Danville Area Community College

Technology Plan

2017 through 2020

Guiding Principles of Technology Areas

Technology provides useful and powerful tools allowing students, faculty and staff members to achieve their goals in higher education. The college's guiding principles to keep technology in line with teaching principles and current student service needs provide a planning framework for the improvement, expansion and maintenance of technology resources utilized by all parties at the college.

Planning and Budget

With the dependence on technology throughout the educational community constantly growing, the college, keeping in mind its fiduciary responsibility to the community, has established three year capital equipment plans in order to provide a mechanism for examining future technological equipment needs. Within this process budget planners across campus request equipment for the upcoming year and project two years forward their technological needs. Funding for priority needs are then sourced from one of three areas; the expenditure budget, technology bonds for upgrades and related items, or grants for one time projects.

Information technology needs filters to the principals in multiple ways. First the college utilizes the Technology Team, a monthly meeting Continuous Quality Improvement team, for input and advisement. Second the college's Information Security Team reviews new regulations and rules as well as current industry practices to inform principals of necessary technological updates or upgrades. Lastly, the college administration informs the principals of upcoming educational needs and funds availability to assist in the prioritizing and scheduling of technology needs.

Technology Areas

There are seven distinct areas of campus technology that provide a platform for the college's educational environment.

A. Academic end-user technology
   a. Classroom and lab workstations
   b. Academic application development tools
   c. Academic Microsoft Office products
   d. Technology center support
   e. Third party web based instructional aids
B. Employee end-user technology
   a. Employee used workstations
   b. Email
   c. Office products
   d. Internet resources
C. Network infrastructure
   a. Security
      i. End point security
      ii. Security awareness training
   b. Network hardware
      i. Maintenance / Service contracts
      ii. Purchasing and installation
      iii. Technology assessment
      iv. Wireless technology
D. Management Information System
   a. Colleague system administration
   b. Data integrity and security
   c. Information reporting and integration with external sources
E. Instructional media
   a. Classroom technology
   b. Studio production technology
   c. Events technology
   d. Campus informational displays
F. Online learning technical support
   a. Learning Management System (LMS) administration and technical support
   b. Instructional design
   c. Faculty mentoring, training, and collaboration
   d. Student online readiness and development
G. College website
   a. Content management and maintenance

Technology Goals

Goal 1) Continue to maintain and appropriately enhance the management information system.

Goal 2) Review and enhance technology related business continuity plans.

Goal 3) Provide and maintain security objectives concerning data integrity, privacy aspects and network security.

Goal 4) Provide technical integration between internal and external sources.

Goal 5) Provide faculty professional development opportunities to enable faculty to work more effectively with technology in an online learning environment.

Goal 6) Produce more online courses and programs of a consistently high quality.

Goal 7) Provide exemplary technical support services to students, faculty, staff and event organizers.

Goal 8) Provide academic support to enhance online student learning.

Goal 9) Provide high quality online content and web assessable services.

Goal 10) Implement and sustain Web Content Accessibility Guidelines (WCAG) standards.

Goal 11) Provide accurate college information on the college website.

Goal 12) Provide increased student accessibility through mobile access.

Goal 13) Provide the latest releases as possible of supported software for the students, faculty and staff.

Goal 14) Provide a computer hardware and software platform that utilizes up to date technology for the Faculty and Staff.

Goal 15) Provide and maintain file backup and restore capabilities for Faculty and Staff information.

Goal 16) Provide and maintain the virtual servers necessary to support workstations, file services, internet capabilities, email and webservers in compliance and industry standards.

Goal 17) Maintain internet capabilities monitoring usage and bandwidth needs.

Goal 18) Provide up to date technology in classrooms.

Goal 19) Provide training on use of classroom technology.

Goal 20) Update and maintain studio technology.

Plan Tasks

1) Upgrade backup appliance.   Time frame: FY2016   Associated goal(s): 15

2) Upgrade to Windows Office 2016.   Time frame: FY2016-17 Associated goal(s): 14

3) Upgrade to Windows Office 2016.   Time frame: FY2016-19 Associated goal(s): 16

4) Internet Band Width and Expand to accommodate need.

           Time frame: FY2016-20 Associated goal(s): 17

5) Review End-Point Security (Upgrade Symantec).

           Time frame: FY2017   Associated goal(s): 3

6) Develop a Blackboard faculty companion course shell resource.

           Time frame: FY2017   Associated goal(s): 5

7) Implement Windows 10 Classroom LH205.   Time frame: FY2017   Associated goal(s): 14

8) Update Classroom and Lab 75 Workstations.

           Time frame: FY2017   Associated goal(s): 14

9) Expand Virtual Server capability (A.D. Implementation, ADS Needs).

           Time frame: FY2017   Associated goal(s): 1, 16

10) Custom programming to automate Follett updating of Colleague A/R data.

           Time frame: FY2017-18 Associated goal(s): 4

11) Review existing equipment used for events for quality and life expectancy.

           Time frame: FY2017-18 Associated goal(s): 7

12) Replace VB-based PC-driven applications with Colleague-based custom written programs: payroll reports & Direct Deposit processing; FACTs & bookstore data uploads; W-2 & 1098T forms generation; Blackboard uploads; ICCB file generation; monthly Board report; check reconciliation processing; Adjunct Faculty payroll; various user report re-formatting utilities.

           Time frame: FY2017-19 Associated goal(s): 1

13) Enhance Follett IncludEd capabilities with Colleague custom programming.

           Time frame: FY2017-19 Associated goal(s): 4

14) Implement Active Directory Campus Danville Campus.

           Time frame: FY2017-19 Associated goal(s): 17

15) Upgrade technology used for events as needed.

           Time frame: FY2017-20 Associated goal(s): 7

16) Hold minimally two training sessions per year for faculty on using classroom technology.

           Time frame: FY2017-20 Associated goal(s): 18

17) Replace classroom technology (Smartboards, Epson whiteboards, and LCD projectors primarily).

           Time frame: FY2017-20 Associated goal(s): 18

18) Enhance the studio surrounding (furniture, walls and props).

Time frame: FY2017-20 Associated goal(s): 20

19) Install UI 5.0 to eliminate browser dependence on SilverLight & increase capabilities for users with other browsers (remove UI 4.x). Continuously upgrade UI 5.x to take advantage of latest enhancements.

Time frame: FY2018   Associated goal(s): 1

20) Pursue the purchase and Implementation of Self-Service Financial Aid.

Time frame: FY2018   Associated goal(s): 1

21) Migrate individual servers' functions to CNS Virtual servers: WebAdvisor, Self-Service, Informer, NelNet, EMS, eCommerce, and Synoptix.   Time frame: FY2018   Associated goal(s): 1

22) Upgrade Business Continuity Plan to remove obsolete items and add current information to match existing configuration.   Time frame: FY2018   Associated goal(s): 2

23) Custom programming to automatically upload Blackboard data to BB Framework hosts nightly.

Time frame: FY2018   Associated goal(s): 4

24) Upgrade outdated FACTs Payment Plan (which requires manually transferring payments to Colleague & updating of student information) to NelNet on-line cloud-based payment plan that uses an autopmated process to transfer payments and update students' accounts.

Time frame: FY2018   Associated goal(s): 4

25) Evaluate Ellucian's method of importing testing scores; determine integration route (Ellucian or custom); implementation planning.   Time frame: FY2018   Associated goal(s): 4

26) Support for selection and implementation of NextGen software partners for Foundation use.

Time frame: FY2018   Associated goal(s): 4

27) Produce and implement a faculty development plan that provides appropriate levels of technical training for faculty of varying levels of ability. This plan will (a) Include a process to define levels of knowledge and learning outcomes for computer and electronic technologies needed by faculty in order to achieve success in an online learning environment. (2) Identify and implement methods to ensure that all first-time online faculty are prepared to teach online. (3) Utilize existing faculty mentoring program. (4) Provide for ongoing educational-technology training and support through workshops and online opportunities. (5) Acquaint faculty with successful high-quality online courses and programs at DACC and other institutions.   Time frame: FY2018   Associated goal(s): 5

28) Identify all services that should be available in an online format.

Time frame: FY2018   Associated goal(s): 7

29) Explore alternative delivery methods for identified student services that are not part of existing systems.   Time frame: FY2018   Associated goal(s): 7

30) Ensure that student have the option to receive human assistance at any time during their experience with online student services.   Time frame: FY2018   Associated goal(s): 7

31) Ensure that students have the technical support needed through the DACC help desk.

Time frame: FY2018   Associated goal(s): 7

32) Develop a system for collecting student data including non-completers.

Time frame: FY2018   Associated goal(s): 7

33) Implement a Help Desk portal.   Time frame: FY2018   Associated goal(s): 9

34) Implement Active Directory Federation Services Server (ADFS) and Configure ADFS Access to the NextGen Webased Application.   Time frame: FY2018   Associated goal(s): 9

35) Implement authentication services for web based applications.

Time frame: FY2018   Associated goal(s): 9

36) Implement Password Management / Selfserv.

Time frame: FY2018   Associated goal(s): 14

37) Implement Windows 10 Classroom LH206.

Time frame: FY2018   Associated goal(s): 14

38) Update Classroom and Lab 175 Workstations Windows 10.

Time frame: FY2018   Associated goal(s): 14

39) Implement Nursing SIM LAB.   Time frame: FY2018   Associated goal(s): 14

40) Update 30 Employee Workstations.   Time frame: FY2018   Associated goal(s): 14

41) Upgrade Virtual Servers.   Time frame: FY2018   Associated goal(s): 16

42) Expand Campus Network Cannon Hall.   Time frame: FY2018   Associated goal(s): 17

43) Implement Active Directory Hoopeston.   Time frame: FY2018   Associated goal(s): 17

44) Introduce HD instead of analog video signals for the studio.

Time frame: FY2018   Associated goal(s): 20

45) Replace Adjunct Payroll Access Data Base with Alternative software.

Time frame: FY2018-19 Associated goal(s): 1

46) Upgrade Network Firewall to Cisco 2110.   Time frame: FY2018-19 Associated goal(s): 3

47) Update syllabi on website to ensure currency and accuracy, and ensure the same learning outcomes regardless of course format.   Time frame: FY2018-19 Associated goal(s): 11

48) Implement Password Management / Selfserv.

Time frame: FY2018-19 Associated goal(s): 16

49) Investigate lecture capture.   Time frame: FY2018-19 Associated goal(s): 18

50) Update the TV/Broadcast signal transmitting and scheduling system.

Time frame: FY2018-19 Associated goal(s): 20

51) Investigate future classroom technologies for quality and consistency. The technologies would primarily focus on general campus classroom needs but may also include specialized discipline specific needs.   Time frame: FY2018-20 Associated goal(s): 18

52) Add Follett ConnectOnce capabilities to Colleague integration using Follett Cloud technology.

                                         Time frame: FY2019   Associated goal(s): 4

53) Integrate and deploy Follett Discover in LMS (Blackboard).

                                         Time frame: FY2019   Associated goal(s): 4

54) Expand the online orientation for online learners with a goal of making it mandatory for new online learners to DACC. (a) Review current online orientation for modifications or enhancements. (b) Modify the existing online orientation based on Online Learning Advisory Committee input. (c) Pilot the modified orientation. (d) Modify the orientation based on the results of the pilot.

                                         Time frame: FY2019   Associated goal(s): 4

55) Ensure compliance of Section 508 standards across website by conducting an audit of a representative sample including web pages and applications that are considered to be critical to meeting the College's mission, high traffic, public, and high impact.

                                         Time frame: FY2019   Associated goal(s): 10

56) Provide video captioning.   Time frame: FY2019   Associated goal(s): 10

57) Provide accessible documents (PDFs).   Time frame: FY2019   Associated goal(s): 10

58) Update Classroom and Lab 173 Workstations Windows 10.

                                         Time frame: FY2019   Associated goal(s): 14

59) Update 30 Employee Workstations.   Time frame: FY2019   Associated goal(s): 14

60) Expand Campus Network.   Time frame: FY2019   Associated goal(s): 17

61) Develop and implement a departmental web page updating procedure.

                                         Time frame: FY2019-20 Associated goal(s): 11

62) Implementation and launch college mobile access.

                                         Time frame: FY2019-20 Associated goal(s): 12

63) Implement a software training system for video editing for faculty, staff and students.

                                         Time frame: FY2019-20 Associated goal(s): 20

64) Provide comprehensive instructional developer support for faculty who teach online courses.

                                         Time frame: FY2020   Associated goal(s): 6

65) Implement a systematic review mechanism in online courses to enhance consistency and quality in online course design.   Time frame: FY2020   Associated goal(s): 6

66) Update Classroom and Lab 170 Workstations Windows 10.

                                         Time frame: FY2020   Associated goal(s): 13

67) Update 30 Employee Workstations.   Time frame: FY2020   Associated goal(s): 14

68) Upgrade UPS for Network and Server Equipment.

                                         Time frame: FY2020   Associated goal(s): 17

69) Implement and launch college web site redesign.

Time frame: FY2020 Associated goal(s): 9-12