

Information Technology Strategic Plan

2013-2016



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Minnesota State University Moorhead

Technology Master Plan

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Introduction and Background

Higher Education is a distinct enterprise continually reaching out to find leading-edge implementations of information technology to transform the administrative, teaching, research, and service missions of the institution. At Minnesota State University Moorhead, Information and Instructional Technologies are considered essential components to fulfill the mission of the university. It is considered instrumental for improving information exchange, enhancing teaching and learning, and increasing productivity. We recognize that technology is conceptually changing how we conduct business and how we communicate.

Planning for technology is difficult given the changing and evolving landscape of the organization. In addition, we face growing financial challenges as we continue to grow and evolve into an integrated State-wide Higher Education System. However, our university needs to determine strategic goals that shape our tactical plans as we explore, evaluate, select, and implement technology solutions. This Technology Master Plan was developed to align with the strategic goals and initiatives of the university as a whole.

Planning Assumptions

There are several planning assumptions used by the University Technology Committee and Information Technology leadership team as the technology master plan was being developed. A few of those assumptions are as follows:

1. Information Technology is critical to the realization of institutional goals and must be aligned with the mission, core values, strategic vision, and strategic goals of the University.
2. The University is dedicated to supporting an information technology infrastructure that is robust, reliable, and transparent to the end user.
3. University faculty members are ultimately responsible for setting the technology expectations of students in their courses. The departments are responsible for integrating technology into their academic programs as appropriate, and assessing these efforts.
4. The Minnesota State Colleges and Universities (MnSCU) System Office (SO) provides and supports the core administrative software applications used by the institution (e.g. Integrated Student Records System (ISRS), Degree Audit Reporting (DARS)). Significant campus support is provided for select administrative applications (e.g. Dragon Card, Image Now, Blackboard Analytics).
5. The University embraces training and development to assist students, faculty, and staff with the use and application of information technology.

Priorities

Priority 1 – Engaging Student Learning Environments:

Develop, support, and foster technology enriched student-learning environments, which inspire and teach learners to acquire, apply, and extend knowledge; to think critically; and to solve challenges imaginatively. **Aligns with University Strategic Priority #1.**

Priority 2 – Reliability:

Services can be counted on for consistent consumption. Services perform at a consistently high level. **Aligns with University Strategic Priority #5**

Priority 3 – IT is Professional:

The University IT Division conducts services and support in a business-like manner that meets the expectations of Faculty, Staff, and Students. Those services are designed to meet at the desired service level of the customer. Students will have the opportunity to engage in real-world IT Business challenges that will help them prepare for their careers. **Aligns with University Strategic Priority #2**

Priority 4 – Sustainability:

Cost Conscious, Resource Allocation/awareness. The services that we engage in will be implemented in a manner that allows the University to benefit from that service for the longest period of time. **Aligns with University Strategic Priority #5.**

Priority 5 – Emerging Technologies/Development:

We will commit a certain percentage of our resources to development and research into the space of new technologies, so that we continue to remain in line with industry trends and activity. (Pilot projects will have a defined starting and ending point, with the ending point consisting of a decision to halt the project, or to proceed with full/enterprise implementation, including training/development, as well as service and support. **Aligns with University Strategic Priority #1**

Goals and Outcomes

Priority 1 – Engaging Student Learning Environments:

Goals

1. Encourage and support technology-enhanced department-initiated course redesign
2. Enhance support for adult learners and graduate students in online and distant education courses
3. Enhance the support of technology engaging student activities and new forms of communication, feedback, and assessment
4. Expand the role of Digital Learning Lab in assisting students in their studies
5. Explore and implement enhanced methods of accessible video and audio delivery of instructional materials
6. Set standardized tools for campus; ie provide only 2 choices for audio/visual
7. Improve learning spaces (physical and virtual) to support active and collaborative learning.
8. Provide multimedia development space for faculty and students
9. Continue to explore new and emerging technologies (hardware and software) that promise to improve and enhance teaching and learning
10. Establish a method to support student testing outside of class
11. Enhance the library capacity to support technology innovation for faculty and students

Priority 2 – Reliability:

Goals

1. Core infrastructure to support mobility and access
 - a. Develop a plan to increase access to network resources throughout the MSUM Community
 - b. Expand capacity for reliable and secure file storage to meet the instructional, learning, research, and service needs of faculty and students as well as the business needs of staff
 - c. Leverage MSUM status as an Office of Enterprise Technology (OET) hub site to enhance the stability, reliability, and capacity of both internal and external wired and wireless network infrastructure
 - d. Develop a unified communications strategy
 - e. Provide support for department level academic server needs
 - f. Provide a campus-wide document management and retention protocol
2. Data Security, Disaster Recovery(DR), and Business Continuity(BC) Plan
 - a. Develop Disaster Recovery and Business Continuity Plan
 - b. Create back-up Data Center

- c. Develop and implement a comprehensive information technology security plan that addresses the growing threats and current needs of state policies and Payment Card Industry (PCI) compliance
- 3. End-user technology support and Customer Service
 - a. Continue enhancements to IT customer support services
 - b. Implement change management process in IT
 - c. Enhance project intake process and provide dashboard of ITS projects to campus community
 - d. Improve communications within IT group as well as with the campus community on issues related to IT
 - e. Enhance IT's visibility and role in Twin Cities site
 - f. Improve accessibility of campus technology resources
- 4. Relevant and Accessible Web Content
 - a. Complete the migration of web.mnstate.edu to www.mnstate.edu
 - b. Continue to build and support strategic vision for the university website
 - c. Expand our ability to provide innovative solutions in order to enhance MSUM's web presence
 - d. Explore options to leverage internal expertise for employee development and revenue generation
- 5. Campus Data Needs
 - a. Provide a range of tools to enable end-users to be self-sufficient and self-guided in accessing institutional data
 - b. Continue development of secure data storage infrastructure and processes to support campus-wide needs for assessment and analysis and day-to-day operations
 - c. Continue to build in the area of Business Intelligence
 - d. Continue to research and implement a university process for tracking departmental and program outcomes and rubrics
 - f. Improve document imaging capacity in the storage of University records.
 - g. Facilitate and support online forms and workflow routing of documents
 - i. Course Exceptions
 - ii. Grade Apps
 - h. Research and implement methods to enhance and streamline MSUM's interactions with its customers
 - i. Develop a plan to enhance MSUM's ability to deliver content via digital signage on campus

Priority 3 – IT is Professional:

Goals

- 1. Apply professional development resources to meet specific university goals and objectives
- 2. Support the professional development of faculty, staff, and students using practices that are engaging, efficient, and effective

3. Create a process in which office staff can use desktop remote management tools to assist other colleagues.

Priority 4 – Sustainability:

Goals

1. Look for strategies to reduce the overall cost of technology to the campus community
2. Review all current software supported on campus to determine utilization
3. Develop a comprehensive technology replacement plan from entry into the system to disposal
4. Develop electrical power management plan for Information technology resources
5. Build capacity to support the use of electronic media on campus
6. Develop and refine print management and associated policies to encourage the reduction of printed-paper

Priority 5 – Emerging Technologies/Development:

Goals

1. Research strategies and technologies to improve overall telepresence and off campus student interaction in the virtual classroom (upgrade or replacement of ITV technology)
2. Review web based conference call teaching tools (replacement for Wimba)
3. Investigate different web based video tools for students doing on line presentations in a group
4. Research ways for faculty to package online curriculum other than soft chalk and panopto. Is there film making (graphics type) software that make the courses and the interaction with students more engaging.
5. Invest in hosted/cloud solutions that allow ease of use and access for Faculty.
6. Research writing assistance products offered by Turnitin.com
7. Create a change management plan to get campus employees to use a unified scheduling process for meeting management.
8. Research futuristic teaching stations for long term planning.
9. Ensure metrics and measures are in place for each project underway.
10. Alternative registration system. One that would allow us to track project based registration for industry professionals working on certificates.
11. Research and align with industry trends regarding thin clients and data storage so that devices can be fully leveraged, but not at the expense of data breach.
12. Ensure online courses are accessible by definition within Disability Services.
13. Enhance communications, scheduling, service provisions, and support amongst and between students and supporting departments that work together to provide advising, disability services, career planning, and major declaration.