

CHAPTER THREE: PROJECTS AND RECOMMENDATIONS

TLT Ranking: 1

Networking

Moraine Valley Community College Technology Plan Project Submission Form

I. Project Title

Budget for Planned Obsolescence of Equipment and Systems.

II. Project Description

The college needs to begin to budget for planned obsolescence of equipment and systems, including computers and other instructional technologies. Equipment and systems life cycles must be established at the time of purchase—replacement costs must be estimated and budgeted over this time period.

III. Time Line

Evaluation — FY99

Implementation complete — FY00

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		N/A	
b. Hardware		a) 1/5 of installed computer base = \$500,000; b) 1/10 of the instructional technology base = \$50,000/year	1/5 of installed base of computers \$500,000
c. Technical and/or administrative staff: 80 hrs. @ \$25/hr.		\$2,000	\$1,000 40 hrs./yearly
d. Release time for faculty		N/A	
e. Training		N/A	

f. Maintenance		N/A	
g. Replacement		Replace microchannel computers 100 @ \$2,000 = \$200,000	
h. Other			
TOTAL:		\$752,000	\$501,000

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Keep the college up-to-date in electronic information, learning resources and computing technologies, or student and community access to aid in teaching, support efficient management functions, and facilitate student learning.

VI. Identification of Funding Sources

B. College dollars—TBA

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Make All Systems at Moraine Valley Year 2000 Compliant.

II. Project Description

Due to change in date formats beginning in the year 2000, programs should be modified to accommodate an eight-digit date instead of six digits in all computer systems on Moraine Valley's campus.

III. Time Line

Start immediately—project should be finished as soon as possible.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software	X	X	
b. Hardware	X	X	
c. Technical staff (\$25/hr.)	X		7 FT staff = \$364,000
d. Release time for faculty			N/A
e. Training	X		7 @ \$3,000 ea. = \$21,000
f. Maintenance	X		80,000
g. Replacement			
h. Other			
TOTAL:			\$465,000

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

Priorities: To continue to evaluate the impact of our existing services and procedures to determine if they might foster or impair a climate of excellence.

To deploy technology to increase productivity, efficiency, and to distribute information widely; develop technology plans for academic and administrative areas; and plan for the purchase of new administrative software and hardware.

Direction: Up-to-date electronic information, learning resources and computing technologies, or student and community access to aid in teaching, support efficient management functions, and facilitate student learning.

VI. Identification of Funding Sources

A. Grants (external)—Possible grant from IBM, Microsoft

B. College dollars

Five FT Programmers Project began 7/98
Two FT Technicians 7/97 – 6/98 = 2,080 hours worked per person
Seven FT Total IS Staff \$25 paid per hour

$(2,080\text{hrs/yr} \times \$25/\text{hr}) = \$52,000$ per person

$\$52,000 \times \text{seven staff members} = \$364,000$

$\$3,000$ per person for training \times seven staff members = $\$21,000$

Staff Cost	\$364,000
Maintenance Cost	\$ 80,000
Training Cost	\$ 21,000
TOTAL COST OF PROJECT	\$465,000 *

VII. Outcomes

Have all computer systems on Moraine Valley's campus be Year 2000 compliant; i.e., keep the college running.

VIII. Evaluation

Secured and stable system despite the millennium.

* Resources have already been committed to and budgeted for this project.

Learning Centers and Laboratories

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Laboratory Upgrades and Cascading (see also Planned Obsolescence)

II. Project Description

Establish an annual planning and budgeting process that provides for timely upgrade of laboratory hardware, software and audiovisual equipment. Formalize the cascading of technology methods now used among several departments, and provide for full and appropriate input from each department.

III. Time Line

Establish the plan and support within FY99.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			TBD
b. Hardware			TBD
c. Technical staff			
d. Release time for faculty			
e. Training			TBD
f. Maintenance			
g. Replacement			TBD
h. Other			\$5,000
TOTAL:			\$5,000

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

The project allows the college to address the adequacy of its laboratories and to provide a systematic means for the laboratories to remain up-to-date.

VI. Identification of Funding Sources

B. College dollars

VII. Outcomes

Planned and coordinated upgrading of laboratory equipment will provide appropriate support of the college's curriculums.

**Moraine Valley Community College
Technology Plan Project Submission Form
In Progress**

I. Project Title

Review Salaries and Grades of Technical staff on Campus.

II. Project Description

This project needs to address the following:

- 1) The college has a competitive disadvantage in the technical marketplace relative to salaries; due to this, it is extremely difficult to hire new staff.
- 2) Currently, there is no formal process for upgrading salaries concomitantly with upgraded skills learned on the job. Therefore, employees increasing their skills over a period of time to adjust to a changing technology environment have no incentives available to recognize this achievement.

As an example, substantial dollars are spent in the recruiting process, primarily on college personnel's time. An employee is hired, and a training process is begun. Through this training process, the employee receives certain certifications that have substantial value in the marketplace (i.e., Microsoft certification). The college does not place an incentive value on this training, and the employee subsequently resigns to take a position elsewhere. The process begins again.

It is recommended that a private outside agency be procured to review salaries and grades, and develop a salary adjustment process with respect to developed skills.

III. Time Line

Evaluation — Summer 1998

Implementation complete — Fall 1998

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		N/A	
b. Hardware		N/A	
c. Technical and/or administrative staff: 80 hrs. @ \$25/hr.		\$2,000	
d. Release time for faculty		N/A	
e. Training		N/A	

f. Maintenance		N/A	
g. Replacement		N/A	
h. Consulting Services			
i. Other			\$100,000
TOTAL:			\$100,000

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Appropriate technical staffing would keep the college up-to-date in electronic information, learning resources and computing technologies, or student and community access to aid in teaching, support efficient management functions, and facilitate student learning.

VI. Identification of Funding Sources

B. College dollars—\$100,000

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Campus Network Wiring Upgrade

II. Project Description

Campus must be upgraded from existing Type 1 cable to Category 5 cable. Older Type 1 cable cannot support 100mb Ethernet, which is the direction the college has chosen for the network backbone.

III. Time Line

Summer 1998 — Evaluate

Fall 1998 — Implement

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		N/A	
b. Hardware		\$150,000	
c. Technical staff			
d. Release time for faculty		N/A	
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$150,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

This meets the objective to stay current.

VI. Identification of Funding Sources

B. College dollars—\$150,000

VII. Outcomes

Stay current.

VIII. Evaluation

IX. Next Steps

Continue to stay current.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Collapse of Academic and Administrative Networks

II. Project Description

This project is a major undertaking that will span over several years and will depend on funding. The project includes combining of the academic and administrative networks into one network. This includes upgrading the college to Fast Ethernet technology, upgrading 100 microchannel computers, purchasing of new hubs and routers, and purchasing network cards for existing computers.

III. Time Line

Evaluation — Fall 1998

Implementation complete — Fall 1999 to Spring 2000

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware		Network Hubs \$150,000 Network Cards \$24,000	
c. Technical and/or administrative staff: 2,500 hrs. @ \$25/hr.		\$62,500	
d. Release time for faculty		N/A	
e. Training		\$20,000	
f. Maintenance			
g. Replacement		Replacement of 100 microchannel computers \$20,000	
h. Other			
TOTAL:		\$276,500	

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

It puts the college in the top ranks of current technology and prepares the college for future technology.

VI. Identification of Funding Sources

B. College dollars—\$276,500

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Create Training Infrastructure in Technology for Moraine Valley Community College Computer Users.

II. Project Description

Establish a well-staffed Training Center whose main function is to ensure all employees are adequately trained on the technology needed to perform their duties. The Training Center should keep detailed records of training given to each employee on a database system for tracking/statistical purposes.

III. Time Line

Year 1 — August of 1999.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software	X	\$3,000	
b. Hardware	X	3 PCs @ \$3,500 ea. = \$10,500	
c. Technical staff	X		Mgr., Tech. Writer & Staff member = \$160,000
d. Release time for faculty			
e. Training	X	3 @ \$3,000 = \$9,000	X
f. Maintenance	X		X
g. Replacement			N/A
h. Other	X	Training Center; Office furniture: 3 @ \$500 ea. = \$1,500	
TOTAL:		\$24,000	\$160,000

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

Priorities: To continue to evaluate the impact of our existing services and procedures to determine if they might foster or impair a climate of excellence.

To deploy technology to increase productivity, efficiency, and to distribute information widely; develop technology plans for academic and administrative areas; and plan for the purchase of new administrative software and hardware.

To create a campus climate where the primary focus is on the learner.

Direction: Up-to-date electronic information, learning resources and computing technologies, or student and community access to aid in teaching, support efficient management functions, and facilitate student learning.

VI. Identification of Funding Sources

B. College dollars

One Manager	\$ 70,000	
One Technical Writer	\$ 50,000	
One Staff Member	\$ 40,000	
Total staff cost	\$160,000	(this is a recurring cost)
PCs—Three @ \$3,500 ea.	\$ 10,500	
Software	\$ 3,000	
Office furniture—Three @ \$500 ea.	\$ 1,500	
Training—Three @ \$3,000 ea.	\$ 9,000	
TOTAL COST OF PROJECT	\$184,000	(for Year 1 only)

VII. Outcomes

Increase the use of technological resources.
Increased productivity from employees.
Keep up with technology.
Increase employee morale.
Documentation: Internal—IS, External—user training manuals.

VIII. Evaluation

User comments and feedback four weeks after training.

IX. Next Steps

With adequate training staff—maintain and update training materials to keep up with changes in technology.
Follow up—or have employees participate in review sessions to keep them current.

Professional Development

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Re-engineer Technology Training for Faculty and Staff (see page 168—*Create Training Infrastructure in Technology for Moraine Valley Community College Computer Users*)

II. Project Description

Design all training programs, for existing as well as new technology, to meet the following criteria:

- Length of time allowed for training programs should be based on desired outcomes (proficiency levels) rather than pre-set time limits.
- Number, times and dates of training programs should be scheduled to maximize availability and accessibility for faculty and staff.
- Guide charts, key point summaries, etc., should be provided with all training programs for use as post-training reference material by participants.
- Follow-up training and assistance should be made readily available to all training program participants.
- Times and dates of training programs for new or upgraded technology should be scheduled to closely coincide with the introduction of the new/upgraded technology.

III. Time Line

Year 1 (August 1999)

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			
d. Release time for faculty			
e. Training	XX		XX
f. Maintenance			
g. Replacement			
h. Other (Program materials, etc.)	XX		XX
TOTAL:		See page 168	See page 168

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: To create a climate of excellence, both institutionally and academically.

To create a campus learning culture where the primary focus is on the learner.

To deploy technology to increase productivity, efficiency, and to distribute information widely.

To continue to evaluate the impact of our existing services and procedures to determine if they might foster or impair a climate of excellence.

Directions: A collegial climate which supports and encourages the development of staff potential.

VI. Identification of Funding Sources

B. College dollars

VII. Outcomes

1. More efficient development of faculty/staff skills.
2. Reduction of user dependency on User Support staff.
3. Greater consistency of skill levels across the college.
4. Increased productivity through improved skills.
5. Greater retention of information/training.

VIII. Evaluation

User feedback; management feedback.

IX. Next Steps

None—project is ongoing.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Technology Training Resource Personnel (see page 168—Create Training Infrastructure in Technology for Moraine Valley Community College Computer Users)

II. Project Description

Designate resource personnel in each department or major area of the college to serve as in-house software applications/technology mentors to faculty/staff in their area.

III. Time Line

Year 1 (August 1999)

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			
d. Release time for faculty			XX
e. Training	XX		
f. Maintenance			
g. Replacement			
h. Other (Release time for TASP and Support Staff resource personnel)			XX
TOTAL:		See page 168	See page 168

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: To create a climate of excellence, both institutionally and academically.

To create a campus learning culture where the primary emphasis is on the learner.

To continue to evaluate the impact of our existing services and procedures to determine if they might foster or impair a climate of excellence.

Directions: A collegial climate which supports and encourages the development of staff potential.

VI. Identification of Funding Sources

B. College dollars

VII. Outcomes

1. Readily available, trained personnel to mentor faculty/staff in their area on applications-related questions or problems.
2. Reduction of user dependency on User Support staff.
3. Increased productivity through improved skills.
4. Immediate reinforcement of applications concepts/processes.
5. Reduction in number of employees repeating training classes.

VIII. Evaluation

User feedback; management feedback.

IX. Next Steps

Ensure that resource personnel are provided with ongoing opportunities for training on college-standard software applications.

Learning Centers and Laboratories

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
Laboratory User Support

II. Project Description
Four new support staff will be hired to support hardware and software in all learning centers and laboratories of Academic Affairs. The support staff will report to the director of Academic Computing and serve as a team. Each of the four support staff will be assigned to a specific department(s) to become specialists for the areas.

Areas would include:

1. IMS, LRC, MTH, COM, Workforce Development
Staff: Two new hires; Yvonne Miller; Karen Gries
2. Allied Health, Public Service, NUR, Electronics, NDE, ENR/HAC
Staff: One new hire
3. DFT/CAD, Art, MTO
Staff: One new hire

See Chart

III. Time Line
Hiring should take place during FY99.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			\$140,000
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:			\$140,000

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

This project adds to the quality of service offered to its students by the college.

VI. Identification of Funding Sources

B. College dollars—College funds should be allocated.

VII. Outcomes

Assigning trained staff members to oversee the hardware and software needs of the laboratories will assist faculty in delivering a consistent and high-quality curriculum.

VIII. Evaluation

The needs of the laboratories should be reviewed each year. Input from students and faculty concerning the performance of the laboratories should be collected.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

New Classroom Building to New Technology Standards.

II. Project Description

A new classroom building is being constructed under the auspices of the State of Illinois Capital Development Board. All furnishings, including all technology such as audio/video equipment, PCs, etc., must be planned for and funded by the college. The college would like the new building to be a showcase for technologies which meet or exceed the new college standards. Technology investment per room is expected to be \$10,000 to \$20,000, depending on available funding. Some instructional technologies may be phased in, over time.

III. Time Line

Planning—Through April 1999
Implementation—April 1999 to August 2000

IV. Resources Needed

	(Planning) Project Management	(Implementation) One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware		\$700,000	
c. Technical staff	\$5,000	\$25,000	N/A
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:	\$5,000	\$500,000-\$1,000,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

It is aimed at improving the quality of instruction and maintaining standards of excellence.

VI. Identification of Funding Sources

Capital Development Board; other external funding sources

VII. Outcomes

Building outfitted to standard.

VIII. Evaluation

Variance from standard.

IX. Next Steps

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

New Administrative Systems with Database Capabilities.

II. Project Description

B. College dollars—entire project

easy access to data across Moraine Valley's campus. These systems will address applications such as:

- Student Records System
- Human Resource System
- Financial Record System
- Financial Aid System

III. Time Line

Year 1 — Investigation of different options available

Year 2 — Approval and negotiation with vendors

Year 2/3 — Implementation, migration, installation, and training

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software	X	X	
b. Hardware	X	X	
c. Technical staff	X		X
d. Release time for faculty			
e. Training	X		X
f. Maintenance	X		X
g. Replacement			N/A
h. Other		\$5,000,000	
TOTAL:		\$5,000,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: To continue to evaluate the impact of our existing services and procedures to determine if they might foster or impair a climate of excellence.

To deploy technology to increase productivity, efficiency, and to

distribute information widely; develop technology plans for academic and administrative areas; and plan for the purchase of new administrative software and hardware.

Direction: Up-to-date electronic information, learning resources and computing technologies, or student and community access to aid in teaching, support efficiency management functions, and facilitate student learning.

VI. Identification of Funding Sources

B. College dollars

Estimated cost for this project: \$4 - \$15 million.

VII. Outcomes

Reduce programming backlog
Easy access to information across campus
Keep up with technology
Technological processes more user friendly

VIII. Evaluation

User comments and feedback.

IX. Next Steps

With adequate technical staff—maintain and update the systems on a regular basis.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
Centralized Help Desk

II. Project Description
Implementation of a single number help desk to offer assistance (or to route questions to appropriate personnel) for any problem related to technology. The help desk should have a clearly stated service standard and should include a logging scheme which would be used to build a knowledge base of hints, tips and FAQs which would be available on an intranet.

III. Time Line
 Summer 1998—Web site setup and testing of functionality
 Fall 1998—Implementation for Administrative Computing
 Winter 1998—Implementation for Dynacom systems/AV services
 Spring 1999—Implementation for Siemens/Rolm switchboard services

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		\$12,000	\$4,800 annual license maintenance
b. Hardware		\$4,800 Server	
c. Technical staff @ \$25/hr.		20 hrs. \$500; 120 hrs. \$3,000	3 hours per week \$25/hr. @ 52 wks. = \$3,900
d. Release time for faculty			
e. Training		40 hours \$1,000	
f. Maintenance		60 hours Web page \$1,500	Full-time Personnel \$25/hr. @ 52 wks. = \$52,000*
g. Replacement			

h. Other			
Total		\$22,800	\$60,700

* Year 2 add one staff; Year 3 add two staff

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Provides for centralized user assistance and single point of contact, therefore cutting costs and providing greater degree of user support.

VI. Identification of Funding Sources

B. College dollars—estimated total dollars as:

Initial setup costs = \$22,800

Annual maintenance costs = \$60,700

VII. Outcomes (Discuss the benefit, justification and contributions to the college.)

Single point of contact maintaining call logs, status and immediate solutions to minor problems, routing and tracking of calls, and service to user technology requests.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title*Virtual College Project***II. Project Description**

The creation of asynchronous courses is one method by which Moraine Valley Community College can move ahead to avoid the risk of losing students and significant new markets, and reach students who may not normally register for courses on campus. Increased numbers of learners will expect that time and place not limit their educational opportunities.

The Virtual College Team is charged with the development and/or conversion of courses for Internet/intranet delivery via the academic network and to prepare Web page templates for faculty use. Upon the direction of the vice president of Academic Affairs and under the guidance of the director of Academic Computing, the Virtual College Team was formed to begin work during the spring of 1998. The first deliverables went online in the fall 1998 semester.

Since the ultimate objective of alternative delivery is the creation of circumstances and conditions that free the independent learner from the constraints of time and location, Web-based and Web-assisted delivery will facilitate the movement from a school-scheduled classroom to a self-scheduled learner. This type of learning will allow the student access from home, office or campus computer. Students will receive course material and return assignments at a time and place of their choice.

The pilot group of **Web-based** (majority of the class delivered online) courses for fall 1998 delivery included:

Course Code	Title	Instructor
COM 101-84	Composition I	Sullivan
LAN 231-84	Networking Technologies	Johansson
MTH 120-84	Quantitative Literacy	Sutka
OSA 271-84	Finance and Business Law	Booth
OSA 272-84	Office Systems and Administration	Booth

The following courses were **Web-assisted** (portions of the class delivered online) for fall 1998:

Course Code	Title	Instructor
CRJ 101-84	Introduction to Criminal Justice	Sebuck
LAN 201-84	LAN Systems Management	Sands
LSC 106-84	Introduction to Travel and Tourism	Walsh

III. Time Line

The time line for this project is ongoing. Although the pilot group of courses was available for fall 1998 delivery, we must continue our efforts to assist and support the above-mentioned faculty as well as others who desire to convert to the asynchronous environment. The Virtual College support team is charged with ensuring the development of additional courses and programs for asynchronous learning.

IV. Resources Needed

	One-time Items	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software	Chat Room Software; E-Mail for Students (5,000 licenses); Microsoft FrontPage (100 licenses)	\$2,000 (To be determined) \$5,000	
b. Hardware	E-Mail Server; Upgrades for Web Server (disk, memory); Web/Graphics equipment (camera, scanners); 25—Laptop computers with network card/extron box for faculty @ \$4,000	\$10,000 \$5,000 (\$100,000*)	

c. Technical staff			\$15,000— E-mail \$15,000— WebServer Administra- tion (1/3 time)
d. Release time for faculty (variable based on interest)			\$5,000 per course— materials/ development by faculty
e. Training	Included in release time		
f. Maintenance		(To be determined)	
g. Replacement		(To be determined)	
h. Other			
TOTAL:		\$22,000+	\$30,000+

* See Computer Portability on page 223.

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: Enhance the campus culture of excellence in teaching and learning.

Expand services, courses and programs through enhanced network technologies.

Develop courses that use an interactive learning approach.

Incorporate technology into courses, programs and services to students.

VI. Identification of Funding Sources

Funding sources include the college budget (both capital and operations), ICCB Advanced Tech grant dollars, and perhaps other grant funding aimed at enhancing the teaching/learning process.

VII. Outcomes

Asynchronous courses will attract significant new markets and reach students who may not normally register for courses on campus, since increased numbers of learners will expect that time and place will not limit their educational opportunities.

VIII. Evaluation

Courses in place for online delivery will be evaluated based on numbers enrolled, numbers successfully completing, and faculty and student evaluation of the class and materials.

IX. Next Steps

The Virtual College Team has made significant progress in designing the process by which other faculty members will develop new or convert existing courses to Web-based or Web-assisted learning.

Library and Information Services

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Library Instructional Classroom/Laboratory

II. Project Description

The Bibliographic Instruction program has largely consisted of demonstration of resources available for research. Many of these resources are now available in electronic format and would be better taught in a hands-on environment. The establishment of a 32-workstation classroom/laboratory would enable the librarians to do all of their instruction in an interactive teaching model. Research has proven that this method of teaching allows for more creativity on the part of the instructor and that the retention of knowledge by the student increases. The ideal potential location for the library instruction classroom/laboratory is the area adjacent to the LRC, which currently houses the college's administration offices and board room, once it is vacated. If this space does not become available, it has been determined that it will cost at least \$15,000 to transform space within the LRC to electrically accommodate 32 workstations.

III. Time Line

This project was submitted as a FY99 initiative and will probably not be implemented until the Year 2000.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Travel			

i. Other		32 workstations @ \$2,000 = \$64,000; Furniture \$11,000; Electrical \$15,000; Networking \$5,000	
TOTAL:		\$95,000	

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

VI. Identification of Funding Sources

Classrooms

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
Internet Access

II. Project Description
Provide a network access port in each classroom teaching space, including all laboratories.

III. Time Line
FY99: Wiring completed; FY00: Provide classroom PCs as funds allow; FY01: Provide additional PCs as funds allow.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware		\$48,300	
c. Technical staff	College staff		College staff
d. Release time for faculty			
e. Training			
f. Maintenance	College staff		College staff
g. Replacement			
h. Other			
TOTAL		\$48,300	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: Improve the quality of processes and services for students.

Enhance a campus culture of excellence in teaching, learning and service.

Incorporate current technology in courses and programs.

Develop courses that use an interactive learning approach, including asynchronous learning.

Expand services for students and staff on the network.

VI. Identification of Funding Sources

B. College dollars will be the primary funding source.

VII. Outcomes

This project is essential if the college is to keep current with other institutions and the world at large, where access to the Internet is expected in an educational environment.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Recruit and Hire a Webmaster.

II. Project Description

Write a job description for, recruit and hire a Webmaster to help create and maintain the Web pages of the college. The Web presence of the college is growing rapidly, and help is needed to aid the various departments and the various teachers who would like to make information available via the Internet. Maintaining the hundreds of current pages with all of their links and helping to develop new, attractive, effective, professional pages demands additional personnel.

III. Time Line

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			\$50,000- \$60,000/yr.
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:			\$50,000- \$60,000

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Direction: Up-to-date electronic information, learning resources and computing technologies, or student and community access to aid in teaching, support efficient management functions, and facilitate student learning.

Priorities: To create a climate of excellence, both institutionally and academically.

To deploy technology to increase productivity, efficiency, and to distribute information widely; develop technology plans for academic and administrative areas; and plan for the purchase of new administrative software and hardware.

To continue to evaluate the impact of our existing services and procedures to determine if they might foster or impair a climate of excellence.

To continue a service orientation program acknowledging everyone's role as responsive and friendly staff of a caring college.

VI. Identification of Funding Sources

B. College dollars

VII. Outcomes (Discuss the benefit, justification and contributions to the college.)
The job of the Webmaster is currently being filled by a variety of persons from different departments with different skills and talents and visions. In order to maintain consistent, attractive, useful, professional pages, we need a single person to oversee all of the college's pages and to help in the continued development of our Web presence.

Library and Information Services

**Moraine Valley Community College
Technology Plan Project Submission Form
Project — Completed**

I. Project Title

Development of the Electronic Reference Center.

II. Project Description

In an effort to accommodate the increasing demand for reference sources on the World Wide Web, and stand-alone CD-ROM sources, the library needs to put in place an area where students can use those sources separately from the open labs or OPAC stations. Students could either check out CD-ROM titles from the reserve desk or access Web sites to support class assignments. In some instances, textbook publishers are now including CD-ROMs to supplement their materials. Students would be able to have access to the information outside of class time.

III. Time Line

An initiative for this project was submitted for FY99—once it is implemented, it will be an ongoing project.

IV. Resources Needed

Staff, hardware, software, furniture.

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Travel			
i. Other		\$10,000	
TOTAL:		\$10,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

VI. Identification of Funding Sources

**Moraine Valley Community College
Technology Plan Project Submission Form
Project — Completed**

I. Project Title

E-mail Access from Remote Locations

II. Project Description

Provide e-mail access for all current e-mail users using Lotus cc:Mail for the World Wide Web, Release 8.00.00.38.

III. Time Line

Year 1—purchase software/hardware, pilot/implement project

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software	X	X	
b. Hardware	X	X	
c. Technical staff	X		X
d. Release time for faculty			
e. Training			
f. Maintenance	X		X
g. Replacement			
h. Other		\$10,000	
TOTAL:		\$10,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: To continue to evaluate the impact of our existing services and procedures to determine if they might foster or impair a climate of excellence.

To deploy technology to increase productivity, efficiency, and to distribute information widely; develop technology plans for academic and administrative areas; and plan for the purchase of new administrative software and hardware.

Direction: Up-to-date electronic information, learning resources and computing technologies, or student and community access to aid in teaching, support efficient management functions, and facilitate student learning.

VI. Identification of Funding Sources

VII. Outcomes

The needs and wants of faculty and staff will be addressed by providing an option to organize information and communicate with staff and students in the existing e-mail environment from remote locations, thus keeping pace with the global recognition of this invaluable communication tool.

VIII. Evaluation

User comments and feedback.

Library and Information Services

**Moraine Valley Community College
Technology Plan Project Submission Form
Project Substantially Completed**

I. Project Title

Migrate the Library's INNOPAC from a Token Ring Environment to a Fast Ethernet Environment.

II. Project Description

The migration of the library's INNOPAC from a Token Ring environment to a fast Ethernet environment will provide the ability to upgrade the OPAC to a Webpac, and allow for the integration of other electronic databases on the PAC. Presently, the OPAC is text-based and is only capable of integrating text-based resources. In a Web environment, the OPAC can serve as the focal point for all databases, either locally or on the Internet. The migration will also allow for the development of the LRC Web page, online instructional modules, and the development of the virtual library.

III. Time Line

This project will begin in FY99 and will be and it is expected that upgrades will be completed by June 1999. The implementation and updates of the Web-based databases will be ongoing.

IV. Resources Needed

Staff, hardware, software.

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		(\$9,500)	\$1,140 per year
b. Hardware		(\$22,500)	
c. Technical staff	20 hrs.	(\$500) \$250*	
d. Release time for faculty	40 hrs.	(\$1,000)	
e. Training			
f. Maintenance			
g. Replacement			
h. Other — Cabling		(\$1,550) \$600*	
TOTAL:		\$850*	\$1,140

* Left to be spent.

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

The migration of the OPAC will provide up-to-date electronic information, learning resources and computing technologies, expand services, and continue to facilitate innovative instructional support systems and processes.

VI. Identification of Funding Sources

- A. Grants (external)—\$2,000
- B. College dollars—balance of project costs

VII. Outcomes

The migration will allow access to the OPAC, the catalog and other online databases from anywhere on campus and on the Web. The migration will also allow the development of the virtual library.

Instructional Design and Support

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Establish Center for Instructional Design (CID)

II. Project Description

The college will establish a Center for Instructional Design (CID) which will aid in the creation, assistance and usage of multimedia instructional materials for instructors.

III. Time Line

A. Year One—

1. Determine staffing requirements based on survey (see *Project: Survey Faculty Concerning Potential Usage of Multimedia Instructional Materials*).
2. Hire instructional designer.
3. Hire support staff (assistant designers, secretaries, etc.).

B. Year Two—

1. Consult with the instructional designer regarding the results of the survey to determine required computers, software, hardware, and peripherals.
2. Purchase required equipment.
3. Install/configure equipment.
4. Hire student assistants.
5. Conduct multimedia and instructional design training seminars for interested faculty members.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			Yes—TBD
b. Hardware		3 PCs w/scanners @ \$3,300 = \$9,900; Server \$10,000	Yes—TBD

c. Technical staff	Yes		Designer, Asst. Designer, & Secretary = \$135,000/yr.*
d. Release time for faculty			
e. Training		\$2,000	
f. Maintenance			Yes—TBD
g. Replacement			Yes—TBD
h. Other			Yes—TBD
TOTAL:		\$21,900	\$135,000

* Includes benefits

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

The CID would provide the college with expert assistance in the development of state-of-the-art multimedia instructional materials. It would also provide a central resource location for distribution and training in the use of the instructional materials. Finally, the opportunity to use student assistants would give valuable real-world training to the students in a cutting-edge field, while allowing the college to maintain a reasonably cost-effective means of operating in a very cost-intensive area.

VI. Identification of Funding Sources

VII. Outcomes

- A. The college instructors would receive expert advice and assistance in the application of multimedia instructional materials.
- B. The college instructors would benefit from having their multimedia instructional materials developed in-house, thus permitting immediate technical support.
- C. The college would benefit from the increased exposure in the community and among peer colleges as a state-of-the-art institution.
- D. The college would reduce costs by having multimedia materials developed in-house and by using student assistants for design work.
- E. Students assistants would benefit by receiving real-world training in a cutting-edge field.

VIII. Evaluation

An evaluation of the effectiveness of the center can be made based on teaching and cost effectiveness. Valid questions include:

- A. Is the center and its resources being used by the faculty?
- B. Are the resources in the center being used to their full effectiveness?
- C. Are upgrade, replacement and maintenance costs too high?
- D. Is there an increased awareness in the community regarding the CID and, therefore the college in general.
- E. Has this increased awareness resulted in an increase in enrollment?
- F. Is there a demand for online or asynchronous courses developed through the center?

Learning Centers and Laboratories

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
Maintenance Budgets

II. Project Description
Establish maintenance budgets for the director of Academic Computing and for each academic department. The maintenance budgets will provide sufficient support for departments to afford proper hardware and software functionality.

III. Time Line
The budget amounts should be determined and placed into the **departmental budgets** during annual budgeting.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			TBD
g. Replacement			
h. Other			
TOTAL:			No net new

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?
Properly maintained laboratories allow the college to meet in instructional goals.

VI. Identification of Funding Sources
B. College dollars

VII. Outcomes
Properly maintained hardware and software will allow consistent delivery of instruction, thereby satisfying the students.

VIII. Evaluation

The funds expended for maintenance should be reviewed each year prior to the budgeting cycle.

Classrooms

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
Dynacom Staffing

II. Project Description
Hire one engineer and four additional student aides for the Dynacom system.

III. Time Line
FY99: hire one engineer and two student aides; FY00: hire two additional student aides.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			4 student aides: \$15,000; Engineer: \$45,000 + \$5,000 benefits
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:			\$65,000

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: Improve the quality of processes and services for students.

Enhance a campus culture of excellence in teaching, learning and service.

Incorporate current technology in courses and programs.

VI. Identification of Funding Sources

B. College dollars will be the likely source of funding for this project.

VII. Outcomes

The open forums produced strong comments from faculty regarding the need for improved Dynacom service. Providing adequate technical service to faculty and students is essential in creating a learning environment for students. Adequate staffing will also result in better maintenance of equipment.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Course Enhancement: E-mail and Home Pages for Web-Assisted Courses

II. Project Description

This project capitalizes on two research results that surfaced during the examination of the external environment:

- many students will continue to attend class in a traditional classroom for all or a portion of their class
- students benefit from increased interactivity with the instructor

The project proposes that e-mail/faculty/course home pages be used to supplement classroom activities for non-Web-based courses, beginning with those that are flextime and eventually expanding to other class sections offered by the college, as faculty have interest. The Web template developed by the Virtual College Team will serve as the framework for each home page.

Each class home page will follow a standard format that leaves room for faculty creativity. The individual class home page will be linked from the college home page, the departmental home page, and any other appropriate site (e.g., Alternative Learning in the case of flextime classes).

Each home page will contain, but not be limited to:

- course syllabus, including office hours, telephone numbers, course calendar, assignments, exam schedule, etc.
- annotated bibliography and/or webliography
- examples of completed assignments
- sample exam questions
- bulletin board, chat room, or both

III. Time Line

The time line for the addition of e-mail/home pages to classes will be:

- Alternative delivery/flextime classes—one-third each year over three years
- Traditional delivery—one-fifth of interested faculty each year over five years

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		E-mail license—\$5 per (see Virtual College project)	
b. Hardware			
c. Technical staff (\$25/hr.)	8-18 hrs. per home page (faculty)		18 hrs. per class—e-mail \$375/first time x 20/yr.
d. Release time for faculty			
e. Training	2-3 hr. workshop		\$600 (2 workshops)
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:			\$8,100/yr. @ 5 yrs.

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

Priorities: Enhances the campus culture of excellence in teaching and learning.

Expands services, courses and programs through enhanced network technologies.

Develop courses that use an interactive learning approach.

Incorporate technology into courses, programs and services to students.

VI. Identification of Funding Sources

Funding sources include the college budget (both capital and operations), ICCB Advanced Tech grant dollars, and perhaps other grant funding aimed at enhancing the teaching/learning process.

VII. Outcomes

Each class offered by the college will be enhanced through the availability of a home page/e-mail by 2003 as determined by participating faculty.

VIII. Evaluation

Home pages/e-mail will be in use for class enhancement.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Intranet Web Site Creation and Access for Faculty and Staff.

II. Project Description

Continue the development of a college intranet Web site. This site will contain information and material pertinent and useful to college staff and faculty. This material will include reference information as diverse as board and college policies, training schedules and availability, how-to tips on various topics, committee notes, and appropriate college forms for various tasks. This information would be viewable solely from/with the college's network, as it is not generally of interest to the Internet community.

III. Time Line

Phase I — six months — create and implement Web site; Phase II — ongoing — college staff members supply, add to and maintain currency of information on Web site.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software	X		X
b. Hardware	X		Hardware & software \$50,000
c. Technical staff	X		\$105,000
d. Release time for faculty	X		N/A
e. Training	X		X
f. Maintenance	X		\$15,000
g. Replacement	X		N/A
h. Travel			
i. Other		Design & Set-up (6 mths.) \$25,000	
TOTAL:		\$25,000	\$170,000

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: To continue to evaluate the impact of our existing services and procedures to determine if they might foster or impair a climate of excellence.

To continue a service orientation program acknowledging everyone's role as a responsive and friendly staff of a caring college.

To deploy technology to increase productivity, efficiency, and to distribution information widely; develop technology plans for academic and administrative areas; and plan for the purchase of new administrative software and hardware.

Direction: Up-to-date electronic information, learning resources and computing technologies or student and community access to aid in teaching, support efficient management functions, and facilitate student learning.

A service-oriented culture in relationship with students and community residents which provides personal, courteous, helpful responses to those seeking information about programs and services.

VI. Identification of Funding Sources

B. College dollars

One FT Web Designer	\$ 60,000	(this is a recurring cost)
One FT Web Designer Asst.	\$ 45,000	(this is a recurring cost)
Hardware and Software	\$ 50,000	(this is a recurring cost)
Design & Set-up (6 mths.)	\$ 25,000	
Maintenance	\$ 15,000	(this is a recurring cost)
TOTAL COST OF PROJECT	\$195,000	(for Year 1 only)

VII. Outcomes

Reduce e-mail volume; reduce paper flow—less-paper campus; make information readily available; better customer service for faculty and staff.

VIII. Evaluation

Verify usage and maintenance of information on Web site.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Internships for Technical Support Personnel

II. Project Description

Hiring students majoring in technology-related classes for part-time or full-time temporary positions.

III. Time Line

Fall 1998—Determine areas that could use part-time assistance and salary ranges

Winter 1999—Advertise available positions and hire interns

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff @ \$25/hr.		20 hours \$500	5 hrs. wkly. to manage ea. intern @ \$25/hr x 4 interns x 15 wks. = \$7,500/sem. or \$18,750/yr.
d. Release time for faculty		Initial training per 40 hours - \$1,000	
e. Training			
f. Maintenance			
g. Replacement			
h. Other			Est. \$8/hr. ea. intern x 4 interns x 15 wks. = \$19,200/sem. or \$48,300/yr.
TOTAL:		\$1,500	\$67,050

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

Provides additional support for faculty and staff, and also provides students with real-world skills applicable to their degree.

VI. Identification of Funding Sources

B. College dollars—estimated total dollars as:

Weekly cost for a full-time intern = \$320

Weekly cost to manage each intern = \$125

VII. Outcomes

Additional support to users

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
Multimedia Classrooms

II. Project Description
Create several multimedia classrooms in the FPAC to provide the ability to access both locally and centrally stored image, video and sound files; to project and integrate multimedia; and to project on a large screen or wall, as well as play the sound through high-quality sound systems.

III. Time Line
FY00: outfit two rooms; FY01: outfit two rooms, add server.

IV. Resources Needed

	One-time Items	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware		2 @ \$30,000/room = \$60,000; Server \$10,000	
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$70,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?
 Priorities: Incorporate current technology in courses and programs.

 Enhance a campus culture of excellence in teaching, learning and service.

 Develop courses that use an interactive learning approach, including asynchronous learning.

VI. Identification of Funding Sources

B. College dollars are the most likely source of funding for this project.

VII. Outcomes

Multimedia systems allow for the integration of material from several sources, including the Internet, with up-to-the-minute information. If Moraine Valley is to be a learning-centered college, students and faculty must have access to this technology that brings the world into the classroom.

Classrooms

**Moraine Valley Community College
Technology Plan Project Submission Form
Project — Completed**

I. Project Title

Retrofit Electrical Outlets in Six Classrooms

II. Project Description

Revamp wiring in six rooms (A108, A109, A138, A139, B109, B119). Install additional electric outlets in appropriate locations to eliminate hazards created by wiring that crosses entrances to rooms.

III. Time Line

FY99: Project completed.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware		16 rooms @ \$300 = \$4,800	
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$4,800	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priority: Improve the quality of processes and services for students.

VI. Identification of Funding Sources

B. College dollars are the likely source of funding for this project.

VII. Outcomes

To provide an appropriate environment for learning, the college's first obligation is to provide for the safety of its students. This project will rectify the currently hazardous situation faced by students each day in these classrooms.

VIII. Evaluation

If the project is completed properly, the results should be evident.

IX. Next Steps

Follow-up should consist of regular monitoring for safety and efficiency.

Classrooms

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Upgrade Video Output Sources in Selected Classrooms

II. Project Description

Add a high-quality projection system to F138 in the first year and to several other classrooms subsequently. An immediate need exists for this projection system in order for faculty to display the computer-generated images that students in the Digital Design Program are learning to create. Other art and humanities classrooms will also require large-image-size projection with side-by-side dual-image capability.

III. Time Line

FY99: Install projection system in F138; FY00, 01: Identify rooms and install additional projectors.

IV. Resources Needed

	One-time Items	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware		3 @ \$12,000 = \$36,000	
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$36,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: Incorporate current technology in courses and programs.

Enhance a campus culture of excellence in teaching, learning and service.

VI. Identification of Funding Sources

B. College dollars will be the likely source of funding for this project.

VII. Outcomes

The need for this system in F138 is immediate to properly teach the course material. Additional systems can be installed in the following year to enable faculty in the humanities to explore the Internet and other resources in the classroom.

Library and Information Services

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Enhance Library's Collection Management Through the Purchase and Implementation of the INNOPAC Inventory Control Module.

II. Project Description

The library's collection was inventoried manually in 1989, before the collection was bar-coded in preparation for the installation of the OPAC. The purchase of the INNOPAC Inventory Control module will allow the technical service staff under the direction of the Technical Services librarian to electronically inventory the entire collection. The inventory process will then become a routine job.

III. Time Line

Installation to completion of project approximately one year.

IV. Resources Needed

Staff, Inventory module.

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		\$9,500	\$1,140 per year
b. Hardware		\$3,100	\$372 per year
c. Technical staff			
d. Release time for faculty	20 hrs.	\$500	
e. Training		\$1,000	
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$14,100	\$1,512

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

This project will provide up-to-date electronic information, expand services through enhanced networked technologies, and continue to facilitate innovative instructional concepts through formalized support systems and processes.

VI. Identification of Funding Sources

C. College dollars—entire project

VII. Outcomes

The INNOPAC Inventory Control module will allow for the staff to have a more accurate account of the library's collection.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

E-mail Choice and Implementation

II. Project Description

Moraine Valley must choose a new e-mail system as the current system, cc:Mail, is no longer being developed by the vendor.

Choices on the server side include Lotus Notes, Microsoft Exchange, Eudora World Mail (or other Internet-based software).

Choices on the client side: Microsoft Outlook 97

III. Time Line

Fall 1998 — Evaluate and Choose

Spring 1999 — Implement

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		\$40,000 - \$60,000	
b. Hardware		\$10,000	
c. Technical and/or administrative staff: 1000 hrs. @ \$25/hr.		\$25,000	
d. Release time for faculty		N/A	
e. Training		\$25,000	
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$100,000 - \$120,000	

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

Communication: Staff to staff, staff to student, student to student

Technical upgrade

VI. Identification of Funding Sources

B. College dollars—\$100,000+

VII. Outcomes

Communication

Technical upgrade

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
NetCon Implementation

II. Project Description
Setup NetCon to maintain a personal computer and related equipment inventory, and provide for remote viewing of workstations for help desk usage and remote installation of software products campuswide.

III. Time Line
Spring 1998 — Installation and configuration
Summer 1998 — Remote inventory/reporting complete
Fall 1998 — Remote installation and viewing complete

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical and/or administrative staff: 200 hrs. @ \$25/hr..		\$5,000	
d. Release time for faculty		N/A	
e. Training		\$1,000	
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$6,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?
Deploy technology to increase productivity and efficiency. Enables secure and reliable innovative information systems to support academic, administrative and research functions. Provides up-to-date electronic information.

VI. Identification of Funding Sources

B. College dollars—\$6,000

VII. Outcomes

Greatly reduces the time required to install new software, upgrade existing software, as well as provides increased efficiency in resolving user problems/questions.

VIII. Evaluation

IX. Next Steps

Continue to stay current.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Remote Computer Maintenance

II. Project Description

Implementation of a software package that will allow for the automated installation of computer software updates, and also allow for remote access and troubleshooting of computers throughout the campus.

III. Time Line

Fall 1998—Implementation of Remotely Possible and NetCon Auto Installations

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		Additional licenses for entire college \$8,000	\$2,500 annual license update
b. Hardware			
c. Technical staff @ \$25/hr.		2 hours week \$50 = \$2,600	4 hours weekly \$100 = \$5,200
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$10,600	\$7,700/year

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Provides higher degree of user support.

VI. Identification of Funding Sources

B. College dollars

VII. Outcomes

Lowers costs associated with the ownership, maintenance and support of computers throughout the college.

Classrooms

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Computer Portability (includes laptops for Virtual College project)

II. Project Description

Provide laptop computers through Media Services for faculty to bring into classrooms, and to use in their offices or homes for material preparation.

III. Time Line

FY99: purchase five computers; FY00: purchase five computers.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware		25 @ \$4,000 =\$100,000	
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$100,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: Enhance a campus culture of excellence in teaching, learning and service.

Incorporate current technology in courses and programs.

Develop courses that use an interactive learning approach, including asynchronous learning.

VI. Identification of Funding Sources

B. College dollars are likely to be necessary to fund this project.

VII. Outcomes

Portability was one of the strongest trends identified from the external and internal reports, as well as the open forums. Providing more laptop computers will encourage faculty to prepare lesson plans and class materials at home, allowing for constant updating and inclusion of new material throughout the semester.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

*Enhancing Support for Compressed Video Delivery***

(**Presented in cooperation with the Classrooms Work Team)

II. Project Description

This project is aimed at enhancing the support for faculty teaching via compressed video. The enhancements include both technological and training upgrades.

It is proposed that a computer-based white board connected to the graphics camera be added to the distance learning room. This would allow faculty to send the images written on the white board directly to the graphics camera. Students at the receive site would see the white board contents directly instead of a picture of the white board taken by the video camera at the back of the room.

As per the consortium agreement that rooms remain equivalent relative to camera technology, discussions will also be initiated at the consortium level to add “camera-man” technology to all classrooms. This technology upgrade would allow the camera to automatically follow the faculty when they leave the podium area.

In addition, training materials for faculty teaching in this mode will also be enhanced. The manual detailing instructions for use of the control panel and ancillary equipment (fax, copier, etc.) will be revised. A training video will also be developed to provide visual (and repetitive) support for faculty learning to use the room and to assist occasional users of the room in understanding its operation.

III. Time Line

FY00

- Purchase/install white board as funds available—August 1999
- Revise print material—December 1999
- Initiative consortium discussion regarding “camera-man” technologies—September 1999
- Develop training video script—May 2000

FY01

- Prepare training video—August 2000

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware		\$7,500—white board	
c. Technical staff		40 hrs. @ \$25 = \$1,000	
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$8,500	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: Enhance the campus culture of excellence in teaching and learning.

Expand services, courses and programs through enhanced network technologies.

Develop courses that use an interactive learning approach.

Incorporate technology into courses, programs and services to students.

VI. Identification of Funding Sources

Sources of funding are grants (ICCB Advanced Tech and Consortium) for hardware and college budget for staff time.

VII. Outcomes

Faculty will be able to provide supplemental course information more easily via use of the white board; training materials will aid in room familiarization/usage.

VIII. Evaluation

Hardware is installed; training materials are available.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Upgrade FPAC Dorothy Menker Projection System.

II. Project Description

Purchase and install a new, large-venue production system in the Dorothy Menker Theater.

III. Time Line

Completion by June 30, 1999.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$35,000	

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

VI. Identification of Funding Sources

Internal funding will be used.

VII. Outcomes

VIII. Evaluation

IX. Next Steps

Learning Centers and Laboratories

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
Computer Store

II. Project Description
Establish, in coordination with the Purchasing Department, a process and cycle that allows the accumulation of major hardware and software purchases for the purposes of price and quality control. Provide adequate safeguards for the needs of small-lot and off-cycle purchasers.

III. Time Line
Establish the process and cycle during the first half of FY99 for pilot testing before the end of the fiscal year.

IV. Resources Needed
An ad hoc committee could work with the Purchasing Department. The ultimate process would save resources.

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			\$7,000
TOTAL:			\$7,000

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?
The project allows the college to employ its resources in a more cost-effective manner.

VI. Identification of Funding Sources

B. College dollars

VII. Outcomes

Coordinated and integrated purchasing allows for greater efficiency.

VIII. Evaluation

An annual review of the Computer Store procedures should be made and should include the evaluation of the users.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Evaluating the Technology-Learning Connection

II. Project Description

This project addresses the research issues relative to the use of technology for the delivery of instruction. Analysis of the external and internal environments reveals faculty interest and, in some cases, concern for the impact of technology on the teaching/learning process.

Some institutional survey instruments that provide data on broad technical issues are already in place. In addition, an instrument entitled *Distance Education Class Survey* is used for each class taught via compressed video. A review and updating of these existing tools and the design of new survey tools will provide information to assist in assessing and improving instructional delivery methods.

III. Time Line

FY00

- Establish faculty/administration task force to identify issues—November 1999
- Review current instruments—March 2000
- Update as needed—August 2000
- Implement—Fall semester 2000
- Assess/publish results—Summer 2001

FY01

- Develop additional surveys based on task force-identified issues
- Implement as available
- Assess/publish results

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical/professional/support staff		Professional: 50 hrs. @ \$25 = (\$1,250) Support: 55 hrs. @ \$15 = (\$825)	
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$2,075	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: Enhance a campus culture of excellence in teaching, learning and service.

Review the effectiveness of college programs to assure quality, need and productivity.

VI. Identification of Funding Sources

Funding will be internal and a part of the Institutional Research Office workload.

VII. Outcomes

Survey instruments will be utilized to refine technology-based course delivery.

VIII. Evaluation

Survey results will be available for analysis and evaluation.

Professional Development

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
New-Employee Assessment

II. Project Description
Establish collegewide policy that, within 30 days of their hire date, all new faculty and staff receive an assessment of their proficiency relative to the desired level of proficiency for software application(s) and/or technology knowledge required for the successful performance of their position. This baseline assessment would be used as needed to prepare a personalized training plan for employees.

III. Time Line
Year 1 (August 1999)

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software	XX	\$5,000*	XX
b. Hardware	XX		XX
c. Technical staff: 5 hrs. assessor/assessee x \$25 x 80 staff			\$10,000
d. Release time for faculty			
e. Training			
f. Maintenance	XX		XX
g. Replacement			
h. Other (Appropriate testing space; appropriate evaluations for college standards)	XX	XX	
TOTAL:		\$5,000	\$10,000 annual

* = Developmental costs

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: To create a climate of excellence, both institutionally and academically.

To continue to evaluate the impact of our existing services and procedures to determine if they might foster or impair a climate of excellence.

Directions: A collegial climate which supports and encourages the development of staff potential.

VI. Identification of Funding Sources

B. College dollars

VII. Outcomes

1. Timely assessment of new employees' software application(s) skills and/or knowledge of technology.
2. Ability to establish a personalized development plan to address identified training needs within desired timetables.
3. Accelerated learning/productivity curves for new employees.
4. More uniform proficiency levels among all staff.

VIII. Evaluation

User feedback; management feedback

IX. Next Steps

Modify assessment program as needed to conform to new/changed college software applications/technology standards.

Alternative Delivery Systems

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Expansion of Compressed Video Delivery Sites

II. Project Description

The college is planning the expansion of academic programs at off-campus sites across the district. Concurrently, mobile compressed video equipment is available from the South Metropolitan Regional Higher Education Consortium (SMRHEC) for use by Moraine Valley. This project proposes the replacement of Radiance compressed video units at Eisenhower High School and a second high school to be named for the delivery of classes from the main campus to those sites.

III. Time Line

FY00

- Eisenhower High School
 - Summer—Plan facility, renovate as needed, purchase furniture, install T-1 and other phone lines, purchase supporting equipment (fax, phone)
 - Fall—Initiate delivery of classes
- Second High School Site
 - Summer—Identify site
 - Fall—Plan facility, renovate as needed, purchase furniture, install T-1 and other phone lines, purchase supporting equipment (fax, phone)
 - Spring—Initiate delivery of classes

IV. Resources Needed —Eisenhower

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			Line charges— T-1—\$5,400 VPN—\$420
a. Hardware		Computer—\$2,301	
b. Technical staff			
c. Release time for faculty			
d. Training			

e. Maintenance			SMRHEC— (\$3,000)
f. Replacement			
g. Other		Chairs—32 @ \$75 = \$2,400; Tables—16 @ \$310 = \$4,960; Instructor station— \$450; Storage cabinets—\$400; Files—\$400; Signage—\$250; Room accessories—\$300; Room renovation (paint)—\$895	
SUB-TOTAL:		\$12,356	\$8,820

Resources Needed —Second site

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			Line charges— T-1—\$5,400 VPN—\$420
b. Hardware			
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			SMRHEC— \$3,000
g. Replacement			
h. Other			
SUB-TOTAL:			\$8,820
GRAND TOTAL:		\$12,356	\$17,640

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Priorities: Expand opportunities for at-risk and underprepared students.

Expands services, courses and programs through enhanced network technologies.

Develop courses that use an interactive learning approach.

Incorporate technology into courses, programs and services to students.

Identify and enhance partnerships with community agencies, education, business and industry to expand college outreach efforts.

VI. Identification of Funding Sources

The equipment, the renovation of the off-campus site, and the installation of the T-1 lines will be funded through external grants. The on-going line charges may be funded through external grants.

VII. Outcomes

Placement of the compressed video units at area high schools will expand programming opportunities at off-campus locations and support dual enrollment activities.

VIII. Evaluation

Sites will be available for the delivery of classes.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Upgrade F216 Macintosh Lab

II. Project Description

Replace Quadras in F216 with G3s; cascade lab computers to faculty offices to replace substandard Macintoshes. This will enable faculty Macintosh users to have hardware suitable for connection to the network, and capable of running OS8 and Office 98.

III. Time Line

FY99

IV. Resources Needed

	One-time Items	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware		24 @ \$2,250 = \$54,000	
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$54,000	

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

Priorities: Improve the quality of processes and services for students.

Enhance a campus culture of excellence in teaching, learning, and service.

Incorporate current technology in courses and programs.

Expand services for students and staff on the network.

VI. Identification of Funding Sources

B. College dollars are the likely source of funding for this project.

VII. Outcomes

The F216 lab is used for instruction in the Digital Design Program; it is essential to upgrade this equipment to meet industry standards. In addition, the cascading of computers to faculty offices will save money by eliminating the need for purchasing new computers to replace current substandard hardware that prevents faculty from accessing e-mail and other network services.

Instructional Design and Support

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Survey Faculty Concerning Potential Usage of Multimedia Instructional Materials

II. Project Description

A survey will be made of full-time instructors concerning potential usage of multimedia instructional materials in their classes. The questions should focus on potential usage, desire for multimedia in the classroom, knowledge of multimedia, and training for usage.

III. Time Line

- A. Month One—Generate questions for survey. Below is a list of sample questions:
 1. Would you like to use multimedia for a portion of a course that you teach?
 2. What types of multimedia would you use?
 3. Would you like to consult with an expert in instructional design and have materials created for you?
 4. Would you like to develop the multimedia materials yourself?
 5. In order for you to develop the materials yourself, do you need training in the use of the software or hardware?
- B. Month Two—Distribute survey to full-time faculty members.
- C. Month Three—Retrieve, compile and analyze results of survey.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		No	
b. Hardware		No	
c. Technical staff	Yes	50 hrs. @ \$25 = \$1,250; 55 hrs. @ \$15 = \$825	
d. Release time for faculty		No	
e. Training		No	
f. Maintenance		No	
g. Replacement		No	

h. Other		Yes (supplies)	
TOTAL:		\$2,075	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

The results from this survey would provide an accurate prediction of the potential usage of instructional multimedia materials at the college. This would prevent understaffing or overstaffing in the Center for Instructional Design (see Project: *Establish the Center for Instructional Design*), and give some indication of the hardware and software needed to meet the expectations of the instructors wishing to use multimedia in their courses.

VI. Identification of Funding Sources

None needed.

VII. Outcomes

The benefits to the college are an accurate prediction of the intended usage of multimedia instructional materials by instructors. This will help to minimize costs for hardware, software and staffing related to the use of multimedia.

VIII. Evaluation

The answers to the survey questions will be compiled to provide a prediction of the potential usage of multimedia instructional material by instructors in their courses. The results of the survey will be used to determine the necessary staffing for the Center for Instructional Design, hardware and software needed, and possible in-house training seminars.

IX. Next Steps

Following the compilation and analysis of the results of the survey, a determination can be made on proper staffing requirements for the Center for Instructional Design, and the types and numbers of computers, peripherals, hardware, and software (see Project: *Establish the Center for Instructional Design*).

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Internet Browser Selection

II. Project Description

Moraine Valley must (re)choose and implement an Internet browser. The choices are Microsoft Internet Explorer 4.0 and Netscape Navigator 4.0.

An ancillary issue is the Web development software. Microsoft FrontPage 98 would be chosen if Microsoft Internet Explorer 4.0 is chosen.

III. Time Line

Summer 1998 — Evaluate
Fall 1998 — Implement

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		free	
b. Hardware		N/A	
c. Technical staff		\$7,500	
d. Release time for faculty		N/A	
e. Training		\$12,500	
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$20,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

This meets the objective to stay current.

VI. Identification of Funding Sources

B. College dollars—\$20,000

VII. Outcomes

Stay current.

VIII. Evaluation

IX. Next Steps

Continue to stay current.

Learning Centers and Laboratories

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
Scout Teams

II. Project Description
Maintain an annual list of local, regional, state, and national conferences, trade shows, etc., that are relevant to technology, IT management and curriculum, and provide the means for faculty and staff to attend them.

III. Time Line
Establish the plan and support within FY99.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Travel			66 @ \$1,500/event = approx. \$100,000
TOTAL:			\$100,000

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?
The project allows the college to maintain its finger on the pulse of technology trends.

VI. Identification of Funding Sources

B. College dollars

VII. Outcomes

Continual curricular revision and the sharing of coordination of college resources will assist in cost effectiveness.

Library and Information Services

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Technology-Compatible Library Furniture and Electrical Rewiring

II. Project Description

The majority of the library's furnishings are nearly 25 years old, and the pieces do not accommodate the technologies now used by students and faculty for group and individual research and study. New resources require such considerations as ergonomics and wiring/power needs, in addition to the continuing need for appropriate open work surfaces for groups and individual research and study. As the use of portable laptop computers increases, wiring/power will be required at the study tables and individual study carrels throughout the library, not just in the electronic reference area. The acquisition of new furnishings will allow for more flexibility in adapting the library to create an optimal student learning environment.

III. Time Line

- A. FY99—Investigation and collection of potential vendor information about appropriate types of furnishing available. Submission of itemized capital requests based upon results.
- B. FY00—If funding approved, purchase and installation of furnishings.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Travel			

i. Other		Furnishings, delivery, & installation, approx. \$400,000; LRC rewiring, approx. \$50,000	
TOTAL:		\$450,000	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Strategic Direction—High-quality instruction and student support services while encouraging new alternative methodologies and delivery systems.

Institutional Priority—Technology: Expand services, courses and programs through enhanced network technologies.

Divisional Priority—Continue to facilitate innovative instructional concepts through formalized support systems and processes.

VI. Identification of Funding Sources

B. College dollars

VII. Outcomes

The creation of an optimal student learning/research environment for using the new technology-based resources.

VIII. Evaluation

Furnishings in place and arranged to maximize student use of resources.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title
Gigabyte/ATM Technology

II. Project Description
Evaluate Gigabyte vs. ATM and other emerging technologies for future implementation within the college.

III. Time Line
Evaluate over the next three years.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical and/or administrative staff: 500 hrs. @ \$25/hr.		\$12,500	
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$12,500	

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?
This meets the objective to stay current.

VI. Identification of Funding Sources
B. College dollars—\$12,500

VII. Outcomes
To provide the fastest, most efficient mode of network/telephone communication.

VIII. Evaluation

IX. Next Steps

Implementation if warranted after evaluation.

Classrooms

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Macintosh Technical Support

II. Project Description

Provide support staff trained in Macintosh; 25 percent of one full-time position is needed.

III. Time Line

FY99: Hire an engineer and designate 25 percent of assignment for Macintosh.

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			\$11,250 (1/4 engineer @ \$45,000) + \$1,250 in benefits
d. Release time for faculty			
e. Training		\$3,000	
f. Maintenance			
g. Replacement			
h. Other			
TOTAL:		\$3,000	\$12,500

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

Priorities: Improve the quality of processes and services for students.

Enhance a campus culture of excellence in teaching, learning and service.

Incorporate current technology in courses and programs.

VI. Identification of Funding Sources

B. College dollars will be the likely source of funding for this project.

VII. Outcomes

The use of the Macintosh is essential for teaching in those programs and disciplines that prepare students for employment in industries where Macintosh is the standard platform. The college's technical staff needs to be trained to provide effective support for this platform.

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Publish a Technology Newsletter.

II. Project Description

Write, edit and publish a technology newsletter (perhaps on an intranet Web page) to include articles on new and innovative uses of technology; success stories; hints and tips; “how tos”; information about available technology; notices of upcoming conferences, courses or forums; and any other valuable information related to technology. We need to let people know what technology is capable of and how to get the training needed to exploit these capabilities.

III. Time Line

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software			
b. Hardware			
c. Technical staff			4 hrs./week @ \$25/hr. x 4 newsletters = \$400
d. Release time for faculty			
e. Training			
f. Maintenance			
g. Replacement			
h. Other			
TOTAL			\$400

V. How does this project support the college’s strategic plan, institutional priorities and initiatives?

Direction: Up-to-date electronic information, learning resources and computing technologies, or student and community access to aid in teaching, support efficient management functions, and facilitate student learning.

Priorities: To create a climate of excellence, both institutionally and academically.

To deploy technology to increase productivity, efficiency, and to distribute information widely; develop technology plans for academic and administrative areas; and plan for the purchase of new administrative software and hardware.

To continue to evaluate the impact of our existing services and procedures to determine if they might foster or impair a climate of excellence.

To continue a service orientation program acknowledging everyone's role as responsive and friendly staff of a caring college.

VI. Identification of Funding Sources

B. College dollars—estimated total dollars as: \$400

VII. Outcomes (Discuss the benefit, justification and contributions to the college.)
Such a newsletter would serve as a cost-effective source of assistance and training if it were used to address common questions and problems as identified by the help desk. It would also help to keep the college moving in the right direction with regard to technology by focusing attention on effective or at least promising uses of technology.

Alternative Delivery Systems

**Moraine Valley Community College
Technology Plan Project Submission Form**

I. Project Title

Exploration of Audio Courses

II. Project Description

This project proposes the investigation of audio-based courses for possible addition to Moraine Valley's alternative learning offerings based upon the following:

- an analysis of the external environment indicating the movement toward asynchronous course delivery
- internal statistics indicating a growth in the number of Moraine Valley students selecting courses delivered in a nontraditional format.

III. Time Line

Steps	Completion Dates
A. Find sources of prepared audio classes available for immediate purchase and use.	Oct. 1, 1999
B. Request relevant information from colleges offering similar classes.	Nov. 1, 1999
C. Obtain sample materials for such classes and compare with MVCC courses; recruit faculty to review and consider materials.	Jan. 31, 2000
D. Review findings with deans and appropriate academic leadership	Feb. 28, 2000
E. Budget/acquire selected materials as funding available	July 1, 2000
F. Recruit faculty to prepare class delivery	Summer 2000
G. Schedule and deliver courses	Spring 2001

IV. Resources Needed

	Project Management	One-time Items (dollar value)	Recurring Items (dollar value)
a. Software		Master tapes for the classes: 3 @ \$450 = \$1,350	Tapes for those classes that do not sell master tapes: 40 students @ \$15 = \$600
b. Hardware		Tape dubbing hardware = \$1,000	
c. Technical staff		Tape copying personnel	60 hrs. per year @ \$13 = \$780
d. Release time for faculty		None	
e. Training		None	
f. Maintenance			
g. Replacement		Tapes	Tape dubbing hardware = \$100 per year
h. Other		Bookstore might sell tapes as part of textbook package	Tapes = \$300 per year
TOTAL:		\$2,350	\$1,780

V. How does this project support the college's strategic plan, institutional priorities and initiatives?

Priorities: Enhance the campus culture of excellence in teaching and learning.

Expand services, courses and programs through enhanced network technologies.

Develop courses that use an interactive learning approach.

Incorporate technology into courses, programs and services to students.

VI. Identification of Funding Sources

B. College dollars: Courses will be purchased from college operational monies; duplication costs will be passed on to students as they purchase the tapes.

VII. Outcomes

The addition of audio-based courses will expand nontraditional options for self-motivated, busy students.

VIII. Evaluation

Numbers enrolled, numbers successfully completing, faculty and student evaluation of the class and materials.

CHAPTER FOUR: FUNDING

This technology plan is based on the funding formula for technology, which takes into account the Total Cost of Ownership (TCO). TCO includes those costs affiliated with the useful life cycle of a system or application. Rather than assign costs to hardware or software, this model also identifies all those expenses needed to maintain technology. This includes upgrades, licensing, training, replacement, and other such critical needs.

The Technology Leadership Team understood that real costs of buying a computer, for example, were not just the initial \$2,000 expenditure. Staff is needed to set up the computer, which may have only a portion of the software applications already loaded. Usually more software is needed, and ongoing upgrades accompany that need. Further, as users maximize the capacity of a computer, more memory and disk space may be needed. Staff is needed for both maintenance and upgrades. Further, without training, even the most sophisticated computer is relatively useless. Therefore, the total cost is considerably more than most buyers anticipate.

The Gartner Group offers these categories for consideration:

Total Cost of Ownership Measures (Source: The Gartner Group, 1998)

	Direct		Indirect
	Capital	Labor	
Hardware	Management	Communication	End User IS
-Servers	-Network	-WAN	-Peer/self-support
-Clients	-System	-Service provider	-Casual learning
-Peripherals	-Storage	-RAS	-Scripting and development
-Network		-Internet access provider	-End-user training
Software	Support	-Client access	-Satisfaction
-Operating systems	-Executive and administration		
-Applications	-Help desk	Management and Support	Downtime
-Utilities	-Training	-Outsourcing	-Planned
-IS	-Procurement	-Maintenance contracts	-Unplanned
Acquisition Costs	Development	-Support contracts	
-Depreciation	-Infrastructure	-Service levels	
-Leasing	-Business applications	-Performance- and service-level metrics	
-Expenses			
Upgrades and Supplies			

Key Issues

1. Emphasis must be placed on exposing the true cost of technology as outlined above.
2. Each individual department must plan accordingly for technology. A technology plan is dynamic, and needs to allow for continuous review and updates.
3. Leadership for planning will come from the Executive Leadership Team (ELT) of the president, with key guidance from the newly formed Division of Information Technology.
4. Externally funded projects should conform to the same standards as internally funded grants or operating dollar initiatives. The plan should lead the decision-making, not just which grants may be available. For example, an externally funded project should fit with the college's mission, strategic plan and the technology plan. Prior to an external grant submission, it is suggested that a review team from the standing committee on technology analyze the proposal for its strategic fit fundability and need for ongoing maintenance dollars.
5. The board will need to note that future technology requests fit within the goals of the technology plan to avoid any confusion on strategic directions or prioritization.

On Nov. 12, 1998, the PBS Adult Learning Service and the Council for Advancement and Support for Education presented a teleconference entitled "Technology \$\$\$ For Your Campus." Below are some potential sources of private technology funding presented in the Funding Directory, which accompanied the teleconference. Several federal grants are also good sources of funding, and some are already in use by Moraine Valley. The full listing is available in the college's Resource Development Office.

Source	Address	Potential Program or Funding Areas	Comments
Abbott Laboratories Fund	Dept. 379, Bldg. AP14C 100 Abbott Park Rd. Abbott Park, IL 60064-3500 http://www.abbott.com/community/abtfund.htm	Focus on programs for short- or long-term benefits to the health care industry and its employees. –Physical and biological sciences –Medicine and pharmacy –Nutrition –Diagnostics The fund also makes contributions to institutions of higher learning that are potential sources of professional,	Virtual College—any health care industry-related programs. Center for Instructional Design—health-related multimedia.

		managerial and technical personnel for the health care industry.	
The Paul Allen Virtual Education Foundation	Virtualed@paulallen.com http://www.paulallen.com/foundations/	The foundation seeks to advance the development and growth of online learning, especially distance learning, that eliminates dependence upon face-to-face contact as the primary context for learning. Primary focus: digital content for education.	Virtual College
Ameritech	30 S. Wacker Floor 34 Chicago, IL 60606 http://www.ameritech.com/community/index.html	Ameritech supports colleges and universities in activities such as research, innovative applications of communications technologies, and programs to help attract and retain qualified teachers and students. Ameritech encourages excellence in the use of communications technology to enhance higher education, in collaboration with colleges throughout the five-state region of Illinois, Indiana, Michigan, Ohio, and Wisconsin.	In collaboration with a university that offers teacher education, and/or public schools, this may be useful for developing multimedia or interactive distance learning programs.
AT&T	32 Avenue of the Americas, 24 th Floor New York, NY 10013 (800) 428-8652	The AT&T Foundation makes grants to projects that support lifelong learning, teacher training, and parent participation in children's education. The foundation seeks initiatives that use	Same as above. Additionally, this may support online applications of the networking program.

		technology to connect students, teachers and institutions of learning; and encourages efforts to win student interest and involvement in mathematics, science and engineering.	
Bechtel Foundation	P.O. Box 193965 San Francisco, CA 94119-3965 Foundtn@bechtel.com http://www.bechtel.com/buildingminds/bechfoun.html	Grants are typically youth and educational programs, particularly those that focus on math and science education, and to selected colleges and universities, where the funds are directed toward the engineering and business programs.	Similar to the two previous programs listed above. This may be especially useful for Virtual College courses and programs.
Cisco Systems Community Development	170 W. Tasman Dr. San Jose, CA 95134-1706 http://www.cisco.com/warp/public/750/fdn_home.html	Cisco seeks to have a major impact on improving education through strategic partnerships and programs. Cisco focuses on funding programs that help build the work force of the future through investments in technology and training.	Moraine Valley has a long-term relationship with Cisco; this has many potential applications.
GE Fund	3135 Easton Turnpike Fairfield, CT 06431-0001 (203) 373-3216 http://www.ge.com/fund	The GE Fund supports higher education programs that accomplish at least two goals: (1) improve the process of teaching and learning, and (2) increase access to opportunities for success for people currently underrepresented in the education system. The GE Fund targets	This may fit the Virtual College or the Center for Instructional Design.

		programs in the areas of engineering, physical science and business, where minorities and women have traditionally been underserved.	
The Henry Luce Foundation	111 W. 50 th St. New York, NY 10020 (212) 489-7700	Higher education grants are given to those colleges and universities responding to issues of broad concern for American higher education. These might include foreign language training, international education, library development, or the use of technology.	This specifically mentions libraries and may be a useful target for the projects submitted by the library team.
The Markle Foundation	75 Rockefeller Plaza, Suite 1800 New York, NY 10019 (212) 489-6655 http://www.markle.org	One of the three areas this organization funds is Interactive Communications Technologies focusing on the study and development of interactive communications technologies that enhance lifelong learning, including multimedia, electronic publishing and computer networks.	May be an excellent source of funding for the Center for Instructional Design.
MCI Foundation	1801 Pennsylvania Ave., NW Washington, DC 20006 (202) 887-2106 http://www.mci.com/community	MCI's education-technology initiatives are characterized by innovation, by a grassroots community-level focus, and by partnerships with some of the nation's most prestigious public and private organizations. MCI's funding	Both the Virtual College and Library groups may want to pursue information literacy funding from this source.

		programs strongly support four core areas of local and national importance: access and equity, safety and training, curriculum and content, and preparation of technological literacy for the 21 st century.	
Microsoft Corporation	One Microsoft Way Redmond, WA 98052-6399 (425) 882-8080 http://www.microsoft.com/giving/	Microsoft supports colleges that advance their information technology programs. Microsoft sponsors the Instructional Grants program, the AACC-Microsoft program, and through the League—one professor will win a \$10,000 award for innovative use of technology in the near future.	Very appropriate for the networking program and training the work force. May be very helpful for the Professional Development (training) projects. The faculty award, which will be available through the League, may fit someone using the Center for Instructional Design.
Alfred P. Sloan Foundation	Suite 2550 630 Fifth Ave. New York, NY 10111-0242 (212) 649-1649 http://www.sloan.org	Increasingly important are opportunities presented by electronic technologies for learning outside the classroom. Currently this program focuses on seven areas, including asynchronous learning networks (ALN).	Fits the Virtual College concept.

CHAPTER FIVE: POLICIES AND PROCEDURES

To maximize the effectiveness of technology at Moraine Valley Community College, there will need to be a clear set of policies and procedures for implementation. These may range from simple procedures that define how to order equipment to more complex policies that define intellectual property rights of faculty.

The college currently operates with minimal policies and procedures addressing technology applications. As in most institutions, policies and procedures are scarce and often attributed more to “oral history” than to formal written guidelines. Below are some suggested areas for policy and procedure development with comments on possible strategies.

Policy or Procedure	Description	Suggested Strategies for Development
Establish a Standing Committee on Technology	One of the overarching conclusions of the Technology Leadership Team was the need to establish and operate a standing committee on technology.	It was recommended that the group be formed shortly after completion of the Technology Plan, possibly called the Technology Advisory Group (TAG).
Establish a Process for Policy and Procedure Submissions	There needs to be a formal, written process for submitting policies and procedures for recommendation.	The Technology Advisory Group may be a logical first step in this process.
Role Definition and Clarification of Information Technology Staff	With the formation of a new division, there are shifting roles and responsibilities among staff. It is important for the college community to know who to call for what service, etc.	Develop an online and/or printed manual of Information Technology services. List all responsible individuals with their telephone extension and e-mail addresses. Hold a few open meetings to allow college users to ask clarifying questions as needed.
Create One Combined Network for Academic and Administrative Applications	This recommendation is listed in the top third of projects within this plan.	Plans to create a combined network are underway. Guidelines for management and use are needed.

Policy or Procedure	Description	Suggested Strategies for Development
Cyberspace Law	This is a complex legal issue that includes all those areas of the Internet/Web, and what practices are acceptable or not.	Information Technology and Human Resources can work together to bring in some experts on the topic. Then frequently asked questions (FAQs) with answers can be placed on the Web for clarification. An individual should be identified within the college as the “expert.” Call upon legal counsel as needed to avoid misinterpretation of the law.
Network and Computer Use	This includes the rules, limitations, restrictions, laws, agreements, property rights, privacy issues, student conduct, and discipline, including the collection of system/user data.	Whether the faculty, staff or students use stand-alone computers or those on networks, there must be “principles of good practice” to follow. Policies should be developed for students that appear on the computer before someone is allowed to sign in for the first time. The student can then designate online an agreement to accept these guidelines. A similar set of guidelines should be established for faculty and staff.
Cascade Equipment	There are good practices for cascading equipment on campus. Clarification and formalization are needed.	Develop formalized guidelines for cascading equipment so users can plan for a multiyear acquisition of technology.
Network Security and Virus Protections	Too often faculty, staff and students bring in disks or download information that cause viruses or breeches in security. Guidelines are needed to regulate this problem.	Firewalls can prevent security problems and are needed in networked systems. It is recommended that a workshop on viruses be conducted that outlines the various types and dangers of each. Then a policy can be developed which basically holds the user accountable for security violations. One example used

Policy or Procedure	Description	Suggested Strategies for Development
		at another college requires users who bring in computer viruses the second time to go to intensive training before their equipment is fixed.
Fiscal Decision-Making/Funding	Each department and division has a course of action for determining how technology dollars are spent. There needs to be collegewide procedures, as well.	Develop a standard set of technology acquisition forms and procedures, especially for equipment or software exceeding a set amount (i.e., \$5,000). The Technology Advisory Group may be a good source for preliminary review. In all cases, technology staff should review the requests for accuracy.
Definition of Eligible Users	Users of network and computer resources need to be defined and continuously updated. For example, if a student leaves Moraine Valley, there needs to be a procedure for eliminating his or her access to equipment and networks.	Some of these procedures are already in place. They need refining, clarification and collegewide agreement on the process.
Prioritization for the Use of Network and Computer Resources	With limited resources, there needs to be a written clarification on prioritization, i.e., for administrative, academic, work force training, leisure applications.	Written procedures are needed and should be posted on the intranet of the college.
Training Prior to Implementation	Too often new hardware and software are placed across the campus and in offices without proper training. According to Gartner Group, this lack of training increases the demands on user support groups by 30 percent.	Develop a written policy that requires training prior to the delivery of new software and hardware.
Standardization	There exists some standardization on campus. Continued discussions are needed to address this critical concern. For example, there will be a new e-mail system in	Standardization for many areas is appropriate. In those areas where curricular needs can only be met by selecting specific software, for example, it should be allowed. Standards should

Policy or Procedure	Description	Suggested Strategies for Development
	place within the next year. Standardization to one e-mail system requires research and advanced planning.	be clarified and placed on the Intranet for users' easy access.
Purchasing Guidelines	Guidelines for purchasing hardware and software must be standardized, including close interface between credit and noncredit programs. Once the guidelines are developed, the Purchasing Office and Budget Office need to assure compliance.	There are several lists available to guide users. However, more are needed in a broader range of technology, and should be placed on the Web. It is recommended that for purchases over \$5,000 the same form used for Technology Plan submissions be considered.
Platform Use and Support	Despite the frustration of some Mac users, it is becoming increasingly apparent that staff has difficulty supporting multiple operating systems. This issue needs clarification and guidelines. Further, several Windows operating systems are on campus at this time (Windows '95, NT—various versions).	Guidelines are needed for platform use and support. If a platform is determined acceptable for certain applications, support is needed.
Communication Processes	Too often individuals receive messages that are duplicative—written, e-mail and voice mail. This is counterproductive to good use of technology and is not effective time management.	Develop guidelines on when to use which application.
Intellectual Property	As with the previously listed legal issues, this becomes a contractual concern. Faculty will need increased clarification on who owns what, and under which circumstances. A well-developed policy can be a win-win situation.	Review existing contract language and anticipate any changes needed for future contracts. As part of the Virtual College and the Center for Instructional Design, development and ownership issues will need to be addressed.
Hiring Practices	With the increased use of technology in offices and the classroom, guidelines for hiring are needed.	Each division (or department) should establish hiring criteria—technology skills needed for the employee.

TASP Group on Web Procedures	At this time, the use of the Web is handled in several areas. It will be important to clarify oversight and implementation responsibilities.	The actual content should be guided by principles that are agreed upon by a team established for Web oversight. This team can review submissions and assure a professional, consistent look. They can also establish updated guidelines for personal home pages submitted for inclusion by faculty, staff and students.
Voice Mail and E-mail Conduct	Beyond the previously listed issue of when each communication medium should be used is the issue of how to use each medium.	Develop recommended guidelines for best practices in voice mail and e-mail. Specifically, voice mail should be for immediate and near-urgent issues—brevity is the key.

The above policies and procedures are just a beginning. If they are not established, however, the success of this comprehensive technology plan will be limited. Once developed, Moraine Valley can be a model institution for administering and managing its growing technology presence responsibly and within a sophisticated policy framework.

CHAPTER SIX: RECOMMENDATIONS

Top Third

No.	Summary of TLT Rankings (9/4/98)
1	Budget for planned obsolescence of equipment and systems
2	Make all systems at Moraine Valley Year 2000 compliant
3	Laboratory upgrades and cascading (see also Planned obsolescence)
4	Review salaries and grades of technical staff on campus
5	Campus network wiring upgrade/Combine academic and administrative networks
6	Create training infrastructure in technology for MVCC computer users
7	Laboratory user support
8	New classroom building to new technology standards
9	New administrative systems with database capabilities
10	Centralized help desk
11	Virtual College project
12	Library instruction classroom/laboratory
13	Provide an Internet access port in every campus classroom
14	Recruit and hire a Webmaster
15	Development of the Electronic Reference Center
16	E-mail access from remote locations
17	Migrate the Library's INNOPAC from a Token Ring environment to fast Ethernet environment

Mid Third

No.	Summary of TLT Rankings (9/4/98)
18	Establish Center for Instructional Design (CID)
19	Maintenance budgets
20	Provide for full Dynacom staffing/Investigate and solve problems related to use and support
21	Course enhancement: Home pages for Web-assisted courses
22	Intranet Web site creation and access for faculty and staff
23	Internships for technical support personnel
24	Create several multimedia classrooms in FPAC
25	Retrofit electrical outlets in six classrooms (in Buildings A and B)
26	Upgrade video output sources in selected classrooms
27	Enhance Library's collection management through the purchase and implementation of the INNOPAC inventory control module
28	E-mail choice and implementation
29	NetCon Implementation/Remote computer maintenance
30	Computer portability (includes laptops for Virtual College project)
31	Enhancing support for compressed video delivery
32	Upgrade FPAC Dorothy Menker projection system

Low Third

No.	Summary of TLT Rankings (9/4/98)
33	Computer store
34	Evaluating the technology-learning connection
35	New employee assessment
36	Expansion of compressed video delivery sites
37	Upgrade F216 Macintosh lab
38	Survey faculty for potential use of multimedia instructional material
39	Internet browser selection
40	Scout teams
41	Technology-compatible library furniture and electrical rewiring
42	Gigabyte/ATM technology
43	Macintosh technical support
44	Publish a technology newsletter
45	Exploration of audio courses

Implementation: To implement the Technology Plan as proposed, the approximate cost would be \$2 million to \$2.5 million per year for a period of four years.

CHAPTER SEVEN: 2001: A SCENARIO FOR THE FUTURE OF MORAIN VALLEY COMMUNITY COLLEGE

Moraine Valley Community College is moving rapidly toward the next millennium. Imagine the college a few years from now, after the recommendations of this technology plan are realized. Following is a description of that future.

Moraine Valley learners are a mix of high school graduates and working adults. Learners from both groups expect a technology-rich environment, and they are not disappointed. Let's take a look at each area, and how it will look in the next century.

Alternative Delivery Systems. Learners attend Moraine Valley Community College classes from many locations across the world. Well-known programs unavailable at many colleges are now formatted for distance learning. This allows individuals to access high-quality programs otherwise unavailable in their geographic regions. Such programs include networking and other computer-related curricula, as well as several CAD-CAM related offerings.

The courses, once delivered only at the Palos Hills campus, are now reachable from anywhere, at any time. Learners use Web access to participate in these graphically rich, interactive courses. Several have been packaged into CD-ROMs based on their popularity. They asynchronous courses, started back in 1997, have grown significantly because of the faculty support services put in place as a result of the technology plan.

Classrooms. The classroom environment at Moraine Valley is indeed impressive. Students can bring in their own laptops and "plug-and-play" in most classroom settings. Over the past few years, the technology plan recommendations were implemented, bringing many older, out-of-date rooms into the 21st century. These rooms, often called "smart classrooms," enable learners to enjoy the vast array of multimedia that accompany many courses. The user-friendly environment does require a great deal of technical support. However, when needed, technical support is readily available, assuring that every faculty member can easily use the technology tools students demand in the Information Age.

Computing. All staff and faculty members have state-of-the-art computers available to them. Equipment is now turned over and upgraded in a timely fashion, with funding support from an endowment. This way, no one is using antiquated or outdated equipment.

The administrative systems all moved into the next millennium with minimal Year 2000 compliance problems. A full-scale update of these systems now allows user-friendly access to literally thousands of student, financial and human resource information. Alumni information is also updated and available for fund-raising purposes. A mix of mainframe and client-server systems make Moraine Valley ahead of the curve when it comes to making informed decisions by easy access to reliable and timely data.

Moving information to the Web from the mainframe enhances the information now available to students. They can access their records and enroll online instantly. Many students have taken advantage of the “rent-a-laptop” program started in 1999. The influx of grants supporting this learner-centered environment can be directly tied back to the blueprint set forth in the plan.

Instructional Design and Support. The Center for Instructional Design, opened in the fall of 1999, provides extensive, modern design support for faculty and staff. A core group of technical and curriculum advisors works with faculty in developing advanced multimedia software for on-campus and distance learning use. This center, a result of the vision of the technology planners in the late 1990s, brings all of the expertise needed into one place. Faculty can request assistance on a variety of platforms and applications, and trained instructional designers guide them on how to package information technologically. The center was introduced as a part of the 1999 League for Innovation Conference on Technology, held in Chicago.

Learning Centers and Labs. The learning center and lab environments, always very important at the college, have been updated regularly. The key emphasis of the technology plan, to assure continuous improvement through computer upgrades, is met. The commitment to assure that equipment does not become overly outdated is realized. This is no small expense for the college, but leadership realizes that a lab without current equipment becomes relatively useless for the learners. Faculty embraces the value of the labs, and the organizational restructuring provides coordinated support for both faculty and students.

Library and Information Resources. Many years before the technology plan, library leadership recognized the changing face of information resources. Formerly a repository for books and periodicals, libraries gradually introduced a wide array of technology applications. These applications, once limited to trained librarians, are now readily accessible to learners.

Today, the library is without boundaries. The network and Electronic Reference Room enable learners to search hundreds of thousands of information resources from around the world. These materials are also available online to campus-based and distance learners. Librarians are responsible for offering information literacy courses and programs for Moraine Valley students, empowering them to expand their horizons far beyond the immediate collections site. As leaders in the preparation of the technology plan, the librarians are also among its major benefactors.

Networking. The college's network, combined in 1999, provides high-speed services to all buildings of the college. It further provides remote access for faculty and staff to shared drives and administrative information systems. Critical to the success of this network is the combined expertise provided by the faculty and staff of Moraine Valley, resulting in a large state grant just after the technology plan was completed.

Policies and Procedures. As occurred in many colleges and universities, the rapid growth of information technology created a need for policies and procedures. A committee formed after the completion of the plan addressed several operational procedures such as access to computers, replacement budgeting and prioritization, platform use, acceptable software, and the like. Policies addressed the need for standardization, virus protection, universal access, etc. The committee's work, which is ongoing, was highly productive—resulting in a designated Web page which lists all of the new policies online.

Professional Development. Moraine Valley Community College, once technology rich but training-poor, can now boast comprehensive, full-scale professional development programs on all job-relevant aspects of information technology. Following publication of the technology plan, a training catalog was developed which now lists all offerings on educational and administration applications. Courses are offered to individuals or groups, according to need. Trainers are brokered from wherever the expertise exists on campus (and beyond) from faculty, staff and online tutorials.

The technology planners recognized that without training, end-user support demands go up more than 30 percent. With this “one-stop shopping” program, Moraine Valley employees are now a part of the solution.

User Support. Every section of the technology plan addresses the importance of providing adequate user support. Participants recognized the importance of the Total Cost of Ownership Model; one that acknowledges the costs associated with technology acquisition are not limited to software and hardware. The move toward improving the end-user support began in 1998 with the Gartner Group report on information technology (IT) salaries. This bold move by the president and the board recognized the highly competitive environment for attracting and retaining IT staff.

Following this initiative, the formation of the Division of Information Technology created an environment for sharing staff and skills that were previously bifurcated between the administrative and academic units of the college. The combination of the plan and this new unit enable the president to receive well-researched information from a “singular” voice. Staff are added to certain IT areas as needed, but concomitantly existing staff are retrained in new areas that reflected the college's future direction. In all cases, the support issue is factored into any new purchases or upgrades.

Is the above scenario possible with implementation of this technology plan? It is not only possible, but currently underway. It is as though the process itself has taken on a life more critical than the plan. There is vision coupled with enthusiasm and strategic

directions tied to informed decisions. Rather than simply approving every month's technology requests with no clear roadmap, the board is able to see toward the future. Whether it is realized immediately or incrementally is incidental. Moraine Valley Community College has an impressive technological history. It is now time to assure a responsible future.

GLOSSARY

16-Bit: A descriptor of computer hardware internal structure, referring to the “width” of the data path which determines how much data can be moved at one time. This structure was common for IBM PCs and PC clones introduced in 1984. Also used in reference to software packages that run on Windows operating system 3.X (Windows for Workgroups 3.11 and earlier) such as Office 4.3.

32-Bit: A descriptor of computer hardware internal structure for personal computers, applicable for most desktop PCs and Macintosh computers currently on the market. Also used in reference to software packages that run on Windows 95, IBM OS2 and NT operating systems. An example of such a software package is Office 97.

64-Bit: A descriptor of computer hardware internal structure for high-end personal computers, often computers used as servers.

386/40MHz.: Refers to a class and speed of Intel processor, which is the main component of a computer. The 386 refers to the class of the processor, such as 386, 486 or Pentium. The 40MHz. refers to the speed the processor can process data. Chips today can process at speeds greater than 200 MHz.

AACR2: Anglo-American Cataloguing Rules, second edition. International cataloging rules formulated by committees based in Australia, Canada, the United Kingdom, and the United States.

Abstract: A brief, nonjudgmental summary of a work, often of a periodical article, accompanied by the bibliographic description of the work.

Access Point: A name, term, code, etc., under which library materials may be searched and identified.

ACRL: Association of College and Research Libraries.

ADSL: Asymmetric Digital Subscriber Line. Like television cable, this network method was created for primarily one-way communication of data to home and business users. Unlike current cable methods, ADSL transports large amounts of data such as multimedia information very quickly. This is a new technology that has yet to be adopted for common use.

ALA: American Library Association.

- ALSS:** Adult Learning Satellite Service. A satellite channel that transmits Public Broadcasting System's higher education instructional material that colleges receive directly for a fee.
- Analog:** An electronic signal described as being continuous in both time and amplitude which is in contrast to a digital signal which is discrete.
- Application:** The use of the computer system to perform a function that may otherwise be done manually.
- APRG:** Graduation Audit application.
- Archibus:** A drafting software package primarily used for identifying cabling locations, encompassing all cabling locations.
- Archives:** A collection of unique institutional records or historical documents, or the place where such records and documents are kept.
- Arcserve:** Hardware/software product used to automate the backup and restoration of data housed on servers and workstations over the network.
- ARIEL:** Document transmission system from the Research Libraries Group, Inc. (RLG), which provides fast, inexpensive, high-quality document delivery over the Internet. The system uses special RLG software that integrates standard PC scanners, laser printers, and communications equipment to send, receive and print images of documents.
- Asynchronous Learning:** Learning that takes place independent of time and location. Pace of learning is controlled by student. No prescribed meeting times and locations unlike traditional face-to-face lectures which are time- and place-dependent.
- ATM:** Asynchronous Transfer Mode. A networking technology which offers both high-bandwidth and high-distance data transfer, switching information more efficiently.
- Audiovisual (AV):** see Media.
- Authority Control:** International standardization of names and subject headings in an automated catalog, including cross references.
- Backbone:** Any network that forms the central interconnect for an Internet. A national backbone is a WAN; a corporate backbone can be a LAN.
- Backup:** A duplicate copy of a program, a disk or data, either for archiving purposes or for safeguarding valuable files from loss.

Backup Tape: The media used to backup data for storage and retrieval for emergency recovery.

Backup Tape Drive: A computer hardware component in which a tape is inserted for the purpose of copying and retrieving data for emergency recovery.

Bandwidth: In communications, the difference between the highest and the lowest frequencies in a given range. In computer networks, greater bandwidth indicates faster or greater data transfer capability.

Bar Code: A machine-readable strip used by the library to represent numbers, and identify materials and borrowers in the computerized loans system. Used to lend, return and renew books on the online computer system.

Baud: A measure of the speed of the oscillation of the sound wave on which a bit of data is carried over telephone lines. Originally used to measure the transmission speed of telegraph equipment, sometimes refers to the data transmission speed of a modem. Current modems can send at a speed higher than one bit per oscillation, so baud is being replaced by the more accurate bits per second as a measure of modem speed.

BI/Bibliographic Instruction: Classroom instruction designed to teach library users how to find and use library resources more efficiently.

Bibliographic Record: A description of a library item which includes author, title, imprint, subject headings, and a physical description.

BIP: Books in Print, an annual listing, available in a variety of media, of most books published in the United States.

Bit: One character.

Book Truck: A cart used to hold books before they are reshelved, and to carry the books to the shelves for reshelving.

Boolean Logic: Use of operators such as AND, OR or NOT to combine search terms.

Bound Periodical: A number of issues of a magazine or journal, usually one year, held together in one hardback volume.

Bridge: A computer that connects two or more networks and forwards packets among them. Bridges operate at the network physical level.

BSITAX: A third-party vendor who develops the income tax module used in Payroll processing.

Byte: Eight bits.

Call Number: Letters, numbers and sometimes abbreviations arranged in combination and assigned to library materials to indicate where they are shelved by subject. A call number is printed on the spine of each book. MVCC, like many academic libraries, uses the Library of Congress classification system. An example of an LC call number is: GV 836 .A2 C72 1996.

CASS: Coding Accuracy Support System. A service offered to mailers, software vendors, and service bureaus that ensures that the mail-piece address matches the current United States Postal Service Database.

Catalog: An (automated) alphabetical file of bibliographic records which describe the materials contained in the library collection by author, title, subject, call number, and other data.

Cataloging: The process of describing library materials and assigning subject headings and call numbers to create bibliographic records.

CATME+: The OCLC Cataloging MicroEnhancer Plus, a program for batch searching, uploading, editing, and production of OCLC bibliographic records.

cc:Mail: E-mail system adopted by the college in 1995 as a replacement system for PROFS.

cc:Web: Webserver used for Internet access to cc:Mail. Interface provides for a close approximation of the operating environment of cc:Mail client-side software in use on the LAN.

CD-ROM: A compact disc with read-only memory, whose contents cannot be changed or erased, used to store information, such as multimedia programs and files, periodical indexes and union catalogs. The information is searched and retrieved by using a computer with a CD-ROM drive attached and can allow for mass storage (650 megabytes). Many software packages today require this device for installation.

CD-ROM Indexes: Electronic access to citations, abstracts and some full text of periodical articles and other materials.

Central File Server: A network in which specific computers take on the role of a server with other computers on the network sharing the resources.

Check Out: The process of borrowing library materials at the Circulation/Reserve Desk to use outside the library; requires a student or staff/faculty ID card.

CICS: Telecommunications monitor used by the college to support the online business functions.

CIP (Cataloging-in-Publication): The Library of Congress practice of cataloging books in advance of publication. The information includes classification (call number) and subject information.

Circulation/Reserve Desk: The service desk in the library where you check out and return materials and reserve items.

Citation: Information which fully identifies a publication; a complete citation usually includes author, title, name of periodical (if the citation is to an article) or publisher (if to a book), and date. Often pages, volumes and other information will be included in a citation.

Classroom: A place where classes meet. (Merriam-Webster, 1995) The traditional definition of classrooms now requires the addition of terminology relevant to the technologies available for use within the synchronous environment.

Client: A computer that accesses shared network resources provided by another computer, called a server.

Client/Server Computing: Consists of a computer, the client, that processes any requests it is capable of performing and passes those it is incapable of to another computer, the server. The client requests, the server responds. “It's basically big computers linked with little computers, exchanging information, only now the little computers can do a lot more of the work because they're more powerful, more affordable, and easier to use.”—(layperson's interpretation)

Coaxial Cable: A cable consisting of an insulating shield wrapped around a conductor.

Cobol: The main computer programming language used for the college's business systems.

Codec: Coder/Decoder. A piece of telecommunications equipment that converts digital signals into traditional analog signals that present television systems understand. Codecs are located at the receive site and the send site.

Collection Development: The selection and acquisition of library materials as an organized, systematic process. Also includes collection assessment and withdrawal of materials no longer appropriate. Carried out electronically, by mail and/or by phone.

Compression: Reducing the representation of the information, but not the information itself. Reducing the bandwidth or its bits necessary to encode information. Compression saves transmission time or capacity. It also saves storage space on devices such as hard disks, tape drives and floppy disks (Newton, 1991).

Computer Conferencing: Group communications through computers, or the use of shared computer files, remote terminal equipment and telecommunications channels for two-way, real-time group communication.

Computer Display: LCD panel, built-in or portable projector.

Computer Network: This refers to a group of interconnected computers. The computers must be capable of transferring data to form a true network.

Computing: The process of using computer systems for gathering, inputting and processing raw data to generate output or information. Such information may be used for decision making to enhance or replace a manual function.

Computing Platform: Refers to a specific combination of hardware and/or operating system. Examples include a mainframe computer or a LAN server.

Controlled Vocabulary: Standardized words and phrases which used by a subject specialist are used to describe records in a database.

Copy Cataloging: Cataloging using existing bibliographic records acquired from a source such as OCLC.

Crestron: Control system for controlling lighting, screens, VCRs, video/data projectors, and other audiovisual equipment. AMX is another manufacturer.

Crystal Reports: Software product used to generate reports from any ODBC-compliant database.

Cytrix: Space saving, redundant chases used to house and control several PC cards.

DASD: Disk drives; used to store information electronically.

Data: (1) A representation of facts, concepts or instructions in a formalized manner suitable for communication, interpretation, or processing by human or automatic means. (2) Any representations, such as characters of analog quantities, to which meaning is, or may be, assigned.

Database: A collection of computer records that have a common format and content, arranged for ease of use.

DBD: Data Base Dictionary, Defines variables on SIS +.

DEC: Digital Equipment Company. A computer company that designed its own hardware/software network scheme commonly used in education.

Delivery-point Sequence: The automated sorting of mail to the carrier level in walk sequence.

Descriptors: Words or phrases used as subject headings. Part of a “controlled vocabulary” generally used when searching computerized indexes.

Digital: Information in the form of 0's and 1's for transmission on digital media, including fiber, microwave and satellite. Digital information may include video, audio, graphics, and data.

Digital Alpha 64-Bit: See Alpha and 64-bit.

Digital Prepress System: A system that produces printing plates electronically, rather than photographically, directly from a PC.

Digital Presses: Presses that use electronically imaged printing plates.

Distance Learning: The use of live or taped television courses transmitted to off-campus sites via satellite or cable.

Distance Learning Systems: Instructional delivery systems outside of traditional classroom, including telecourses, satellite videoconferencing, correspondence, and interactive television.

Distributed Network: Networks where the workstations handle their own processing and the server takes care of the network.

Domain: See NT Domain.

DRA: Data Research Associates, a vendor of library systems and services and the parent company of MultiLis, the integrated library system used by MVCC.

DVD (Digital Video Disk): New format for video presentation playback, uses laser disk technology, greater storage capacity than CD-ROM.

Education Index: An index to periodical articles in education, available in both print and electronic formats.

Educational Technology: Technology for education and instruction; instructional technology.

Electronic Warehouse: Images which are kept on electronic storage and printed as needed.

E-mail: A service that sends messages and files on computers via local or global networks; electronic mail to other computers.

Enterprise Server: Servers which provide services for an entire enterprise.

EPIC: Tape management system software that organizes, names, monitors, and controls access to the college's tape library.

E-serial/Electronic Serial or Journal: A periodical distributed in electronic form.

Ethernet: A LAN developed by Xerox in 1976. Now widely implemented, and the standard topology of Internet networks.

FAC: Homegrown software package used to track faculty workload.

FAM: Financial Aid Management. Used for tracking Financial Aid recipients (part of series-Z)

Fiber Optics: A technology which transmits signals through a pulsating beam of light over a network of glass fibers encased in cables. Each fiber is capable of carrying to over 1000 voice channels.

Field or Tag: A subdivision of the computer record used for a defined category or purpose. An example in a bibliographic record is the author field, where the name of the author is located.

File Encryption: File encryption protects data in the event that unauthorized persons intercept it. There are a number of schemas that generate encryption code and decryption keys for data. Public and private keys are included in usage.

File Server: See Central File Server.

File System Security: This feature works in conjunction with passwords and account restrictions to control access to individual network objects or data.

Firewall: A configuration of routers and networks placed between an organization's internal Internet and a connection to an external Internet to provide security.

FirstSearch: Product of OCLC Reference Service, an interactive online information system with information about books, journal articles, films, computer software, and other materials in a subject area. With varied pricing options, both per-search and subscription, the library user has access to several databases which also includes some full-text articles. Document order options include fax, overnight carrier, mail, and OCLC interlibrary loan, and are available on more than 30 databases.

Flexography: Letterpress printing, only using a rubber plate so that it can print different surfaces.

FOCUS: Fourth generation programming language used for ad hoc reports.

FRS: Financial Records System—An application that is used to track and maintain financial data for the college.

Full-Motion Video: Television transmission where images are sent and displayed in real time, and motion is continuous with no jerkiness.

Gateway: A computer system that allows otherwise incompatible networks with differing protocols to communicate with each other, such as FirstSearch and CARL/Rochester; functions at the network layer of the OSI model.

Government Documents: Monographs, serial publications, reports, or official communications published by any public governing body: federal, state, county, or municipal.

Graphical User Interface: A computer application component that uses visual guides such as buttons and pictures to guide the user through the application functionality. Netscape allows a graphical look at the Internet. This is in contrast to text-based interfaces, such PFS Write.

Gravure: A process by which the printing plates are recessed, and the image is transferred by a vacuum.

Groupware: Software tools and technology to support groups of people working together on a project, often at different sites.

GUI: See Graphical User Interface.

Hard Disk: A computer hardware component coated with material that allows the magnetic recording of computer data. The hard disk of a personal computer provides a long-term storage area for data.

HEAT: Software product that allows for the tracking and status of calls to the User Services help desk. Data is housed on the NT SQL server MVCC_NTSQL.

Holdings: The group of items owned by a library.

Holds: You can put a hold on material that is checked out of the libraries to ensure the item is reserved for you as soon as it becomes available.

Home Page: On the World Wide Web, the top-level document relating to an individual or institution. All other pages on a server are usually accessible by following links from the home page.

HRS: Human Resource System—An application that supports payroll processing and holds information about MVCC staff.

HTML (HyperText Markup Language): The coding applied to text files that allows them to appear as formatted pages on the World Wide Web.

Hub: An electronic device to which multiple computers attach, usually using twisted pair wiring. Hub technology is popular for Ethernet networks.

Hypertext: Hypertext is a nonlinear, nonhierarchical way to organize information. Highlighted words in a text can be selected to move to another part of the text with related information. Netscape uses the concept of hypertext to allow you to move to another document or even to another computer system.

IBM 2210-24T: IBM Router with two Token Ring ports on it. Used to segment IP networks and route data between them.

IBM 3480: High-speed, high-capacity tape subsystem connected to the mainframe system; used to store data for retrieval and backup purposes.

IBM 3835: High-speed (90 pages per minute) laser printer connected to the mainframe system; used to print virtually all of the college's official documents and reports.

IBM 8250: Main network hub for Token Ring networking. The hub consists of a chassis with removable MAU cards. Hubs are interconnected with ring-in and ring-out fiber repeaters, allowing for reconfiguration of the networking ring for disaster recovery.

IBM 8260: Upgraded version of the 8250, allowing for additional capability.

IBM 8272: IBM Token Ring Switch used to segment the Token Ring network. The switch is also capable of allowing for full-duplex connectivity of network servers and PCs. Housed with the IBM 8260.

IBM 9121: IBM mainframe currently used by Moraine Valley.

IDCAMS: A utility that is used to manipulate VSAM files on the mainframe.

IDF: Intermediate Distribution Frame. This is the term that describes where the various data and voice equipment is housed in a telephone closet. The term "intermediate" means that the closet acts as a local termination point between the workstation/telephone and the MDF.

ILLME+: The OCLC Interlibrary Loan MicroEnhancer Plus, a program for batch processing and tracking of ILL requests.

Imagesetter: A digital print device that can output directly to film.

Imprint: A statement that identifies city of publication, name of publisher, and date of publication of a book or other library material.

Index: A list, in alphabetical or numerical order, of the topics, names, etc., that are treated or mentioned in a publication or group of publications, along with references to the pages the topics are discussed. Author, subject and title indexes are common; the type of index depends on the type of material covered in the publication. An index might be for a book, encyclopedia, a group of periodicals, newspapers, government documents, etc. Available in electronic and print media.

Information Superhighway: The Internet; the Web; the World Wide Web.

Instructional Design: This refers to the educational process that takes place in the development of a course or an entire curriculum. It includes establishing goals, objectives, measurements, and syllabi. For purposes of this report, it often refers to inclusion of technology tools and software as part of the design process.

Instructional Employee: A person with a minimum of a bachelor's degree, capable of giving instructional assistance to students.

Instructional Support: Includes all of the human resources and other tools (technology) to design a course or curriculum. Importantly, it also refers to the ongoing support needed to implement the courses once the design phase is complete.

Instructor Network Port: A network connection port into the academic network to provide access to network file servers and to the Internet.

Integrated Library System: Software and hardware which integrate many of the functions of a library, such as circulation, reserves and catalog searching.

Interactive: Communication in which all participating sites have equal capability. Interactive videoconferencing permits all sites to see and hear one another. It can be audio only; it can be computer-based.

Interbranch Transfer: The process for lending library materials.

Interlibrary Loan (ILL): A service through which one library lends an item from its collection, or provides a photocopy of an item, to another library.

Internet: A global community of computing resources, a "network of networks," an interconnected data-highway that spans the earth, based on TCP/IP (Transmission Control Protocol/Internet Protocol).

Internet surfing: Perusing the Internet (or intranet) in order to gather information on a subject.

Intranet: Local network of computers using TCP/IP as the standard communications protocol. Usually an intranet features some sort of HTML content that you can use a browser to look at. Think of it as a mini, private Internet.

ISBN: International Standard Book Number.

ISDN: Integrated Services Digital Network. A global communications network developed from current phone systems, ISDN would replace today's phone lines, and offer greater transmission speed and capabilities, including the ability to carry voice, data, music, and video transmissions, as well as bringing more bandwidth to the desktop.

ISSN: International Standard Serial Number.

ITV: Interactive television—a delivery system using technology to deliver live (real-time) instruction with video and audio.

ITV Teaching Station: A teacher-controlled station equipped with a video switcher that allows the instructor to select a graphics camera, student camera, instructor camera, computer, or VCR to be displayed over the network.

JCL: Job Control Language—Set of instructions used to run programs for a specific operating system.

Jet Admin: Software used to remotely configure and monitor JetDirect cards over the network.

JetDirect: Adapter card used in HP LaserJet printers for connection directly to the network. Allows users to print to such printers at network speeds.

Job Cycle: Set of jobs that are required to run complete processing of a business function; e.g., tuition refund, payroll, bank reconciliation.

Journal: A scholarly periodical on a specialized topic. Journals are often published by professional associations, societies, foundations, or institutes.

Kbps: Kilo Bits Per Second. A measure of the rate of data transmission.

Keyword: A method of searching an OPAC or CD-ROM index for all occurrences of a word or phrase within the database.

KIOSK: Information center connected to mainframe where students can access information.

Laboratory: A closed-setting environment where directed instruction occurs under professional instructional supervision. A laboratory may also function as a closed-setting learning center.

LAIP: Library Automation Implementation Project, conceived in the late 1980s and early 1990s to link existing automated SUNY online public access catalogs and to pursue a joint contract for integrated library systems for libraries not yet automated. The online public access catalogs of SUNY and 41 of its member institutions are installed on the MultiLIS integrated library automation software system that is accessible to SUNY students.

LAN: Local Area Network. An interconnection of computers in the same geographic location, such as in the same building, campus or office park, via a centralized server, for the sharing of specific electronic resources.

LAN Management System Switch: Hardware device which allows a single keyboard, mouse and monitor to be used to monitor and control workstations and servers by switching between computers.

LANRover: Product of Shiva Corporation that allows for dial-in access to the college network.

LC: The Library of Congress.

LC Name Authority File: The Library of Congress list of standard forms of headings for people, organizations and places, often with references from variant forms used in catalog records.

LCD (Liquid Crystal Display): A device that displays text and graphics on a flat screen that uses no projected light or illumination.

LCD Panel: A device used to project video images and data from a computer through a liquid crystal display and an overhead projector onto a large screen.

LCSH: Library of Congress Subject Headings. A list of subject headings used in cataloging library materials.

Learning Center: An open-setting environment where individualized instruction occurs under professional instructional supervision.

Learning Centers and Laboratories: In this report, learning centers and laboratories refer to settings in which computers are utilized as a major tool of instruction or are the focus of instruction. For example, in a mathematics course, a computer may be used as an incidental or integral part of instruction. In a network course, the computer (hardware and software) is the reason for the instruction.

In a CAD course, the computer (hardware and software) provides the foundation for all instruction.

Leased Lines: A line rented from a telephone company for the exclusive use of a customer. May also be called a dedicated line.

Letterpress: The image is transferred from a raised surface to paper directly.

Listserv (list server): Computer network service which provides distributed messages that form conferences and discussion groups.

Lithography (offset): A method of transferring the image to paper from a rubber blanket.

Logout: Systems software product providing enhanced master console support for Information Technology staff.

LSCA: The Library Services and Construction Act.

MAC: Apple Computers' "Macintosh" personal computer line. These computers run on a graphical user interface operating system different from the operating system of Windows-based computers.

Magazine: A periodical containing news stories or articles on various subjects and written for general readership (as opposed to a scholarly or technical journal).

Mail Server: This serves as a post office for e-mail users, sorting names and forwarding mail to the proper person. It also allows the use of short names and addresses.

Mainframe: Large-scale computer system currently used by Moraine Valley to process the primary business functions of the college. Mainframes can support several computer applications simultaneously and usually have superior performance, reliability, scalability, and security compared to microprocessors.

MAN: Metropolitan Area Network. Network linking communication resources within a city area; each site would have its own LAN(s).

MARC: Machine-Readable Cataloging. A standard format for recording information about books and other materials in machine-readable form to facilitate exchange of data about library materials among disparate computer systems.

Mbps: Millions of Bits Per Second. A measure of the rate of data transmission.

MDF: Main Distribution Frame. This is the term that describes where all of the main cables come into the building from the outside world, i.e. encompassing all of the special circuits and outside dial tone.

Media: Nonprint materials which contain information in sound and/or visual representations, usually used with a machine, such as slides, films, discs, tapes, and cassettes.

Megabyte: 1024 bytes, commonly used to express the size (capacity) of memory and hard-drive storage space.

Microfiche: Flat sheets of film containing microimages of periodicals or books arranged in a grid pattern; also see Microfilm.

Microfilm: Roll film containing microimages of periodicals or books; see also Microfiche.

Microform: Refers to material (reports, articles, books, documents, etc.) recorded on photographic film at a greatly reduced size. Examples include Microfilm and Microfiche.

Microsoft Backoffice: A suite of network applications that allows sharing database files, e-mail, software installation, repair, and metering of connected computers from remote locations.

Microsoft Office: Software package that combines a word processor (Word), database (Access), spreadsheet (Excel), presentation package (PowerPoint), e-mail (MSMail) and other packages into one bundled software package.

MicroVAX 3100: A VAX computer model.

Minicomputer: A computer, somewhere in-between a personal computer like a Macintosh or PC and a mainframe. Typically, a minicomputer has greater processing power than a personal computer and is normally used as a network file server.

Modem Pooling: This is a group of extension numbers that are programmed in the telephone system and are plugged into a bank of modems, typically in the telephone room or Main Distribution Frame (MDF). This allows individuals to access the Internet (as an example) through the mainframe instead of wiring a dedicated telephone line directly to the workstation and using an internal modem.

MultiLIS: An integrated library automation software system with many modules: Acquisitions, Cataloging, Circulation, OPAC, Policies Management, Serials Control, Reports, and Report Generator.

Multimedia: Communication that uses any combination of different media, and may or may not involve computers. Multimedia may include text, spoken audio, music, images, animation, and video.

Multiplexer or “MUX”: A device which allows two or more signals to pass over one communications circuit. That circuit may be a phone line, a microwave circuit, an airwave. That circuit may be analog or digital. There are many multiplexing techniques to accommodate both (Newton, 1991).

Multiprocessing: In computer hardware, a computer that has more than one processor or the capability to use more than one processor is a multiprocessing system. Examples are the Alpha and some of the new Intel PCs. To take advantage of multiprocessing hardware, there must be a multiprocessing system loaded on the hardware such as Windows NT.

Multitasking: A mode of operation offered by an operating system in which a computer works on more than one task at a time. There are two primary types of multitasking: pre-emptive and non-pre-emptive. In preemptive, the operating system can take control of the processor without the task's cooperation. In non-pre-emptive, the processor is never taken from a task. The task itself decides when to give up the processor.

NetCon: Software product that allows for automated software installation and inventory of software and hardware throughout the college. Works over the LAN. Data is housed on the NT SQL server MVCC_NTSQL.

Network: Two or more computers and associated devices that are connected by communications facilities.

Network General Sniffers: Hardware/software product used to monitor the health of the LAN. Data from the sniffers is stored on the NT SQL server MVCC_NTSQL.

Network Infrastructure: Any networking components necessary for connecting to network resources from a computer. Network components include cabling, bridges, routers, and hubs.

Network Naming Conventions: A network naming convention is a planned scheme for naming computers and user IDs to facilitate identification and support of network resources. In certain cases on the network, unique names are required. For example, in a Windows network environment, all computers and NT domains must have unique names. Examples of naming conventions for identification purposes: at MVCC there is a naming convention for printers that identifies what building and room each printer is in. There is an MVCC naming convention for Windows workgroups that indicates which department a user's computer is in.

Network Security: Security is a key component of any network. The most difficult task in implementing network security is balancing the security vs. access issues. Providing universal access to an organization's network creates a serious security problem. In our research of network security, we discovered a variety of approaches to implementing network security while still providing significant access to the users.

Network Work Group: A network computer calls another computer's services via network cabling such as a campus backbone or a telephone line. This area includes all equipment and software on the "highway" which provides the connectivity such as servers, telephones, fiber optics, faxes, distributive printing, e-mail, security, and licensing.

NOCA: National Change of Address System. An electronic address correction service provided to mailers through United States Postal Service licensees that can correct an address before it is used on a piece of mail.

Node: A point of connectivity to another network or various networks. Junction point of connection to another branch of a topology.

NT: New Technology. Refers to the Microsoft line of multitasking, multiprocessing operation systems for workstations and servers.

NT Domain: In Microsoft Windows NT networking terminology, a domain is a collection of computers and users that share a common database and security policy that is stored on a Windows NT Server domain controller. Each domain has a unique name.

NT Router: Router used by cc:Mail for routing of e-mail between post offices. Also used for rudimentary dial-in access to cc:Mail.

OCLC: Online Computer Library Center, a nonprofit computer library services and research membership organization whose computer network and services link more than 22,000 libraries in 63 countries and territories. OCLC provides online and CD-ROM services for bibliographic verification, cataloging, collection development, interlibrary loan, reference, and retrospective conversion. In 1996 OCLC celebrated the 25th anniversary of the OCLC Online Union Catalog (OLUC).

ODBC: Open Database Connectivity—software used to allow software applications to use a standard interface to connect to any ODBC compliant database. Comes in 16- and 32-bit versions.

ODE: Online Data Entry system used by Information Technology staff to enter information into the computer system.

Off-line Finishing: Bindery that takes place as a stand-alone system rather than in a production line.

Online: Accessible through a computer, such as an online database. Sometimes this term is used instead of “electronic” or “digitally stored.”

Online Catalog: A catalog of library holdings in electronic (machine-readable) format with the ability to be accessed online. Also known as an Online Public Access Catalog (OPAC).

Online Database Searching: Searching electronic databases to supplement information.

OPAC: Online Public Access Catalog.

OpenVMS: The VMS operating system name was changed to OpenVMS when support for Alpha systems was introduced.

Optical Fiber: A medium that transfers data more rapidly and reliably than most other cabling types, and is also more costly. This medium carries digital data signals in the form of modulated pulses of light. An optical fiber consists of an extremely thin glass core surrounded by protective sheaths.

Packet: Used loosely to refer to any small block of data sent across a packet switching network.

Packet Filtering: Packet filtering is a feature supported by firewalls and routers. This allows networks to limit and control inbound data requests.

Pamphlet File: A special collection of clippings from newspapers and various pamphlets covering a wide variety of topics.

Passwords and Account Restrictions: These are the basic type of network access control systems. As users have unique accounts, resource *access* can be granted to those resources which are necessary to access. For example, users would not typically have access to network management utilities.

Patch Panels: A piece of hardware that is generally set up in the IDF. Each patch panel can handle from 24 to 96 ports. The ports are associated with the wall-plate number that is near the PC or workstation. To activate the workstation (connect to the mainframe), a patch cord is plugged into the controller port, which is then plugged into the patch panel port.

Pathworks: This is DEC's networking software solution, which allows desktop computer software to be run on a DEC server using VMS.

PAVE: Presort Accuracy Validation and Evaluation. A program in which the United States Postal Service provides testing for certain categories of presort software and hardware products to determine their accuracy in sorting address information according to postal standards.

Periodical: A publication that is produced at regular intervals, or “periodically,” under the same title and is intended to appear indefinitely. Generally, the frequency is more often than annually, such as weekly, monthly, quarterly, etc. See also Magazine, Journal, Serial.

Periodical Holdings List: An alphabetical list of periodicals owned by the library. Each title entry indicates what years of the periodical the library owns and where they are located.

Periodical Index: A subject, author, or title index to a group of periodicals. Examples include the Readers' Guide to Periodical Literature, Social Sciences Index and General Sciences Index.

Peripheral: A term used for devices other than the central processing unit or working memory, such as disk drives, printers, modems, keyboards, monitors, scanners, tape drives, microphones, speakers, mice, and joysticks that are connected to a computer and are controlled by its microprocessor.

Pixel: The viewing area of the monitor is made up of tiny dots called pixels. The amount of pixels that make up the viewing area determines its resolution, such as 640x480 or 800x600. The higher the numbers are, the better the resolution will be. Higher resolutions produce sharper, smaller images, thereby displaying more

on the screen. The differences between resolutions are most discernible when viewing diagonal lines.

Policy: High-level overall plan embracing the general goals and acceptable procedures and processes of an agency, including definite courses or methods of action selected from among alternatives and in light of given conditions to guide and determine present and future decisions.

Post Script Output: Conversion of electronic media into a printable image.

POSTNET: Postal Numeric Encoding Technique Bar Code. The bar-code system for encoding the delivery point information and Zip+4 code information on mail pieces.

Pre-emptive Multitasking: See Multitasking.

Procedure: Traditional or established way of doing things; a particular way of accomplishing something or of acting; a series of steps followed in a regular definite order, accepted and informal rules and methods.

Process: Series of operations or actions that occur in the normal course of doing business that are usually adaptable and flexible.

Processing: The preparation of library materials for circulation, including application of spine labels, bar codes, property stamps, etc.

Production Run: Running of programs that have been thoroughly tested to produce information on reports or online screens used to conduct the business of the college.

Professional Development: Employer-sponsored training designed to enrich the knowledge, skills, and experience of faculty and staff, and enable them to 1) more effectively and efficiently perform their jobs; 2) better serve the needs and meet the expectations of students and clientele; 3) more confidently prepare for as well as contribute to future change; 4) more capably challenge and stimulate the intellectual curiosity of students; and 5) create an awareness and understanding of technological resources available to assist the college in achieving its strategic mission. Professional development and training is such a vast enterprise that it has been called “America’s shadow educational system” (*Training Magazine* 1995). The increased emphasis on incorporating technology into the work place to gain operating efficiencies, meet competition and thrive in a global environment is driving a renewed commitment by employers to ensure their personnel are fully able to maximize the benefits and synergies offered in a sophisticated, high-tech, yet user-friendly, work setting.

Protocol: A formal description of message formats and the rules two or more machines must follow to exchange those messages. Protocols can describe low-level details of machine-to-machine interfaces, or high-level exchanges between application programs. Most protocols include both intuitive descriptions of the expected interactions as well as more formal specifications using finite state machine models.

Readers' Guide to Periodical Literature: A subject index to articles published in over 200 general periodicals such as *Time*, *Newsweek*, and *Business Week*. Available in both print and electronic formats.

Reference Collection: A collection of encyclopedias, almanacs, dictionaries, directories, handbooks, and other reference sources. Reference books are for use in the library only.

Reference/Information Desk: The area of the library which provides assistance in locating information for research projects and in using reference materials.

Remote Access: Access to electronic information sources at off-site locations.

Repeater: A hardware device that extends a LAN. A repeater copies electrical signals from one physical network to another.

Reserve Materials: Instructors often place books and articles “on reserve” for an entire class to read. These materials are located at the Circulation/Reserve Desk. Reserve materials are usually for use in the library for two hours, but instructors may specify a different circulation period.

Resolution: A measure of sharpness or clarity on a TV monitor.

RGB (Red, Green, Blue): The basic components of the color television system. They are also the primary colors of light.

Rights: Authorization for a user to perform certain actions on the system. Rights apply to the system as a whole and are different from permissions, which apply to specific objects. An example would be the right to back up the entire system, including the files you do not have permission to access.

RISC: Reduced Instruction Set Computer. RISC-based processor computers have a processor with performance superior to most desktop PCs, suitable for high-powered needs such as high-end desktops and servers.

Router: A special-purpose, dedicated computer that attaches to two or more networks and forwards packets from one to the other.

RS6000: Server running IBM AIX currently used as a firewall.

SAA Gateway: Computer used for access to the mainframe by emulating a 3741 controller unit, thus bridging SAA and IPX networks. Currently this computer is known on the network as MVCC_SAA.

SAS: Statistical software package used by Research to analyze data.

Satellite: An electronics retransmission device normally placed in geostationary orbit for the purpose of receiving and retransmitting audio/video signals. It normally receives signals from a single source and retransmits them over a wide geographic area, known as the satellite's "footprint."

Screen Printing: A screen is prepared holding an image, and ink is forced through the openings with a squeegee.

Search Engine: A tool which allows keyword searching for relevant sites or information on the Internet. There are a number of increasingly specialized search engines available for a variety of purposes. WebCrawler, Infoseek and Lycos are common examples.

Segment: The length of cable on a network between two terminators. When used in regards to traffic, segmenting refers to routing, and/or limiting traffic to certain patterns for security and performance benefits.

Serial: Any publication issued in successive parts, appearing at intervals, usually regular ones, and, as a rule, intended to be continued indefinitely. The term includes periodicals, newspapers, annuals, numbered monographic series and the proceedings, transactions, and memoirs of societies.

Series Z: A suite of applications for higher education developed by SCT Corporation. The applications in use at MVCC are the Student Record System (SIS), Financial Records System (FRS), Human Resource System (HRS), Alumni Development System (ADS) Series Z Security System (ZSS), Series Z Voice Response System (ZVR).

Server: A computer which provides service for other computers connected to it, via a network. The most common example is a file server which has a local disk and services requests from other computers (usually PCs) to read and write files on that disk.

Shared Ethernet: Shared Ethernet is the original implementation of Ethernet. Shared Ethernet uses hubs to connect the network devices. The ports on these hubs simply forward all traffic to each port on the hub. As a result, a large amount of network traffic is created. Shared Ethernet segments are simple to install, but when the network begins to grow, the traffic can significantly affect network performance.

Sheet-fed Press: A press that prints single-size sheets consecutively.

- Shelflist:** A catalog of the library's holdings in location and call number order.
- SIS (FAMS):** Student Information System (Financial Aid Management System).
- SIS+:** Student Information System, (part of Series Z)
- “Smart” Classroom:** “A new generation of high-technology classrooms where it is easy for faculty to show computer output to a room full of students.” (Daniel Niemeyer, Ph.D., University of Colorado, Boulder)
- SMS:** Systems Management Server. A Microsoft product which runs under the Windows NT server operating systems that manages a networked environment through monitoring, remote installation and control capabilities.
- SMS License:** System Management Software Remote software installation, and repair and metering portion of Backoffice.
- SMTP:** Simple Mail Transport Protocol. Provides different electronic mail systems a common interface for sending and receiving mail and attached files.
- Social Science Index:** Index to periodicals in the social sciences, available in both print and electronic formats.
- SONET:** Synchronous Optical Network. Fiber-optic-based standard which enhances network productivity, taking multimedia from networking on a LAN into a WAN.
- SOP:** Standard Operating Procedure—Documentation of procedure required to run a job.
- SPSS:** Statistical Package for the Social Sciences. Software used for data analysis as well as table and graph production by Institutional Research.
- SQL License:** Database portion of Backoffice.
- SRS:** Student Records System—An application that allows the college to keep track of students' records. It is this system that is used to maintain and support the issuing of transcripts, student registration, degree audit, etc.
- Stacks:** Shelving units in which library books are stored. Also called ranges and book stacks.
- Standardization:** All computer networks require three fundamental components: communication media, communication protocols and shared resources. The most important of these components is the communication media. The media is the transport vehicle used to link points in a communication system.
- Super VGA:** Video standard greater than 640x480 and/or capable of displaying more than 16 colors.

Switched Ethernet: Switch Ethernet networks use Ethernet switches in place of or in addition to the Ethernet hubs. Ethernet switches are intelligent enough to read the address in the Ethernet frame. The switch only passes the frame to the port that connects the destination device to the network. Only broadcast messages are forwarded to all switch ports.

T-1: Commonly used transmission line for videoconferencing, with a capacity of 1544 kilobits/second. T-1 normally can handle 24 voice conversations. T-1 is a standard for digital transmission in North America.

T-3 (also known as DS3): A carrier of 45 Mbps bandwidth. One T-3 channel can carry 28 T-1 channels.

TCP/IP: An industry standard suite of protocols providing communications in a heterogeneous environment. Provides a routable, enterprise networking protocol, and access to the Internet and its resources.

Teleconferencing: Interactive electronic communication between two or more people at two or more sites which makes use of voice, video and/or data transmission systems.

Telecourse: A set of videotaped lessons usually professionally produced. They can be aired over local cable/PBS channels so students may view the lessons at home. Telecourses are also accompanied by a textbook, student study guide, faculty guide, and a limited number of prescribed meeting times, usually for testing.

Thickwire: (*a.k.a. thicknet*) A relatively rigid networking cable, typically used as a backbone to connect several smaller thinnet-based networks.

Thinnet: Thin-wire Ethernet. A flexible networking cable, easy to install and standard for TCP/IP network cabling between computers.

Token Ring: A local area network (LAN) whose topology is a ring. That is, all of the nodes are connected in a closed loop. Messages travel around the ring, with each node reading those messages addressed to it. Through the use of a special singular data packet called the “token,” which travels around the ring, only a workstation which is in possession of the token can transmit data to other workstations. Thus, only one workstation may actually transit data at any time.

Touch-Tone Registration: An application that allows MVCC students to register for classes, drop classes, and make payments over the telephone.

Touchbase Pro: A database software program, available only on Macintosh computers, used to track job readiness training classes, graduates, nongraduates, and job placement.

TUBES: Session manager that supplements VTAM in making multiple concurrent sessions available to each individual user.

Two-Way Audio and Video: Audio and video signals that allow instructor and student to see and hear each other at all times.

Types of Media: Communication media is comprised of both bounded and unbounded media. Bounded media would include communication links that have a physical path between the beginning and end points in a communication system. Examples of bounded media are traditional copper cable, including twisted pair, shielded twisted pair and coaxial cable. High-speed fiber optic cable would also be classified as bounded media. Unbounded media eliminates the need for cable. Examples of unbounded (wireless) media would be microwave, radio frequency broadcasts, and laser or infrared light communication systems.

Union Catalog: A list of the combined holdings of more than one library.

Universal Access: Effective communication and access to resources in an educational institution has always been a critical component of effective and active learning. In today's world, technology allows for the effective integration of technology, information, curriculum, collaborative learning, and evaluation. The cornerstone of this integration is the effective use of the World Wide Web in an academic environment.

URL (Uniform Resource Locator): A standard address for Internet files, especially on the World Wide Web. The address is contained in a link which the Web browser interprets to connect to the proper server. The URL follows this format: scheme://host-domain[:port]/path/filename.

User Support: Traditionally, major aspects of “User Support” have included installation, repair, upgrade, and maintenance of hardware and software and the provision of a “help desk” facility to coordinate these services and to provide answers to users’ questions. A broader, more realistic view of “User Support” should also include the role of acting as technology scouts for the institution, offering technology planning assistance, maintaining and providing reference materials on hardware and software, and providing a communication vehicle to keep the college community aware of new developments in technology.

VAX: A popular minicomputer manufactured by Digital Equipment Corporation, commonly used in academic environments.

VGA: Video Graphics Array. A computer video standard, consisting of 640 pixels wide by 480 pixels high, and displaying 16 colors.

Videoconferencing: Communication across long distances with video and audio contact. It may also include graphics and data exchange.

Virtual LANs: Virtual LAN require intelligent switches that can be programmed to create Virtual LANs on a physical network. This means that the ports on a single

switch can be divided into multiple virtual network segments. In addition, ports across multiple switches can assign ports across the network into a single virtual network segment. These segments can be based on workstation addresses, port addresses or the protocol used. This enables workstations to be moved across a physical network without having to reconfigure the network.

Virus: Corrupted software or database which can be caused maliciously through an outside avenue. This can seriously damage a personal computer or an entire database within the network.

VISIO: Software product used to graphically document process flow and network design.

Visualize: A device that allows projection of three-dimensional objects, overhead transparencies and opaque materials.

VM/ESA: Operating system currently used on the college's mainframe system; this operating system has the unique ability to run different operating systems under its control.

VMS: Virtual Memory System. This is the operating system for the DEC server; a precursor to OpenVMS.

VSAM Files: Virtual Storage Access Method files—type of files currently being used on the college's mainframe applications.

VSE/ESA: Secondary operating system used on the college's mainframe system; this operating system is used to process most of the batch business functions of the college, as well as supporting the online business functions.

VTAM: Telecommunications manager and protocol supplier for connection to the mainframe system; this software connects with the SAA gateway.

WAN: Wide Area Network. Communication network serving geographically separate areas using long-distance telecommunication links to connect the networked computers over long distances; linking of MAN.

Web: Popular term that refers to the World Wide Web.

Web Registration: An application on the Web that allows MVCC students to register for classes, drop classes, check tuition balances from any location.

Windows 95: Microsoft's intermediate 16/32-bit operating system. This is an enhanced 16-bit operating system that can run most 32-bit applications, as well as most 16-bit applications.

Windows NT (Windows New Technology): Microsoft's 32-bit operating system. It can be used for client/server or stand-alone applications.

Wireless: As implied, wireless technology is not dependent on physical cable to carry signal. Includes transmission by other carrier medium such as radio frequency (RF) and infrared (microwave) frequency.

Workgroup: A collection of computers that are grouped for sharing resources such as data and peripherals over a LAN. Each workgroup is identified by a unique name. See also NT domain.

WWW: World Wide Web, a client-server software package that uses hypertext to organize, access and retrieve data on servers on the Internet. This is a standards-based technology that provides two key capabilities: (1) It allows “pages” of information containing diverse types of data—text, graphics, audio, video—to be shared across any TCP/IP-based network; and (2) It allows a user to navigate from page to page by simply clicking on hypertext links displayed on the screen.

Xpediter/CICS: Testing and debugging software package used by Information Technology staff to support the online business functions.

Y2K: Year 2000.

ZSS: A base application for all SCT applications.

Z-Writer: A report generator associated with SCT applications.

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this is a summary listing of select sources for further review.)

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APPENDIX A: TECHNOLOGY WORK TEAMS

Alternative Delivery Systems

Chairs:

Diane Grund
Deborah Poropat

Members:

Howard Balfour
Janet Cowser
Anne Donnersberger
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Classrooms

Chairs:

Dick Fritz
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Judy Dorman
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Computing

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Bob Sterkowitz
Helen Tondu

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Rich Kukac
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Carol Marsh
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Library and Information Resources

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Members:

Maria D'Aversa
Sean Doyle
John Sullivan
Mike Timmons

Networking

Chairs:

Pete Mizera
John Sands

Members:

Susan Gray
Yvonne Miller
Carrlynn Richardson
Donna Schnepf
Larry Shaffer
Erich Spengler

**Policies and
Procedures**

Chairs:

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Alex Johansson

Members:

Nancy Hessler
Jim Polo
Randy Southard
Tracy Sullivan
Barbara Wilcox

**Professional
Development**

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Sharon Fritz

Members:

Kay Adkins
Curt Hansman
Rose Sakanis
Janice Stoettner
Alexandra Kijak
Wolfe

User Support

Chairs:

Phil Bierdz
Jim Higgins

Members:

Laurie Anema
Jane Corradetti
Karen Crofton
Ricky Moore
Beth Reis
Joann C. Wright

Consultants: Pete Mizera and Larry Shaffer

Barbara Gellman-Danley, Consultant
Patricia Bauhs, Facilitator

