Fond du Lac Tribal and Community College Information Technology

2013 – 2015 Technology Master Plan

The Mission of Information Technology at Fond du Lac Tribal and Community College:

We provide technological support for achieving success at Fond du Lac Tribal and Community College. Our system and campus services:

- Enhance teaching and learning.
- Strengthen leadership, planning, and decision-making.
- Increase user productivity.
- Generate confident and satisfied students, faculty, and staff.
- Ensure timely and efficient access to information.

Purpose of Master Plan

The Information Technology (herein called IT) master plan for Fond du Lac Tribal and Community College is necessary to:

- Fulfill the IT mission of our Fond du Lac Tribal and Community College
- Guide IT priorities
- Provide data and information to the MnSCU Office of the Chancellor to support system-wide initiatives and legislative requests.

Definition: Information Technology in this context means the full range of technology, telecommunications and multimedia applications and services, both administrative and academic uses, in furthering Fond du Lac Tribal and Community College's mission.

Planning Alignment and Integration

Attempts were made to insure that this plan takes into consideration other Fond du Lac Tribal and Community College and MnSCU planning efforts – including the existing Fond du Lac Tribal and Community College Academic Master Plan, the current college Facilities Master Plan, and the May, 2002 MnSCU Information Technology Strategic Framework document.

For example, this plan parallels Fond du Lac Tribal and Community College's Academic Strategic Plan in our mutual focus on increasing access to resources for students, faculty, staff, life-long learners and members of the surrounding community. Additional elements parallel current academic goals including improving the Fond du Lac Tribal and Community College infrastructure to support academic activities, expanding technology resources to improve teaching and learning both inside and outside of the classroom, and improving communication of IT efforts with Fond du Lac Tribal and Community College community.

Guiding Principles

When reviewing the question, "What principles and values do we want to guide the creation and implementation of the mission, vision and strategic plan for IT at Fond du Lac Tribal and Community College?" consensus was reached on the following values and guiding principles.

- IT must support the institution's mission(s) – both in academics and administrative areas.
- IT must enhance learning for students and for employees.

- IT must be customer-driven, reliable and appropriately accessible.
- IT must balance common, diverse and unique needs of the entire Fond du Lac Tribal and Community College.
- IT's investment in people must balance IT's investment in technology.
- IT must provide effective services, based on standards of performance and measured accordingly.
- IT must ensure high quality training availability for IT related topics.
- IT must be visionary and dynamic.

Planning Elements – 5 Year Vision

Consensus was reached on the recognizable conditions desired to have in place at Fond du Lac Tribal and Community College in regards to information technology by the year 2010.

- Comprehensive understanding and application of technology
- Optimum user satisfaction
- Nationally recognized leadership in the provision of online learning
- Effective and directly accessible data-driven decision and support systems
- Maximum use of web-based administrative forms and procedures
- Sustained adequate, appropriate and on-going resource investment to support the IT vision
- Optimum technology support for adult educational opportunities
- Maximized access to enhanced learning resources for students, staff and faculty
- Organization and communication structures aligned for effectiveness

Barrier Analysis

Obstacles on the path to this vision of the future are as listed. The intent is not to identify what is missing, but to identify what is present to inhibit the achievement of the vision. We operate with the following known barriers:

1. Limited/Restricted Office of the Chancellor IT systems development environment
2. Lack of clarity, development, consistency, and implementation among process, policy, and procedures
3. Limited funding, staffing, and resources as both demand and needs increase
4. Misalignment between funding and planning, including unfunded mandates, such as security initiatives and requirements from MnSCU
5. Uncoordinated human resource development and technology support for training and requirements
6. Unclear, conflicting or non-collaborative organizational structures
7. Outdated or inflexible laws, contracts and policies

Strategic Directions: Arenas of Action

Efforts to create two-year strategic additional efforts to dissolve or remove the barriers and accelerate movement toward the vision involve the following strategic directions and arenas of action. It is very important to understand that most items listed herein are new work actions, or increased thrusts. The day-to-day activities that comprise much of the IT staff workload are not

included. Those actions with similar intent are grouped into Arenas of Action seen as essential over the next few years. The Arenas of Action are further detailed by prioritized examples of what IT needs to do during the next several years. This determination was made in October 2005, and will necessarily need to be reviewed at least on an annual basis. This data provides the Fond du Lac Tribal and Community College and the Information Technology management with essential information that will assist in developing annual objectives and budgets for the 2006 fiscal year. During subsequent years, the IT Steering Committee will continue to review these suggested priorities, in order to provide the best advice possible — thus ensuring better coordination between IT services needed and provided.

A. Enhance the teaching and learning environment.

I.   Improve instructional technology availability
     A.   Expand mobile and wireless computing resources
     B.   Update the LCD projectors and multimedia systems in classrooms
     C.   Improve scheduling of IT resources to support instruction
     D.   Expand academic server(s) and applications support
     E.   Continue with three-year replacement cycle for basic workstations
II. Expand and improve computer labs and classroom resources and access
     A.   Provide Open Lab state-of-the-art hardware
     B.   Increase the quantity of computer classrooms
     C.   Increase support for faculty & departments that depend upon computer classrooms
III.   Improve hardware and software accessibility for underserved populations
     A.   Establish technology-based training program(s) for underserved
     B.   Improve web site accessibility and access
IV.Increase support for e-student services and online learning
     A.   Adopt and implement MnSCU e-student learning standards and services
     B.   Work with faculty to research uses of Internet-2
V. Establish full range of student computing services
     A.   Automate network/e-mail account creation for all students
     B.   Create a student portal — work towards reducing the number of usernames and passwords each user must manage
     C.   Implement network storage for students

B. Enhance administrative functions.

VI.Increase use of web to support Fond du Lac Tribal and Community College mission
     A.   Ensure dynamic use of data consistently throughout website
     B.   Develop communications links for web improvements
     C.   Improve website content updating
VII.   Establish web-based information tools and utilities
     A.   Improve web-based reporting infrastructure, guidelines, & standards
     B.   Establish systematic methods to eliminate/reduce data redundancy
     C.   Implement data warehouse approach to building reporting data
     D.   Simplify security procedures related to non-private reporting data
VIII. Promote, coordinate, and ensure data integrity initiatives

A. Promote and improve data procedures in preparation for new ISRS
B. Better educate users in their responsibilities related to Fond du Lac Tribal and Community College data
C. Assist with data integrity

IX. Provide training for employees

C. Improve the technology environment.

X. Provide enhanced telephony services
A. Improve user knowledge & application of existing telephony features
B. Experiment with new telephony services, such as unified messaging and centralized faxing
XI. Enhance and improve data network
A. Maintain high bandwidth to the Internet (beyond MnSCU)
B. Establish system for accountability of resource & data utilization
C. Explore alternatives to existing data warehousing procedures
XII. Provide secure, satisfactory and dependable IT services
A. Improve backup and disaster recovery procedures
B. Improve security measures as suggested by MnSCU
XIII. Improve server/storage infrastructure
A. Continue with two year replacement cycle for servers
B. Centralize server placement and operations
C. Implement SANs technology - storage for all

D. Improve Customer Service

XIV. Establish mutual trust and respect for IT within Fond du Lac Tribal and Community College
A. Improve working relationships with key administrative and personnel groups
B. Improve IT information sharing via web and email delivery
C. Make training a priority for both IT staff members
XV. Improve technology assessment
A. Conduct an annual, on-line assessment of IT services
B. Conduct regular assessments of intended instructional software needs
XVI. Improve help desk support for faculty, staff, and students
A. Improve help desk submission and tracking systems
B. Increase hours of helpdesk availability
XVII. Maintain and publish IT policies and procedures
A. Establish and communicate copy, print, and computing policies
B. Develop and disseminate a methodology for IT project requests
C. Disseminate and implement approved MnSCU Acceptable Use Policy
XVIII. Continue on-going planning efforts

Concluding Statement

Readers should understand that all of these actions are intended to improve the overall Information Technology environment at Fond du Lac Tribal and Community College. It may happen that not

every recommendation can be fully implemented, but the intended goal is to make as much improvement in each area as is possible. There will be exceptions, and there will be new areas needing attention. This is both normal and to be expected, particularly in a learning institution.

The most important message learned as a result of this document is this: to achieve the desired successes will require cooperation, communication, and mutual assistance among all computer and technology users on all campuses.

The Information Technology Department wants to thank all for assisting in generating this report.

Loran Wappes, Chief Information Officer