Appendix B: Initiatives to Enhance the Operation and Effectiveness of the Institution

Part 3: Initiatives included in the 2012-17 Technology Plan scheduled to be completed between 2012 and 2017

Initiatives beginning in 2012

Faculty and Staff Computer Replacement

The College will implement a structured process for replacement and decommissioning of non-instructional computers to ensure that faculty and staff have computers that support their work requirements. This process will include system standards, prioritizing assignment of systems, maintaining an up-to-date inventory with details of each system, and annual allocation and assignment. It will reduce the amount of time department chairs and other administrators spend addressing faculty and staff computer needs on an ad hoc, one-at-a-time basis. Additionally, it will enable the College to track when systems are reaching end of life and who is impacted, make identifying funding needs more predictable, and improve overall productivity of faculty and staff.

Virtual Desktop Technology for Faculty and Staff

The College will implement virtual desktop technology for faculty and staff in the same manner as described in the computer lab initiative (II.B.3).

Learning Management System for Distance Education and Web-Enhanced Classes

Beginning spring semester 2012, a Moodle shell has been created for every credit and non-credit course section offered. The College is now focused on establishing an ongoing training and support structure for faculty and students to integrate Moodle more fully into the College’s teaching and learning environment. Moodle training will include accessibility requirements and recommended practices. Fuller integration of the Moodle learning management system will create more consistency for students in terms of how they access course assignments, materials, and grades.

Maintain Student Computer Lab Software Inventory

Complete software inventory for computer classrooms and labs. Make inventory viewable on the College Intranet. Develop process for keeping the inventory up-to-date and implement a structured the license renewal request process. This will enable the College to manage its limited resources more efficiently and eliminate purchase and support of multiple software packages providing the same functionality.
MyCOM Portal Upgrade (2012-2014)

The College will upgrade the Luminis front end of the MyCOM portal and implement a new user interface to improve overall usability and accessibility of the portal. This will address a major issue identified in the results of the 2012 Student Technology Survey in which numerous students described the design of the portal as "unintuitive" and not consistent with common website design best practices.

2013-14 Initiatives

Banner Document Management System

The College will implement the Banner Document Management System (BDMS), an electronic document management system specifically designed for use with Banner. Documents will be scanned or imported into BDMS, indexed, and if applicable, associated with information in Banner.

Banner Faculty Load and Automated Compensation (FLAC) Module

The College will implement Banner FLAC, a module within Banner Human Resources to automate the process of calculating faculty compensation and improve the workflow process for faculty contracts.

Student Computer Lab Management Software

The College will implement student computer lab management software to track computer usage and application data, and collect data for State reporting. This will also drive decision-making regarding the number of software licenses and computers in the labs.

Campus-Wide Print Management System

The College will implement a web-based print management system for the student computer labs which will provide consistency in student printing services in all the student computer labs and reduce the staff time required to manage printing services.

Classroom Technology Upgrades

In 2013 and 2014, new buildings will come online with 25 classrooms and 21 labs equipped with projection and computer technology which will reduce the College’s reliance on portable technology carts reducing staff time spent delivering carts and providing more time to assist faculty with problems.

Classroom “Quick Response” Procedures

Information Technology will implement new “quick response” procedures to improve problem resolution services for faculty in the classroom. This reduces the response
time for classroom technology problems and improves the classroom experience for both faculty and students.

**Virtual Classroom Desktops**

Access to virtual desktops provides consistency of access to applications and resources for faculty regardless of which classroom they are using and reduces faculty set up time.

**Research and Pilot New Classroom Technology**

Research and pilot new classroom technologies such as classroom response systems and lecture capture. This will allow the College to prepare for the impact of these new technologies and to enhance student educational experiences on an ongoing basis while using resources efficiently.

**2013-2015 Initiative**

**College Content Management System**

The College web site has more than 10,000 pages. The size and complexity of the College’s web presence now warrants taking the next step in web site management by integrating a web content management system (CMS). As part of integrating a CMS, the College will 1) examine external hosting options to determine if external hosting would be more cost effective and 2) weigh other potential benefits such as reducing incoming traffic to the College network and increasing business continuity and disaster recovery capabilities. Additionally this will enable the College to manage updates and changes to its web site more efficiently, improve content accuracy and consistency, and support access to web content from multiple types of devices such as tablets and smartphones.

**2014-2015 Initiative**

**Single Campus ID Card**

The College will migrate to a single campus identification card, which will serve several identification functions (e.g., registration, library) and replace multiple existing campus cards.