Introduction

Information Technology in a higher education setting supports teaching, learning, and business continuity of the institution. This Information Technology Master Plan was developed to align with the strategic goals of the Minnesota State Colleges and Universities system and initiatives of the college.

Purpose of Information Technology

The purpose of the IT group is to support students, faculty, staff, and administration, as well as the operations at Minnesota West Community & Technical College, with a specific focus on serving these constituents in ways that enhance student learning.

There are six Strategic Dimensions of the Minnesota State Equity 2030 Framework:

- **Enhanced Access** (Enhancing access to higher education by strengthening partnerships and collaboration with K-12, business & industry, community-based organizations, and philanthropic partners to expand and grow current programming and identify new ways to support students).
- **Student Academic Success** (Establishing guided learning pathways that focus on academic preparation, progression, and accomplishment within an area of study and career).
- **Student Success: Engagement and Support** (Student experience within the institution, both academic and non-academic, including supporting basic needs).
- **Data-guided Decision Making (**Building technology infrastructure and capacity for deeper data analytics, and expanding campus capacity to interpret data and use it to guide decisions making).
- **Financial Resources and Support** (Expanding financial resources and support for students and growing the financial resource base for campuses).
- **Workforce Diversity and Talent Development** (Incorporating the local and national context with the changing student and employee demographics and needs, focusing on cultural competence development, inclusive hiring practices, and improved campus climate).

Minnesota West's strategic goals are noted below.

STRATEGIC DIRECTIONS AND OUTCOMES

1. Implement Comprehensive Program Management

a. 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.

b. Create a new program development process to streamline idea to implementation in 12 months or less.

c. Invest financial resources to align with distinctive high quality programs.

2. Improve Curriculum Delivery Options

a. Create 10% increase in hybrid programs and courses by May 2019.

b. Increase foot traffic/enrollment on each campus by 10%.

c. Increase number of online course offerings by 3%.

d. Develop and implement competency-based adult online education program.

e. Upskill faculty and staff in use of innovative approaches through 10% increase in professional development.

3. Develop College Resources Beyond State Allocations

a. Increase employee participation in Foundation giving to 80%.

b. Increase the Foundation endowment to $3 million by 2019.

c. Increase alumni giving by 10% in participation and contributions.

d. Generate 5% of general funds in federal grant dollars annually.

4. Increase Partnerships

a. Increase overall regional/community partnerships for advancing career education.

b. Add 15 new employer signed agreements for equipment or scholarships.

c. Acquire 15 MOUs with K-12 partners.

d. 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.

IT Goal 1: Enhance Teaching and Learning

IT Goals	Tactical, Strategic, or Transformative	Minnesota West Strategic Goals	Relationship to Minnesota State Strategic Dimensions/Equity 2030 Framework
Understand, promote, and train on technologies that support instruction and student learning	Transformative	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Work with faculty to assist them with incorporating technology in the classroom (Zoom, Respondus Monitor, Kaltura, etc.)	Transformative	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Work with students to overcome barriers to learning	Transformative	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Interface with SHOT to ensure that web-based learning environments function smoothly.	Strategic and Tactical	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Attend 80 percent of faculty meetings and CTL events to understand faculty / teaching and learning needs	Strategic and Tactical	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Participate as a member on Campus Academic Technology Team (CATT) (2 IT personnel per year, minimum)	Tactical	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support

Measures of Success: Support faculty with technology needs. Provide technical assistance to students. Other anecdotal instances of enhancing teaching and learning should be tracked and reported.

IT Goal 2: Ensure IT Fluency and Skills

IT Goals	Tactical, Strategic, or Transformative	Minnesota West Strategic Goals	Relationship to Minnesota State Strategic Dimensions/Equity 2030 Framework
Assist faculty, students, staff, and administrators to effectively use new and existing systems and technologies	Strategic and Transformative	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Formalize training at each campus by working with CTL to offer at least one IT-led event per semester (2 events per year)	Transformative	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support

Measures of Success: Meet the training requirements set forth with CTL events.

IT Goal 3: Ensure Information Access, Security, and Redundancy

IT Goals	Tactical, Strategic, or Transformative	Minnesota West Strategic Goals	Relationship to Minnesota State Strategic Dimensions/Equity 2030 Framework
Develop, maintain, and improve networks and systems to provide appropriate access to faculty, staff, students, and administrators	Tactical	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Widen the breadth of knowledge on the team, focusing on cross-training and day to day functionality in the event of major complication	Tactical and Strategic	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Support web site hosting (off site) and support any technical updates (*may change with new web site rollout).	Strategic	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support

Measures of Success: 99 percent up time of networks and systems. Cross-training occurs and back up personnel can handle issues as arise.

IT Goal 4: Integrate with Key Constituents

IT Goals	Tactical, Strategic, or Transformative	Minnesota West Strategic Goals	Relationship to Minnesota State Strategic Dimensions/Equity 2030 Framework
Provide first level support for IT issues; coordinate second level support with Minnesota State System Office IT personnel	Tactical	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Communicate with faculty, staff, administration, and students	Tactical	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Attend meetings	Tactical and Strategic	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support
Be involved and visible at events	Tactical	2. Improve Curriculum Delivery Options, subsets a., c., and e. (online, hybrid, innovative approaches).	Enhanced Access Student Success: Engagement and Support

Measures of Success: communication occurs, meetings attended, and staff visible at college events.

IT Goal 5: Documentation, Training, and Cross-Training

IT Goals	Tactical, Strategic, or Transformative	Minnesota West Strategic Goals	Relationship to Minnesota State Strategic Dimensions/Equity 2030 Framework
Review tickets (daily) and complete AskIT processing through closing of ticket	Tactical	NA	NA
Develop and maintain individual project list	Strategic and Tactical	NA	NA
Document scope and timeline of major projects	Strategic and Tactical	NA	NA
Document processes and cross-train	Tactical	NA	NA
Attend at least one training event outside of Minnesota State IT conference each year to increase knowledge/understanding	Transformative	NA	NA

Measures of Success: AskIt updated daily. Staff/campus/college-wide project lists are updated quarterly. Scope and timelines (project plans) developed for major projects. Documentation is completed. Cross-training occurs. Training occurs outside of Minnesota State IT conference.

College-wide Coverage

Networks and Systems: Brian Tonsager is the primary network and secondary system administrator. Heidi Heckenlaible is the primary software systems administrator.

Web Support: The web content management occurs in Marketing. IT assists with the vendor used to host the web site off premises.

Help Desk Support: Helpdesk is a LARC function. The professional tutors in the LARC cover the help desk. AskJay (student ticket system) is managed by the Communications Center (Marketing).

Campus Coverage

Campus IT coverage:

- Brad Christensen (Canby, Granite Falls, Marshall MERIT Center)
- Heidi Heckenlaible (college-wide, Luverne)
- Elias Marroquin-Gomez (Worthington)
- Jim John (Pipestone, Worthington)
- Jason Runia (Jackson, Luverne).
- Brian Tonsager (college-wide, Pipestone)

Cross campus coverage by the campus IT personnel is expected. On major events, it is expected that campus IT personnel will shift to where more coverage is needed (all faculty duty days, athletics, major events).