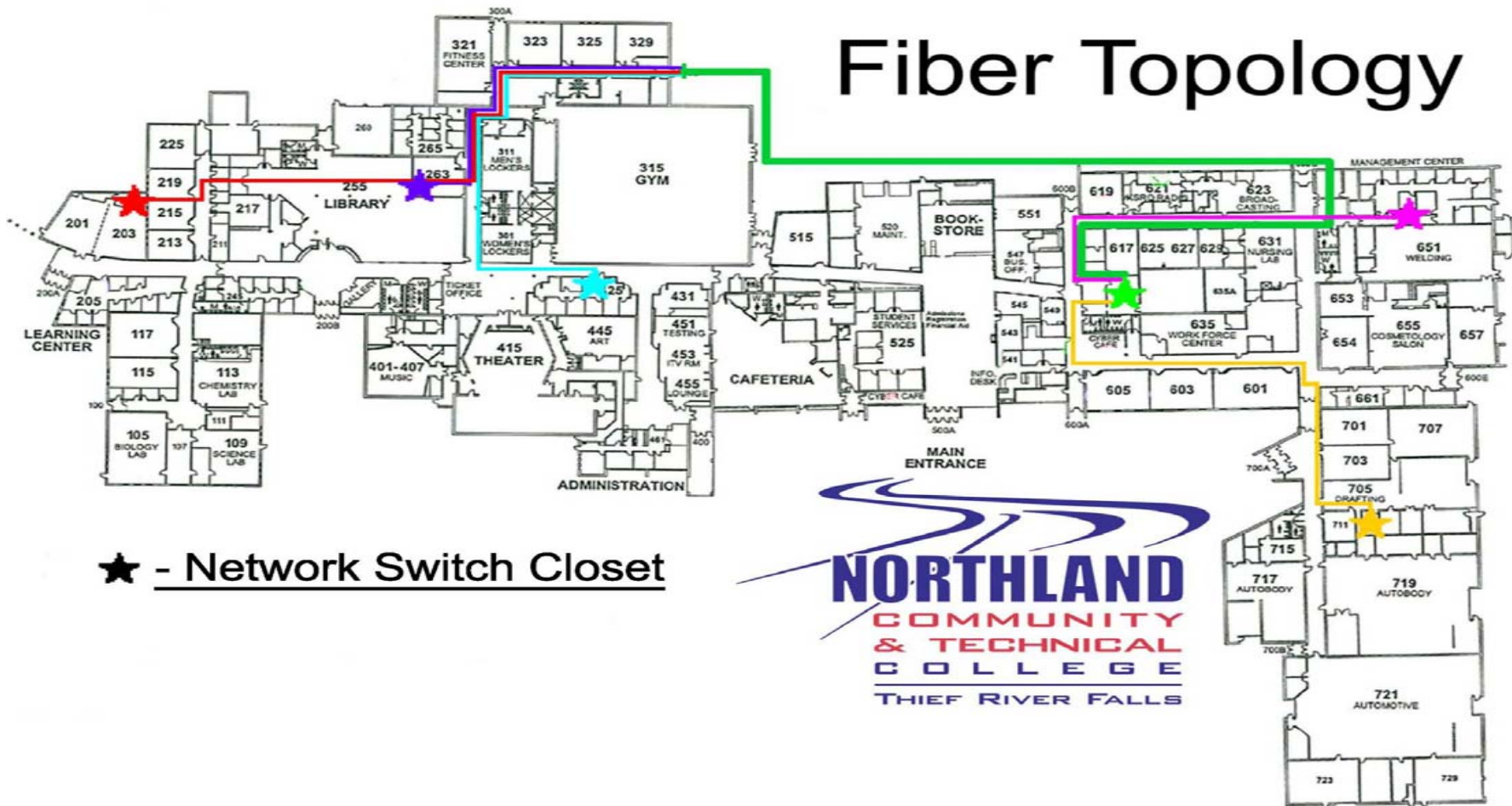| Northland Campus Software					
Name of Software	**Cost**	**# Site License**	**Department**	**Ordered from:**	**Funding**
Accuplacer			Dean Dalen		
Adobe Acrobat 5.0	$1,029.00	50 @ $20.00	Employees	En Pointe	114091
Advantex			Aviation		
ASA Prep Ware Aviation			Aviation		
Auto Tech					
C++	$870.00		Mechanics & Computer Science		
CAD					
Studio Max	$3,200.00	16	Cad	Quannon Cad Systems	100006
Arch Desktop	$1,250.00	5	Cad	Quannon Cad Systems	100007
Arch Desktop Renewal	$6,000.00	30	Cad	Quannon Cad Systems	100008
Photoshop 6	$1,474.50	$143 per x10	Animation	School World	100006
Campus Agreement Microsoft Prod.	$9,405.00	165	Site license		
Academic Authorized Training Center for Click to Learn	$4,900.00		Daparma		114091
Click2Learn	$2,500.00	1 site licenses	Site for Blackboard		114091
Corel Word Perfect 8	$3,500.00	100	Student Labs & Employees		
Cortez Peters Keyboarding			Student Labs		
Farm Data/DTN	$1,104.45		FBM		100006
Finpack Licenses	$3,800.00		FBM		
Flight Simulator			Aviation		
Kalidegraph	$2,899.69	32	Chemistry	En Pointe	114091
Mathematica - dropped					
Norton Anti Virus	$2,000.00				
Nursing					
Pathways	$695.00		AutoBody	CCC Info Serv	112051
Photo Shop 6/Illustrator 10	$1,118.16	8	MultiMedia	En Pointe	117115
Quickbooks					CTCE
Renew Arch Licenses					
Web CT Internet	$1,000.00				
Blackboard	$3,800.00				
MS FrontPage 2002	$340.00	5	Multimedia Lab Dave Olsen		
MS Publisher 2002	$340.00	5	Multimedia Lab Dave Olsen		
Centurian Guards (Hardware)	$80.00 per				
Centurian Guards (Software)					
Arc Serv Netware	$794.88		Site	En Pointe	154091
Arc Serv Groupwise Agent	$524.84		Site	En Pointe	154092
Arc Serv Windows 2000	$741.71		Site	En Pointe	154093
OTG Software					
Blackboard	$3,800.00				
MS Visio	$460.00	4	CTCE	School World	149900
Innoculate	$2,454.00	300	Site	En Pointe	114091
Mitchell Repair	$1,566.60		Norm Halsa	Mitchelle Repair	112074
Westwood One Radio	$2,240.00		Broadcasting	BMI	112235

APPENDIX D: Software Inventory

Departmental Inventory
To be updated in FY06

Northland Departmental Software					
Name of Software	**Cost**	**#Site License**	**Department**	**Ordered From**	**Funding**

EGF Inventory

EGF - Multimedia Projector Rotation and Replacement List					Based on 5 Year Rotation Approx. 6 per year		
Location	Name	Asset or Serial Number	Lumens	FY Replacement	Purchase Date	Bulb Life	Comments
RM 106	Sharp PG-C45X	401319356	2500	0	2004	1,500 hrs	
RM 124	Sony VPL-PX15	54025	2000	0	2003	1,500 hrs	
RM 125	Sony VPL-PX15	54038	2000	0	2003	1,500 hrs	
RM 210	Sony VPL-PX15	54001	2000	0	2003	1,500 hrs	
RM 217	Sony S900	20544	1100	2006	1999	2,000 hrs	
RM 218	Sony S900	20505	1100	2006	1999	2,000 hrs	
RM 219	Sony S900	20452	1100	2006	1999	2,000 hrs	
RM 228	Sony VPL-PX15	51633	2000	0	2003	1,500 hrs	
RM 231	Sony S900	20458	1100	2006	1999	2,000 hrs	
RM 234		0	0	0	0	0	
RM 236	Sharp PG-C45X	401319360	2500	0	2004	1,500 hrs	
RM 238	Sony S900	20518	1100	2006	1999	2,000 hrs	
RM 311	Sharp PG-C45X	401319413	2500	0	2004	1,500 hrs	
RM 315	Sony VPL-PX40	17619	3500	0	2004	2,000 hrs	
RM 316	Sharp PG-C45X	0	2500	0	2005	1,500 hrs	Not installed yet
RM 317	Sharp PG-C45X	401319354	2500	0	2004	1,500 hrs	

Location	Name	Asset or Serial Number	Lumens	FY Replacement	Purchase Date	Bulb Life	Comments
RM 319	Sharp PG-C45X	0	2500	0	2005	1,500 hrs	Not installed yet
RM 320	Sony S900	20542	1100	2006	1999	2,000 hrs	
RM 323	Sharp PG-C45X	312318993	2500	0	2004	1,500 hrs	
RM 329	Sony S900	20519	1100	2007	1999	2,000 hrs	
RM 331	Sony S900	20876	1100	2007	1999	2,000 hrs	
RM 335	Sony VPL-PX15	54044	2000	0	2003	1,500 hrs	
RM 337	Sony VPL-PX15	11989	2000	0	2003	1,500 hrs	
RM 339	Sony VPL-PX15	0	2000	0	2003	1,500 hrs	
RM 401	Sharp PG-C45X	401319762	2500	0	2004	1,500 hrs	
RM 437	Sharp PG-C45X	401319774	2500	0	2004	1,500 hrs	
RM 305a	Sharp PG-C45X	401309568	2500	0	2004	1,500 hrs	
RM 305b	Sony VPL-PX15	51751	2000	0	2003	1,500 hrs	
Library	Sony VPL-CX5	??	2000	0	2003	2,000 hrs	
Library	Sony VPL-CX5	17259	2000	0	2003	2,000 hrs	
Library	Sony VPL-CX5	16905	2000	0	2003	2,000 hrs	
Library	Sharp XG-C40XU	111313218	2000	2007	2001	1,500 hrs	
Library	Sharp PG-C30XU	107322844	1700	2007	2000	1,500 hrs	
Library	Sharp PG-C30XU	107322289	1700	2007	2000	1,500 hrs	

APPENDIX E: Multimedia Equipment - Smart Classroom Inventory
TRF Inventory

TRF - Multimedia Projector Rotation and Replacement List					Based on 5 Year Rotation Approx. 6 per year			
Location	Name	Asset or Serial Number	Lumens	FY Replacement	Purchase Date	Bulb Life	Comments	
AP1								
AP2								
AP3								
AP Lab 7	N.E.C. VT670	1265842	2100	10	10/11/04	100%		
AP 8	N.E.C. VT670	1265843	2100	10	10/11/04	100%		
AP 9	Proxima 6850+	1005662	2200	07	08/01/01	180 Hrs		
AP 10	Sharp XG-C40	1265345	2000	09	08/01/02	3 Hrs		
AP 11	Sharp XG-C40	1265168	2000	08	08/01/02	267 Hrs		
AP 12	Proxima 5950	1005662	1500	06	07/01/99	Unknown		
AP Elect. Tech	Proxima 5950	1005838	1500	06	07/01/99	Unknown	Dead Bulb	
AP SWEN E.								
AP SWEN W.								
AP ARCTIC								
AP COMP								
LAB 105	Sharp PG-C45X	1265593	2500	10	09/01/03	98% Rem.		
LAB 109	N.E.C. VT670	1265840	2100	11	10/11/04	1		
LAB 113	Sharp PG-C45X	1265591	2500	10	08/01/03	100% Rem		
RM 115	2 Digital TVs	120510015			08/01/02			
RM 117	Proxima 6860	1190066	2400	07	01/01/02	1000 Hrs		
RM 201	Hitachi CP-X990W	1265177	3500	09	07/01/02	256 Hrs		

Location	Name	Asset or Serial Number	Lumens	FY Replacement	Purchase Date	Bulb Life	Comments
RM 203	Hitachi CP-X990W	1265176	3500	10	07/01/02	519 Hrs.	
RM 213							
RM 215	N.E.C. VT670	1265841	2100	11	09/11/04	100%	
RM 217	Sharp XG-C40	1265173	2000	07	08/01/02	162 Hrs	
RM 219	N.E.C. VT670	1265839	2100	11	09/11/04	100%	Dig TV. 1265165
RM 225	Sharp XG-C40	1265172	2000	08	08/01/02	319 Hrs	
RM 263	Sharp PG-C45X	1265592	2500	09	09/01/03	89% Rem	
RM 323	Sharp XG-C40	1265166	2000	08	08/01/02	296 Hrs	
RM 325	Digital TV	1190080					
RM 329	Digital TV	1190079					
RM 405							
RM 407	Sharp PG-C45X	1265594	2500	09	09/01/03	98% Rem.	
RM 415							
RM 453							
RM 461F	NEC VT670	1265847	2100	11	11/10/04	100%	
RM 445	Sharp XG-C40	1265169	2000	08	08/01/02	188 Hrs	
RM 515	3M MP8745	1146534	1500	06	08/01/00	4 Hrs	
RM 545	Digital TV	1190071					
RM 551	Proxima 5950	1005836	1500	06	07/01/99	23 Hrs	
RM 601	3M MP8745	1146533	1500	06	08/01/00	841 Hrs	
RM 603	Sharp PG-C45X	1265407	2500	09	02/01/03	95% Rem	
RM 605	3M MP8745	1146535	1500	06	08/01/00	1 hour used	rep_lamp 03/07/05
RM 617	3M MP 8650	1005721	1000	See Comments	03/01/98	78 Hrs	Gets Recycled
RM 619							
RM 623	NEC VT670	1265844	2100	11	09/18/04	100%	

Location	Name	Asset or Serial Number	Lumens	FY Replacement	Purchase Date	Bulb Life	Comments
RM 625/627	Sharp XG-C40	1265346	2000	07	08/01/02	0 Hrs	rep_lamp 03/07/05
RM 651							
RM 654	Sharp XG-C40	1265351	2000	08	08/01/02	352 Hrs	
RM 701	Sharp XG-C40	1265167	2000	07	08/01/02	197 Hrs	
RM 703	Sharp XG-C40	1265170	2000	08	08/01/02	166 Hrs	
RM 705	3M MP8745	1146536	1500	06	08/01/00	444 Hrs	
RM 706	Proxima 9260	1146602	2200	07	11/01/00	0 Hrs	Rep_lamp 12/13/04
RM 707	Hitachi CP-X990W	1265596	3500	10	09/01/03	49 Hrs	
RM 715	NEC VT670	1265845	2100	11	10/11/04	1	
RM 725	Sharp PG-C45X	1265595	2500	09	09/01/03	98% Rem.	
RM 729	NEC VT670	1265836	2100	12	10/11/04	1	On Cart
MM Center	N.E.C. VT670	1265835	2100	12	10/11/04	1	On Cart
MM Center	Sharp PG-A20X	1265668	2000	12	03/01/04	99% Rem	On Cart
MM Center	Elmo Portable PAD Camera	1265637					On Cart
MM Center	NEC VT670	1265838	2100	12	10/11/04	1	For Check Out
AP PORTABLE	3M MP8640	1005632	1000		????	292 Hrs	
AP PORTABLE	3M MP8640	1005818	1000		????	136 Hrs	
SWENSON	Dukane MM Cart		1700	12	01/01/04	291 Hrs	Gets Recycled
SWENSON	NEC VT670	1265837	2100	12	10/11/04	1	On Cart
SWENSON	Digital TV	1265164			08/01/02		
ROSEAU	3M MP8630	ser. G7c101579	500	See Comments	01/01/99	Unknown	Gets Recycled
ROSEAU	Boxlight 3600	ser g71019529	600	See Comments	01/01/97	Unknown	Gets Recycled

Classroom Technology Survey

Feb. 2005

The technology committee is looking for your input on classroom technology needs. Sub committee members include: Dennis Sevigny, Earl Frazer, Dave Olsen, Dorinda Sorvig, Jeff Thomas, Richard Chapman, and Dexter Gonsorawski.

Please complete the following survey and return to Dennis Sevigny **by Mar. 4, 2005**. You may just respond to this e-mail and number your answers matching the questions below. No need to re-write the question. Yes, we are actually asking you for your complaints about classrooms! THANK YOU!!

1. Which classrooms are you teaching in this semester?

2. What do you enjoy about those rooms? (List each room with your comments).

3. What do you NOT like about those rooms? (List each room with your comments).

4. What technology needs do you see for those rooms? (i.e. projector, VCR, remote, digital TV, PAD camera, etc.)

5. Please list any other pertinent classroom technology needs.

EGF Student Technology Survey

*This survey is for planning use by the EGF Technology Committee. **Please complete this online survey no later than Friday, May 6th.***

1. Do you own a laptop?

__ Yes ___No (If no, please skip to question #6)

2. Do you feel that your laptop is used enough to justify its cost?

___Yes ___No

3. What do you use your laptop for?

___ Personal Email   ___School Email

___General research   ___Presentations (PowerPoint)

___Online assignments   ___Clinical simulations

___Chat rooms   ___Exams

___Accessing online databases for research

___Other (specify):

4. Do you feel that the requirement of a laptop has positively enhanced your educational experience?

___Yes ___No

5. Would a small dedicated, program-specific lab be an acceptable alternative to a laptop?

___Yes ___No

6. Would you utilize an open computer lab, if it were available?

___Yes ___No

7. How did NCTC-East Grand Forks being a laptop campus affect your decision to enroll here?

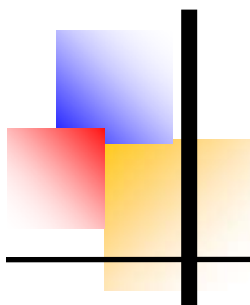___Positively   ___Negatively

___I didn't think about it   ___I didn't know that it's considered a "laptop campus"

8. Do you have a computer at home (besides a laptop)?

___Yes ___No
Comments:

TRF Student Technology Survey

1	Very Satisfied
2	Somewhat Satisfied
3	Not Satisfied

For each question below, circle the number to the right that best describes your satisfaction. Use the scale above to match your answer.

Question	Scale		
1. Do the student computer labs satisfy your technology needs?	1	2	3
2. Are there enough computers available for your use?	1	2	3
3. Do the cyber areas fit your technology needs	1	2	3
4. How do you rate the technical support you receive?	1	2	3
5. Are you satisfied with the hours the labs are available? *(Current lab hours: 7:30 am – 9:00 pm M – TH, 7:30 – 5:00 F, 1:00 – 4:00 Sat.)*	Yes		No
6. Are there any other areas on campus where computers are needed? **If yes**, please identify the location:	Yes		No
7. Do you have any additional technology needs?	Yes		No

Additional comments/suggestions:

Employee Technology Skills Assessment

The following assessment tool provides the college with technology literacy information for the individual employee and the college as a whole. It will:

- *Help establish college/campus technology skill level benchmarks*
- *Provide pre and post assessment for technology training needs*
- *Provide pre-employment skill level assessment*
- *Help in self assessment of technology skills for personal goal setting*

Please fill in the bubble next to the item that best describes your current level of technology skill attainment.

1. Software Basics

○ I do not use a computer.

○ I use a computer to run only a few programs that came pre-loaded on it. It has little effect on my work or home life. I am nervous that I might damage the machine or its programs.

○ I can run more then one program at a time, and have several windows open at once.

○ I can install programs on my computer.

○ I can customize the look and sounds of my computer. I am confident enough in my skills to teach others basic operations.

○ I can troubleshoot and successfully correct software problems. I learn new programs on my own. I can teach basic computer operations to others and help troubleshoot other users' software and computer problems.

2. Hardware/Troubleshooting

○ I can use a computer if it is already setup and running.

○ I can disconnect cables on a computer, move the computer and reconnect the cables so it will work.

○ I know how to check if I am on the network.

○ I can identify and troubleshoot simple computer problems. (disconnected cables, printer jams, frozen/locked-up computers)

○ I can successfully set up a new computer. I can upgrade components in a computer; i.e. memory. I assist others in hardware troubleshooting.

3. File Management

○ I don't save documents I create. I type, print and if I need to make a change I start over.

○ I can open and save files on different drives, but have no organized electronic filing system for my documents.

○ I have a filing system for organizing my electronic files. I can create folders to keep my files separated and I understand how important it is to backup my files to an alternate location.

○ I regularly back-up my files and I maintain my network folder size within acceptable limits. I teach others how to save, backup and organize their files.

4. Word Processing – Microsoft Word

○ I can create a new word processing document, save, print, and reopen the document later. My documents tend to use default page settings, styles, and fonts.

○ I can use basic text formatting such as bold, italics, underline, and font sizes to improve the look of my documents. I can cut, copy, and paste text within a document.

○ I can change the format and page orientation of my documents. I can use Find/Replace. I can insert graphics into word processing documents. I use a word processor for almost all my professional work.

○ I can create and use templates. I can use mail merge. I can use advanced features of Microsoft Word such as tables, word art, and text boxes. I can teach or help others with advanced word processing skills.

5. Spreadsheet – Microsoft Excel

○ I only input information into a spreadsheet someone else has created or I do not use a spreadsheet.

○ I can create a simple spreadsheet. I can navigate within it and print a simple spreadsheet.

○ I use a spreadsheet for many of my projects. I write formulas and create basic charts and graphs.

○ I use advanced spreadsheet features such as absolute references, linked documents and macros. I teach/support others to use advanced spreadsheet skills and features.

6. Database – Microsoft Access

○ I can enter information into a database someone else has created. I don't use a database.

○ I can find, sort, edit, and print records within an existing database.

○ I can create databases. I know how to define fields and create layouts and a variety of reports.

○ I can export data from my database and use formulas to create summaries of numerical data. Ex. sum and average. I teach/support others to use advance database features.

7. Presentation – Microsoft Power Point

○ I do not use Microsoft Power Point.

○ I can create simple presentations. My presentations are presented using a computer, television, or in the form of overheads and handouts.

○ I can create presentations that incorporate features such as transitions, layers, and sound. I use narration for presentations that are part of online courses. I frequently use these features when creating courses.

○ My presentations often incorporate advance Power Point features such as video, animation, and external hyperlinks. I can set up many different types of projection equipment. I teach/support others to use advanced presentation skills and features.

8. Graphics

- ○ I do not incorporate graphics into my word processing documents or presentations.
- ○ I can insert, place, and resize pictures and clipart into a Word document or Power Point presentation.
- ○ I use photo-editing software with scanned or digital camera pictures. I can export/save these pictures in many different image file formats. (jpeg, bmp, gif, etc…)
- ○ I can create my own digital art. I teach/support others to use advanced graphics tools.

9. Internet

- ○ I do not use the Internet or I don't have access to it.
- ○ I can navigate the Internet and find relevant information. I know how to use different search engines to find information relevant to my job. *i.e. curriculum resources, educational websites, higher education info. etc…*
- ○ I can edit my Favorites/Bookmarks list. I can copy and past text and images from a web site. I can change my browser's homepage.
- ○ I know how to download and install plug-ins. I can customize my internet options settings. I can empty my temporary Internet files and history files. I teach/support other users to use advanced Internet sills and features.

10. Electronic Mail - Email

- ○ I don't use electronic mail. (email)
- ○ I use e-mail. I can read and send email both within the college and outside the college. I can reply to and delete received messages.
- ○ I can create add people to my personal address book, create groups, and attach files.
- ○ I know how to use advanced email features such as filtering, delayed sending, and read receipts.

11. Calendar – GroupWise

- ○ I do not use my GroupWise calendar
- ○ I use my GroupWise calendar for appointments for myself only.
- ○ I use my GW calendar to arrange meetings with others, or to see if others are available for a meeting. (Busy Search)
- ○ I Proxy into other user's calendars, subscribe to their alarms, and schedule their appointments.

12. Acceptable Use/Copyright

- ○ I am NOT aware of the Northland College Acceptable Use and Copyright policies.
- ○ I AM aware of the Northland College Acceptable Use and Copyright policies.
- ○ I clearly understand and follow policies regarding appropriate use of email, Internet, and software licensing. I clearly understand and follow policies regarding copy written material.
- ○ I model and strictly follow the appropriate and ethical use of electronic and print media. I can serve as a college-wide resource on these issues.

13. Video

○ I can play a prerecorded videocassette/DVD but I do not use a video camera/camcorder.

○ I can use the basic functions of a VCR, DVD player and video camera.

○ My course projects include the creation and editing of original video and audio.

○ I use computer software for digital video and audio editing. I teach/support others to use advanced video/audio editing skills and features.

14. Accessing Network Folders - (still needs work)

○ I do not access, or do not know how to access network folders.

○ I can save documents and retrieve documents from network folders.

○ I can back up my files to my network folder.

○ I use network folders for all my daily tasks. I conduct "electronic housekeeping" of my personal network folder regularly.

15. Curriculum Integration - (still working on this and many others)

○ I do not integrate technology into my curriculum.

○ I use Power Point to deliver lecture material to my on-campus courses

○ I use Power Point and D2L to deliver courses to students online.

○ ???????

16. Desire2Learn   -   (still working on this and many others)

○ I do not use Desire2Learn for my courses

○ I can create and delete News items, external and internal links. I can create, load, and link html files. I can view my Classlist, send e-mail to students and change roles within D2L.

○ I can create and manage the Gradebook. I can create and manage Content, Quizzes and files. I use the HTML Editor, Dropbox, and Calendar in my courses.

○ I can change My Settings, Edit Course, and copy course components from one semester to the next. I can change course settings, and import quizzes. I use the chat room, groups, and personal tools.

Accomplishments

Classroom Technology (EGF)
An employee team dedicated to making recommendations for the continuous improvement of classroom instructional technology.

- o Survey-All items were addressed and put on a priority list
- o Positive feedback
- o Enhanced instruction by adding projectors to many classrooms
- o Adding Robotic Camera into Nursing; opportunity to experiment with new technology.

Classroom Technology (TRF)
An employee team dedicated to making recommendations for the continuous improvement of classroom instructional technology.

- o Survey and survey results
- o Inventory of all projectors
- o Standardized computer equipment recycling plan
- o 5 year projector recycling.

College Web
A team composed of students and employees committed to continuous improvement of the college website, as well as making recommendations for priorities and future enhancements.

- o Local webmaster
- o Improved look
- o Updates being made
- o Increase of information being shared.

Infrastructure
An employee team dedicated to researching and recommending future direction for technology infrastructure for the college.

- o Network upgrade of switches that replaced refurbished equipment
- o Reduction in network down time
- o Introduction of wireless access points in Thief River Falls.

Professional Development and Technology Utilization
An employee team committed to maximizing employee use of technology by offering on-campus professional development opportunities, and making recommendations for continuous improvement of technology utilization.

- o Byte of Technology sessions
- o Weekly e-mail technology blasts

Student Technology (EGF) **- must be majority student representation**
A student majority team dedicated to maximizing student technology utilization and to make recommendations regarding expenditure of student technology fee (MnSCU Policy 5.11.1).

- o Cyber areas
- o 3 year recycling plan
- o Discontinuing EGF dial up services (save 13k)

Student Technology (TRF) **- must be majority student representation**
A student majority team dedicated to maximizing student technology utilization and to make recommendations regarding expenditure of student technology fee (MnSCU Policy 5.11.1).

- o Cyber areas
- o 3 year recycling plan

APPENDIX H: Technology Committee Minutes:

Technology Committee minutes are available at
http://intranet.northlandcollege.edu/committees1.htm

Classroom Technology EGF

Ranked Priority	Item	Approximate Cost
1	Complete 2004 Projectors (welding, labs, 319 & 327)	$3,705.00
2	Classroom projectors, sound system, DVD/VCR complete wiring set-up plus one new projector for cart (use separate DVD VCR units)	$23,610.00
3	Projectors to update Carpentry and truck driving (for fire tech next year)	$2,407.00
4	View/Station/Polycom – use in Conference Room 306B	$3,700.00
5	Netop License: Laptop Cart (24) Library testing area (16) (Recycle from TRF, 25 avail)	$0

Classroom Technology TRF

Ranked Priority	Item	Approximate Cost
1	**Projectors (551 and any 1999-2000 & older)** **5 Year Recycling Plan**	**Approx $1800/classrm x 7 = $12, 600**
2	**Classroom Computers (ITV, 105, 325, 219)** **Buy DVD Combo Drives**	**Approx. $1,000 each x 4 = $4,000**
3	**DVD's (625, 219, 225 and 2 more)**	**$40/classrm x 5 = $200**
4	**DA Extron (to project on both screens in room 201/203**	**$150**
5	**Multi-European Standard VCR w/ TV**	**Approx. $800- $1,000**
6	**Printer – 405 – music students**	**Recycled Printer**
7	**Speakers with headphone jacks – 405** **4 sets with subwoofer & headphone jacks**	**$148.12**
8	**Netop annual maintenance agreement**	**$1620 for 150 licenses**
9	**Additional Polycam**	**$3700**

College Web

Ranked Priority	Item	Approximate Cost
1	Center for Outreach & Innovation website	0
2	Pioneer 90.1 website – Live Feed (Broadcasting Subscription)	0
3	Online Student Orientation	0
4	Web Directory Update/Faculty websites (Dreamweaver templates/e-folio)	Macromedia Contribute licenses?
5	Photo Downloads	0
6	Online Writing Lab	0
7	Information Request/Marketing	0
8	Cancelled Classes (Web Alerts)	0
9	A to Z Search	0
10	Student Life website	0
11	Learning Services website	0
12	Intranet Upgrade	0

Infrastructure

Ranked Priority	Item	Approximate Cost
1	**Backup Exec Server Backup Software and Annual Maint (April)**	**$500**
2	**GWAVA Annual Maint (June)**	**$1,000**
3	**Symantec Annual Maint for employees (July)**	**$1,270**
4	**Web Server – Web is currently on MSCTC's Server** **4 – 5 Year Recycling Plan**	**$7,000**
5	**EGF Annual Cisco Maint Agreements (Nov.)**	**$3,325**
6	**TRF Annual Cisco Maint Agreements (Nov.)**	**$3,510**
7	**Employee 3 Year Computer Recycling** **EGF - 32 = 38k** **TRF – 42 = 38k**	**$76,000**
8	**Finish EGF move to switches (28 switches) and get rid of any hubs/switches outside of wiring closets and pull wire directly back to a wiring closet** **8 Year Core Recycling Plan** **5 Year Switch Recycling Plan**	**$13,000** **Split over 2 years** **FY06-13,000** **FY07-13,000**

9	**Novell Support Incidents (5)**	**$1,750**
10	**EGF Room 125 Remodeling – turn into offices (move existing wiring, may not need to pull new wire)**	**$0**
11	**EGF Room 210 Remodeling – split classroom into two (wiring)**	**$200**
12	**EGF Server Room expansion/cooling – cost is for additional rack**	**$0 – Recyled unit from TRF**
13	**EGF Secure room 322a (wiring closet) – swap locks to other side of door**	**$0**
14	**TRF Access Points – install where needed (only cost would be for running a network wire to any access points we install) Recycled access points from EGF**	**$0**
15	**EGF Room 413 re-wire (cost may be included in the building project that will create a south entrance in this area)**	**$1,400 _ In building project budget**
16	**Airport Campus**	**?**

Professional Development

Ranked Priority	Item	Approximate Cost
1	**1 (10 pack) Impatica License** **Install on dedicated computers in EGF and TRF**	**$1000**
2	**Professional Development ("Byte of Technology")**	**$3500**
4		
5		
6		
7		
8		
9		
10		

EGF Student Technology

Ranked Priority	Item	Approximate Cost
1	**% ITS positions including a new ITS 2 position** **Discontinue $10 work-study (28k)**	**173,000**
2	**Campus Agreement ($25493 initial cost, sold in bookstore)**	**6,000**
3	**% of Infrastructure Phase** **8 Year Recyclng Plan for Core** **5 Year Recycling Plan for Switches**	**20,000**
4	**Student Netmail Server and Tape Drive– Split with TRF** **4 -5 Year Server Recycling Plan**	**5,000**
5	**Symantec Antivirus – Student Usage and support**	**3,045**
6	**Student Printers**	**4,500**
7	**Accuplacer lab – moving to library** **3 Year Recycling Plan**	**26,000**
8	**Advanced Business – Copier Networking** **Should be College Budget, except Library Printer**	**2,000** **(14,000 move to** **college budget)**

Total $239,545

TRF Student Technology

Ranked Priority	Item	Approximate Cost
1	**% of ITS positions, including new ITS1 position** **Discontinue $10 per hour work-study (28k)**	**134,000**
2	**Campus Agreement (covers all computer labs)**	**6,920**
3	**3 computer Lab Replacements – 3 Year Recycling Plan** **603 – 24, LC – 12, Cad 707 – 21 = 57**	**79,000**
4	**Student Netmail Server and Tape Drive– Split with EGF** **4 – 5 Year Server Recycling Plan**	**5,000**
5	**Aviation Cyber Area – 5 new stations**	**15,000**
6	**AutoDesk – Program Specific**	**10,500??**
7	**Farm Business Management Allocation –** **(meet with Ron to discuss adding to College Recycling plan)** • **Instructional Computers** • **Portable Printers** • **Portable Projectors** • **Fin-Pack Software** • **Other Software**	**35,000?**
8	**Special Student Projects:** **Cafeteria? Science?**	**?**

Total $285,420