

**Fond du Lac Tribal and Community College
Information Technology**

2018 – 2025 Technology Master Plan

March 13, 2018

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 Fond du Lac Tribal and Community College
- Guide IT priorities
- Provide data and information to the Minnesota State System Office 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 staff 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 aligns with Fond du Lac Tribal and Community College and Minnesota State planning efforts – including the existing Fond du Lac Tribal and Community College Strategic Plan 2025. The IT goals are listed with the corresponding goals from the Strategic Plan.

For example, this plan parallels Fond du Lac Tribal and Community College's 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 the 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).
- 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 and efficient 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 – 8 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 2025.

- Comprehensive understanding and application of technology
- Optimum user satisfaction
- 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 and College goals
- Maximized access to enhanced learning resources for students, staff and faculty
- Organization and communication structures aligned for effectiveness

Barrier Analysis

Challenges on the path to this vision of the future are as listed below. The intent is not to identify what is missing, but to identify what is present that could inhibit the achievement of the vision.

1. Limited/Restricted System Office 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 Minnesota State
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

Direction 1: Promote and share our understanding of Anishinaabe bimaadiziwin while strengthening the union of cultures in an inclusive environment

Goal B: Improve information, presentation and participation about the Anishinaabe language and lifeways

1–2 Year Strategies: What concrete, measurable, actionable efforts will address challenges, build on advantages and achieve our goals?	3–5 Year Strategies	What are the expected results and outcomes? Practice “Actions, Results, Evaluations, Decisions”	Budget		
			2018	2019	2020
B3. Support increased ITV activity and improvements in quality	Continue increased quality in campus studios.	Reliable, HD video and connections at all sites. A site manager at all sites.	\$10,000	\$10,000	\$10,000
B3. Work to improve remote site technology	Increased quality in remote sites.	Reliable, HD video and connections at all sites. A site manager at all sites.	\$10,000	\$10,000	\$10,000

Goal D: Expand Anishinaabeg *Gikendaasowinan* (American Indian Programs) by offering instruction through traditional and contemporary platforms

1–2 Year Strategies: What concrete, measurable, actionable efforts will address challenges, build on advantages and achieve our goals?	3–5 Year Strategies	What are the expected results and outcomes? Practice “Actions, Results, Evaluations, Decisions”	Budget		
			2018	2019	2020
D6. Train faculty to improve distance delivery.	Develop a strategy for continual improvement for distance faculty	Training each year in place for faculty to improve their distance learning skills	\$400	\$400	\$400

Goal E: Create an opportunity for a Bachelor’s degree program in Elementary Education that emphasizes the Anishinaabe *Gidizhitwaawinaanin* (Our Cultural Standards) to enhance future culturally responsive classrooms

1–2 Year Strategies: What concrete, measurable, actionable efforts will address challenges, build on advantages and achieve our goals?	3–5 Year Strategies	What are the expected results and outcomes? Practice “Actions, Results, Evaluations, Decisions”	Budget		
			2018	2019	2020
E5. Coordinate with Winona State University for technology needs of our students.	Meet with Winona State technology department to explore technology options and make sure our classroom works seamlessly over distance with theirs. Purchase equipment as needed to continuously improve the environment.	All distance classes between Winona State and FDLTCC will operate seamlessly for instructors and students.	\$15,000	\$5,000	\$5,000

Direction 2: Embrace the Sense of Belonging: Campus Communication and Team Building

Goal A: Enhance Internal Communication and Promote a Teaching and Learning Environment

1–2 Year Strategies: What concrete, measurable, actionable efforts will address challenges, build on advantages and achieve our goals?	3–5 Year Strategies	What are the expected results and outcomes? Practice “Actions, Results, Evaluations, Decisions”	Budget		
			2018	2019	2020
A1. Continue with the IT strategy of computer/tablet replacement every 4 years	Reevaluate replacement cycles as devices become obsolete less frequently. Adapt as technology changes, moving towards mobile and personal devices.	100% of staff and faculty have technology that has been purchased within 4 hours	\$80,000	\$80,000	\$80,000
A1.1. Complete Minnesota State Data Inventory	Continue to make staff, faculty, and administrators aware of their responsibility in safeguarding data in their possession	100% of data categorized as to owners and custodians			
A3. Work towards 100% use of OneDrive for user backup and storage	Expand cloud-based options for storing and sharing data	100% of staff and faculty have their data backed up in cloud-based environments.	\$20,000	\$20,000	\$20,000
A9.1. Instruct staff and faculty on the use of the calendar feature of Office 365 to assist with scheduling meetings and events	Offer training and videos on the use of Office 365 calendar.	All meeting invites will be sent using the calendar of Office 365.			
A9.2. Assist and train key staff in creating a campus-wide calendar	Continue adding events to the campus-wide calendar	50% of meetings and events on campus will be listed in the campus calendar			
A10. Work with staff, faculty, and administration so that all have the tools needed to optimize the use of the EMS scheduling system. (Repeated in 4.D3 below)	Data from EMS is reliable and being used regularly to make decisions	EMS scheduling errors reduced by 25%.			
General. Continuously expand mobile and wireless computing resources	Measure wireless coverage on main campus and implement a plan to improve	–50 dBm wireless signal strength over 90% of the main campus building	\$10,000	\$5,000	\$5,000
General. Continue with the IT strategic direction of moving applications to the cloud in reduce costs and security vulnerabilities and increase reliability	Evaluate more servers with an eye towards moving them off campus and to the cloud	Shut down the last file server on campus	\$500	\$3,000	\$3,000
General. Continuously evaluate classroom teaching technologies and make improvements.	Add new technologies as they become available to enhance classroom learning	100% of classrooms have matched equipment less than 4 years old	\$5,000	\$10,000	\$20,000
General. Improve web site accessibility and access	Seek and find solutions for adding captions to videos	100% of instructional videos have captions	\$5,000	\$5,000	\$3,000

Direction 2: Embrace the Sense of Belonging: Campus Communication and Team Building

Goal A: Enhance Internal Communication and Promote a Teaching and Learning Environment

1–2 Year Strategies: What concrete, measurable, actionable efforts will address challenges, build on advantages and achieve our goals?	3–5 Year Strategies	What are the expected results and outcomes? Practice “Actions, Results, Evaluations, Decisions”	Budget		
			2018	2019	2020
General. Continue to provide high-bandwidth networking across campus	Continue researching new technologies to further enhance our network capacity	0 noticeable network slowdowns reported each year			
General. Conduct regular assessments of IT satisfaction.	Use the ECAR assessment tool provided by Minnesota State to assess stakeholders’ satisfaction	Perform an IT satisfaction assessment each year and review the results with the Technology Committee for continuous improvement			
General. Expand the use of the help desk software system to increase efficiency and communication among Loran, Brad, and work study students	Investigate improved means and tools to assist with the help desk function	50% of work logged through the help desk system.	\$500	\$500	\$500

Direction 3: Promoting social equality and wellness by integrating and centralizing service availability on campus

Goal D: Promote sound money practices

1–2 Year Strategies: What concrete, measurable, actionable efforts will address challenges, build on advantages and achieve our goals?	3–5 Year Strategies	What are the expected results and outcomes? Practice “Actions, Results, Evaluations, Decisions”	Budget		
			2018	2019	2020
D1. Work with faculty to promote and support electronic textbooks and other digital media for classroom use	Work with faculty to replace paper textbooks with online equivalents.	15% of textbooks available electronically			

Direction 4: Using Information to Analyze and Advance a Quality Education for Student Success

A: Enhance Internal Communication and Promote a Teaching and Learning Environment

1–2 Year Strategies: What concrete, measurable, actionable efforts will address challenges, build on advantages and achieve our goals?	3–5 Year Strategies	What are the expected results and outcomes? Practice “Actions, Results, Evaluations, Decisions”	Budget		
			2018	2019	2020
A1. Support the access to data warehouse via EPM11 and other tools for decision making	Install and update EPM11 for users that request it. Seek superior platforms to replace EPM11.	100% of faculty and staff requesting access to data tools will have them available			

General. Remove administrative login for users across campus	Pursue alternatives to administrative rights to allow users to install necessary software, but prevent them from doing harm	Elimination of permanent administrative rights on 100% of College computers		\$500	\$500
General. Make training a priority for Brad and Lorán	Continue to seek training that will improve the skills of IT Staff	Each IT worker will attend a minimum of one training session per year	\$2,000	\$2,000	\$2,000

Direction 4: Using Information to Analyze and Advance a Quality Education for Student Success

Goal C: Evaluate and improve off-campus offerings (CITS, Outreach, Distance, Online)

1–2 Year Strategies: What concrete, measurable, actionable efforts will address challenges, build on advantages and achieve our goals?	3–5 Year Strategies	What are the expected results and outcomes? Practice “Actions, Results, Evaluations, Decisions”	Budget		
			2018	2019	2020
C3. Work with faculty to improve L109 ITV room that faculty will embrace for distance learning	Replace the technology in L109 with equipment that is optimized as an educational space	Increase the seating capacity to 30 students, add a camera for room view.		\$30,000	
C5. Support development of sustainable model of education delivery for outreach sites	Support improvements to the outreach delivery model	One full year of the outreach model practiced and evaluated in Spring 2020			
C6. Support development of skills in delivering distance education	Have a training program in place for continual improvement for faculty teaching distance education.	Training for faculty in distance education delivery scheduled every semester. (See 1.D.D6.)			

Goal D: Develop efficient information resources/processes for reporting and decision making

1–2 Year Strategies: What concrete, measurable, actionable efforts will address challenges, build on advantages and achieve our goals?	3–5 Year Strategies	What are the expected results and outcomes? Practice “Actions, Results, Evaluations, Decisions”	Budget		
			2018	2019	2020
D3. Work with staff, faculty, and administration so that all have the tools needed to optimize the use of the EMS scheduling system. (Repeated in 2.A10 above)	Data from EMS is reliable and being used regularly to make decisions	EMS scheduling errors reduced by 25%.			

General Arenas of Action

In the case where IT goals were more broad and did not align directly with specific sub goals in the Strategic Plan 2025, the IT goals were labeled **General**.

These general goals and objectives of the IT department create additional strategic efforts to dissolve or remove the barriers and accelerate movement toward the vision in the above strategic directions. 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. This determination was made in December 2017, 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 Chief Information Officer with essential information that will assist in developing annual objectives and budgets for the 2019 fiscal year. During subsequent years, the IT Technology 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.

Student Technology Fee

Each semester a technology fee is collected from students per credit hour of classes taken. The fee helps to offset the staffing costs for the Information Technology Department.

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 the Technology Committee for assisting in generating this report.

Loran Wappes, Chief Information Officer