MORAINE VALLEY COMMUNITY COLLEGE

STRATEGIC TECHNOLOGY
Priorities and Goals

2019-24

LETTER FROM THE PRESIDENT

Moraine Valley Community College has an excellent reputation for meeting the needs of our students, and technology needs are no exception. Our mission of providing a learning-centered environment for our students and our ongoing commitment to continuous improvement is evidenced by our emphasis on incorporating innovative technology throughout our campus. By doing so, we serve our students and community more effectively and efficiently.

One of the college's strategic priorities states that "the college will enhance technology in student learning and operational effectiveness." We seek to continue to leverage technologies across academic disciplines and to optimize college processes, all while ensuring a high standard of information security.

This Strategic Technology Plan outlines the technology priorities and goals as determined by the Strategic Technology Planning Group. I am proud of the work this team put into the plan. I believe it provides valuable direction and purposeful alignment with the college's strategic goals.
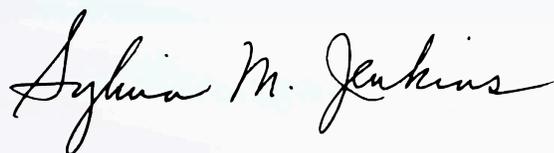
Sylvia M. Jenkins

Sylvia M. Jenkins, Ph.D.
President

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2019-24 STRATEGIC TECHNOLOGY PRIORITIES AND GOALS

Moraine Valley Community College's 2019-24 Strategic Plan will set the framework for our annual planning, our goals and objectives and, ultimately, assist the college achieving our mission.

The updated Technology Strategic Plan includes five broad priorities and within these priority areas, more specific strategic goals. Although a five-year plan, rapid changes in technology and associated college goals and priorities require an annual evaluation.

To foster continuous improvement, Moraine Valley will emphasize:

1. **Student Success:** Improve teaching, learning, student success and the overall student experience through the use of technology.

   a) Modernize facilities to foster collaboration and technology-enabled teaching and learning.
   b) Improve technical resources for teaching and learning.
   c) Implement technical resources for on-campus and online student services that are relevant, accessible, and ADA compliant.
   d) Provide students with resources to succeed in a technology rich environment.

2. **Governance:** Review and enhance the IT governance structure, including management of existing technologies, policies and procedures.

   a) Create and/or enhance policies, procedures, standards, and service-level agreements.
   b) Review the project management structure.
   c) Create and implement communication strategies.
   d) Create and maintain a sustainable funding model for technology acquisitions and upgrades.

3. **Process Improvement:** Evaluate and improve college processes, performance and outcomes through the use of innovative and existing technology and data.

   a) Optimize the use of technology resources to eliminate waste and minimize duplicated systems, tools and spending.
   b) Identify and implement technology solutions that improve access to data used for decision-making.
   c) Provide faculty and staff with resources and training to succeed in a technology rich environment.

4. **Adaptive Infrastructure:** Be more agile in developing adaptive infrastructure and support for new technologies.

   a) Assess and reduce our technology carbon footprint.
   b) Evaluate and improve infrastructure and administrative systems.

5. **Information Security:** Continue to identify and implement best practices for information security.

   a) Establish business continuity/disaster recovery plan.
   b) Establish information security management policies and procedures.
   c) Cultivate security awareness and implement a security training plan.

Technology Goals	Moraine Valley Strategic Goals				
	Student Success	Program Development	Technology	Diversity, Equity and Inclusion	Institutional Advancement
Student Success	X	X	X	X	
Governance			X		
Process Improvement	X	X	X	X	X
Adaptive Infrastructure	X		X		X
Information Security	X	X	X		

ANALYSIS OF THE COLLEGE'S TECHNOLOGY STRENGTHS, OPPORTUNITIES AND CHALLENGES

The planning team analyzed the strengths, opportunities and challenges facing the college in regards to the technology. The aim of this analysis was to identify the most significant internal and external factors that impact the college's ability to implement and achieve its strategic priorities and goals. The items most important to the college were identified at the May 29 and June 18, 2019, strategic directions and goals workshop.

STRENGTHS

- Technology reliability and availability
- Nimble infrastructure
- Proven and stable enterprise resource planning (ERP) system with dedicated support resources
- Maturing technology governance committee which helps with communication and adoption
- Positive student, faculty and staff technology satisfaction survey results
- Proactive approach to security
- Technology update and refresh practices
- College is stable financially

WEAKNESSES

- WI-FI dead spots and bandwidth constraints
- Security awareness amongst students, faculty and staff
- Inconsistent adoption and technology understanding amongst faculty and staff
- Disconnect between technology and process improvement
- Not all services that support students are fully online
- Not enough active learning classrooms and collaboration spaces
- Data integrity (student information in portal)
- Technology adoption speed and life-cycle cost
- "Brain drain"- associated staff turnover

OPPORTUNITIES

- Relevant technology in every classroom (modernization and upgrades)
- Automate paper-based processes and approval routing
- Better leverage our ERP implementation to improve student experience and process efficiencies
- Close student technology equity gap
- Mobile computing (applications, content, data/files, transactions, etc.)
- Better leverage governance model to drive priorities and oversight
- Expand data and technology usage to improve decision-making and process improvements
- Better integrate learning management system (LMS) and student information system (SIS) to improve data quality and reporting capability
- Registration process/system for noncredit courses, Center for Teaching and Learning offerings, workshops, on-campus events, etc.
- Technology-enabled workspace/furniture (e.g., device charging stations)
- Marketing of available technologies and how they are being used
- Enhance the student learning experience using Canvas and other technologies
- Infrastructure for open educational resources
- Use of cloud services for business continuity

THREATS

- Competition has better registration/on-boarding processes
- Other colleges offer more extensive, fully online class options
- Costs of technology
- Control and management of intellectual property
- Ability to attract and retain necessary IT talent
- Increasing information security incidents
- Business continuity and data loss associated with defunct cloud vendors

ENVIRONMENTAL SCAN
EDUCAUSE 10 IT ISSUES FOR 2019

EDUCAUSE is a nonprofit association whose mission is "to advance higher education through the use of information technology." The annual EDUCAUSE Top 10 research — including the IT issues and strategic technologies reports— is used by higher education leaders and decision makers to anticipate and articulate challenges and inform their actions and decisions to address them.

The list of top IT issues is developed by a panel of experts comprised of IT and non-IT leaders, chief information officers and faculty members, and then voted on by the EDUCAUSE community in an annual survey.

1. Information Security Strategy: Developing a risk-based security strategy
2. Data-Enabled Institution: Taking a service-based approach to data and analytics
3. Student Success: Serving as a trusted partner with other campus units
4. Sustainable Funding: Developing funding models that maintain quality and accommodate growth
5. Privacy: Safeguarding institutional constituents' privacy rights
6. Data Management and Governance: Implementing effective institutional data-governance practices and organizational structures
7. Student-Centered Institution: Understanding and advancing technology's role in optimizing the student experience
8. Integrative Chief Information Officer: Repositioning or reinforcing the role of IT leadership as a strategic partner
9. Digital Integrations: Ensuring system interoperability, scalability and extensibility
10. Higher Education Affordability: Aligning IT priorities and resources with the institution's

ECAR - THE TOP 10 STRATEGIC TECHNOLOGIES FOR 2019

EDUCAUSE Center for Analysis and Research (ECAR) is targeted specifically to IT professionals and higher education leaders and is the only subscriber-driven research organization dedicated to understanding IT's role in colleges and universities. ECAR research and analytical reports are designed to help campus leaders predict, plan for and act on IT trends in higher education.

1. Uses of application programming interfaces
2. Active learning classrooms
3. Blended data center (on premises and cloud-based)
4. Incorporation of mobile devices in teaching and learning
5. Open educational resources
6. Institutional support for accessibility technologies
7. Technologies for improving analysis of student data
8. Application performance monitoring
9. Predictive analytics for student success (institutional level)
10. Integrated student success planning and advising systems (tie)
    IT asset management tools (e.g., configuration management database) (tie)

MORAINE VALLEY COMMUNITY COLLEGE

UP-AND-COMING TECHNOLOGIES

The 2019 EDUCAUSE Horizon Report identified six technologies forecast to be important to teaching and learning, and creative inquiry in the future. Suggested adoptions fall into the one- to five-year range based on complexity and marketplace maturation.

1. Mobile learning
2. Analytics technologies
3. Mixed reality
4. Artificial intelligence
5. Blockchain
6. Virtual assistants

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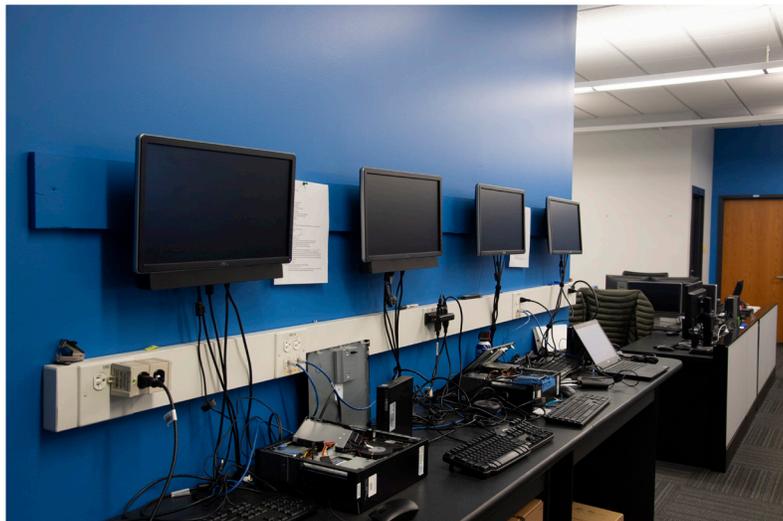
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