

1.4 ACADEMIC GOALS

MWCTC VISION

Minnesota West is the regional college of choice.

MWCTC MISSION

Minnesota West prepares learners for a lifetime of success.

MWCTC VALUES

Community Engagement	Courage
Diversity & Inclusion	Innovation
Integrity	Student Success

MWCTC STRATEGIC PLAN 2017 - 2023

The Strategic Planning process engaged stakeholders in the spring of 2017 through several meetings with Minnesota West leadership, campus engagement sessions, a survey, and various other means including email, Talks with Terry listening sessions, and other feedback. The process sought to determine Minnesota West's strengths, opportunities, aspirations, and desired results (SOAR). This SOAR analysis then informed revisions of the college's mission, vision, and values as well as identifying strategic directions and concrete outcomes for each strategic direction.

Strengths

- Dedicated Student-Focused Faculty & Staff
- Distinctive High Quality Programs
- Flexible Responsive Delivery
- Healthy Financial Reserve

Opportunities

- Improve Branding Identity
- Strategically Manage Programs
- Increase Partnerships—PreK-12, Industry, & Health Care
- Enroll & Retain Underserved Populations

Aspirations

- College of Choice
- Outstanding Reputation
- Culture of Innovation
- College Vitality

Results

- Increased Enrollment
- College Financial Sustainability
- Trained Talent for Regional Economic Development
- Stronger Relationships

STRATEGIC DIRECTIONS AND OUTCOMES

In addition to the development of a new mission, vision, and values and consolidated SOAR analysis, a series of strategic directions were generated. The outcomes will be reassessed annually and guide work plans for the college.

1. Implement Comprehensive Program Management

- Implement an improved comprehensive program review and process map to strategically innovate, revitalize, or eliminate programs and courses to better meet student, community, and industry needs.
- Create a new program development process to streamline idea to implementation in 12 months or less.
- Invest financial resources to align with distinctive high-quality programs.

2. Improve Curriculum Delivery Options

- Create 10% increase in hybrid programs and courses by May 2019.
- Increase foot traffic/enrollment on each campus by 10%.
- Increase number of online course offerings by 3%.
- Develop and implement competency-based adult online education program.
- Upskill faculty and staff in use of innovative approaches through 10% increase in professional development.

3. Develop College Resources Beyond State Allocations

- Increase employee participation in Foundation giving to 80%.
- Increase the Foundation endowment to \$3 million by 2019.
- Increase alumni giving by 10% in participation and contributions.
- Generate 5% of general funds in federal grant dollars annually.

4. Increase Partnerships

- Increase overall regional/community partnerships for advancing career education.
- Add 15 new employer signed agreements for equipment or scholarships.
- Acquire 15 MOUs with K-12 partners.
- Acquire 15 MOUs with partners in the health care industry.

5. **Strengthen Awareness of Minnesota West Identity**
 - a. Assess awareness of brand identity using industry analytics.
 - b. Bolster brand identity recognition by 20% from initial baseline.
 - c. Align Minnesota West branding and identity with Minnesota State branding initiatives.
 - d. Implement consistent Minnesota West identity standards.
6. **Improve Enrollment Management**
 - a. Re-engineer and implement updated enrollment management practices.
 - b. Increase number of admitted students to registered students by 15% for FY 19.
 - c. Increase retention of current students by 1% and graduation/completion rates by 4% by FY 21.
 - d. Increase enrollment of under-represented populations to 25% of student body by FY 21.

2016 - 2018 MASTER ACADEMIC AND STUDENT SERVICES WORKPLAN

The purpose of the Minnesota West Academic and Student Services Workplan is to succinctly incorporate the vision and goals of the instructional, student services, technology, and academic support programs as they are integrated with the mission of Minnesota West, its Strategic Plan, the President's Workplan, and the Minnesota State Colleges & Universities (Minnesota State) Chancellor's Workplan.

The Master Academic and Student Services Workplan includes the following strategic directions and associated goals. *(See the Appendix for a copy of the full plan including performance indicators, and strategies and actions.)*

Minnesota West Community & Technical College will provide access and learning opportunities leading to success for the citizens of southwest Minnesota.

- 1.1: Increase the level of achievement of underrepresented students.
- 1.2: Refine services to underserved/ underprepared populations.
- 1.3: Develop new credit and noncredit programs that serve the needs of the region.

Minnesota West Community & Technical College will provide innovative and accountable programs and services to ensure the growth of our students

- 2.1: Improve instructional and student support through assessment of student engagement and learning outcomes.
- 2.2: Access and refine multiple delivery options for educational programs and student services.
- 2.3: Increase the participation of faculty and staff in professional development opportunities.
- 2.4: Assist students with goal development.

Minnesota West Community & Technical College will deliver programs and services to enhance the economic competitiveness of the state, the region, and its people.

- 3.1: Be the leaders in workforce education and training.
- 3.2: Support regional vitality by contributing artistic, cultural, and civic assets that attract students and business partners.

SOUTHWEST REGIONAL PLANNING

The following recommendations (See the Appendix for more detail) were developed by the Southwest Regional Planning Workgroup to provide a framework and possible next steps for collaborative and regional planning.

Regionally-Oriented Strategic Academic Planning Recommendations

1. Regional academic planning should be grounded in a collective scan of current trends and long-term opportunities impacting respective regions.
2. System colleges and universities within a region should collectively identify selected strategic and collaborative opportunities to advance regional and system opportunities.
3. The system should advance policies, strategies and solutions in support of more coordinated and collaborative academic programs and initiatives.

Policy and Strategy for Capital Planning and Investment and Campus Facility Utilization Recommendations

1. Review and update Minnesota State guidance for institutional Comprehensive Facilities Plans (CFP) to reflect and support outcomes of regional strategic academic planning work.
2. Minnesota State should prioritize capital investments that enable regional strategic academic planning initiatives and priorities.
3. Develop and share Minnesota State guidance and best practices on space utilization principles and practices to enhance student success and utilization of campus and Minnesota State resources.

Through the Regional Planning process, MWCTC is looking for additional ways to collaborate to utilize and enhance space to meet the changing needs for students. MWCTC is focusing on enhancing nursing lab space as they partner with SMSU in nursing pathways. MWCTC also collaborates with SMSU in the Blue to Brown program, where MWCTC students take classes (taught by MWCTC faculty) at SMSU while living in the dorms and using their food services, participating in extra-curricular activities at SMSU as well. The Teacher Pathway program is another example of combining facility use and academic programming for students in the region.

CURRENT ACADEMIC PROGRAMS

	CANBY	GRANITE FALLS	JACKSON	PIPESTONE	WORTHINGTON	ONLINE	LIVERNE
AGRICULTURE							
Agriculture Business (AS)					◆		
Agriculture AS (Transfer)					◆		
Agriculture Business Management & Marketing (AAS)					◆		
Agriculture Production (AAS, Diploma)					◆		
Agriculture Production Management (AS)					◆		
Applications in Farm Business Management (Certificate, Certificate Art, AA)	◆				◆		
Advanced Farm Business Management (Certificate)	◆	◆	◆	◆	◆		
Essentials of Farm Business Management (Certificate)	◆	◆	◆	◆	◆		
Farm Business Management (Diploma)	◆	◆	◆	◆	◆		
Plant Science GIS/GPA (AS)					◆		
Precision Agriculture Application Technician (Certificate)					◆		
BUSINESS & MANAGEMENT							
Accountant (AAS, Diploma, Certificate, Accountant Clerk Diploma)	◆	◆	◆	◆	◆	◆	
Administrative Assistant/Receptionist (AAS, Diploma, Certificate)	◆	◆	◆	◆	◆	◆	
Business- Pre Business Preparation (AA)					◆		
Business Administration (AA)					◆		
Business Education (AA)					◆		
Business Management (AS, AAS)					◆		
Business Management Computer Emphasis (AS)					◆		
Business Office Management (AS)	◆	◆	◆	◆	◆	◆	
Small Business Management (Diploma)	◆	◆	◆	◆	◆		
EDUCATION							
Education, Elementary or Special (AA)					◆		
Education Paraprofessional (Certificate)	◆	◆	◆	◆	◆	◆	
Education Secondary (AA)					◆		
Physical Education (AA)					◆		
ENERGY & MANUFACTURING TECHNOLOGY							
Biofuels Technology (AAS, Biodiesel Certificate, Ethanol Certificate)		◆				◆	
Carpentry (Certificate, Diploma, AAS)				◆			
Electric Utility Substation Technology (AAS, Technician Diploma)			◆				
Electrician (AAS, Diploma)	◆		◆				
Energy Technical Specialist (AAS)	◆	◆				◆	
Fluid Power Technology (AAS, Diploma)		◆					
Heating, Ventilation & Air Conditioning/Refrigeration Technology (AAS, Diploma, Certificate))				◆			
Industrial Technology (AAS, Diploma, Certificate)		◆			◆		
Manufacturing Production Technician (Certificate)	◆	◆	◆	◆	◆	◆	

CURRENT ACADEMIC PROGRAMS

	CANBY	GRANITE FALLS	JACKSON	PIPESTONE	WORTHINGTON	ONLINE	LUVERNE
Mechatronics (AAS, Diploma, Fluid Power Specialist Diploma)		◆			◆		
Plumbing Technology (AAS, Diploma, Technician Diploma)				◆			
Precision Machining (AAS, Certificate)		◆					
Powerline Technology (AAS, Diploma, Technician Diploma)			◆				
Solar Photovoltaic Technician (Certificate)	◆		◆				
Welding (Certificate, Diploma)	◆	◆	◆	◆	◆		
Wind Energy Technology (AAS, Mechanic Diploma)	◆					◆	
Windsmith (Certificate)						◆	
HEALTH							
Chiropractic (AA)					◆		
Community Health Worker						◆	
Dental Assistant (AAS, Diploma)	◆						
Dental Hygiene (AA)					◆		
Dentistry- Pre Dental Science (AS)					◆		
Emergency Medical Services (Certificate)			◆				
Emergency Medical Technician (Certificate)	◆	◆	◆	◆	◆	◆	
Health (AA)					◆		
Health Information Technology	◆	◆	◆	◆	◆	◆	
Management & Supervision in Healthcare (AS)	◆	◆	◆	◆	◆	◆	
Healthcare Supervision & Leadership (Certificate)	◆	◆	◆	◆	◆	◆	
Massage Therapy (Diploma)					◆		
Medical/Healthcare Administrative Assistant (AAS, Diploma)	◆	◆	◆	◆	◆	◆	◆
Medical Coding Specialist (Diploma)	◆	◆	◆	◆	◆	◆	
Medical Assistant (AAS, Diploma)							◆
Medical Laboratory Technician (AAS)							◆
Nursing, Associate Degree (RN) (AS)		◆			◆	◆	
Nursing, Practical (PN) (Certificate)		◆		◆	◆	◆	
Occupational Therapy (AA)					◆		
Optometry- Pre Optometry (AS)					◆		
Pharmacy- Pre Pharmacy (AS)					◆		
Pharmacy Technology (Diploma)	◆	◆	◆	◆	◆	◆	
Pharmacy Technician (Certificate)						◆	
Phlebotomy (Certificate)							◆
Radiologic Technology (AAS)							◆
Surgical Technology (AAS)							◆

CURRENT ACADEMIC PROGRAMS

	CANBY	GRANITE FALLS	JACKSON	PIPESTONE	WORTHINGTON	ONLINE	LUVERNE
HUMAN SERVICES, PUBLIC SERVICE & SAFETY							
Child Development (AS, Certificate, Diploma)		◆			◆		
Cosmetology, Nail Technician, Esthetician (Diploma, Other State Diploma, Esthetician Diploma, Manicurist Diploma)			◆	◆			
Human Services (AS Child Development Track, AS Generalist Track)					◆		
Law Enforcement (AS, AAS, AA)					◆		
INFORMATION TECHNOLOGY							
Computer Certificate Options (Applications Specialist, CISCO Networking, Data Entry Specialist, Desktop Support Specialist, Information Security Administration, Information Security Management, Information Technology, IT Workplace Assistant, IT Workplace Specialist, Programmer Specialist, Computer Specialist, Computer Maintenance & Repair, Technology Workplace Ready, Telecommunications, Webpage Design Assistant)	◆	◆	◆	◆	◆	◆	
Computer & Information Technology (AAS)					◆		
Computer Engineering Technology (AAS, Diploma)			◆				
Computer Information Security & Assurance (AAS)	◆	◆	◆	◆	◆	◆	
Computer & Networking Technology (AAS)		◆	◆		◆	◆	
Computer Science					◆		
Computer Support Technician (Diploma)		◆	◆				
Computer Web Development (AS)					◆		
Telecommunications/Information Technology (AAS)		◆	◆		◆		
Computerizing Small Business Management (Diploma)	◆	◆	◆	◆	◆		
Computer Specialist (AAS)					◆		
Computer Networking Specialist (AAS, AS, Diploma)			◆		◆		
Computer Applied Technology (AS)					◆		
Computer Information Science (AA)					◆		
Computer Science (AA, AS)					◆		
Computer Management Information Systems (AA)					◆		
LIBERAL ARTS							
	◆	◆	◆	◆	◆	◆	◆
MECHANICAL & TRANSPORTATION							
Automotive Technology (AAS, Technician Diploma, engine Repair & Electrical Certificate, Drivetrain Systems Certificate, Advanced Engineer Performance & Electrical Certificate)			◆				
Diesel Technology (AAS, Advanced Diesel Certificate, Basic Diesel Certificate, Powertrain and Hydraulics Certificate, Ag & Truck First Year Diploma, Ag & Truck Second Year Diploma)	◆						
Power Sports Technology (ATV/Motorcycle/Snowmobile) (Diploma)			◆				
BIOLOGY - FISH & WILDLIFE (AA)							
					◆		
CHEMISTRY (AS)							
					◆		
ECONOMICS (AA)							
					◆		

CURRENT ACADEMIC PROGRAMS

	CANBY	GRANITE FALLS	JACKSON	PIPESTONE	WORTHINGTON	ONLINE	LUVERNE
ENGINEERING (AS)					◆		
ENVIRONMENTAL SCIENCES (AA)					◆		
FOOD SCIENCE (AS)					◆		
FORESTRY/NATURAL RESOURCES (AS)					◆		
HOME ECONOMICS (AA)					◆		
INDIVIDUALIZED STUDIES (AAS, AS)					◆	◆	
LAMB AND WOOL MANAGEMENT (DIPLOMA)				◆			
LAW - PRE LAW (AA)					◆		
MANAGEMENT (CERTIFICATE)	◆	◆	◆	◆	◆	◆	
MATHEMATICS (AA)					◆		
OFFICE MANAGEMENT (AS)						◆	
PSYCHOLOGY (AA)					◆		
RECEPTIONIST CERTIFICATE		◆	◆	◆	◆	◆	
RECREATION/PARKS ADMINISTRATION (AA)					◆		
SOCIOLOGY (AA)					◆		
SUPERVISORY LEADERSHIP IN MANAGEMENT (CERTIFICATE)	◆	◆	◆	◆	◆	◆	

TOP PROGRAMS

Major	Degree	Fall 2017 (20183)	
		Headcount	FYE
Undeclared		480	66.17
Non Degree	NSD	914	189.53
Liberal Arts	AA	322	127.37
Pre-nursing	AS	316	107.80
Essentials	CERT	76	13.57
Business Mgt	AS	53	22.10
ADNursDist	AS	44	15.60
Applications	CERT	41	6.93
Mechatronics	AAS	37	16.17
Account AAS	AAS	35	13.97
Advanced FBM	CERT	32	5.13
Powerline	DIP	31	16.83
Pre-Law Enf	AA	30	15.40
Advanced FBM	ATC	27	4.20
Elec AAS	AAS	26	15.43
RadTech	AAS	26	10.23
Cosmetology	DIP	23	15.10
AdmAsstAAS	AAS	22	8.33
Med Coding	DIP	22	6.60
Lamb & Wool	DIP	21	2.53
Mechatronics	DIP	20	11.13
Electrician	DIP	18	10.33
SurgTech	AAS	18	6.83
Business Mgt	AAS	17	6.33
InfoSecAssur	AAS	17	6.33
Farm Bus.	DIP	16	2.77
PowerlineAAS	AAS	15	6.03
MLT A.A.S.	AAS	15	5.83
Hlth Inf Tec	AAS	15	5.73
Hlth Adm Ast	AAS	15	5.67
Comp&NetAAS	AAS	14	5.93
ADNursing	AS	14	5.47
MgmtSupHlth	AS	14	4.73
Comp Sml Bus	DIP	14	2.07
Child Devel	AS	13	4.87
Diesel AAS	AAS	12	6.93
Individuali	AS	12	4.83
Pre-RadTech	AAS	11	3.40
Blue2Brown	AA	10	5.33
AgBusMgmMrk	AAS	10	4.57
PracNursOL	DIP	10	3.33

CUSTOMIZED TRAINING PROGRAMS

- Community Development & Lifelong Learning
- Health Care
- Management and Professional Development
- Manufacturing and Trades
- Public Safety
- Transportation
- Workplace Safety

MANAGEMENT EDUCATION PROGRAMS

- Farm Business Management
- Lamb and Wool Management
- Small Business Management

ENROLLMENT MANAGEMENT OUTREACH PLAN 2015-2020

Minnesota West Community & Technical College's Marketing Plan is to support the mission of the college, being dedicated to serving the varied educational needs of the college's diverse populations in affordable, accessible and supportive settings. Minnesota West students have the opportunity to earn an Associate's Degree, Diploma, or Certificate in more than 60 disciplines. The Marketing Plan is intended to focus on a strategic direction to support the goals on marketing the college.

Primary Audiences

Minnesota West's primary students are under the age of 20 representing 39% of the enrollment; the next highest percentage is at ages 20-24 with 20% of the enrollment. Predominate location of residency is from Minnesota (92%) based primarily within counties of the campus locations. The feeder high schools also mirror the counties within our territory. Within the academic year, a good majority of the students are regular students (37%), transfer (25%) or PSEO (22%).

Special Target Audiences

Special target audiences are not as large as primary; however, they are identified as key targeted groups to market. Three specific areas that we will focus on will be 1) students of color, 2) non-traditional adults interested in technical education, and 3) online students. The demographics of the communities served by MWCTC have increased percentages of high school graduates that are minorities. MWCTC's largest feeder high school has over a 50% Hispanic population in K-12. The non-traditional (adult) population is also heavily targeted, as this population is needed to maintain MWCTC enrollment and to fill job force needs for career and technical graduates. In addition, the target high school population is shrinking and to fill that gap, the non-traditional market will need to expand. MWCTC's online enrollment represents 46%; this is an area that while marketed, could be expanded to grow the college's coverage area.

Media Strategies

The goal of the media strategies is to increase and sustain a healthy enrollment at MWCTC that supports the workforce needs of the region and state.

The media strategies include:

1. Redesign web presence to increase market/enrollment growth.
2. Centralize and coordinate innovative broad advertising strategy to build MWCTC's presence and regional awareness.
3. Increase # of traditional (15 – 22 years) students, with a special emphasis on underrepresented populations enrolled in MWCTC programs of study.
4. Increase # of non-traditional students (24 and older, underemployed, unemployed, partial credit earners, incumbent work force) enrolled in credit and non-credit programs.
5. Create coordinated plan to “tell our story” in collaboration with the MN West Foundation.
6. Develop and implement a coordinated integrated communications methodology that ensures student success from prospect to admissions to graduation.

The outcomes of the media strategies include:

- Effective Strategic Plan that results in enrollment growth across all market sectors
- Effective Strategies to retain and complete students

SPECIALTY PROGRAMS

The following are MWCTC programs that are unique to the region and Minnesota State system.

Powerline (Jackson Campus)

The Powerline Technician major is designed to train students to become apprentices in powerline construction and maintenance. Students learn basic skills and applications in transmission and distribution.

Persons trained in this field work for power companies, installing and maintaining overhead and underground powerlines. They install equipment such as overvoltage and overcurrent protective devices, transformers, capacitors, and regulators. Powerline technicians are employed by investor-owned power companies, consumer-owned power companies, municipalities, and by electrical contractors.

Wind (Canby Campus)

Wind Energy Technology

The Wind Energy Technology program combines lecture and hands-on training to provide skills necessary in completing advanced technical troubleshooting and repairs on wind energy turbines. Under minimal supervision, graduates will be able to carry out complex daily assembly, service, repair, and operations of infrastructure to wind turbine generators and related equipment. Exposure to concepts of basic digital circuits, motor controllers, programmable logic controllers, and computerized data collection, interpretation, storage, and retrieval is evident throughout the program.

Wind Energy Technicians must operate in compliance with company, State, and Federal OSHA requirements and be capable of climbing to 300 feet. They work closely with clients and must have an understanding of environmental issues and politics, written technical skills, and data interpretation.

Wind Energy Mechanic

The Wind Energy Mechanic program combines lecture and hands-on training to provide skills necessary in completing technical troubleshooting and repairs on wind energy turbines. Under minimal supervision, graduates will be able to carry out complex daily assembly, service, repair, and operations of infrastructure to wind turbine generators and related equipment. Wind Energy Mechanics must operate in compliance with company, State, and Federal OSHA requirements and be capable of climbing to 300 feet. They work closely with clients and must have an understanding of environmental issues and politics, written technical skills, and data interpretation.

PARTNERSHIPS

K-12

MWCTC has long-established K-12 partnerships throughout the region. Sixty-three high schools have students who take post-secondary enrollment options (PSEO) courses either online or at one of the MWCTC campuses. Thirteen high schools offer concurrent enrollment/dual credit courses. In 2017-2018, MWCTC offered 75 sections of 31 different courses to area high school students through the REACH program. Through PSEO and REACH, about 850 students have access to college courses in their high schools.

MWCTC also works extensively with the Southwest West Service Coop of which one focus is career academies. Career academy courses, which focus on career and technical education, are offered at a centralized site in various regions with student attendance from multiple high schools. In 2017-2018, over 100 students were served and took part in college level career and technical courses in the spring 2018 semester.

Colleges and Universities

MWCTC works with colleges throughout the region; most MWCTC individual courses transfer to other institutions. Additionally, MWCTC has specific articulation agreements with 16 other colleges and universities. They include:

- Buena Vista University, Storm Lake, IA
- Capella University
- Colorado Technical University
- Franklin University, OH
- Minnesota State Colleges and Universities
- Minnesota State University, Mankato
- Minnesota State University, Moorhead
- Presentation College, Aberdeen, SD
- Rasmussen College
- South Central College, Mankato, MN
- South Dakota State University, Brookings, SD
- Southwest Minnesota State University, Marshall, MN
- University of Minnesota, Twin Cities
- University of Minnesota, Crookston
- University of North Dakota, Grand Forks, ND
- University of Phoenix, AZ

1.5 TECHNOLOGY PLANNING

INFORMATION TECHNOLOGY GROUP & STRATEGIC GOALS

The Information Technology Group was created to support students, faculty, staff, and administration, as well as the operations at MWCTC, with a specific focus on serving these constituents in ways that enhance student learning. While all three of the core commitments of the Minnesota State Strategic Framework are important, the IT group has an increased role in commitments 1 and 3:

1. Ensure access to an extraordinary education for all Minnesotans
2. Be the partner of choice to meet Minnesota's workforce and community needs
3. Deliver to students, employers, communities, and taxpayers the highest value/most affordable higher education option

The IT group, primarily behind the scenes, is instrumental in providing digital access to our educational systems, allowing students to pursue their academic dreams. Of the six recommendations outlined in Charting the Future are important, recommendations 1, 2, 4, and 6 are foundational to the IT group at MWCTC.

1. Dramatically increase the success of all learners, especially those in diverse populations traditionally underserved by higher education.
2. Develop a collaborative and coordinated academic planning process that advances affordability, transferability, and access to our programs and services across the state.
4. Expand the innovative use of technology to deliver high-quality online courses, strengthen classroom instruction and student services, and provide more individualized learning and advising.
6. Redesign our financial and administrative models to reward collaboration, drive efficiencies, and strengthen our ability to provide access to an extraordinary education for all Minnesotans.

IT GOALS & FRAMEWORK

A series of over-arching, IT goals, were established along with a framework by which the goals could be addressed in a tangible manner. The framework broke down each over-arching goal into specific actions, assessment and relationship to Minnesota State and MWCTC strategic goals. The over-arching and specific IT goals include the following.

Enhance Teaching and Learning

- Understand, promote and proactively train on technologies that support instruction and student learning
- Work with faculty to assist them with incorporating technology in the classroom
- Work with students to overcome barriers to learning; proactively work with diverse learners, particularly on the Worthington campus
- Interface with SHOT to ensure that ITV learning environments function smoothly
- Attend 80 percent of faculty meetings and CTL events to understand faculty/teaching and learning needs
- Promote and train on Quality Matters initiatives, encouraging faculty to utilize the rubric and professional development opportunities

Ensure Fluency and Skills

- Assist faculty, students, staff and administrators to effectively use new and existing systems
- Showcase and champion emerging technologies
- Formalize training at each campus by working with CTL to offer at least one IT-led event per semester

Ensure Information Access, Security and Redundancy

- Develop, maintain and improve our networks and systems to provide appropriate access to faculty, staff, students and administrators
- Widen the breadth of knowledge on the team, focusing on cross-training and day to day functionality in the event of major complication
- Develop and maintain web site to ensure that faculty, staff, students and administrators have the information and systems needed

Integrate with Key Constituents

- Provide first level support to IT issues
- Proactively communicate with faculty, staff, administration and students
- Attend college meetings
- Be involved and visible at internal and external events

Documentation, Training and Cross-training

- Review tickets (daily) and complete AskIT processing through closing of ticket
- Develop master project list
- Document scope and timeline of major projects
- Document processes and cross-train
- Attend at least one training event outside of Minnesota State IT conference each year

See the Appendix for the 2016-2017 IT Goals, Current Status, and Strategic Planning document.

IT UPGRADES OVERVIEW

MWCTC IT prepared a roadmap to help the college better plan for the required resources, funding, facilities, etc. that would be required to complete future large-scale projects (>\$20,000). The large-scale projects outlined below follow recent completion of other IT projects including replacement of the wireless network.

FY – 2019 Storage Area Network (SAN) Replacement

MWCTC's current HPE P4500G2 SAN is scheduled to go EoL/EoS (End of Life/End Of Support) on December 31, 2018. More than likely, MWCTC can continue to run with third party support for up to a year after that date and time. It would be in the best interest of the college to continue HPE factory support for as long as possible and strongly consider a third party support option beyond that date while working towards replacement of the unit and parts availability is current. Approximate cost of this project is \$40,000.

FY – 2020 SCCM Server Hardware Replacement

The MWCTC data network is dependent upon a Microsoft product called SCCM (System Center Configuration Manager). SCCM has many uses – patching workstations, deploying policy, imaging computer labs, etc. The server hardware that is currently in use at the four, predominantly-technical campuses is nearing end of its life. The software licensure for SCCM is currently included in MWCTC's annual Microsoft agreement. No additional software costs are required for the completion of this project. The scope of this project is to replace the four SCCM servers at Canby/Jackson/Pipestone/Granite Falls. (The Worthington campus received new hardware for the core parent host of the SCCM system in 2017 as a result of a major version software system upgrade/migration at that time.) Approximate cost of the four HPE servers for this project are \$45,000.

FY – 2021 Primary Data Center Network Gear Replacement

While the MWCTC long-term IT strategy continues to leverage systems-wide migrations to the cloud whenever possible, elements such as local DNS (Domain Controllers), file shares and workstation imaging with SCCM will continue to need a reasonable level of local server hardware. MWCTC will continue to maintain a reasonable amount of local services for the foreseeable future. Although aging – some of the Worthington server room hub networking gear stack continues to remain under Cisco Smartnet agreement – consolidation and replacement of the gear with new and faster smart stacking technology seems a logical next move with some of the gear reaching EoL/EoS by the estimated FY-2021 replacement target date. Estimated cost: \$25,000.

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