Mission Statement:
The mission of the Information Technology department at Landmark College is to provide leadership in the planning and management of technology-related services and resources in order to facilitate the effective use of assistive, instructional, and administrative technologies and to manage and grow the technology infrastructure in support of the College’s mission.

Objective 3. Enhancing the teaching and learning environment through technology:
Improve integration of technology in the curriculum to effectively support teaching and learning.

Action 1. Increase utilization of on-line course management systems to 80% of faculty over the next two years.

Responsibility: Educational Technology Services Director
Collaborators: Chief Technology Officer; Academic Program Management Director; Educational Technology Coordinator; Department Chairs; faculty
Timeline: By fall 2010
Resources: $0
Priority: Critical
Status: Completed; near 100% utilization

Action 2. Continue installation of advanced smart technologies in one classroom or learning space per year on average and in auditoriums in Administration and FAB Buildings.

Responsibility: Technology Support Services Manager
Collaborators: Educational Technology Services Director; Chief Technology Officer; Academic Program Management Director
Timeline: 2009-12
Resources: $50,000 annually beginning in Fiscal Year 2010 [funded by new endowment]
Priority: Important
Status: Implementation. Two smart classrooms installed in Aug 2010 and a third to be installed in Jan 2011

Action 3. Collaborate on the development of student technology learning outcomes and integrated support services.

Responsibility: Department Chair First Year Studies
Collaborators: Academic Dean, Academic Program Management Director, Educational Technology Services Director, Educational Technology Coordinator; Chief Technology Officer
Timeline: 2009-12
Resources: $0
Priority: Important
Status: Implementation in FY program in fall 2010
Action 4. Enhance the functionality of the ISIS and visits database academic systems based upon well defined needs to support student intervention and retention efforts.

Responsibility: Database Specialist
Collaborators: Database Services Manager; Chief Technology Officer; Academic Program Management Director
Timeline: 2009-10
Resources: $0
Priority: Important
Status: Implementation on-going as additional needs identified

Action 5. Evaluate and deploy faculty and student e-portfolio solutions as an informational depository for academic and professional achievements.

Responsibility: Academic Program Management Director
Collaborators: Educational Technology Services Director; Chief Technology Officer; Educational Technology Coordinator; Academic Dean
Timeline: Implementation by Fiscal Year 2011 (faculty)
Resources: $5,000 in Fiscal Year 2011
Priority: Contributive
Status: Assessment

Action 6. Establish a collaborative approach to planning and supporting technology integration in new curricula.

Responsibility: Chief Technology Officer
Collaborators: Academic Dean; Academic Program Management Director; Educational Technology Services Director; Technology Support Services Manager; Educational Technology Coordinator
Timeline: 2009-12
Resources: $0
Priority: Critical
Status: Implementation primarily through Educational Technology Steering Committee

Objective 4. Supporting technology literacy and competency: Assess and enhance support and training services that effectively support student, faculty, and staff use of assistive, instructional, and productivity technologies.
Action 1. Increase student awareness and effective use of assistive technologies through a robust and needs-based training program, new student orientation, classroom visitations, AT course, and integration with other support services.

**Responsibility:** Educational Technology Services Director  
**Collaborators:** Director of FY Academic Programming; Department Chair First Year Studies; Educational Technology Coordinator; Technology Support Services Manager; Drake Center for Academic Support  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Important  
**Status:** Implementation; new AT toolkit course in spring 2011

Action 2. Assess and establish more integrated support services for student use of assistive technologies, including enhanced support for digital text.

**Responsibility:** Educational Technology Services Director  
**Collaborators:** Educational Technology Coordinator; Digital Text Coordinator  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Important  
**Status:** Implementation

Action 3. Assess assistive technology software options and policies and deploy strategies that most effectively support student needs.

**Responsibility:** Technology Support Services Manager; Educational Technology Services Director  
**Collaborators:** Chief Technology Officer; Educational Technology Coordinator; Academic Program Management Director  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Contributive  
**Status:** Implementation. Assistive Technology software requirements revised for fall 2010 and spring 2011

Action 4. Collaborate with the library to provide more integrated technology support services.

**Responsibility:** Chief Technology Officer  
**Collaborators:** Technology Support Services Manager; Educational Technology Services Director; Library Director; Library staff  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Contributive  
**Status:** Planning
Action 5. Develop comprehensive training programs, support services, and guidelines for faculty to effectively use classroom, instructional, and assistive technologies in teaching.

**Responsibility:** Academic Program Management Director; Educational Technology Services Director

**Collaborators:** Educational Technology Coordinator; Academic Dean; Chief Technology Officer; faculty department chairs

**Timeline:** 2009-12

**Resources:** $0

**Priority:** Critical

**Status:** Implementation

**Objective 5, Integrating emerging technologies:** Evaluate and pursue emerging technologies that have potential application for teaching and learning and administrative operations.

Action 1. Identify and pursue new assistive technologies and provide opportunities for broad student and faculty evaluation.

**Responsibility:** Educational Technology Services Director

**Collaborators:** Chief Technology Officer; Technology Support Services Manager; Educational Technology Coordinator; Student and Academic Affairs administrators.

**Timeline:** 2009-12

**Resources:** $20,000 annually, beginning in Fiscal Year 2010

**Priority:** Important

**Status:** Implementation

Action 2. Evaluate and pursue mobile client technologies that have academic benefit and that are compatible with the College’s technology environment.

**Responsibility:** Technology Support Services Manager

**Collaborators:** Chief Technology Officer; Educational Technology Services Director; Network Services Manager; Educational Technology Coordinator

**Timeline:** 2009-12

**Resources:** $5,000 annually beginning in FY 2010

**Priority:** Contributive

**Status:** Assessment and implementation; including mobile devices and Groupwise integration in fall 2009; Assessment of Moodle for mobile devices

Action 3. Collaborate with Institutional Advancement, Grants Office, and LCIRT to pursue grant and funding opportunities for new technology resources and initiatives.

**Responsibility:** Chief Technology Officer

**Collaborators:** Vice President for Research and Institute Operations; Assistant Vice President for Grants; development office

**Timeline:** 2009-12

**Resources:** $0
Objective 6, Leveraging our web-based resources: Design and support a web-based architecture and resources on the Intranet and public web site to effectively support marketing, academic, enrollment, residential, Institute, and administrative initiatives.

Action 1. Complete deployment of the decentralized content management system and assignment of responsibilities for the public and portal web sites, to ensure web content is dynamic and current.

Responsibility: Web Strategy Director
Collaborators: Web Services Manager; content owners; department managers; Director of Marketing and Public Relations
Timeline: 2010
Resources: $3,500
Priority: Critical
Status: Implementation. Content responsibilities and CMS deployment for existing sites completed.

Action 2. Redesign the College’s public web site to effectively convey marketing messages and improve accessibility and navigation.

Responsibility: Web Strategy Director
Collaborators: Chief Technology Officer; Web Services Manager; Director of Marketing and Public Relations; web project team
Timeline: 2010-11; To be completed in spring 2011
Resources: $200,000 in Fiscal Year 2010
Priority: Critical
Status: Implementation

Action 3. Expand interactive on-line applications, including financial aid and application tracking, event registration, bookstore purchasing, purchase requisitions, and other applications.

Responsibility: Database Services Manager
Collaborators: Database Specialist; Chief Technology Officer; Enrollment Office; Business Office; Web Strategy Director; Web Services Manager
Timeline: 2010-12
Resources: $25,000 annually, beginning in Fiscal Year 2010
Priority: Important
Status: Implementation
Action 4. Collaborate with Institutional Advancement to further develop on-line resources to engage and support alumni.

**Responsibility:** Chief Technology Officer  
**Collaborators:** Web Strategy Director; Technology Support Services Manager; Educational Technology Services Director; Educational Technology Coordinator  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Important  
**Status:** Development

Action 5. Re-design or enhance the College’s Intranet site to improve design standardization, accessibility, and navigation.

**Responsibility:** Web Strategy Director  
**Collaborators:** Web Services Manager; Chief Technology Officer; Academic and department management  
**Timeline:** 2009-10  
**Resources:** $0  
**Priority:** Important  
**Status:** Implementation

Action 6. Assess and develop resources on the Intranet to support academic, administrative, and student programs and activities.

**Responsibility:** Web Strategy Director  
**Collaborators:** Web Services Manager; Chief Technology Officer; Academic and department management  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Important  
**Status:** Implementation

**Objective 7, Enhance network reliability and capability:** Manage and support a reliable and secure technology environment, including network and server infrastructures, that optimizes current capacities and enables flexibility for growth.

Action 1. Deploy Internet bandwidth upgrade and management strategies to support increasing and appropriate utilization.

**Responsibility:** Network Services Manager  
**Collaborators:** Network Specialist  
**Timeline:** 2009-12  
**Resources:** $5,000 in FY11 and $5,000 in FY12  
**Priority:** Critical  
**Status:** Implementation
Action 2. Expand wireless network infrastructure on campus to include residence halls and upgrades to lower campus.

**Responsibility:** Network Services Manager  
**Collaborators:** Network Specialist; Facilities staff  
**Timeline:** 2009-10  
**Resources:** $30,000 in Fiscal Year 2010  
**Priority:** Important  
**Status:** Implementation; residence halls completed

Action 3. Deploy server virtualization and SAN storage architecture to support server reliability, management, and growth needs.

**Responsibility:** Network Services Manager  
**Collaborators:** Network Specialist; Database Services Manager; Database Specialist  
**Timeline:** 2009  
**Resources:** $120,000  
**Priority:** Important  
**Status:** Implementation. Upgrade planned in spring 2011

Action 4. Upgrade network backbone and peripheral cable infrastructure on campus to support greater capacities.

**Responsibility:** Network Services Manager  
**Collaborators:** Network Specialist  
**Timeline:** 2010-12  
**Resources:** $110,000  
**Priority:** Important  
**Status:** Implementation

Action 5. Deploy single sign-on (LDAP) solution for Intranet portal and network and e-mail resources to support accessibility and security needs.

**Responsibility:** Network Services Manager  
**Collaborators:** Web Strategy Director; Web Services Manager; Database Services Manager; Technology Support Services Manager; Database Specialist  
**Timeline:** 2010  
**Resources:** $0  
**Priority:** Important  
**Status:** Development
Action 6. Provide customized portal and network resources to new students prior to their arrival on campus to support student enrollment and engagement.

Responsibility: Technology Support Services Manager
Collaborators: Chief Technology Officer; Web Services Manager; Database Services Manager; Network Services Manager
Timeline: 2010
Resources: $3,000 in Fiscal Year 2010
Priority: Important
Status: Implementation. Accounts provided on deposit

Action 7. Collaborate with Human Resources to deploy a comprehensive and responsive employee hire and exit system for technology accounts, resources, and services.

Responsibility: Chief Technology Officer
Collaborators: Technology Support Services Manager; Database Services Manager; Network Services Manager; Human Resources staff
Timeline: 2010
Resources: $0
Priority: Important
Status: Implementation

Action 8. Complete development of technology disaster prevention, preparedness, and recovery planning.

Responsibility: Chief Technology Officer
Collaborators: Information Technology managers
Timeline: 2010-12
Resources: $0
Priority: Important
Status: Implementation. Primary focus on preventative strategies (e.g., virtualized infrastructure, backup site, emergency generator)


Responsibility: Network Services Manager
Collaborators: Technology Support Services Manager; Network Specialist
Timeline: 2010-12
Resources: $0
Priority: Contributive
Status: Implementation
Action 10. Evaluate and pursue solutions to expand remote access to network drives and other resources.

**Responsibility:** Network Services Manager  
**Collaborators:** Network Specialist; Technology Support Services Manager; Academic and Divisional management  
**Timeline:** 2011  
**Resources:** $3,000  
**Priority:** Contributive  
**Status:** Assessment  

**Objective 8, Supporting workflow efficiencies through technology:** Design and support a more comprehensive and integrated enterprise database system architecture and workflow process.

Action 1. Improve integration and accuracy of data capture, management, and retrieval in PowerCampus and other enterprise database systems.

**Responsibility:** Database Services Manager  
**Collaborators:** Database Specialist; Enrollment Office  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Critical  
**Status:** Implementation  

Action 2. Improve timely information sharing and workflow processing using enterprise database systems.

**Responsibility:** Database Services Manager  
**Collaborators:** Database Specialist; Enrollment, Academic Affairs; Business Office  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Critical  
**Status:** Implementation  

Action 3. Deploy new and enhanced database resources, including on-line student housing, requisition management, and other applications to improve operational efficiencies.

**Responsibility:** Database Services Manager  
**Collaborators:** Manager of Web Services; Database Specialist; dept. managers  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Important  
**Status:** Implementation. Judicial Affairs, Housing, and Counseling systems implemented in fall 2010
Action 4. Implement a discrete test environment for database and web programming, software evaluation, and testing.

**Responsibility:** Database Services Manager  
**Collaborators:** Web Services Manager; Network Services Manager; Database Specialist  
**Timeline:** 2010  
**Resources:** $0  
**Priority:** Important  
**Status:** Completed

**Objective 9, Improving our technology assessment and planning capabilities:** Conduct initiative and interval-based assessment of technology resources and services to inform planning and decision making.

Action 1. Coordinate and conduct periodic assessment of use and satisfaction with technology resources and services particularly by students and faculty.

**Responsibility:** Chief Technology Officer  
**Collaborators:** Network Services Manager; Technology Support Services Manager; Educational Technology Services Director; Database Services Manager  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Important  
**Status:** Implementation. Student survey conducted in fall 2010 (bi-annually)

Action 2. Deploy a comprehensive user assessment process to evaluate new technologies.

**Responsibility:** Chief Technology Officer  
**Collaborators:** Information Technology managers  
**Timeline:** 2009-12  
**Resources:** $0  
**Priority:** Important  
**Status:** Implementation

**Objective 10, Sustaining a highly skilled Information Technology Services operation:** Sustain a highly skilled IT organization that effectively anticipates and responds to the technology service and resource needs of constituents.

Action 1. Establish professional development goals in annual staff performance reviews that support job function and new initiatives.

**Responsibility:** Chief Technology Officer  
**Collaborators:** Information Technology managers  
**Timeline:** 2009-12  
**Resources:** Included in operating budget; no additional funds  
**Priority:** Important  
**Status:** Implementation

Action 2. Develop backup and succession staff planning to ensure continuity of critical IT
Services.

**Responsibility:** Chief Technology Officer

**Collaborators:** Information Technology managers

**Timeline:** 2009-12

**Resources:** $0

**Priority:** Important

**Status:** Implementation