# DRAFT
# Technology Master Plan

# Fiscal Year 2018 - 2025

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# Introduction and Executive Summary

## Introduction

The purpose of this technology plan is to evaluate Central Lakes College's existing technology services, infrastructure usage, and make recommendations for future planning and direction.  Members of the CLC Technology Plan Committee, comprised of faculty, staff, and students worked together to create the technology plan.

## Executive Summary

Information and instructional technologies are now considered essential components to fulfill the mission of a college. Technology is changing how we access, organize, analyze, and process information. It is considered instrumental for improving information exchange, enhancing teaching and learning, and increasing productivity. Technology is conceptually changing how we conduct business and how we communicate. Technology's influence, impact, and presence are reshaping our society, our commerce, our work life, our leisure life, and our education.

The growth and expansion of technology brings continuous change. Planning for technology is difficult when the landscape changes every day. However, an organization needs to determine strategic goals that shape tactical plans and approaches as it explores, evaluates, selects, implements, and leverages technology. This Technology Master Plan was developed to outline the college's technology strategic goals and major initiatives for technology at Central Lakes College.  The plan incorporates information from and supports the college strategic and academic master plans.

The success of the technology master plan is dependent on a number of factors such as sufficient financial resources and staffing, but most importantly on "buy-in" from the college community as a whole. The process followed to develop this plan made every effort to encourage broad feedback and input into the plan. This document is intended to be both visionary and actionable, touching all areas of administrative and teaching and learning technology at Central Lakes College.

## Technology Planning Committee Members

| Name | Title | E-Mail | Role |
|------|-------|--------|------|
| Scott Streed | Director of Technology Services | scott.streed@clcmn.edu | Chair |
| Kari Frisch | Communications Instructor | kari.frisch@clcmn.edu | CLC Faculty 1 |
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# About Central Lakes College

**Central Lakes College – Brainerd and Staples** is one of 37 Minnesota State Colleges and Universities ([www.minnstate.edu](www.minnstate.edu)), offering excellent, affordable education in 54 communities across the state.

We are a comprehensive community and technical college serving about 5,500 students per year. With a knowledgeable, caring faculty and modern, results-oriented programs in comfortable facilities, CLC is the college of choice for seekers of success.

Our roots are deep in a tradition dating to 1938 in Brainerd and 1950 in Staples. Communities across central Minnesota are filled with our graduates.

## Central Lakes College Vision, Mission, and Values

### VISION

Central Lakes College inspires learning, advances innovation, and transforms lives.

### MISSION

We build futures.

At Central Lakes College, we-
• provide life-long learning opportunities in Liberal Arts, Technical Education, and Customized Training programs;
• create opportunities for cultural enrichment, civic responsibility, and community engagement; and
• nurture the development and success of a diverse student body through a respectful and supportive environment.

### VALUES

Excellence, Innovation, Inclusion, Community

## Information Technology Guiding Principles

### Mission Statement

The mission of the CLC Technology Services Department is to provide expert installation, repair, advice, assistance, and management services for all types of technology used by the Students, Faculty, and Staff of Central Lakes College.  We believe in cost-effective, dependable and efficient systems, and strive to achieve excellence in system reliability, technical operations and support services to our users.

### Values

- **We value respect.**  We believe in professionalism, and are courteous, considerate, and supportive.
- **We value learning.**  We constantly seek opportunities to learn new things, and encourage cross-training, sharing knowledge, and we learn from our mistakes and successes.
- **We value integrity**.  We are honest, responsible for our actions, and deliver what we promise.
- **We value communication.**  We believe in communicating correct and timely information, promptly informing those affected by our decisions, and encourage feedback and suggestions.
- **We value creativity.**  We challenge the status quo, and seek opportunities to innovate and implement cutting-edge technologies.
- **We value collaboration.**  We believe in working together, participating, sharing, and consensus building.
- **We value responsibility.**  We are task oriented, focused, make informed decisions, and have an expectation to meet clearly defined goals and objectives.

# Planning Overview

## Planning Alignment

The Central Lakes College 2018-2023 Technology Master Plan was developed by identifying initiatives that align with the Central Lakes College 2018 – 2023 Strategic Plan, as well as the associated CLC Academic Master Plan.  Both plans are included in the appendix for reference.  Each strategic direction in the Technology Master Plan includes information on how it aligns with and supports

CLC strategic and Academic Master Plan.

## Planning Process

The Central Lakes College 2018-2023 Technology Master Plan was developed by the Technology Master Plan Committee during the spring of 2019. The committee was comprised of CLC faculty, staff, and students. The goal was to have a committee that represented the thoughts of all involved stakeholders.

The strategic directions and goals contained in this plan were developed through brainstorming sessions of the committee. The committee began by reviewing survey result data from the 2016-2018 ECAR faculty and student technology surveys. Survey data helped the committee identify areas and activities that users perceived as strengths and areas where there were opportunities for improvement. Committee members also provided suggestions for goals based on their experience and perspective.

## Strategic Directions

At the highest level, four strategic directions have been developed for the Central Lakes College Technology Master Plan.  As with the college's strategic and Academic Master Plan, these directional areas are intentionally focused on neither operational issues nor implementation strategies.  They are broad general directions whose intent is to give a general direction to focus on.  The intent is to create directions which will survive the planning period given the constant flux in technologies.

*Need to add summary of strategic directions here…*

## Goals / Actions / Projects

Goals and actions further define strategic directions and provide specific actions that could be implemented to achieve the goals.  Actual implementations and work plans are developed on an annual basis as part of the budgeting and planning process.

# Recommended Strategic Directions

**Strategic Direction #1:** A campus community that has high technological literacy and is supported by an efficient, effective, and quality service oriented IT support team.

**Overview**

In order to be an effective user of technology, one needs to have a good understanding of how to use it.  This direction and goals will implement training, communications, and support resources to provide all users at CLC the knowledge they need to successfully use the technology tools available to the fullest extent.

**Alignment**

**CLC Strategic Direction 1: Inspire Learning**
1.1 Promote excellence in teaching and learning.
1.2 Ensure every student is connected to resources to help them succeed.
1.4 Strengthen developmental programming and services to improve student success.

**Goals and Actions**

1. Strengthen technology training and professional development efforts for both students and employees to increase competency and effective use of technology resources

2. Sustain and enhance the development and use of on-line training and self-help tutorials

3. Increase communications from Technology Services to better inform users of existing capabilities and how to use them to the fullest extent

4. Implement Universal Design for Learning training and support program in order to promote and assist faculty and staff with the development of UDL materials

**Strategic Direction #2:** A technology environment that is engaging, accessible, supports student success, and efficient business operations

**Overview**

This direction and goals will ensure that CLC's technology environment adapts to changes both in technology, but also the needs to teaching and learning. Redesigning learning spaces to incorporate new technology can lead to increased student engagement and success.

**Alignment**

**CLC Strategic Direction 2: Advance Innovation**
2.1 Ensure all programs align with new and changing workforce and transfer needs.
2.3 Employ reliable and emerging technologies to support innovations in teaching and learning, student success, and efficient business operations.
2.4 Design campus facilities to enhance the student experience.

**CLC Strategic Direction 3: Transform Lives**
3.1 Pursue intentional strategies that increase recruitment, persistence, completion, transfer, and placement.

**Goals and Actions**

1. Consider redesign of learning spaces (physical and virtual) where appropriate to enhance the teaching and learning environment

2. Continue classroom update plan to standardize classroom presentation technology and incorporate wireless video capabilities

3. Sustain and increase the use of Live Online classrooms and web video conference tools

4. Support efficient business operations of the college by developing applications to improve automation, reporting, and data-driven decision making

**Strategic Direction #3:** An advanced technology infrastructure that is modern, secure, and reliable

**Overview**

A modern, secure, and reliable technology infrastructure is the foundation for success of this entire plan.  This direction and goals ensures that CLC maintains an advanced network environment to support the needs of students, faculty, and staff.

**Alignment**

**CLC Strategic Direction 1: Inspire Learning**
1.1 Promote excellence in teaching and learning
1.2 Ensure every student is connected to resources to help them succeed.

**CLC Strategic Direction 2: Advance Innovation**
2.3 Employ reliable and emerging technologies to support innovations in teaching and learning, student success, and efficient business operations.

2.4 Design campus facilities to enhance the student experience.

**Goals and Actions**

1. Continue to enhance WiFi network to improve coverage area and density to improve signal strength and bandwidth performance

2. Continue to enhance the wired campus network backbone to support the ever growing capacity demands from the campus community

3. Sustain and expand the use of virtualization and cloud computing to achieve cost savings

4. Regularly review network infrastructure to ensure it meets local and system guidelines

**Strategic Direction #4:** A campus culture that supports innovation in teaching and learning and seeks the utilization of emerging technologies throughout its operations.

**Overview**

As technology constantly changes, this direction and goals ensure that CLC has the campus culture to explore and implement new innovations to enhance student success and services.

**Alignment**

**Strategic Direction 2: Advance Innovation**
2.1 Ensure all programs align with new and changing workforce and transfer needs.
2.2 Celebrate and encourage innovation inside and outside the classroom to promote student success.
2.3 Employ reliable and emerging technologies to support innovations in teaching and learning, student success, and efficient business operations.
2.4 Design campus facilities to enhance the student experience.

**Goals and Actions**

1. Expand use of lecture capture

2. Expand use of Virtual Reality and simulation technologies

3. Collaborate with faculty to explore and pilot emerging technologies that could be used to enhance the teaching and learning environment

4. Collaborate with staff to identify technology solutions to improve student support and success

## Assessment

Technology Services will continue to work closely with the designated campus leadership teams, the President's Cabinet and the Technology Fee Committee in technology planning and assessment.  As part of the research for the development of the 2018 – 2023 Technology Master Plan, the ECAR student and faculty satisfaction surveys were used to assess needs.  These surveys are conducted by the Minnesota State System Office on behalf of all campuses in the state.  It is planned that the ECAR surveys will continue to be offered on an annual basis.  The surveys will be reviewed annually to assess goal progress and user satisfaction levels.

## References

The following were reviewed to assist with the development of the CLC Technology Master Plan:

NMC Horizon Report: 2018 Higher Education Edition

St. Cloud Technical & Community College Technology Master Plan 2016 – 2020