

Fayetteville Technical Community College TECHNOLOGY PLAN 2014-2015

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Proponent: Vice President for Technology

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Fayetteville Technical Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award associate degrees, diplomas and certificates. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Fayetteville Technical Community College.

Approved  10 March 2014

Fayetteville Technical Community College Mission Statement

“Serve our community as a learning-centered institution to build a globally competitive workforce supporting economic development”

Technology Vision Statement

Create a sustainable environment that integrates technology into the framework of the College and provides our diverse community and campuses with the information, tools and services where and when needed.

Values

- Respectful communication and collaboration
- Excellent customer service
- Integrity and honesty
- Resourceful teamwork with a positive attitude
- Continuous improvement
- Innovation
- Adaptability
- Responsiveness and reliability

Guiding Principles

Integrated Information Technology:

- is a vital service
- is a strategic campus-wide asset
- is an essential resource for learning, teaching, planning, and data information management
- provides effective, sustainable technology
- strives to deploy cost effective, secure, and reliable solutions
- enhances productivity through training and education
- partners with students, staff and faculty to provide excellence in service
- promotes a collaborative and responsive environment which strives to unite people and content anytime and anyplace

Introduction

The Fayetteville Technical Community College (FTCC) Technology Plan is designed to position the College for constantly changing demand for technologies that are available which will provide for improved methods of

- learning,
- teaching,
- communicating,
- data collection and analysis,
- document management processes,
- efficient operations,
- secure and safe environment.

FTCC students, faculty and staff desire improved quality in educational outcomes and services provided to the community through the effective and efficient use of technology.

Technology for students: Will enhance methods for student learning using technologies that are interactive, flexible, personalized and convenient. Outcome goals of this technology plan is to ensure technology purchases engages student interest, and encourages them to collaborate, inquire, and explore/research information effectively independently and collaboratively to enrich their student learning while at the College creating a desire to continue their education beyond graduation. Students may submit recommendations for purchase of new technologies they have identified that will likely increase student learning outcomes if the new technologies are approved for insertion into the plan. Such recommendations are encouraged and may be forwarded to the Technology Committee for consideration.

Technology for Instructors: The technology plan as a launching point to identify new instructional technologies, that if approved for addition to the plan, will likely address the needs of students using their different learning styles, preparation, work schedules, and levels of motivation. New technologies that will enable instructors to remain current in their disciplines and innovative teaching practices are encouraged and may be submitted to the technology committee for consideration of funding of such technologies.

Technology for Administrative Processes: The college uses technology to transact its administrative requirements and faculty and staff are encouraged to make recommendations for new technologies that will enhance the effectiveness and efficiency of their administrative functions. .

Technology for Professional Growth: Expanded use of technology encourages professional growth for students, faculty and staff working in as a learning institution building a globally competitive workforce that will continue to enrich economic

development efforts for the community. Additionally, technology use will prepare students for successful transfer to other educational institutions, for more rewarding employment, or continued growth and advancement within their chosen careers.

Recommendations for the Technology Committee

May be submitted to the VP for Technologies via email to ervinb@faytechcc.edu or by calling 910-678-8442.

Technology Plan Goals 2014-2018

1. Enhance technologies and student learning infrastructure with systems that are easily accessed anywhere, anytime, and specifically designed for teaching and learning in an on-line, hybrid, and traditional classroom setting and/or designed for operational efficiencies.
2. Maximize the use of technology in student recruitment, retention, advising, financial aid, and other administrative functions directly supporting students, faculty and staff.
3. Provide training in the use of technological systems for the collection of data to drive continuous improvement in both student success and operational efficiencies.

Technology Goal 1: Enhance technologies and student learning infrastructure with systems that are easily accessed anywhere, anytime, and specifically designed for teaching and learning in an on-line, hybrid, and traditional classroom setting and/or designed for operational efficiencies.

Strategies supporting Technology Goal 1

1. Select a software system(s) that allows instructor/student and student/student interactions in real-time to further enhance the educational process through instruction, advising, and collaboration (information and file sharing).
2. Promote Active Instruction via integration of appropriate technology into instructional practices to better fit the diverse needs of our student/adult learners. For example, real-time peer reviews of work and real-time instructor review of student's submitted work.
3. Encourage faculty awareness and integration of technology through training in monitoring of impacts of interventions.
4. Promote innovation and experimentation by allowing server space for the creation of instructor authored web pages.
5. Establish a four-year baseline for upgrading systems to industry standard, with priority given to instructional labs and faculty teaching current industry system requirements.
6. Research desktop virtualization to allow students, faculty, and staff to remotely connect to campus computers/software for 24 hour access to the network.
7. Federated Identity Management (FID).
8. Integrate single sign on for applications.
9. Identify areas where infrastructure needs to be improved to support emerging technologies.

Technology Goal 2: Maximize the use of technology in student recruitment, retention, advising, financial aid, and other administrative functions directly supporting students, faculty and staff.

Strategies supporting Technology Goal 2

1. Implement a single call center/24 hour help desk.
2. Explore and implement additional capabilities of ID card system.
3. Implementation of campus portal project based on System Office timeline.
4. Implementation of new WebAdvisor (Student Self Service) project based on System Office timeline.
5. Include the Interactive Voice Response (IVR) capability and other expanded features in the VOIP phone system.
6. Develop programming changes to allow better manipulation of data.
7. Continuous improvement of College security systems.
8. Maximize technology for the emergency notification systems.
9. Expand electronic processing.
10. Expand scanning of documents to reduce storage requirements.

Technology Goal 3: Provide training in the use of technological systems for the collection of data to drive continuous improvement in both student success and operational efficiencies.

Strategies supporting Technology Goal 3

1. Institute ongoing quality training in the areas of technology integration and the tools needed for successful implementation.
2. Establish a baseline for current Faculty integration of technology and compare level of technology integration post intervention to assess gains in the use of technology.
3. Review and improve the flow of information between technology user and support staff.
4. Establish a baseline of computer competency for employees and provide additional training in specific area as required by department.