Northland Community and Technical College
East Grand Forks
Thief River Falls

Master Technology Plan 2005 – 2007
http://www.northlandcollege.edu/vision2010/plan_technology.pdf

Developed by Members of Technology Subcommittees:
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May 2006
Action Plan FY 2007

Classroom Technology - Goals, Objectives, and Strategies   FY07
A college-wide employee team dedicated to making recommendations for the continuous improvement of classroom instructional technology.
Updated 5/12/06

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 and prioritize classroom technology needs. Communicate desired changes to ITS or appropriate staff	Technology Committee and Classroom sub-committee	Committee members, ITS	Annually	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.	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 priorities	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 and faculty that would benefit from enhanced technology	Technology and Classroom sub-committee, Vendors	Budget, Vendors, ITS, faculty	Annually	Prioritized equipment list of classrooms and faculty that would benefit from enhanced technology.
Strategies:	1b1 - Determine appropriate and affordable levels of enhanced technology available	Committee, Vendors	ITS, Vendors, budget	Annually	

		Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
	1b2 - Provide faculty with access to information about available advanced technology, such as Camtasia for D2L	Committee, Vendors	ITS	Ongoing	
	1b3 - Coordinate with existing technology and faculty development groups to provide orientation to interested faculty on enhanced technology	Technology Committee and Classroom sub-committee	Emerging Tech, technology and faculty development groups, budget	Ongoing	
	1b4 - Survey faculty after enhanced technology orientation about its possible use in classrooms	Committee	Sub-committee	Ongoing	
	1b5 - By using survey results, develop plan with faculty for "Smart" classrooms	Committee	ITS, Committee	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
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 Emerging Tech Specialist	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 Emerging Tech Specialist	Other faculty development training committees	Ongoing	

	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, links to and from D2L Faculty Support Center	Emerging Tech Spec., Webmaster, D2L Faculty Mentor	Emerging Tech Spec., Webmaster, D2L Faculty Mentor	Ongoing	Resources on the web

Desire2Learn (D2L)
A college-wide team dedicated to maximizing utilization of D2L (instructional management system) to enhance the student learning experience.

GOAL #1	Promote utilization of D2L as a learning tool.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome/Graduation
Strategies:	1a. Conduct hands-on training sessions on D2L features and other course management tools for beginners, intermediate, and advanced users.	D2L Trainers D2L Site Admin D2L Tech Support	D2L manual, handouts, web resources	On-going	Faculty utilizing D2L for course development, Training Evaluations
	1b. Offer and conduct D2L training sessions by department.	D2L Trainers D2L Site Admin D2L Tech Support	D2L manual, handouts, web resources	On-going	Faculty utilizing D2L for course development, Training Evaluations
	1c. Update and manage local Faculty Support Center in D2L.		D2L manual, handouts, web resources	On-going	Faculty utilizing and contributing to Faculty Support Center
	1d. Post D2L support and contact information.	D2L Trainers D2L Site Admin D2L Tech Support		On-going	Faculty utilizing support personnel

GOAL #2	Enhance student learning opportunities by utilizing D2L as a course management tool.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome/Graduation
Strategies:	2a. Develop an intro to D2L course.	D2L Site Admin D2L Trainers D2L Tech Support	Other D2L sites who have already started	Summer 2006	Course exits Decreased student questions Decreased faculty orientation time
	2b. Offer hands-on student training sessions.	D2L Site Admin D2L Trainers D2L Tech Support Faculty IT Support Staff	Certificates of Attendance Sign in Sheets	Before semester starts and 1st 2 weeks of semester	Increased student knowledge Decreased faculty questions Decreased faculty orientation time

GOAL #3	Promote a team approach by integrating the talents and skills of ITS and faculty trainers to maximize D2L support.	Responsible Team/Ind.	Resources	Timeline	Measurable Outcome/Graduation

Strategies:	3a. Conduct monthly D2L subcommittee team meetings.	D2L Chair and Committee members	Polycom ITV	Once a month	Meetings held on schedule.
	3b. Attend D2L Annual Conference	D2L Site Admin D2L Trainers D2L Tech Support D2L Committee members	College wide budget	1st week in August	Increased knowledge of product Increased networking among other users Report to committee
GOAL #4	**Increase the number experienced D2L faculty to provide peer support.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome/Graduation**
Strategies:	4a. Offer Round Table sessions.	D2L Trainers	D2L Users	Bi-monthly	Faculty "show-casing" their D2L courses
	4b. Faculty mentoring within department.	D2L Trainers	D2L Users		
	4c. Quick Start guides to set up a D2L course.	D2L Site Admin D2L Trainers D2L Tech Support	Examples from other colleges. Experienced faculty input.	Fall 2006	Documents produced.

<table>
<tr><td colspan="6">Technology Infrastructure – Goals, Objectives, and Strategies
FY07
An employee team dedicated to researching and recommending future direction for technology infrastructure for the college.
<div align="right">Updated 3/27/06</div></td></tr>
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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	Ongoing	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	Ongoing	• 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	ITS	Antivirus Software, Windows Updates	Ongoing	Fewer infected computers

		Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
	infected computers and quick removal from network. 1c4 - Monitor and remove illegal downloads and file-sharing.				
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	Ongoing	Adequate bandwidth is provided with additional bandwidth for future growth.
GOAL: #2	**To ensure network data integrity and safety.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Objective: 2a----	Back-up all data stored on servers.				
Strategies:	2a1 – Perform daily backups of servers.	IT Staff	Budget Backup Exec	Ongoing	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 antivirus software for college owned computers.	Director of Technology	Budget Antivirus Software	Ongoing	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 antivirus software 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, Antivirus Software	Ongoing	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	Ongoing	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	Ongoing	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.	ITS Staff, Maint Staff	Budget	Ongoing Rview	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	Ongoing Review	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.
	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: 2d----	Ensure wireless data integrity and operation				

Strategies:	2d1 – Provide security via authentication and encryption for wireless network. 2d2 – Provide adequate wireless coverage.	IT Staff	MnSCU Wireless Policy & Procedure Budget Occasional survey of wireless coverage and signal strength.	Ongoing	Wireless network is available to students and employees. With employee's having a secure, encrypted connection. Coverage and signal strength is adequate for requested areas.
GOAL: #3	**To continually review infrastructure related documentation for accuracy.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
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.

		Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
	3b3 – Maintain Network Hardware Inventory Recycle Program 3b3.1 - 5 year recycle program on switches. 3b3.2 - 4 year recycle program on servers. 3b3.3 – 8 year recycle program on core switches	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	Diagramming Software	Ongoing	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

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 1/20/06**

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 - Emails as needed	Employee training evaluations Attendance records at sessions Punchcard program
	1a3 - Provide short-informative technology tips via e-mail and the web	Emerging Tech	-College Web -GroupWise	-On-going /weekly	Emails sent as needed Publish in Pioneer
	1a4 - Develop "Frequently Asked Questions" section on the college website for employee access.	Emerging Tech Webmaster D2L Faculty trainers Karleen D Web Committee	Webmaster Faculty/Staff	-On-going	Create section on Web Incorporate a "Hit" counter on "Frequently Asked Questions" section Feedback on utilization of source
	1a5 - Encourage and promote employee use of the Technology training request resource	Emerging Tech	Emerging Tech -GroupWise -College Web	Ongoing	Track number of e-mails received regarding technology training requests. Create a centralized location for receiving Technology training requests
	1a6 – Research new and emerging technologies that could be used by employees.	Emerging Tech Users group? IT staff Faculty/Staff	Emerging Tech Faculty/Staff IT employees	Ongoing	Initiate dialogue among users each semester Brainstorm and recommend new technologies to purchase on a trial basis.
	1a7 – Research an incentive program in conjunction with the Testing Center to promote outside training opportunities.	Jennifer Sundberg Kristina K	Testing center ACT Online courses	Spring semester	Recommendations to the subcommittee

	1a8 - Monthly contact and reminders to division/department heads regarding technology needs of the department and training available.	Emerging Tech Division Chairs	GroupWise	Implement Summer Session - Ongoing Monthly	Response through e-mail from division/department heads. Training sessions will be setup based on requests.
GOAL: #2	**Coordinate/Cooperate with other professional development efforts at Northland and in the MnSCU system.**	**Responsible Team/Ind.**	**Resources**	**Timeline**	**Measurable Outcome**
Strategies:	2a1 – Coordinate with other entities to create a master calendar of all college professional development activities available to employees each semester.	Emerging Technology Specialist CTL reps D2L faculty reps		On-going	Create a master calendar that is updated as needed with new activities.
	2a2 – Meet with the faculty D2L training representatives and CTL representatives each semester to schedule training sessions.	Emerging Technology Specialist CTL reps D2L faculty reps		Prior to each semester On-going	Scheduled training sessions for semester with varied activities.
	2a3 – Advertise/disseminate technology related training opportunities to employees that are offered through MnSCU.	CTL reps D2L faculty reps Emerging Tech		On-going	Include activities in master calendar Emails to employees with information.
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 - Maintain image-based instructions for both Poly-Comm and ITV.	Holly Deschene David Olsen Terry Wiseth	-Create and update ITV Employee Handbook for each campus	On-going	Faculty/Staff Evaluation of Training Poly-comm Documents are completed Maintain handbook and update as needed through yearly review of documents

	3a2 – Maintain and update laminated cards with quick instructions for ITV and Poly-Comm located in classrooms.	Emerging Tech	-Digital image diagrams of ITV consoles	On-going	-Solicited feedback from employees. -Final ITV and Poly-Comm documents for distribution to employees, posted in ITV rooms and posted to college website
	3a3 – Continually research /review additional Poly-Comm setup and bandwidth needed for campus communications.	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	Every semester	Training Sessions Employee Evaluations Training Attendance Rosters
	3a5 - Research "New" and "Innovative" delivery technologies in education.	Emerging Tech	-Employees -ITV admins from other schools -Jeff Sinks - Crookston	-On-going research technology	Research recommendations and take to larger committee.

Student Technology Access (College) – Goals, Objectives, and Strategies					FY07
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 3/31/06
GOAL: **#1**	**To improve student 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 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 and lab computers.	Student Tech Com ITS Staff	ITS Staff 3 yr/recycling plan	Current	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 Premier Microsoft in place.

	1a6- Offer a mechanism where students can check-out notebook computers.	ITS	Student Tech Fee	In Place	Library checkout laptops available for daily, weekly or semester rental on each campus
	1a7-Provide students computer to access online registration	ITS	Student Tech Fee	In Place	Provided 2 stations in front receptionist area
	1a8-Provide EGF students access to a computer lab to limit unnecessary laptop purchases.	ITS Administration	Room 236 Budget for Furniture	Summer/Fall 2006	Multi-purpose computer lab/classroom available for instruction and open student access
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, email, 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
	1c4-Provide wireless access point locations on TRF campus and maintain coverage in EGF	Student Tech Com	Student Tech Fee	Ongoing	College-wide Wireless access available and meeting security standards

		Responsible Team/Ind.	Resources	Timeline	Measurable Outcome
	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 and technical support	ITS	TRF Student Tech Fee/ 2 positions $10.00 per hour EGF FY07 replace with permanent ITS1 in EGF library	Current	New position in EGF library provides ITV and extended support. TRF $10.00 per hour positions provide evening and weekend support
Strategies:	**2a1-** Research student demand for extended computer lab hours and ITS support		Conducting Survey	Annually/Spring	Survey results
Objective: 2b---	To provide training and technical support to students.	ITS Staff/Emerging Technology Specialist	ITS Staff partly funded out of student technology fees	Current/Available 7:30 AM-9:30 PM	In Place -Monthly training sessions
Strategies:	**2b1-** Provide individual/group user training on network and software applications.	ITS Staff/Emerging Technology Specialist	ITS/ Orientation	As requested per individual student	In Place Training Sessions
	2b2-. Provide classroom training/ IT informational sessions upon request from faculty	Emerging Technology Specialist	ITS	Ongoing	Sessions completed
	2b3-Research and implement policies regarding student laptop technical support.	ITS	ITS	FY06/Ongoing	Report/policy recommendation
Objective: 2c--	Provide secure/comfortable access to computer labs – Monitor Sounds in TRF open labs	ITS/Security	Infrastructure	Summer 2006	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 on both campuses and learning center in TRF, and Accurplacer lab in EGF with adequate equipment to enhance student learning.	ITS Staff	Student Tech Fee	Ongoing	Completed as required by library personnel -3-year recycling plan
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/Emerging Technology Specialist	Handouts PowerPoint	Fall/Spring Semesters	Sessions Provided
	5a3-Conduct focus group sessions	ITS		As needed	Focus Group Notes
	5a4 – Create a process to automatically e-mail students when their e-mail account is created.	ITS	Programmer	Summer 06	Students are E-mailed technology orientation, Registration info, etc.

College Web Committee FY07 Action Plan

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

Updated 5/03/06

GOAL #1	Web site will enhance college-wide services through the use of technology.	Responsible Team/Individual	Resources	Timeline	Measurable Outcome
Objective: 1A	**Web site 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.	Yvette Schneider Karla Anderson Lindsey Wangberg Scott Foss Webmaster	Money for vender, MBS Books (Distance Ed)	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	**Web site will be used as a means for an online orientation for new coming students.**				
Strategies	1b1- Student Services will develop online student orientation content for new online orientation Web site.	Student Services Webmaster	Conferences	Fall 2006	Students will be able to access all documents and information online to carry out new student orientation.
Objective 1C	**Web site 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. 1c4 – Update Web FAQ section 1c5 – New A to Z Search Index Web site	Web Committee	Internal, webmaster, college web committee	Completed, 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	**Web site 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		Ongoing	• 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 Web site.**				
Strategies	1e1 – Entire NCTC Web site redesign 1e2 – Academic Program pages redesign 1e3 - Research and develop best practices. 1e4 – Director of Technology will email a request, for Web page updates to the appropriate administrators three times a year. 1e5 - Work with Marketing and Public Relations to provide consistency between the Web and printed material. 1e6 - Webmaster will conduct brainstorming sessions for online service enhancement as needed throughout the year.	Director of Technology Webmaster Web Committee Administrators	Best Practices CD. Training and workshops.	Updates done Feb, May, and October. Brainstorming sessions ongoing. Research ongoing. New design projected launch date: 07/10/06	All web pages will be kept up to date. The college web site will be consistent with printed material.
GOAL #2	**Web site will enhance instruction through the use of technology.**	**Responsible Team/Individual**	**Resources**	**Timeline**	**Measurable Outcome**
Objective 2A	**Faculty will have the option develop portfolio Web Pages.**				
Strategies	2a1 - Research current faculty for feedback on use/need of faculty/staff maintained portfolio Web sites. 2a2 - Develop Faculty/Staff resource page with link to eFolio Minnesota. Provide contact form for faculty/staff to upload their eFolio site URL to Northland web directory.	Webmaster	eFolio Minnesota. Free service through MnSCU.	Faculty & Staff resource Web site completed April 2006. Links to eFolio.	Faculty & Staff will use eFolio Minnesota to develop online portfolio Web sites. eFolio Minnesota is a free service to Northland employees provided by MnSCU.
Objective 2B	**Web site will promote access to multiple platforms (D2L, Virtual Office, email).**				
Strategies	2b1 – Attempt to provide access to multiple platforms (D2L, Virtual Office, NetMail) with minimal logins.	Karleen Delorme	None	Ongoing	The D2L platform for the college is accessed through the Northland's homepage.
Objective 2C	**Library Web site Redesign**				
Strategies	2c1 – Develop new library Web site. "One college under one umbrella feel"	Webmaster Cynthia Jorstad Milt Kinzler	None	Summer 2006	
GOAL #3	**Web site will serve as a powerful tool for college marketing and public relations.**	**Responsible Team/Individual**	**Resources**	**Timeline**	**Measurable Outcome**

Objective 3A	**Web site will offer an online version of the Academic Catalog and View Book. Develop new Web site for campus maps and virtual tours. Continue to develop and post online academic program videos.**				
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 Web site will include: • Admissions Material • View Book • College Catalog • Videos of Academic Programs
GOAL #4	**Web site will serve as a resource of internal and external communication**	**Responsible Team/Individual**	**Resources**	**Timeline**	**Measurable Outcome**
Objective 4A	**Web site will continue to provide current news and events on redesign.**				
Strategies	4a1 - Assigned personnel within the college will input news and events into the college calendar which is displayed on the college home page.	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	**Web site will provide alerts for class cancellations.**				
Strategies	4a1 - Develop an alert that will notify students of class cancellation. Integrate into new design.	Webmaster Scott Foss	None	Summer 2006	The public will be able to access alerts for the college from the home web page.
Objective 4C	**Web site 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 Delorme Webmaster		Completed Summer 2005	The website will provide minutes and forms for faculty on Virtual office via a password.
GOAL #5	**Web site will provide a sense of student community to minimize isolation and to increase retention and satisfaction.**	**Responsible Team/Individual**	**Resources**	**Timeline**	**Measurable Outcome**
Objective 5A	**Highlight student clubs with new Web site**				
Strategies	The student life area consists of 1 page. NCTC has loads of clubs that we really need to highlight and promote. Need to create a more "funky, exciting" area for each club. Develop new Student Life Web site.	Webmaster Student Services		Fall 2006	
Objective 5B	**Student Placement/Employment Opportunities**				

| **Strategies** | On current Web site it is difficult to find student placement, employment opportunities and college job openings. Develop way to highlight better on new design home page. Create way for outside employers to post job openings on college Web site. | Webmaster Student Placement Director |