TECHNOLOGY PLAN 2011-2012

LEARNING IS OUR PASSION. AS NORTHWEST WISCONSIN'S LEADER IN TECHNICAL EDUCATION, WITC CREATES DYNAMIC OPPORTUNITIES FOR CAREER PREPARATION AND PERSONAL EFFECTIVENESS. WE ARE COMMITTED TO MAKING EACH AND EVERY EXPERIENCE WITH US MEANINGFUL AND PROFESSIONAL.

505 PINE RIDGE DRIVE
SHELL LAKE, WI 54871

Wisconsin Indianhead Technical College

Table of Contents

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EDUCATION IS A LIFELONG JOURNEY OF LEARNING AND DISCOVERY. WE EMBRACE INNOVATIVE THEORIES, TECHNIQUES, AND TECHNOLOGIES TO ENSURE SUCCESS IN A CHANGING WORLD.

EXECUTIVE SUMMARY

Technology has forever changed the world that we live in. At WITC, technology is a fact of life and a basic skill that students and staff must master in order to succeed in the rapidly changing global marketplace.

Our belief is that technology is not a separate entity, but is blended into our very existence in our learning community. The following Technology Plan is a working document that allows for changes to take place as needs and opportunities arise for us to continue to provide the most current advances in technology to our user population.

In a study published in 2010 by *Washington Monthly*, WITC was identified as the "6th Best 2-year College in the Nation." Kevin Carey, a research and policy manager at Education Sector, an independent, nonpartisan think tank, compiled the results for *Washington Monthly*. According to Carey, "When it comes to quality of instruction, they outperform not only their two-year peers, but many elite four-year research universities as well. Students at the top community colleges are more likely than their research university peers to get prompt feedback from instructors, work with other students on projects in class, make class presentations, and contribute to class discussions."

The future will require that students be knowledgeable and proficient in the use of technology available in today's world. Through education of the technologies, we will provide our students and staff with the ability to adapt to change, solve problems, make decisions, and think creatively. The Plan provides a vision and roadmap for the use of technology to strengthen teaching and learning throughout WITC. The preparation of the Plan was coordinated by the 20-member Technology Committee with research and feedback from the student and staff community.

Information technology is one of the most critical tools in higher education. It is integrated into every aspect of the college from the first contact a student has with the www.witc.edu web site through the multiple systems that manage and provide access to the information. The desktop computer has become a fundamental part of our daily life for nearly every student, faculty and staff member.

While the planning environment described here provides general guidance, there are continual changes that take place in the external and internal environment that require constant monitoring. We must do this monitoring so our own plans remain realistic but consider a forward thinking perspective.

Best wishes to you all as you navigate into the wonderful world of technology!

Jim Dahlberg
Director, Information Technology
jim.dahlberg@witc.edu

MISSION

Learning First

Learning is our passion. As northwest Wisconsin's leader in technical education, WITC creates dynamic opportunities for career preparation and personal effectiveness. We are committed to making each and every experience with us meaningful and professional.

VISION

An Innovative Journey

Education is a lifelong journey of learning and discovery. We embrace innovative theories, techniques, and technologies to ensure success in a changing world.

VALUES

Empowerment – We value an engaging and supportive environment that inspires learners to achieve their personal and professional goals.

Excellence – We value high quality training, professional development, and customer service in a dynamic learning environment.

Innovation – We value flexible delivery options and embrace the latest theories and technologies to meet individual learners' needs.

Integrity – We value honesty, accountability, and diversity in an open and ethical environment.

Collaboration – We value partnerships that enhance learning, promote economic development, and improve quality of life.

STRATEGIC GOALS

http://www.witc.edu/boardcontent/pdfs/strategicgoals.pdf

INTRODUCTION

The Technology Plan for Wisconsin Indianhead Technical College has been and continues to be developed by the college Technology Committee, local campus technology teams, faculty, administration, consultants, and our Lakeshore and Mid-State Technical College partners (WILM).

Technology must be blended into our very existence in our learning community. This plan is a continuous improvement strategy that allows WITC to provide the most up-to-date technology advances to our user community.

The WITC Technology Plan follows a five phase approach to planning and involves an organized and continuous process, a ten step project planning model, and results in a document that improves how technology is used for instruction, management, assessment, and communications. It takes into account the Mission, Vision and Values of the College and is owned by the faculty and administration.

The development of the plan involved stakeholders throughout the College to include: administrators, instructors, staff, students, and our WILM partners.

Phase 1: Recruit and organize the Technology Committee.

Phase 2: Research technology requirements and new technologies.

Phase 3: Construct the Technology Plan.

Phase 4: Formalize the planning.

Phase 5: Continually implement, evaluate and revise.

1. **Feasibility study**
    a. What objectives does the technology want to pursue? What issue does this resolve?
2. **Specifications**
    a. What are the options available of the system? User expectations? Business process?
3. **Cost effectiveness analysis**
    a. Total project costs (operational, training, staff)? Cost-effective? Return on investment.
4. **Integration into the IT environment/System Architecture**
    a. Can it be integrated into the current IT environment? Overlap other projects? Automated or manual? Modifications? New hardware? Continuity plan?
5. **Requirements**
    a. Internal and external? Business processes? State and Federal?
6. **Concept for an internal control system**
    a. Automatic controls? Need to separate functions? Business processes? Continuity plans?
7. **Training Plan**
    a. Develop comprehensive training plan for supporting staff and users.
8. **Test (test plan and documentation)**
    a. Develop test plans (methods, tools, criteria)? Resources? Contingency?
9. **Acceptance by the user**
    a. Outcomes? Measures? Who responsible?
10. **Final Assessment**
    a. Project objectives achieved? Within budget? Any risks? Improvements? Lessons learned?

TECHNOLOGY COMMITTEE MEMBERSHIP

In an effort to identify and prioritize forthcoming expenditures in technology, the Technology Committee was formed and charged by the President with developing a technology plan which would serve in concurrence with the College's Strategic Plan. The preparation of the WITC Technology Plan was coordinated by the 20-member Technology Committee composed of faculty and administration staff from all WITC locations.

Dahlberg, Jim (Co-Chair)	Director, Information Technology	Shell Lake
Gee, Larry (Co-Chair)	Sr. Director, Teaching & Learning	New Richmond
Brisk, Adam	LRC Technician	Superior
Cerritos, Nancy	Academic Dean	New Richmond
Erdman, Wayne	Instructional Television Specialist	Rice Lake
Gordon, Paul	Faculty, Industrial Administration	Ashland
Keith Hasart	Faculty, Instructional Technologist	Ashland
Hoglund, Karen	Admissions Advisor	Ashland
Huftel, Joe	VP Instructional Technology & Campus Administrator	New Richmond
Kutrieb, Deb	Faculty, Technical Administration	Rice Lake
Loy, Wendy	Communications Manager	Shell Lake
Maki, Tim	Technical Operations Manager	Shell Lake
McCullough, Pat	Network Technician	Ashland
Miller, Mike	Faculty, Business Administration	Rice Lake
Wickland, Aimee	Network Technician/Blackboard	Shell Lake
Pettis, Diane	Faculty, Business Administration	New Richmond
Pocernich, Cathy	Faculty, Business Administration	Ashland
Pozniak, Amy	Faculty, Business Administration	Superior
Rosendahl, Matt	Director, Learning Resources	Superior
Simon, Laurie	Faculty, Business Administration	New Richmond
Smith, Val	HR Specialist	Shell Lake
Williams, Barb	Faculty, Business Administration	Superior

ASSESSMENT

The Technology Plan is a working document that allows for modifications to take place as needs and opportunities arise for the Information Technology Department to be able to provide the most up-to-date advances in technology to the user community.

All technology projects will be assessed on a quarterly schedule by the college Technology Committee and the President's Cabinet. A monthly status report will be sent out to the college user community.

DATA COLLECTION, ANALYSIS AND REPORTING

Data collection with students and faculty as end users of instructional technology and staff as end users of administrative technology aids in discovering how to apply technology to their specific responsibilities and working situations.

- The ***Faculty Development in Technology Grant*** is a General Purpose Revenue (GPR) funded grant that is designed to assist faculty in integrating learning technologies into curriculum and instruction.
- Faculty, staff, students and the community were surveyed to define technology needs and requirements for the college. The survey also identified technology training requirements as well as collecting the demographics of the respondents.
- Changes in technology have always required feedback from the user community whether it is through email or survey and the collection of this feedback is analyzed in an effort to make the right decisions.
- Various faculty and staff have attended numerous technology conferences researching and identifying new technologies that can improve efficiencies and learning.
    - The ***Center for Transforming Student Services*** (CENTSS) conference sponsored by the ***Western Cooperative for Educational Telecommunications*** *(WCET).* The focus was on providing educational institutions with the tools and training they need to develop and deliver high-quality student services online.
    - The ***WTCS Tech Expo*** which focuses on Instructional Technology.
    - The ***Annual Blackboard User Conference***.
    - The ***Annual Conference on Distance Teaching and Learning***.
    - The ***Annual PeopleSoft Higher Education User Group***.
    - Various technology partners: CDW-G, PDS, Blackboard, Imagenow, WILM Consortium.

INVENTORY

The college supports the use of personal computers and laptops to enhance learning and administrative tasks. The Faculty & Managers can chose between a laptop or tablet computer. The following is an inventory of all computers used within the college.

CAMPUS	INSTRUCTIONAL	FACULTY	ADMINISTRATION	TOTAL
Ashland	170	29	43	242
New Richmond	442	59	77	578
Rice Lake	467	78	92	637
Superior	276	47	51	374
Hayward	36	0	5	41
Ladysmith	33	0	5	38
Spooner	3	0	0	3
Shell Lake	15	0	68	83
TOTALS	**1,442**	**213**	**341**	**1,987**

The College also supports internet protocol video (IPV) classrooms and all seven locations. Each location has several rooms dedicated to IPV with some rooms defined as smart classrooms. These smart classrooms are fully configured with: network, presentation computer, LCD projector, whiteboard, SynchronEyes software, document camera, DVD/VCR, and Crestron switching equipment.

Ashland	**New Richmond**
• 11 smart classrooms	• 27 smart classrooms
• 1 managed & 1 fixed video classrooms	• 1 managed & 2 fixed video classrooms
• 5 mobile IP carts	• 4 Mobile IP Carts
Rice Lake	**Superior**
• 27 smart classrooms	• 27 smart classrooms
• 3 managed & 2 fixed video classrooms	• 1 managed & 1 fixed video classrooms
• 5 mobile IP carts	• 4 mobile IP carts
Hayward	**Ladysmith**
• 2 fixed classrooms	• 2 fixed classroom
• 1 mobile IP cart	• 1 mobile IP cart
Shell Lake	
• 1 training/smart classroom	
• 2 fixed classrooms	
• 2 mobile IP carts	

The college also provides (24) cellular and (41) smart phones to staff requesting use through the approval of the ***WITC Cellular Phone Approval Form***.

TECHNOLOGY TRAINING

The Professional Development Office is committed to providing faculty and staff opportunities to develop and maintain technology related skills. The college is committed to providing flexible technology training opportunities through The Connection on the e-training site and has established a 1-year AQIP Action Project to address the training needs of the college.

The Faculty Development in Technology Grant specifically is defined to ensure the faculty are trained in technology to assist them in integrating learning technologies into curriculum and instruction. At least 100 faculty members will participate in one or more technology workshops emphasizing on-line learning, Blackboard, Sim-man technology, ITV, IP video, and other technologies.

An Instructional Technologist position works with faculty to research, implement and train faculty on new technologies. The instructional technologist works closely with Academic Affairs, faculty and the IT Department to research new technologies to integrate into learning as well as provide the necessary training to the users of the technology.

SUPPORT SERVICES

The Instructional-Information Technology Department consists of several staff throughout the college that supports various technologies.

Joe Huftel	VP Instructional Technology	New Richmond
Jim Dahlberg	Sr. Director, Information Technology	Shell Lake
Monica Sword	WILM Team Lead, Campus Solutions	Shell Lake
Tracee Bishop	WILM Financial Aid	Shell Lake
Brenda Nunemaker	WILM Systems Analyst	Shell Lake
Sheila Peters	WILM Systems Analyst	Shell Lake
Shannon Scott	WILM Systems Analyst	Shell Lake
Tim Maki	Technical Operations Manager	Shell Lake
Pat McCullough	Network Technician	Ashland
Mark Westman	Network Technician	Ashland
Jared Lamm	Network Technician	New Richmond
Jim Monson	Network Technician	New Richmond
Jerry Secord	Network Technician	Rice Lake
Kathleen Stanton	Network Technician	Rice Lake
Steve Paplior	Network Technician	Superior
Gerald Suomala	Network Technician	Superior
Heather Miller	Network Technician	Shell Lake
Aimee Wickland	Network Technician/Blackboard	Shell Lake
Nate Fry	Portal/Web Manager	New Richmond
Pam Thompson	Web Technician	Shell Lake
Holly Scharf	Director, Video Networking	Rice Lake
Susan Clark	Distance Learning Technician	Rice Lake
Pam Baker	Distance Learning Technician	Rice Lake
Wayne Erdman	Instructional Television Specialist	Rice Lake
Trevor Hermansen	Media Technician	Rice Lake
Matt Rosendahl	Director, Learning Resources	Superior
Dee Barabe	Learning Resource Center Technician	Ashland
Melissa Weber	Learning Resource Center Staff	Ashland
Cheri Croft	Learning Resource Center Technician	New Richmond
Adam Nelson	Learning Resource Center Technician	New Richmond
MaryAlice Larson	Learning Resource Center Technician	Rice Lake
Jennifer McNicholas	Learning Resource Center Staff	Rice Lake
Gladys Prytz	Learning Resource Center Technician	Rice Lake
Adam Brisk	Learning Resource Center Technician	Superior
Dianne Mencel	Learning Resource Center Technician	Superior
Alison Stucke	Learning Resource Center Staff	Superior
Dan Arneson	Media Technician	New Richmond
Phil Reese	WILM User Services/Help Desk	WILM

NO.	INITIATIVE	DESCRIPTION	DIVISIONS
12-001	Migration off AS400	Develop strategy to migrate data off and retire the AS400	IT
12-002	Implement Course Scheduling	Implement a college-wide Course Scheduling application. Incorporate into conference center.	Academic Affairs IT
12-003	Implement a Life Long Learning module	Implement an on-line application to improve the management of the continuing education registration process.	Continuing Education IT Business Services
12-004	Pilot Virtual Desktop Infrastructure	Research and implement a pilot VDI (Virtual Desktop Infrastructure) network.	IT
12-005	AQIP: Web-based Student Services	Continue AQIP Project to implement and improve on-line student services.	AQIP Project Team Student Services IT
12-006	Implement Print Management System	Implement a print management application to manage controls of college-wide printing with primary focus on instructional/student printing.	IT Student Services Business Services
12-007	AQIP: e-Training site	Implement flexible training opportunities on The Connection to address technology training needs for faculty, staff and in the future, students.	IT Human Resources AQIP Project Team
12-008	Implement Document Retention System	Develop a collegewide document retention policy and schedule then Implement Retention Policy Manager (ImageNow)	Collegewide Retention Team IT
12-009	Address Video Streaming requirements	Review current application and expand video streaming	IT Academic Affairs Student Affairs
12-010	Community Area Networks	Work with UW, DOA & County Government to assist in the development of the Community Area Networks	IT
12-011	Implement new backup system	Implement Unitrends backup & recovery system	IT
12-012	Perform a 360 degree evaluation of IT	Develop an assessment of IT services and perform a 360 degree evaluation	IT
12-013	Upgrade Blackboard to version 9	Upgrade the Blackboard Learning Management System to the latest version	IT Academic Affairs

COMMUNICATIONS

Technology end user involvement throughout the research, planning and implementation process is critical to the success of this plan. Every technology initiative defined will have its own plan to address the details and completion of the project. Resources will be defined throughout the College when appropriate, to provide input and feedback to the decision-making process. No technology will be implemented without completing the ten steps defined above in the planning process.

Monthly project status reports will be sent out and monitored by the IT Executive Committee, the WITC Technology Committee and the President's Cabinet. A WITC technology web page will also be designed and updated monthly to reflect the status of the projects.

Open technology forums will be scheduled throughout the year for students, staff and faculty to address their technology concerns to the WITC Technology Committee.