Background

WTC Consulting, Inc. has been engaged to assist the College with the development of a five-year information technology strategic plan. One part of this planning process is conducting an IT Assessment.

IT Assessment

The IT assessment will focus on the following areas:

- Existing technology master plans, standards, infrastructures, and enterprise services.
- Viability of existing technology resources.
- Current web-based technologies and staffing.
- Utilization of course management software.

Recommendations from the IT assessment will focus on the following areas:

- Upgrade, replacement, migration strategies.
- Methodologies for addressing:
  - Secure student access.
  - Promoting collaboration between faculty and staff in respect to administrative systems.
  - Providing measurable outcomes to assist in the ability to report on improvements and success.
  - Introducing new technology.

Interview Discussion Topics

1. What technologies are faculty and students in the academic programs in your area currently using that are essential to the viability of these academic programs? Over the next five years, what types of enhancements to these technologies would be important to these academic programs?

2. What types of technology support are faculty and students in the academic programs in your area currently accessing that are essential to the viability of these academic programs? Over the next five years, what improvements in technology support would be important to these programs?

3. To what extent have faculty in your area integrated use of the course management system into their instruction? What additional support, if any, would be needed to facilitate utilization of the course management system by faculty in your area? How important is it to your students that their course instructors use the course management system? Do you have any specific goals related to use of the course management system?
4 What are your three highest priorities related to improving technology and/or technology support for academic programs in your area?

5 What have been the biggest challenges, if any, for you and faculty and staff in your area related to adapting to the new administrative systems?

6 In what ways has the functionality of the new administrative systems improved the efficiency and effectiveness of administrative processes in the departments in your area?

7 Implementing new enterprise administrative systems is an enormous undertaking for an institution, and typically there are gaps that need to be addressed after the initial roll out. From your perspective, are there gaps in functionality, training, work process development, or support that should be addressed?

8 From your perspective, in what ways are students benefitting from the new administrative systems? In what ways, are the new administrative systems posing challenges for students?

9 What enhancements to the College’s technology supporting academic programs should be addressed in the College’s five-year technology plan?

10 What enhancements to the College’s technology supporting administrative functions and services to students should be addressed in the College’s five-year technology plan?