Preface

It continues to be evident that technology has become crucial in the delivery of all aspects of the educational enterprise. The TLTR Planning Committee continues to urge the campus administration to keep the primary educational mission of the college at the forefront when making difficult budgetary decisions.

During the last year, significant additions or improvements to campus technology have been achieved with the deployment of BearDeN, the addition of two projection classrooms (Flagg and MacVicar Halls), the relocation of many CTS facilities, and improved implementation of Blackboard as notable examples. In addition to continued maintenance of current infrastructure and operational services, it is apparent that the conversion of traditional classrooms into projection classrooms remains necessary, as well as a substantial need for additional focused training support for both faculty and staff.

Listed below is a non-ranked list of desired outcomes in relation to the use of educational technology on campus as well as a ranked list of specific targets. The maintenance of current capabilities and assets is critical to the ongoing mission and must be maintained. They appear at the top of the following ranked list of recommendations. The ranking of targets is particularly challenging, as it is difficult to decisively rank many of the items and many are overlapping, particularly those ranked in the middle of the list. The strong desire by campus members for comprehensive software training is evident from earlier and recent TLTR survey documents. Developing both short term and long term solutions for this is required.

Desired Outcomes:

- Cost-effective and reliable technology support for academic and administrative activities.
- Campus personnel (both faculty and support staff including secretarial staff) appropriately trained in supported software.
- Technology management strategies that make cost-effective use of resources.
- Campus information systems that are highly available, secure, accessible during and retrievable after an emergency.
- A campus culture that promotes and supports technology innovation.
Infrastructure, Development and Support
(Descending Rank Order)

1. Maintain and support existing resources.
   - Maintain quality operations of current systems capabilities (e.g. e-mail, Blackboard, Internet, Banner, College web site, BearPAWS, BearDeN, and TelCom). This is the top technology priority.
   - Adequately maintain current projection classrooms including the
     - continuation of the annual planning process for projection and computer classrooms.
     - optimal use of existing facilities.
     - building of additional projection classrooms as funds become available.
   - Devote resources to implementing security policies and practices by
     - ensuring privacy as mandated by the State of New York and informed by best practices.
     - supporting SUNY Potsdam information security policies.
   - Increase staff for Public Affairs to maintain the campus web site.
   - Provide a funded on-call system for CTS services earmarked as mission critical.
   - Encourage and support the move to an environmentally friendly campus through the development of online, fill-in, savable forms to promote a near paperless campus.
   - Upgrade or replace services and facilities that are approaching end of life before the development of new systems and services.
   - Investigate the sufficiency of the current life-cycle software package.
   - Continue the support of large-format printing on campus.

2. Improve the search engine for the College web site.

3. Provide development opportunities for faculty, staff and students.
   - Short-term opportunities:
     Improve short-term training and communication of campus technology use through the increased use of hands-on workshops, information documents (e.g. MS Office Suite, campus web content management system, construction of fill-in, savable pdf forms) and utilizing technology to distribute training information (e.g. on-line tutorials, podcasts of workshops).
   - Long-term opportunities:
     Develop a “one stop” source to train faculty and staff with current and new software as part of the formal planning process of the College. This needs a concerted effort to develop the best strategy and should minimally include broad input from the campus including library, teaching faculty, LTEC as well as CTS and other (secretarial) staff. This would include funding a Software Training Specialist whose expertise would include, but not be limited to, the standard software package.
     - TLTR should address and make recommendations concerning student training in technology.
4. Devote resources toward solving CTS staffing concerns:
   - Fund additional line(s) where critical knowledge redundancy does not exist.
   - Develop a formal paid on-call system for services earmarked mission critical.
   - Improve CTS salary levels to
     - enhance recruiting capabilities of CTS.
     - protect the college’s training investment and increase longevity of CTS staff.
     - improve morale among CTS staff.

5. Improve life-cycle computer replacement for the college community:
   - Continue life-cycle replacement for academic faculty and staff.
   - Include faculty software purchase/upgrades for software to keep up with teaching labs.
   - Implement a life-cycle replacement plan for computers not on current life-cycle.
   - Investigate the sufficiency of the current life-cycle software package.

6. Promote campus-wide understanding of technology funding sources and expenditures.

7. Promote and provide opportunity for more effective use of Internet2 by such means as:
   - Continuing support for the small group of innovators exploring Internet2 capabilities.
   - Developing a plan for creating an environment (i.e. a physical space) in which the full capabilities of Internet2 can be exploited for instructional and research purposes.
   - Educating the college community to the uses and capabilities of Internet2.
   - Exploring opportunity for cooperative work with other institutions.
   - Evaluating the uses and cost effectiveness of Internet2.