Technology Council Areas of Focus for 2011-2012

1. Advocate for improved access to educational and administrative hardware, software, support and other technology resources.
   a. Staff/Faculty: Research the ideas for centralizing hardware and software purchasing. Research options to increase training and support. Advocate for the options that seem to be doable and the most effective.
      i. Goal 1: Develop an approved software list
      ii. Goal 2: Develop an approved hardware list
      iii. Goal 3: Develop a process for adding/deleting software & hardware from the approved list
      iv. Goal 4: Identify where training is needed (e.g. smartphone groupwise setup, groupwise backup and cached email, Mac access to Novell drives, moodle on your iphone, or ipad etc.)
      v. Goal 5: Evangelize the need to store files on the network instead of on local computer hard drives. Target year 1 is to have 50% of the college with no local storage
      vi. Goal 6: Get IT personnel included on all grant proposals to ensure adequate planning and sustainability for any Grant-mandated IT resources or services.
   b. Student: Research options for providing more open lab/computing resources. Research options for providing more tutoring options for students. Advocate for the options that seem to be doable and the most effective.
      i. Goal 1: Get larger open computing lab in Library Commons Plan
      ii. Goal 2:Negotiate with Academic departments to open their labs to other students when not in use. Target is to get at least 3 labs open that are currently closed. Post times when labs are available for open use on the lab door
      iii. Goal 3: Enable self-service password changes and longer more secure passwords for students on Banner
2. Providing effective, efficient and secure technology systems on the LCC IT network.
   a. Staff/Faculty: Research options for improving email and calendaring services at Lane, and advocate for the most feasible option(s).
      i. Goal 1: Make Groupwise reliable or replace it
      ii. Goal 2: Measure and shorten the time between when a ticket is opened and when a helpdesk ticket is closed and ensure that the end user agrees that the ticket has been resolved.
      iii. Goal 3: Implement a formal process for change control
      iv. Goal 4: Upgrade Banner hardware and version to provide more reliable, scalable performance even in heavy usage times
      v. Goal 5: Expand support for mobile, personal computing devices owned by students, faculty, and staff
   b. Staff/Faculty: Work with IT to streamline drive mapping processes as well as ensuring prompt setup and termination of services as needed.

      i. Goal 1: Cleanup Novell Drive mappings so it is intuitive and consistent for all users (i.e. Drive Z is mapped to the same place on all machines, drive Y is mapped to the same place on all machines, etc.)

      ii. Goal 2: Create a form for adding/changing/removing users for all systems and get departmental admins to provide it 10 days before a person is hired, 10 days before an employee transfers to a new department, and 10 days before an employee leaves the school.

  c. Student: Research options for providing email services to students and advocate for it if feasible.

      i. Goal 1: Find out if Financial Aid/Collections work can be sent via an external email address and be legally binding so $40K in snail mail costs can be eliminated.

      ii. Goal 2: If the answer to Goal 1 is no, then implement Gmail for students

3. Advocate for technologies to improve learning and processes at Lane.

  a. Staff/Faculty/Student: Work with staff/faculty to identify needs to help improve learning and processes at Lane. Advocate for and help develop systems to assist in the improvements.

      i. Goal 1: Reconstruct Lane Website to serve prospective students, provide community information about Lane, and be a resource for prospective employees

      ii. Goal 2: Create a faculty/staff intranet for faculty and staff information.

      iii. Goal 3: Bring Moodle hosting in-house

      iv. Goal 4: Develop and improve digital learning options. Target: Pursue online course growth pro-actively through partnerships with instructional departments.

      v. Goal 5: Establish architecture for streaming media services and digital asset management.