TLTR Technology Plan 2011-2012

Preface

Technology continues to be crucial in the delivery of all aspects of the educational enterprise. The TLTR continues to urge the campus administration to keep the primary educational mission of the college at the forefront when making difficult budgetary decisions.

Although we are obviously in an extremely difficult budgetary period that includes a reduction of SCAP funds, several additions or improvements to campus technology resources have been achieved during the past year. Some notable examples include the construction of two additional projection classrooms (Flagg and Stowell Halls), several security and technology infrastructure upgrades, and the implementation of a new large format printing policy. New license agreements for upgrades from Microsoft Windows XP to Windows 7 and also to expand access to the Adobe Creative Suit (that includes the ability to create and utilize savable, fill-in, printable, pdf forms) have also been implemented. In addition, a working group is currently developing a proposal to the TLTR on merits of reorganizing and increasing technology training opportunities on campus through a unified faculty technology center. The ongoing process to examine and determine the choice of a Learning Management System (LMS) should also be noted.

The TLTR has undertaken its annual technology survey of faculty and staff. In addition to maintenance of current infrastructure and operational services, the findings of the 2010-2011 survey continue to indicate a need for additional projection classrooms as well as a substantial need for additional focused training support for both faculty and staff.

The maintenance of current capabilities and assets is critical to the ongoing mission and must be maintained. One particular concern is staffing of CTS, where recent budgetary realities have resulted in positions (lines) remaining unfilled, creating serious concerns that the redundancy necessary to maintain critical programming and support services could be compromised.

Listed below is a non-rank list of desired outcomes in relation to the use of educational technology on campus as well as a ranked list of specific targets. 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.

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 the use of 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. 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.
   - Provide a funded on-call system for CTS services earmarked as mission critical.
   - Encourage, and support through training, 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.

2. CTS staffing concerns:
   - Replace staff positions (lines) to ensure operational redundancy.
   - Fund lines 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.

3. Development opportunities for faculty, staff and students.
   - MOODLE/Blackboard LMS
     - provide sufficient training opportunities for users to transition to the new learning management system chosen via the ongoing LMS Study.
     - Use any potential savings from changing LMS systems to pay recurring expenses that are typically paid with SCAP funds in order to free up SCAP funds for optional items.
   - The TLTR is in the process of studying and will be make recommendations on how the campus might reorganize and develop additional opportunities and location(s) for training in technology. The results will be reported either late spring 2011 or by fall of 2011. It is encouraged that
     - the funding a Software Training Specialist whose expertise would include, but not be limited to, the standard campus software package be included
     - improvement in short-term training and communication of campus technology include the 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 the utilization of technology to distribute training information (e.g. on-line tutorials, podcasts of workshops).
     - the TLTR should address and make recommendations concerning student training in technology.
4. Technology expenditures.
   - Search for emerging technologies with respect to improved/varied instruction and efficiency, including the possibility of additional open-source software alternatives.
   - Promote campus-wide understanding of funding expenditures.

5. 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.
   - Continue to review the sufficiency of the current life-cycle software package and/or software availability to faculty and staff.
   - Implement a life-cycle replacement plan for computers not on current life-cycle.

6. College web site.
   - Continue to improve the search engine.
   - Increase staff for Public Affairs to maintain the campus web site.