

Northland Pioneer College
Five Year Technology Plan
June 30, 2008

The Northland Pioneer College Technology Plan has five goals. Each Goal is given below with the steps needed to achieve the goal.

Goal 1: Infrastructure Design and Implementation

These goals include enhancing technology resources and infrastructure to increase and improve support for classroom instruction, including all areas of distance learning, as well as improving day-to-day operation of the college using technology.

1. Upgrade college local and wide area networks to improve voice, video, and computer data transmission speed, capacity, reliability, and management
 - a. Phase Steps
 - i. Phase 1 – Evaluate network infrastructure.
 - ii. Phase 2– Increase local and wide area network transmission speed, capacity, reliability, and management.
 - b. Responsible Parties
 - i. Information Services
 - c. Begin Project
 - i. Phase 1 – 1/19/08
 - ii. Phase 2 – 7/08
 - d. Complete Project
 - i. Phase 1 – 3 months
 - ii. Phase 2 – 1 years
 - e. Outcomes
 - i. Phase 1 – RFP for WAN upgrade
 - ii. Phase 2 – WAN upgraded to minimum 10Mb/s, traffic management and security upgrades in place
2. Develop a standard procedure for all constituents to be part of decision-making with technology.
 - a. Phase Steps
 - i. Identify constituents interested in participating in the shared decision making process
 - ii. Establish procedures to conduct shared decision-making
 - iii. Review the plan every 6 months
 - b. Responsible Parties
 - i. As delegated by the College President.
 - c. Begin Project
 - i. Fall 2008
 - d. Complete Project
 - i. Continuous
3. Purchase equipment and software to implement document-imaging projects
 - a. Phase Steps
 - i. Phase 1 – Title III grant – Admissions and Registrars’ office
 - ii. Phase 2 – Expand to Campus Front Offices and libraries
 - iii. Phase 3 – Expand to Center Front Offices, faculty and staff.
 - iv. Phase 4 – Expand to include college-wide business and student services
 - b. Responsible Parties

- i. Information Services
 - ii. Student Services
- c. Begin Project
 - i. Phase 1 – RFP responses due 4/28/08. Project time line to be determined by results of RFP.
 - ii. Phase 2 – TBD
 - iii. Phase 3 -
- d. Complete Project
 - i. Phase 1 – TBD
 - ii. Phase 2 – Deadline 12/2009 (End of Title III)
 - iii. Phase 3 – 2013

4. Coordinate Implementation and design of JICS LMS and CRM

- a. Phase Steps
 - i. Phase 1 – Faculty and staff testing
 - ii. Phase 2 – Faculty and staff training
- b. Responsible Parties
 - i. Information Services
- c. Begin Project
 - i. 4/08 – Started testing with faculty and staff
 - ii. 8/08 – Start training for faculty and staff
- d. Complete Project
 - i. Phase 1 – 7/08
 - ii. Phase 2 – 1/09

5. Coordinate purchase/lease of supported hardware & software for entire college. Align technology with college and industry standards. Optimize purchasing power by coordinating group purchases.

- a. Phase Steps
 - i. Phase 1 – Inventory
 - ii. Phase 2 – Equipment to be recycled and disposed of. (Initial and annually)
 - iii. Phase 3 – Establish and conduct regular purchasing/leasing procedure
- b. Responsible Parties
 - i. Information Services
- c. Begin Project
 - i. Phase 1 – 2/08
 - ii. Phase 2 – 3/08
 - iii. Phase 3 – 5/08
- d. Complete Project
 - i. Phase 1 – 5/1/08
 - ii. Phase 2 – 8/08
 - iii. Phase 3 - Ongoing

6. Establish replacement cycles for all equipment and software, including computers, network, distance education class equipment, DRA resources, multimedia class equipment, telecommunications, copiers, and peripherals.

- a. Phase Steps
 - i. Phase 1 – Perform inventory of equipment and software and establish replacement cycle
 - ii. Phase 2 – Start replacement plans
- b. Responsible Parties
 - i. Information Services
 - ii. Business Office
- c. Begin Project
 - i. Phase 1 – 6/08
 - ii. Phase 2 – 7/08

- d. Complete Project
 - i. Ongoing
7. Ensure all computer and communications systems comply with federal and State laws, regulations, and policies.
- a. Phase Steps
 - i. Determine applicable legal and regulatory framework
 - ii. Establish compliance plan and bring systems into compliance
 - b. Responsible Parties
 - i. Information Services
 - ii. Administration
 - c. Begin Project
 - i. Phase 1 – 1/08
 - ii. Phase 2 – 5/08
 - d. Complete Project
 - i. Ongoing
8. Update college web site and administrative systems, establishing relevant and current content, structure, and functionality. Includes relationships between external web and internal management systems.
- a. Phase Steps
 - i. Hire employees and/or consultants to implement web and management systems
 - ii. Integrate systems into college business and education processes
 - b. Responsible Parties
 - i. All divisions
 - c. Begin Project
 - i. 8/07
 - d. Complete Project
 - i. Ongoing
9. Upgrade and expand classrooms to provide minimum standard multimedia functionality in all classrooms
- a. Phase Steps
 - i. Evaluate technologies and functionality appropriate for different types of classrooms
 - ii. Integrate multimedia technologies into master facility plan
 - iii. Install multimedia technologies in classrooms
 - b. Responsible Parties
 - i. Information Services
 - ii. Student Services
 - iii. Learning Services
 - iv. Administrative Services
 - c. Begin Project
 - i. Phase 1 - 5/08
 - ii. Phase 2 – 12/08
 - iii. Phase 3 – 1/09
 - d. Complete Project
 - i. 7/13
10. At least one library computer that will comply with the FDLP requirements.
- a. Phase Steps
 - i. Determine requirements
 - b. Responsible Parties
 - i. Library
 - ii. Information Services
 - c. Begin Project
 - i. 8/08
 - d. Complete Project

i. Ongoing

11. Provide libraries the capability to print to color printers at a centralized location within campus or center.
 - a. Phase Steps
 - i. Plan deployment
 - ii. Complete deployment
 - b. Responsible Parties
 - i. Information Services
 - c. Begin Project
 - i. 6/08
 - d. Complete Project
 - i. 8/08
12. Provide scanners in each library.
 - a. Phase Steps
 - i. Plan deployment
 - ii. Complete deployment
 - b. Responsible Parties
 - i. Information Services
 - c. Begin Project
 - i. 6/08
 - d. Complete Project
 - i. 8/08
13. Upgrade telephone and fax system at all Campus and Centers.
 - a. Phase Steps
 - i. Upgrade network
 - ii. Evaluate systems and RFP
 - iii. Install
 - b. Responsible Parties
 - i. Information Services
 - c. Begin Project
 - i. Phase 1 – 8/08 to 12/08
 - ii. Phase 2 – 6/09
 - iii. Phase 3 – 8/09 – 11/09
 - d. Complete Project
 - i. 12/09
14. Expand wireless capabilities College wide
 - a. Phase Steps
 - i. Upgrade network
 - ii. Evaluate systems and RFP
 - iii. Install
 - b. Responsible Parties
 - i. Information Services
 - c. Begin Project
 - i. Phase 1 – 8/08 to 12/08
 - ii. Phase 2 – 6/09
 - iii. Phase 3 – 8/09 – 11/09
 - d. Complete Project
 - i. 12/09
15. Develop intra-campus kiosks with video and audio information about events and registration.
 - a. Phase Steps
 - i. Install Content Management System
 - ii. Evaluate kiosk systems

- iii. Install
- b. Responsible Parties
 - i. Information Services
 - ii. Marketing
- c. Begin Project
 - i. 6/08
 - ii. 6/08
 - iii. 7/08 – 7/09
- d. Complete Project
 - i. 8/08

Goal 2: Instructional Effectiveness and Academic Support

All areas of instructional teaching, assessment and support are included in this goal.

1. Expand and develop Instruction resources department, to support all classroom modes of technology and instruction assistance.
 - a. Phase Steps
 - b. Responsible Parties
 - i. Learning Services
 - c. Begin Project
 - d. Complete Project
2. Establish library of audio textbooks for DRA students
 - a. Phase Steps
 - b. Responsible Parties
 - i. Disability Coordinator
 - c. Begin Project
 - d. Complete Project
3. Install desktop conferencing systems
 - a. Phase Steps
 - b. Responsible Parties
 - i. Information Services
 - c. Begin Project
 - d. Complete Project
4. Provide more courses in web design and Web development.
 - a. Phase Steps
 - b. Responsible Parties
 - i. Learning Services
 - c. Begin Project
 - d. Complete Project
5. Explore sharing integrated library catalog system with public library system
 - a. Phase Steps
 - b. Responsible Parties
 - i. Library
 - c. Begin Project
 - i. 10/08
 - d. Complete Project
 - i. 7/10
6. Enhance library services. Includes easy access to subscription databases, delivery of materials to

distance students, explanation of services to faculty.

- a. Phase Steps
- b. Responsible Parties
 - i. Library
- c. Begin Project
 - i. 1/08
- d. Complete Project
 - i. Ongoing

7. Explore ways to provide computerized testing. Includes dual enrollment students at high schools and expanding NPC testing methods at campus and centers.

- a. Phase Steps
- b. Responsible Parties
 - i. Learning Services
 - ii. Information Services
 - iii. Library
- c. Begin Project
 - i. 7/09
- d. Complete Project
 - i. 7/11

Goal 3: Student Support Services

These include methods to improve support for student learning.

1. Provide e-mail for students and adjunct faculty

- a. Phase Steps
 - i. Evaluate providers
 - ii. Collect bids
 - iii. Install
- b. Responsible Parties
 - i. Information Services
- c. Begin Project
 - i. 2/08
 - ii. 4/08
 - iii. 7/08
- d. Complete Project
 - i. 8/08

2. Provide online forms and maps to allow for access to disability services, filing grievances and allowing uploading of documentation.

- a. Phase Steps
- b. Responsible Parties
 - i. Information Services
 - ii. Marketing
 - iii. Disability Coordinator
- c. Begin Project
 - i. 6/09
- d. Complete Project

3. Expand resources for disability services

- a. Phase Steps

- b. Responsible Parties
 - i. Disability Coordinator
 - c. Begin Project
 - i. 6/09
 - d. Complete Project
- 4. Establish procedure for purchasing texts that includes verification of alternative text availability.
 - a. Phase Steps
 - b. Responsible Parties
 - i. Disability Coordinator
 - ii. Learning Services
 - c. Begin Project
 - d. Complete Project
- 5. Expand online services for career assistance.
 - a. Phase Steps
 - b. Responsible Parties
 - i. Student Services
 - c. Begin Project
 - d. Complete Project
- 6. Provide notebook computers for student use
 - a. Phase Steps
 - b. Responsible Parties
 - c. Begin Project
 - d. Complete Project
- 7. Develop policy and technology for all media presented in class to be universally accessible
 - a. Phase Steps
 - b. Responsible Parties
 - i. Information Services
 - ii. Learning Services
 - c. Begin Project
 - d. Complete Project

Goal 4: Training and Professional Development

In order to implement all areas of technology within the college, a professional development plan is a critical part of the overall Technology Master Plan. Training will need to be provided for students, faculty, staff and Information Services staff.

- 1. Develop technology tutorials and regular training
 - a. Phase Steps
 - b. Responsible Parties
 - i. Information Services
 - ii. Library
 - iii. Student Services
 - iv. Learning Services
 - c. Begin Project
 - i. 12/07
 - d. Complete Project
 - i. Ongoing
- 2. Provide continuous training for Information Services staff and Web-Based Learning Coordinator
 - a. Phase Steps

- b. Responsible Parties
 - i. Information Services
 - c. Begin Project
 - i. 1/08
 - d. Complete Project
 - i. Ongoing
3. Train Support Room staff to assist people using remote methods
- a. Phase Steps
 - b. Responsible Parties
 - i. Information Services
 - c. Begin Project
 - i. 2/08
 - d. Complete Project
 - i. Ongoing
4. Establish professional educational organization memberships, such as EDUCAUSE
- a. Phase Steps
 - b. Responsible Parties
 - i. Learning Services
 - c. Begin Project
 - d. Complete Project
5. Seek and acquire external funding for technology and information services
- a. Phase Steps
 - b. Responsible Parties
 - i. Information Services
 - ii. Administrative Services
 - iii. Learning Services
 - c. Begin Project
 - i. 4/08
 - d. Complete Project
 - i. Ongoing

Goal 5: Security and Disaster Recovery

1. Develop security & recovery plans that include redundancy and backup at remote locations
- a. Phase Steps
 - b. Responsible Parties
 - i. Information Services
 - c. Begin Project
 - i. 10/08
 - d. Complete Project
 - i. 6/09
2. Develop emergency notification system.
- a. Phase Steps
 - i. Phase 1 – RFP is out
 - b. Responsible Parties
 - i. Information services
 - c. Begin Project
 - i. 2/08
 - Complete Project

- d.
 - i. 6/09
- 3. Evaluate and install access control and monitoring for buildings, labs, ITV classrooms, parking lots, etc.
 - a. Phase Steps
 - i. Phase 1 – Development of RFP
 - b. Responsible Parties
 - i. Information Services
 - ii. Facilities
 - c. Begin Project
 - d. Complete Project