

2008 – 2010

Updated July 2009

Technology Master Plan



Developed by Members of
Technology
Subcommittees:

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www.northlandcollege.edu/vision2010/stratplans/plan_technology.pdf

Master Technology Plan 2008-2010

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TECHNOLOGY PLANNING PROCESS

The Technology Master Plan outlines goals and strategies for Northland to maintain state of the art technology as well as to prepare for changes into the future. The technology plan is updated annually using an action plan model created by sub committees. The primary purpose of each subcommittee is to survey user needs and ideas and create an action plan with an accompanying priority project list for the next fiscal year. Recommendations from these subcommittees will be reviewed and finalized by the Technology Committee in the spring of each year, with recommendations carried forward for budget planning purposes. Recognizing the importance of technology, Northland spends approximately \$1.5 million annually on technology-related services and equipment. The Technology Master Plan and all accompanying action plans, priorities and accomplishments, meeting minutes and related documents are available at http://www.northlandcollege.edu/VirtualOffice/employee_id001/committees/technology

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.

In 2008 subcommittees were condensed to college-wide teams of:

- TECHNOLOGY UTILIZATION: An employee team committed to maximizing employee use of technology, in and out of the classroom, by offering on-campus professional development opportunities, and making recommendations for future direction and continuous improvement of technology utilization and the infrastructure required.
- STUDENT TECHNOLOGY – MUST BE MAJORITY STUDENT REPRESENTATION: A student majority team dedicated to maximizing student technology utilization and to make recommendations regarding expenditure of student technology fees (MnSCU Policy 5.11.1).

Technology Subcommittee Model

Northland Community and Technical College offers an array of technology resources dedicated to student learning. Students play an active role in the Student Access Technology committee devoted to maximizing student technology utilization and make recommendations regarding expenditures of student technology fees.

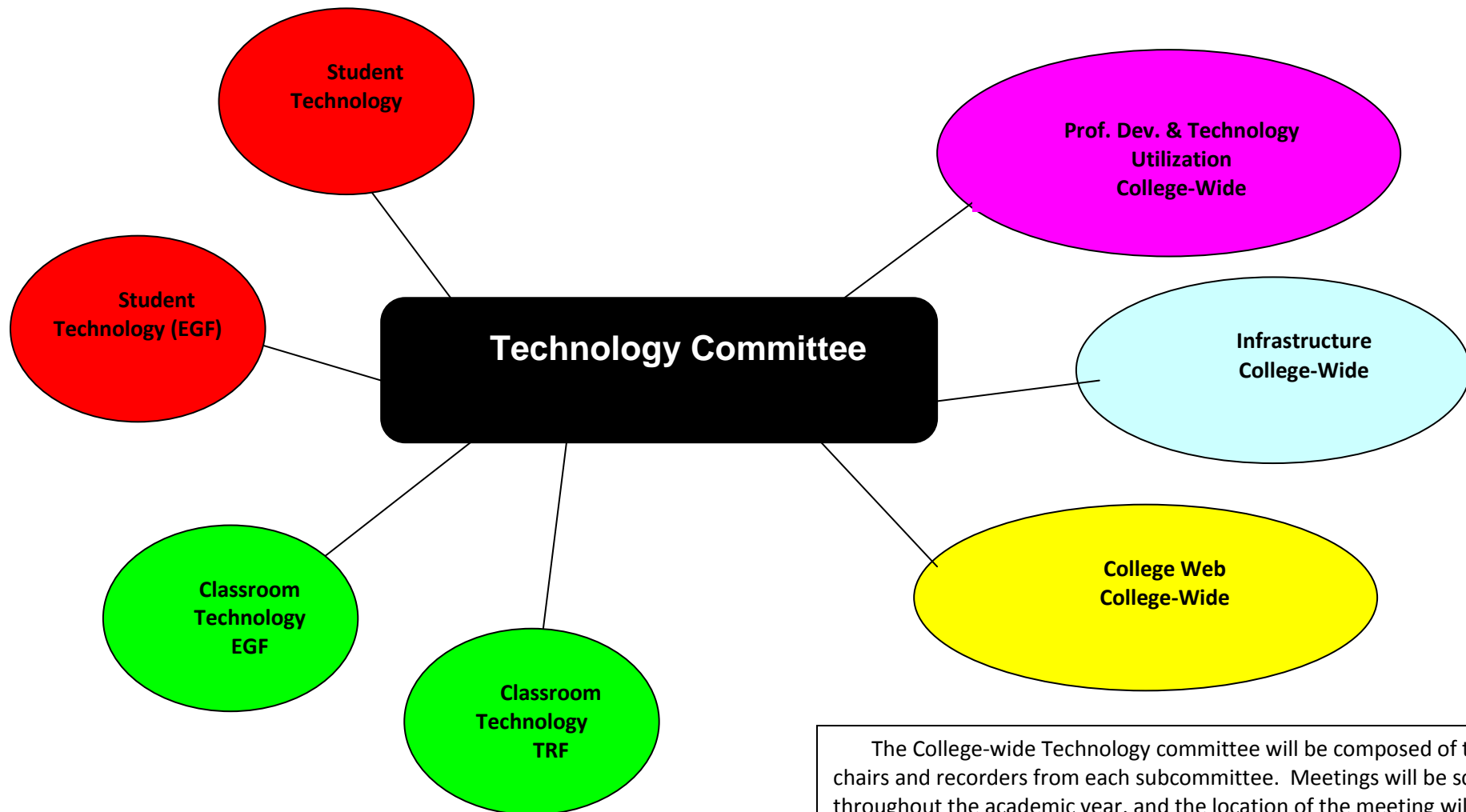
Faculty also play an active role in the Technology Utilization committee; An employee team committed to maximizing employee use of technology, in and out of the classroom, by offering on-campus professional development opportunities, and making recommendations for future direction and continuous improvement of technology utilization and the infrastructure required.

Technology Subcommittees: A member of the ITS staff will serve as the chair and a recorder for each subcommittee for the academic year. Each subcommittee should meet once per month and post all meeting minutes to the college web, as well as provide an electronic copy to the members of the Technology Committee (groups within GroupWise). 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 subcommittees will be reviewed and finalized by the Technology Committee in the Spring of each year, with recommendations carried forward for budget planning purposes.

Team Purposes and membership can be found at

http://www.northlandcollege.edu/VirtualOffice/employee_id001/committees/technology/

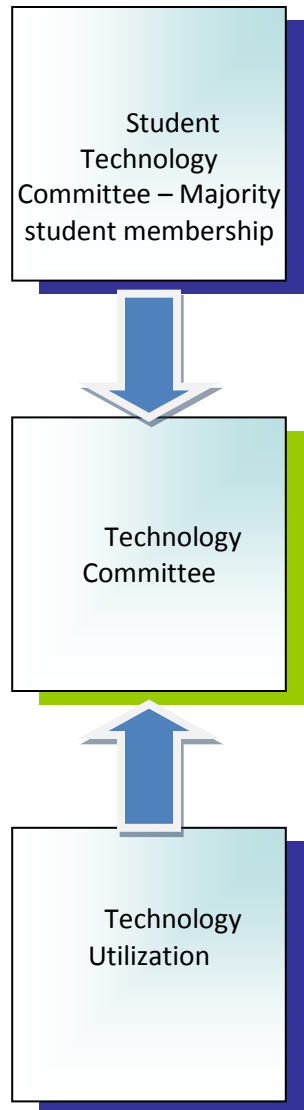
Technology Subcommittee Model – Adopted 2004



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

Technology Subcommittee Model – Adopted 2008



The College-wide Technology committee will be composed of members from the Technology Utilization and Student Technology subcommittee. Meetings will be scheduled throughout the academic year, and the location of the meeting will be held on each campus via video conference.

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 model for the following fiscal year. Members of the committee seek input through annual surveys.

Subcommittees are provided a template to create their goals, objectives, and strategies relative to each subcommittee's purpose. Provided in this section are links to the NCTC Action Plans for FY 2009 and FY 2010, 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?

Action Plans

[FY09 Action plan for Technology Utilization](#)

[2008 Survey Results](#)

[2008 Technology Utilization Accomplishments](#)

[All related Technology Utilization Documents](#)

[FY09 Action Plan for Student Technology](#)

[FY09 Priority List](#)

[2008 Survey Results EGF](#)

[2008 Survey Results TRF](#)

[2008 Student Technology Accomplishments](#)

[All related Student Technology Documents](#)

[FY10 Action Plan for Technology Utilization](#)

[2009 Survey Results](#)

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[All related Technology Utilization Documents](#)

[FY10 Action Plan for Student Technology](#)

[FY10 Priority List](#)

[2009 Survey Results EGF](#)

[2009 Survey Results TRF](#)

[2009 Student Technology Accomplishments](#)

[All related Student Technology Documents](#)

Technology Committee Minutes:

Technology Committee minutes are available at

<http://intranet.northlandcollege.edu/committees1.htm>

TECHNOLOGY INFRASTRUCTURE REPLACEMENT/RECYCLING PLANS

The campus network provides a fiber optic backbone and access to a DS3 line, providing high-speed internet and e-mail access. All students are provided a network login, network folder, and e-mail account. To serve students better, Information Technology Services (ITS) are offered on both the East Grand Forks and the Thief River Falls campuses of Northland Community and Technical College. ITS provides technicians dedicated to technical support for students, both on and off campus. Support is also provided to the aviation campus, the Roseau satellite office, the Swenson House (Center for Outreach and Innovation), off-campus management education locations, and off-campus nursing education sites. ITS is the first point of contact for all technology-related services and support.

The Thief River Falls campus provides 13 computer labs equipped with approximately 210 computers. All computers are replaced on a three or four-year recycling program to provide students with up-to-date equipment. 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. to 4 p.m. on Sunday. The library is equipped with 20 student computers and has 5 laptop computers available for checkout or rental. Over Thirty classrooms are equipped with smart technology, including an instructor computer, VCR/DVD, sound system, and multi-media projector. Three conference rooms are equipped with video conference equipment and an additional portable unit is available for check out. Two classrooms offer interactive television network (ITV) capabilities. A portable laptop cart equipped with 10 laptops and wireless network access is available for a portable computer lab. The campus offers wireless network access in all areas.

The East Grand Forks campus offers a variety of technical programs that require students to purchase laptop computers to complete their programs successfully. The campus offers wireless network access throughout the entire campus and wired ports in most classrooms. The library is equipped with 32 desktop computers dedicated to student use and has five laptop computers available for checkout or rental. Twenty-eight computers in two cyber areas are also dedicated to open student computer use. Over Twenty classrooms are equipped with smart technology, including an instructor station, VCR/DVD, sound system, and multi-media projector. Multimedia smart carts are available for check out use. Two conference rooms are equipped with video conference equipment and an additional portable unit is

available for check out use. Two rooms offer ITV capabilities. A portable laptop cart equipped with 10 laptops and wireless network access is available for a portable computer lab. ITS services are available for support from 7:30 a.m. to 5:00 p.m. weekdays.

Technology resources are on the following recycling plans:

- **Student Computer Labs:** 3 - 4 Year Replacement Plan in student computer labs. Student Lab computers are recycled to Student Lab computers on 2 year Recycle plan.
- **Employee Computers:** 3 - 4 Year Replacement Plan for Employee computers.
- **Server Replacement:** 4 - 5 Year Replacement Plan for servers.
- **Switch Replacement:** 5 Year Replacement Plan for Cisco Switches
- **Core Switch Replacement:** 8 Year Replacement Plan for Cisco Core.

In conjunction with the Minnesota State Colleges and Universities System, NCTC has teamed up with Desire2Learn (D2L) to provide online course management software. D2L allows instructors to create course Web sites to supplement face-to-face courses or to provide instruction for distance learning online courses. Instructors can set up their D2L courses to include a variety of materials including course calendar (schedule), news, quizzes and surveys, grades, chat and discussions, and drop box to submit assignments. D2L allows students to access course materials through a standard Web browser.

The Northland website serves as a powerful marketing and public relations tool. The website provides links to resources such as D2L, ITS, program web pages and many more web based services. Employees and students have access to Virtual Office, a web based portal available for e-mail, network access, chat, and shared calendars. Many services are web based allowing access anywhere anytime.

INFORMATION TECHNOLOGY SERVICES (ITS) DEPARTMENT:

ITS is the first point of contact for all technology-related services and support. 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 and Vision:

Information Technology Services Mission and Vision: Our Mission is “To provide Technology Solutions and Creative Services” with a Vision “To be the group that links the college community to future possibilities.”

2008 – 2010 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.

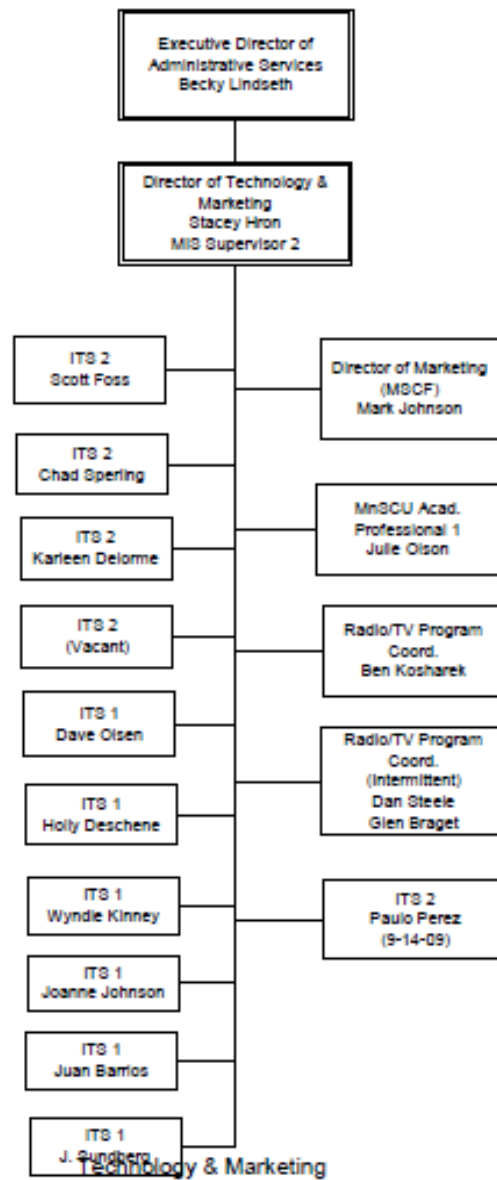
ITS Department Hours:

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 5:00 p.m. weekdays.

FY09 Technology Work Plan				
1) Operate testing services in an efficient manner that meets needs.	1a) Analyze current test proctoring services	Stacey Hron Mary Fontes Jim Retka Norma Konschak Hank Roehrich Steve Crittenden Dean Dalen Kirsten Michalke	<ul style="list-style-type: none"> Form work group to analyze and make recommendations regarding all test proctoring services. <ul style="list-style-type: none"> Tests: High Stakes, Make up, Assessments, GED, Distance Locations: Airport, TRF Main, Swenson House, Learning Centers, EGF Library Timeline: Begin August 2008 & On-going 	<ul style="list-style-type: none"> Work group formed and made decisions to close high-stakes testing within COI or relocate needed testing to the Aviation campus EGF library tech position redesigned to include proctoring Redesigned IT positions for proctoring
2) Promote & facilitate the use of technology	2a) Gather input and promote employee and student involvement at technology committee meetings	Stacey Hron Sue Dalager Technology Committee	<ul style="list-style-type: none"> Facilitate Technology Committee meetings Survey student and employee technology needs Timeline: May 2009 	<ul style="list-style-type: none"> Completed for FY09
	2b) Maintain recycling plans to ensure equipment is up to date and in good working order.	Stacey Hron IT Employees Technology Committee	<ul style="list-style-type: none"> Review and update recycling plans Timeline: May 2009 	<ul style="list-style-type: none"> Completed for FY09
	2c) Develop on-going employee learning opportunities in technology.	Stacey Hron Holly Deschene Jennifer Sundberg	<ul style="list-style-type: none"> Survey technology training needs Provide group and individual technology learning opportunities. Provide professional development opportunities to maintain IT staff knowledge Timeline: On-going 	<ul style="list-style-type: none"> Completed for FY09 Conducted for FY09 Opportunities offered and attended <ul style="list-style-type: none"> Continuous Improvement Strength based training Quality Tools Online VTC courses Conferences attended
	2d) Continuously add to and update technology training web site.	Holly Deschene	<ul style="list-style-type: none"> Seek input relating to technology needs and maintain an up-to-date technology training web site. Timeline: May 2009 	<ul style="list-style-type: none"> Ongoing in FY09
	2e) Provide technology resources and training to employees	Stacey Hron Facilities Committee Technology Committee	<ul style="list-style-type: none"> Facilities and Technology Committees will utilize one survey to assess facility and technology needs to create action plans and budget priorities. Timeline: March 2009 	<ul style="list-style-type: none"> Completed for FY09
	2f) Offer training and promote D2L as a learning tool for all employees	Karleen Delorme Holly Deschene	<ul style="list-style-type: none"> Provide D2L group and individual training sessions Timeline: On-going 	<ul style="list-style-type: none"> Ongoing in FY09

ITS Org Chart:



APPENDICES

APPENDIX A: Northland Master Academic Plan/Strategic Plan

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/>

APPENDIX B: Technology Policies

Student Policies

[2095 Laptop Computer Policy](#)

[2205 USE OF E-MAIL FOR OFFICIAL CORRESPONDENCE WITH STUDENTS](#)

Administration Policies

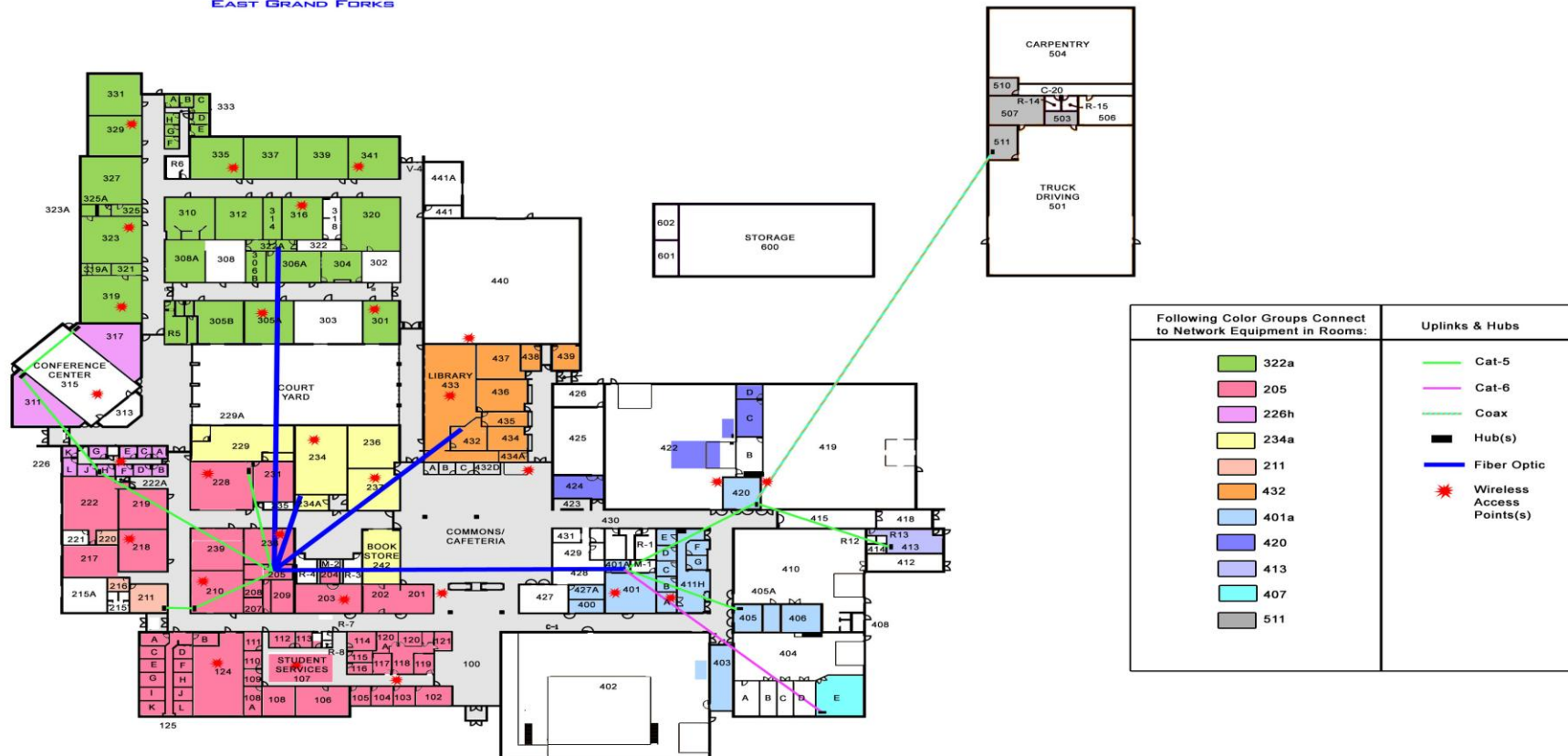
[5010 Acceptable Use of Computers and Information Technology Resources](#)

[5010P Acceptable Use of Computers and Information Technology Resources Procedure](#)

[5015 Use of E-mail for Official Correspondence with Employees](#)

APPENDIX C: Network Infrastructure Maps

EGF Network Map



APPENDIX C: Network Infrastructure Maps

TRF Network Map

Fiber Topology

