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. In what ways has the functionality of the new administrative systems improved the efficiency and effectiveness of administrative processes and student support services in your area? What have been the biggest challenges, if any, for you and your staff in adapting to the new administrative systems?

2. 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?

3. In what ways are students benefitting from the new administrative systems? In what ways, are the new administrative systems posing challenges for students?

4. 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?