

DACC Technology Plan

December 12, 2023

Information Technology Mission Statement

The mission of Information Technology (IT) is to provide a leadership role in support of academic excellence, administrative decision-making and operational effectiveness at Danville Area Community College by

- Developing and promoting a unified vision of technology that supports student-centered learning and success;
- Providing a secure, reliable infrastructure and environment;
- Identifying and responding to changing technological needs of the College through fiscally responsible collaboration and innovation;
- Assuring the integrity and accessibility of information assets;
- Providing prompt and knowledgeable support to all users of the College's information technologies.

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.

The College utilizes the Information Technology Advisory Committee for input and advisement. The college administration informs the principles of upcoming educational needs and funds availability to assist in the prioritizing and scheduling of technology needs.

Technology Areas

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

1. 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
2. Online learning technical support
 - a. Learning Management System (LMS) administration and technical support
 - b. Instructional design
 - c. Faculty mentoring, training, and collaboration

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- d. Student online readiness and development
3. Student end-user technology
 - a. Technology center support
 - b. Event technology
 - c. Student application development tools
4. Employee end-user technology
 - a. Employee workstations
 - b. Email
 - c. Office products
 - d. Internet resources
 - e. Phones
5. 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
6. Management Information System
 - a. Student Information System (SIS)
 - b. Data integrity and security
 - c. Information reporting and integration with external sources
7. Instructional media
 - a. Classroom technology
 - b. Events technology
 - c. Campus informational displays
 - d. Hyflex classrooms
8. Campus-wide Security
 - a. Mass notification
 - b. Surveillance
 - c. Door access
 - d. Phone system
 - e. Auxiliary access

Goals

1. Student Experience

- **SIS/Self-Service & LMS:** Improve the Student Information System and Learning Management System to enhance user experience. This could involve streamlining interfaces, ensuring mobile compatibility, and enhancing features like course registration, grade tracking, and access to learning resources.

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- **WiFi:** Upgrade campus WiFi infrastructure for faster, more reliable internet access, ensuring students can seamlessly connect to online resources anywhere on campus.
- **Availability of Technology:** Address the digital divide by providing equitable access to technology for all students. This might include loaner programs for laptops and tablets, ensuring all students have the tools needed for their studies.

2. Security, Privacy, and Data Protection

- **Managed Cyber Security Solution:** Implement a comprehensive cyber security framework to protect against threats like malware, phishing, and data breaches.
- **Tools4Ever NIM:** Adopt Tools4Ever's New Identity Manager for efficient account management, including streamlined onboarding/offboarding, single sign-on, and password reset protocols.
- **Backup and Recovery Solution:** Implement robust backup systems to safeguard against data loss from cyber-attacks, equipment failures, or natural disasters.
- **Business Continuity Plan:** Develop a plan to ensure continuous operation of IT services during various emergencies.
- **Security Documentation:** Create a thorough documentation system for all security procedures and protocols.
- **Security Audits and Assessments:** Regularly conduct audits and vulnerability assessments to identify and mitigate potential security risks.

3. Training

- **Cyber Security Awareness:** Mandate cyber security training for all employees to enhance awareness and preparedness against cyber threats.
- **Cybersecurity for Students:** Integrate a cybersecurity module into new student orientations.
- **LMS, CRM, and SIS Training:** Provide specialized training for faculty and relevant staff in systems like the Learning Management System, Customer Relationship Management, and Student Information System.
- **Collaborative Technologies:** Train faculty in using current teaching technologies that encourage collaboration and interactive learning.

4. Data Quality/Integration

- **Informer Environments:** Evaluate the cost-benefit of migrating from Ellucian Managed Cloud to Informer Cloud services for better data management.
- **Digital Transformation:** Replace physical forms with digital versions on SharePoint, streamlining data collection and storage.
- **Informer Reporting Expansion:** Extend the use of Informer for reporting, reducing dependency on Colleague for these functions.

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- **Colleague Security Audit:** Conduct regular security audits for each department interacting with Colleague.
- **Backup Restoration Tests:** Collaborate with the Ellucian Cloud team for annual testing of Production environment backup restorations.

5. Governance

- **IT Advisory Committee:** Establish a committee for guidance and input on IT matters.
- **Data Governance Team Review:** Regularly review and restructure the team responsible for data governance to ensure efficiency and effectiveness.
- **Information Security Team Review:** Periodically assess and adjust the information security team to meet evolving security needs.

6. Technical Support

- **Help Desk System:** Implement a ticketing system for the Help Desk, allowing users to track the progress of their issues.
- **Help Desk Documentation:** Create a comprehensive documentation system outlining current Help Desk processes.

7. Software / Subscriptions

- **EMS Upgrade or Cloud Migration:** Decide whether to upgrade the Event Management System on-premise or shift to a cloud-based SaaS platform.
- **Check and PO Printing Software:** Upgrade the software used for check and purchase order printing.

8. Adaptive Infrastructure

- **PC Upgrades:** Upgrade all computers to newer models with Solid State Drives for improved performance.
- **Imaging System:** Implement a system for imaging PCs for easier setup and maintenance.
- **Inventory Management:** Introduce an inventory management system for technology equipment.
- **Cloud-Based Server Testing:** Test cloud-based servers with the aim of migrating several off-premises.
- **10gbps Connections:** Implement 10gbps internal connections between buildings for faster network performance.
- **Network Infrastructure Management:** Centralize the management and monitoring of network infrastructure.

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- **Internet Speed Upgrades:** Regularly evaluate and upgrade Internet connection speeds to meet growing needs.
- **Network Expansion:** Extend the campus network to newly acquired buildings.
- **Network Documentation:** Create a documentation system outlining the current network infrastructure.

9. Classroom Technology

- **Hybrid/HyFlex Classrooms:** Equip classrooms with interactive displays, webcams, and laptops for hybrid and flexible learning environments.
- **Technology Replacement Schedule:** Establish a hardware replacement schedule for all classroom technology on a 7-year cycle.