Moraine Valley Community College
Strategic **Technology** Priorities and Goals
FY 2016-2019

# Letter from the President

Moraine Valley Community College's mission of providing a learning-centered environment for our students and our ongoing commitment to continuous improvement is evidenced by our emphasis on incorporating innovative technology throughout our campus. By doing so, we serve our students and community more effectively and efficiently. In fact, one of the college's strategic priorities states that "the college will enhance its use of technology in teaching and learning, student services and operations."

Technology constantly is changing, and Moraine Valley has an excellent reputation for providing our students with opportunities to learn on the actual equipment they will use in the workplace. New technological advances are made almost daily to support student success across all academic disciplines. And equipping our classrooms with technology can increase student engagement and positively affect their education.

We also seek to incorporate current technologies in our processes across all departments to help us improve the service we provide to our students. Utilizing analytics that today's technology offers will allow us to monitor our performance and identify areas of improvement.

This Strategic Technology Plan outlines the technology priorities and goals our Strategic Technology Planning Committee established after extensively researching current and future trends, analyzing our current technology, and exploring how we can utilize technology to further our dedication to sustainability. I am proud of the work this committee put into the plan, and as we move forward to incorporate mobile, cloud and digital applications and policies in our academic and administrative functions, I believe this plan will provide valuable direction.

**Sylvia M. Jenkins, Ph.D.**
*President*

## Strategic Technology Planning Process at Moraine Valley Community College

The process to develop the college's 2016-2019 Strategic Technology Plan began in early 2015. The first major step was to create a structure to act as a technology oversight at the college. The members from different areas of the college were asked to join the Strategic Technology Planning Committee which was responsible for creating the plan that will help the college meet its goals and objectives.

There were three subcommittees created under the committee: Application Steering, Infrastructure/Security and Instructional Technology. The purpose of the three subcommittees was to identify and prioritize projects to be completed in upcoming years. They also will research future technology in their respective areas and identify resources needed to implement those projects. Each subcommittee is charged to send their prioritized project lists to the planning committee to be included in the plan.

The planning committee analyzed our current environment which included trends in technology and top issues in regards to the technology, reviewed past survey results, and conducted a focus group of students regarding technology used in higher education and at Moraine Valley.

Next, the planning team was to conduct a SWOT analysis (Strengths, Weaknesses, Opportunities and Threats) of the college's technology. The team discussed what we are doing now and what the future state of technology might look like in the next five years; some of the challenges and opportunities we need to look out for; and how to assist our students to be more successful, and assist our faculty and staff to help them with their jobs.

The planning committee considered several factors when creating the goals for the plan: Moraine Valley's strategic plan goals, input from subcommittees, sustainability, and professional development for our faculty and staff. Once the goals were finalized, it was presented to the Executive Leadership Team for their approval. After getting their approval, the subcommittees started identifying action projects they would complete in the next three fiscal years to help achieve the goals laid out by the plan.

The final strategic priorities and goals document will be presented to the college community in fall 2015.

## Environmental Scan

### Educause 10 IT Issues for 2015

Educause is a nonprofit association whose mission is "to advance higher education through the use of information technology." The annual Educause top 10 research—including the IT issues and strategic technologies reports— is used by higher education leaders and decision makers to anticipate and articulate challenges and inform their actions and decisions to address them.

The list of top IT issues is developed by a panel of experts comprised of IT and non-IT leaders, CIOs, and faculty members, and then voted on by the Educause community. The top 10 strategic technologies were selected from the analysis of a vetted set of 107 technologies presented to Educause members in a survey in summer 2014.

1. Hiring and retaining qualified staff, and training them
2. Optimizing the use of technology in teaching and learning in collaboration with academic leadership
3. Developing IT funding model that sustain core services
4. Leveraging technology to improve student success
5. Demonstrating business value of IT
6. Increasing the IT organizations' capacity for managing change
7. Providing user support in new normal – mobile, online education, cloud and BYOD
8. Developing mobile, cloud, digital policies
9. Developing an enterprise IT architecture that responds to changing condition and new opportunity
10. Balancing agility, openness and security

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### ECAR—The Top 10 Strategic Technologies for 2015

The Educause Center for Analysis and Research (ECAR) is targeted specifically to IT professionals and higher education leaders, and is the only subscriber-driven research organization dedicated to understanding IT's role in colleges and universities. ECAR research and analytical reports are designed to help campus leaders predict, plan for, and act on IT trends in higher education.

1. Business intelligence/reporting dashboards
2. Mobile app development (HTML5, responsive design, hybrid, etc.)
3. Mobile apps for enterprise applications
4. Administrative/business performance analytics
5. 802.11ac wireless networking standard
6. Enterprise identity and access management solutions
7. Incorporation of mobile devices in teaching and learning
8. Mobile data protection
9. Unified communications and collaboration
10. Mobile apps for teaching and learning

### Up-and-Coming Technologies

ECAR also publishes up-and-coming technology colleges and universities are tracking to be implemented in the future. Knowing which technologies institutions are most commonly tracking can provide a preview further into the future.

1. Adaptive learning
2. Mobile data protection
3. E-textbooks
4. Learning analytics: Course level
5. Uses of the Internet of Things
6. Open educational resources
7. Next-generation learning management systems that support new models of learning, such as computer-based learning
8. Private-cloud computing (externally hosted)
9. IT risk management automation to manage risk assessment, incident management, compliance mapping/reporting, etc.
10. Hybrid-cloud computing
11. Database audit and protection tools

# Information Technology Mission Statement

Information Technology supports Moraine Valley's vision and mission by providing innovative and collaborative solutions for existing and emerging technologies

**Moraine Valley's Physical Environment**
- Computers for students – 1,883
- Computers for faculty and staff – 891
- Printing devices – 415
- Servers – 38
- Virtual servers – 256
- Switches – 49
- Smart classrooms – 215
- IP phones – 1,181

### *SERVICE CATALOG*
Below is the list of services provided by the Information Technology Department to the college community.

**Applications and Web Services**
- Blackboard
- ERP (Colleague)
- In-house web applications
- Microsoft Office
- Portal (SharePoint)

**Network Services**
- Telephone system/voicemail/WebEx conferencing
- Databases
- Colleague
- Email
- SharePoint
- Operational support – test scoring/report production
- Network storage
- Core infrastructure (Internet, wired and wireless)
- Server environment

**Security**
- Incident response
- Malware protection
- Security awareness training
- BC/DR planning

**User Support Services**
- Hardware and software installations; upgrades and repairs in labs, classrooms and offices
- Login accounts setup and assistance
- A/V equipment delivery and setup
- Special events staging and production
- Video recording and media distribution
- A/V technical training
- Support digital signage

**Project Management Services**
- Project and grants technology planning and purchasing guidance
- Software licensing and hardware maintenance
- Technology asset tracking

## Analysis of the College's Technology Strengths and Challenges

The planning committee analyzed the strengths, opportunities and challenges facing the college in regards to the technology. The aim of this analysis was to identify the most significant internal and external factors that will impact the college's ability to implement and achieve its strategic priorities and goals. The items most important to Moraine Valley were identified at the Feb. 20, 2014, strategic directions and goals workshop.

**Strengths**
- Nationally recognized programs (CSSIA, Center for Academic Excellence, NSA)
- Technology in nearly every classroom
- Abundant training opportunities for faculty and staff/Center for Teaching and Learning
- Already have an implemented ERP/portal
- College is financially stable

**Weaknesses**
- Governance (technology management, technology assessment of applicants, maintenance procedures)
- Wi-Fi/Infrastructure
- No data warehouse, no dashboards
- Lack of process improvement (instead of changing the system to meet the processes)

**Opportunities**
- Establish core competency standards for students and staff
- Opportunities to go paperless (other resource-saving measures and tracking those savings)
- Review/implement owned but unused modules
- Marketing available technologies
- Grants for new technology/cybersecurity funding—grant availability

**Threats**
- Users come with high expectations for technology
- Competition has better student on-boarding processes
- Other colleges offer better online class options
- Costs of technology
- Security threats

# 2016-2019
# Strategic Technology Priorities and Goals

Moraine Valley Community College's 2016-2019 Strategic Plan will set the framework for our annual planning, our goals and objectives, and, ultimately, assist the college in achieving its mission.

The updated Strategic Technology Plan includes five broad priorities and, within these priority areas, more specific strategic goals. Since the goals and priorities along with technology changes—even though it is a three-year plan—it will be evaluated annually.

To foster continuous improvement, Moraine Valley will emphasize:

1. **Student Success:** Improve teaching, learning and student success through the use of technology

    a) Improve technical resources for teaching and learning
    b) Improve technical resources for student services
    c) Define and implement technology competency standards for students

2. **Governance:** Formalize the IT governance structure, including management of existing technologies and procedures

    a) Establish an IT governance team, including diverse campus representation
    b) Create policies, procedures, standards, and service-level agreements
    c) Review the project management structure
    d) Create and implement communication strategies for new governance structure

3. **Process Improvement:** Evaluate and improve college processes, performance, and outcomes through the use of innovative and existing technology and data

    a) Continue to optimize the use of technology resources and identify ways to reduce environmental impact
    b) Define and implement competency standards for faculty and staff
    c) Identify technology solutions that will improve access to data used for decision-making
    d) Create a professional development and training plan for IT staff

4. **Adaptive Infrastructure:** Be more agile in developing adaptive infrastructure and support for new technologies

    a) Advance infrastructure and administrative systems
    b) Establish a sustainable and responsible equipment life cycle
    c) Take better advantage of existing technology

5. **Information Security:** Continue to identify and implement best practices for information security

    a) Establish business continuity/disaster recovery plan
    b) Establish information security management policies and procedures
    c) Cultivate security awareness and implement a security training plan

| Technology Goals | Moraine Valley Strategic Goals | | | | |
|---|---|---|---|---|---|
| | Student Success | Program Development | Technology | Diversity and Inclusion | Resource Advancement |
| Student Success | X | X | X | X | |
| Governance | | | X | | |
| Process Improvement | X | X | X | | |
| Adaptive Infrastructure | | | X | | X |
| Information Security | | X | X | | |

## Strategic Technology Team Members

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