

Information Technology Strategic Goals

The Information Technologies Strategic Planning Task Force identified the following strategies as tactics to accomplish its strategic planning goals. Strategies and tactics must take into account changes in the external and internal environment, and so they must be understood as provisional.

Goal 1: Technology Fluency

Promote information technology fluency through the effective support of technology, training opportunities, and the adoption of technology enabled business processes.

STRATEGIES

- 1.1 Support the college's effort to identify and adopt criteria for technology fluency and use and provide the training opportunities necessary to allow the faculty and staff to meet these criteria
- 1.2 Provide a framework for technological professional development and training for faculty and staff
- 1.3 Investigate and provide appropriate training and access for technology.
- 1.4 Improve the availability of technical support documents on the College's technologies web sites
- 1.5 Support the faculty in providing students with online technologies and learning experiences that increase information literacy and workforce preparedness.
- 1.6 Evaluate Help Desk services in regard to 24 x 7 distance learning.

Goal 2: Technology Infrastructure

Maintain a reliable and scalable information technology infrastructure, enabling innovative uses of technology for educational excellence.

STRATEGIES

- 2.1 Establish campus-wide wireless connectivity
- 2.2 Provide adequate network "bandwidth" both on campus and to the Internet
- 2.3 Identify methods and practices to better manage printers and printing
- 2.4 Expand college capabilities through technology, including multimedia desktop technologies.

Goal 3: Access

Improve and enhance access to online information resources required to effectively accomplish College objectives.

STRATEGIES

- 3.1 Evaluate the provision of remote access to primary college information resources
- 3.2 Improve remote management to all of our smart classrooms and video conference systems
- 3.3 Expand and improve access to online, web-based information and services for the BCC community
- 3.4 Create master calendar for events with links to forms for work orders and other requirements
- 3.5 Develop processes and procedures to increase accuracy of student email information to support more effective communication with students.
- 3.6 Use web technology to better communicate all policies and procedures to faculty, staff and students.
- 3.7 Provide as universal access to technology as possible.

Goal 4: Security and Availability

Maintain a secure campus information technology environment, insuring the confidentiality, integrity and availability of critical information and systems.

STRATEGIES

- 4.1 Enhance availability of systems through disaster recovery planning
- 4.2 Enforce secure and effective access to technology resources through use of authentication and identity management technologies

Goal 5: Governance

Develop information technology policies, standards, and practices that efficiently and effectively manage IT assets and meet the technology needs of the College.

STRATEGIES

- 5.1 Develop a plan and budget for appropriate college wide technical support
- 5.2 Simplify, streamline and automate business processes where appropriate
- 5.3 Reevaluate existing and identify new critical technology policies for the college
- 5.4 Define criteria for mission critical systems and applications
- 5.5 Create a formal, broad-based technology governance process which includes input from major stakeholders
- 5.6 Support the technology needs of the college wide business process redesign
- 5.7 Support the technology needs of specialized labs

Goal 6: Enhance Teaching and Learning

Provide an information technology environment that fosters excellence in teaching and learning that is among the finest in the nation.

STRATEGIES

- 6.1 Support creation of online, collaborative web based communities for students
- 6.2 Develop a student support system for distance learning, including readiness assessment, training, and technical support
- 6.3 Identify, investigate and adopt appropriate technologies which will enhance every class section, serve a new generation of learners, and expand student learning opportunities and access
- 6.4 Continue to evaluate new course delivery technologies
- 6.5 Enable convenient and efficient access to educational resources through the use of portable technologies.
- 6.6 Identify unique needs to improve instructional support for adjunct faculty
- 6.7 Continue to support professional development
- 6.8 Identify, develop and promote training programs to meet the unique needs of online, hybrid, and web-enhanced courses (i.e., expanded use of TOPP)
- 6.9 Identify, develop and promote technology related professional development for faculty.

Goal 7: Expanding Capability

Optimize the use of information technology to increase enrollment, to provide effective technology solutions to College needs, and to develop flexible service options for students, faculty, and staff.

STRATEGIES

- 7.1 Provide technology support for recruiting efforts to K-12 districts and the adult learning community to increase demand for online courses.
- 7.2 Market the college's technology strengths
- 7.3 Implement a user portal complete with robust personalization features.
- 7.4 Deploy a college wide document management system.
- 7.5 Support institutional renewal activities of the Center for Institutional Effectiveness by deploying appropriate technologies.
- 7.6 Assist departments with matching appropriate technologies to business needs.
- 7.7 Define and provide efficient integration of document management technology with redesigned business processes
- 7.8 Significantly increase number and/or effectiveness of online and hybrid courses and program offerings to enable growth in student enrollment capacity