Information and Technology Strategic Plan

2015/16 – 2021/22
Information Resources

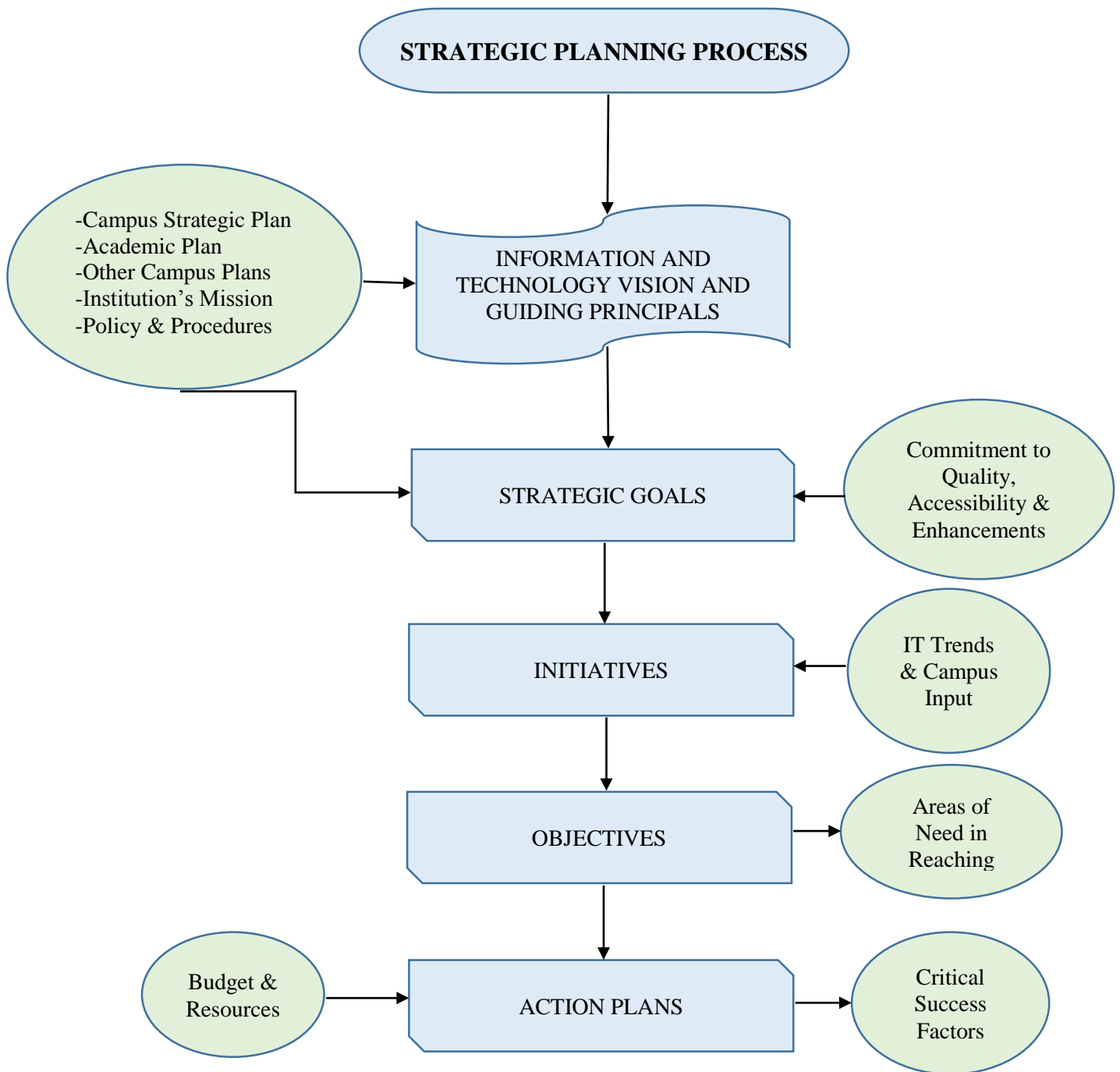**NOC** NORTHERN Oklahoma College

Introduction

I am pleased to share with you the Information and Technology Strategic Plan for fiscal years 2015/16 – 2021/22. The plan identifies a set of goals to be accomplished during the next five years. This plan focuses on extending and enhancing the information and technology foundation already in place at Northern Oklahoma College, while also delivering new solutions and services to meet the needs of the college community and the changing technology landscape.

Information technology continues to be a key component in how we support our faculty, students, and staff on campus. Technology not only supports the demands of the academic environment, the needs of our administration, and the learning and quality of life of our students but also the well-being and safety of our entire community. NOC's commitment to initiate an Information Technology Strategic Plan and periodically review it, as the needs of our college community change and new technologies become available, speaks to our ongoing focus on the expanded use of technology and its importance in all areas of the college.

The Information Technology Strategic Plan is organized around four strategies: Improve Northern's telecommunication service and support; Provide resources and processes that foster continuous improvement and organizational effectiveness; Provide technologies and processes that facilitate NOC's commitment to technology and enhancing the learning experience of students; and Governance. We propose to pursue each area through several initiatives with lists of major projects and proposed approaches to implementation.

The Information Technology Department remains committed, through our values of collaboration, service, continuous improvement, and innovation, to the delivery of quality solutions in support of the college's mission. On behalf of the entire Information Technology team of dedicated staff, thank you for your continued interest and support!

Michael Machia
Director of Information Technology

STRATEGIC PLANNING PROCESS

-Campus Strategic Plan
-Academic Plan
-Other Campus Plans
-Institution's Mission
-Policy & Procedures

INFORMATION AND TECHNOLOGY VISION AND GUIDING PRINCIPALS

STRATEGIC GOALS

Commitment to Quality, Accessibility & Enhancements

INITIATIVES

IT Trends & Campus Input

OBJECTIVES

Areas of Need in Reaching

Budget & Resources

ACTION PLANS

Critical Success Factors

Northern Oklahoma College Mission Statement
Northern Oklahoma College, the State's oldest community college, is a multi-campus, land-grant institution that provides high quality, accessible, and affordable educational opportunities and services which create life-changing experiences and develop students as effective learners and leaders within their communities in a connected, ever-changing world.

Northern Oklahoma College Strategic Planning Goals (2013-2018)
In order for the Department of Information Technology to contribute to achieving these goals the Department will continue to be committed to providing the technology needed to insure students have a high quality and accessible educational experience and enhance information sharing for students, faculty, and staff for a higher quality of life.

Goal 1A: Enhance the quality of life for students.
Strategy 1—Enhance the quality of life for students.

Goal 1B: Enhance recruitment efforts as well as retention and graduation rates.
Strategy 2—Use student engagement survey to guide development of high-impact educational strategies.
Strategy 3—Increase online and evening course offerings/assisting underrepresented populations.
Strategy 4—Improve academic advisement model.

Goal 2: Cultivate and maintain partnerships to inform and improve academic decisions, enrich student experiences, and support regional needs.
Strategy 5—Cultivate and maintain partnerships to inform and improve academic decisions, enrich student experiences, and support regional needs.

Goal 3: Upgrade facilities for quality and efficiency to enhance the student experience.
Strategy 6—Upgrade facilities for quality and efficiency to enhance the student experience.

Goal 4: Enhance professional development opportunities and quality working conditions for NOC employees.
Strategy 7—Improve new employee orientation.
Strategy 8—Enhance faculty development.
Strategy 9—Enhance staff development.
Strategy 10—Utilize an employee satisfaction survey.
Strategy 11—Conduct an annual performance and salary review.

Goal 5: Diversify and increase revenue streams.
Strategy 12—Diversify revenue internally and externally.
Strategy 13—Increase grant activities.

Department of Information Technology Vision Statement
The Department of Information Technology strives to provide technology excellence that advances learning, instruction, support and student experiences in alignment with NOC's mission and goals. With these efforts we expect NOC to be recognized as an innovative and dynamic college that integrates technology throughout the institution by providing students, faculty, and staff with the information, tools, and services needed to accomplish its mission.

Department of Information Technology Mission Statement
Information Technology at Northern Oklahoma College covers many areas such as computing, media, interactive television, wireless, classroom instruction, and telephone services for each of our three locations. It's a complex and rapidly changing environment that demands constant review and innovation. Our goal is to continually enhance the resources and expertise of the college community in support of its role in maintaining an exceptional learning environment for Northern Oklahoma College students.

Department of Information Technology Value Statement
Our core values drive and guide us as we serve Northern Oklahoma College. As staff of IT, we are committed to:
- Collaboration: We are dedicated to a constructive, team oriented environment, gathering varied perspectives, sharing knowledge and building effective partnerships with key associates.
- Continuous Improvement: We strive for operational excellence through the on-going development of the staff and the organization as a whole.
- Innovation: We encourage creative and critical thinking in the development of technology services and solutions.
- People: We listen to, respect, and care for faculty, staff, students and one another, both professionally and personally.
- Service: We strive to provide excellent service by being consistent, reliable and accessible to all.
- Stewardship of Resources: We are dedicated to the efficient and effective use of resources. We accept the responsibility of the college's trust and are accountable for our actions.

Goals, Objectives, and Action Items

GOAL 1	Improve NOC's telecommunication service and support

OBJECTIVES	ACTION ITEMS
Evaluate the current functioning and service of NOC's telecommunication equipment in order to decide on replacing or enhancing the system.	• Secure a support contract with a knowledgeable and proactive vendor • Complete a full assessment on current system functions • Evaluate a comparison of telecommunication systems and overall benefits and budget impacts • Provide a proposal to Administration Council on overall outlook of telecommunications currently and the future

GOAL 2	Provide resources and processes that foster continuous improvement and organizational effectiveness

OBJECTIVES	ACTION ITEMS
Continue to improve technology resources taking into consideration the need for efficiency, availability, capital planning, risk management, and the goals of other organizations.	• End user computing equipment is replaced within a five year cycle (incl. staff, faculty & student labs) • Implementation of eSign technology • Software is based on the need of each organization except for operating systems
Develop a capacity planning and continuous improvement practice, including sustainability, for servers, storage, and networks.	• Maintain and enhance the storage infrastructure • Monitor need for high---performance computing and storage as it relates to the institutions need

GOAL 3	Provide technologies and processes that facilitate NOC's commitment to technology and enhancing the learning experience of students

OBJECTIVES	ACTION ITEMS
Continue to enhance accessibility of course materials and learning environments inside and outside the classrooms. Taking into consideration outcomes of NOC's Student Satisfaction Survey, Employee Satisfaction Survey & information collected by the IT Help Desk.	• Continue to work with organizations on wireless service locations • Currently implementing network upgrades to all campus housing locations (incl. wired, wireless & data closets) • Begin an evaluation on implementing wireless projection systems within the classroom • Begin an evaluation of utilizing mobile instruction devices within the classrooms • Continue to work with the Finance Office and Division's in replacing student lab computer furniture
Implement a modern Student Information System that provides next---generation software to support and improve our core student processes.	• Continue to work with other Oklahoma Institutions in building a framework for purchasing, implementing, and supporting a new SIS • Continue to work with NOC's Executive Council in planning for this objective

GOAL 4	Governance

OBJECTIVES	ACTION ITEMS
Continue to improve disaster recovery plans and procedures to ensure minimal impact at all NOC locations.	• Continue to work with Maintenance in implementing NOC's disaster recovery location at the Enid location • Continue to research audit standards and vendor services in implementing security audits within NOC's telecom and network infrastructures
Continue to leverage effective governance and advisory structures and processes to ensure information and technology services and initiatives are meeting the needs of the college.	• Continue to maintain and create policies and procedures in the use of NOC's technologies • Continue to develop management tools in overseeing the use of NOC's networks