

*Creating A World of Opportunities*



INFORMATION TECHNOLOGY  
STRATEGIC PLAN  
2014-2016



**Turtle Mountain**  
Community College

**Members**

Chad Davis – IT Director

Kellie Hall – Vice President

Tracy Azure—Comptroller

Quenna Beston—Online Coordinator

Michael Poitra—Education Technology Specialist

Marlin Allery—Computer Support Specialist Instructor

Larry Henry – Academic Dean

Anita Frederick – Dean of Student Services

Sheila Trottier – Career and Technical Education Director

Kerri Martell – Business Office Accountant

Les LaFountain – Faculty Member

## Table of Contents

2	Purpose.....	3
2.0	Mission Statement.....	3
2.1	Philosophy.....	3
2.2	Institutional Strategic Goals.....	4
2.3	Institutional Goals .....	4
3	Strategic Planning Process .....	5
3.0	Technology Plan Elements.....	5
3.1	Guiding Principals.....	5
3.2	Emerging Issues .....	5
3.3	Technology Trend Analysis .....	6
	Trends occurring in Technology .....	6
	Impact these trends will have on TMCC?.....	6
4	Strategic Goals .....	7
4.0	Strategic Results and Action Plan .....	7

## 2 Purpose

The purpose of the Technology Plan and Committee is to provide direction and insight to improve and enhance the technology infrastructure and services at the college. The committee will assure that the plan is thorough, that findings and recommendation of the committee are consistent, that all persons associated with the college have the opportunity to review the entire document before the final draft is written and submitted, and that the plan is completed on time.

### 2.0 Mission Statement

TMCC is committed to functioning as an autonomous Indian controlled college on the Turtle Mountain Chippewa Reservation focusing on general studies, undergraduate education, Career & Technical Education, scholarly research, and continuous improvement of student learning. By creating an academic environment in which the cultural and social heritage of the Turtle Mountain Band of Chippewa is brought to bear throughout the curriculum, the College establishes an administration, faculty, and student body exerting leadership in the community and providing service to it.

### 2.1 Philosophy

TMCC is a tribal community college with obligations of direct community service to the Turtle Mountain Band of Chippewa Indians. Under this unifying principle the college seeks to maintain, seek out and provide comprehensive higher education services in fields needed for true Indian self-determination.

#### ***THE SEVEN TEACHINGS OF THE ANISHINABE PEOPLE***

The philosophical foundation of the college is embedded in the system of values that stem from the heritage and culture of the Anishinabe people and expressed in the Seven Teachings of the Tribe:

1. To cherish knowledge is to know **WISDOM**.
2. To know love is to know **PEACE**.
3. To honor Creation is to have **RESPECT**.
4. **BRAVERY** is to face the foe with integrity.
5. **HONESTY** in facing a situation is to be honorable.
6. **HUMILITY** is to know yourself as a sacred part of the Creation.
7. **TRUTH** is to know all of these things.

## 2.2 Institutional Strategic Goals

TMCC strategic planning process commenced with an in-depth data gathering and research effort. The compilation of historical and current statistics and information helped shape the analyses of internal and external factors impacting the college and yielded a comprehensive baseline of its current state. Based on determinations derived from the assessment of strengths, weaknesses, opportunities and threats, strategic visioning sessions were conducted to identify the top priority goals TMCC would pursue.

The following are TMCC's strategic goals for the period of 2013-2018.

1. Organize for institutional success
2. Establish academic progress measures that provide students with personal progress indicators and guide the instructional process
3. Establish sustainable revenue streams
4. Increase enrollment
5. Establish languages revitalization and preservation program
6. Articulate TMCC's commitment to being Green

## 2.3 Institutional Goals

Turtle Mountain Community College hereby establishes the following goals:

1. A learning environment stressing the application of academic concepts to concrete problems;
2. Academic preparation for learning as a life-long process of discovery of knowledge embedded in the intellectual disciplines and the traditions of the tribe;
3. In and out of class opportunities to discover the nature of Indian society, its history, variation, current and future patterns, needs, and to serve as a contributing member toward its maintenance and betterment;
4. A curriculum wherein Indian tribal studies are an integral part of all courses offered as well as history, values, methods, and culture of Western society;
5. Continuous assessment of institutional programs and student academic achievement for the purpose of continuous improvement of student learning;
6. Baccalaureate, Associate of Arts, Associate of Science, Associate of Applied Science degrees and certificate programs of study;
7. Cooperation with locally Indian-owned business and stimulation of economic development for the service area;
8. Continued independent accreditation; and
9. Community service and leadership.

## 3 Strategic Planning Process

### 3.0 Technology Plan Elements

1. Establish clear goals and a realistic strategy for using technology in the institution;
2. Have a professional development strategy to ensure that students, faculty, and staff know how to use these technologies to improve learning, communication, and productivity;
3. Include detailed actions that support the goals.

### 3.1 Guiding Principals

1. **Alignment:** Our IT decisions will align with TMCC's strategic plan.
2. **User Focus:** User needs are a key component in all IT decisions.
3. **Transparency:** We will be transparent in our decision-making and resource use.
4. **Innovation:** We value and encourage innovative and creative thinking.
5. **IT Knowledge & Skills:** We value technology skills development for the IT community.
6. **Data Stewardship:** We will provide a secure but accessible data environment.

### 3.2 Emerging Issues

1. Review the recently released [Educause Top-Ten IT Issues for 2013](#)
2. Where should IT be headed from [Dr. Wheeler's "Pondering the Road Ahead"](#)

### 3.3 Technology Trend Analysis

Trends occurring in Technology	<p>Expanding the use of diverse learning environment</p> <p>Media rich learning environments (classrooms, labs, etc., for both student and instructor)</p> <p>Online self-service options for students (grades, registration, financial aid, payments, etc.)</p> <p>Online self-service for faculty</p> <p>Mobile Apps</p> <p>Cloud computing and storage</p> <p>High speed wireless connectivity</p> <p>Desktop</p> <p>Tablets</p> <p>Speech recognition (verbal control over technology)</p> <p>Gigabit internet</p> <p>Open source applications</p> <p>Increased use of eBooks and online digital learning resources</p> <p>Virtual campuses &amp; communities</p> <p>User-created content</p> <p>Social networking &amp; technology lounges</p> <p>Students bringing own technology (BYOD)</p> <p>Network security</p> <p>Data protection</p> <p>Anytime/any place with anything computing</p>
Impact these trends will have on TMCC?	<p>Strain on resources</p> <p>New way to teach and interact with students</p> <p>More responsibility on the learner</p> <p>Requires an increase in sophisticated user support</p> <p>Increased &amp; creative funding</p> <p>Increased collaboration between learning support areas and technology</p> <p>Support for innovative ideas</p> <p>More communication between groups of people</p> <p>Rethink the constraints of the semester (time allotted for courses)</p> <p>Change the way we work, where we work, and the way we schedule meetings (telecommuting)</p>

## 4 Strategic Goals

### 4.0 Strategic Results and Action Plan

Beginning January 1, 2014 and ending December 31, 2015, the Technology Department will develop and implement an effective technology plan that will strengthen student academic achievement through the use of technology; provide a broad range of technology services with an emphasis on superior customer service; maintain an efficient, reliable, and secure infrastructure that is crucial for faculty, staff, and students to properly use technology; enhance the distance education environment through the use of innovative technology.

#### **Quarter I Results:**

By no later than June 30, 2014, (1) a technology training plan will be developed and promoted to strengthen existing curricula and support meaningful, engaged learning through the use of technology. (2) Incorporate digital content into instruction to decrease the dependency on print materials.

#### **Quarter II Results:**

By no later than December 31, 2014, (1) determine requirements, evaluate and deploy new help desk software and procedures (2) develop a student-centered help desk to respond to student technology issues.

#### **Quarter III Results:**

By no later than June 30, 2015, (1) the institution will reduce the number of physical servers from 8 to 4 and become 100% virtualized. (2) Identify and implement intrusion detection system (IDS) to monitor and secure network resources. (3) Analyze and evaluate wireless network coverage and strategically add access points to ensure adequate coverage for all areas of each campus. (4) In an effort to strengthen security while reducing the number of username and passwords a Single Sign-On solution will be research and implemented.

#### **Quarter IV Results:**

By no later than December 31, 2015, (1) a Learning Management System (LMS) will be identified and implemented to improve the effectiveness and reliability of the distance education services. (2) Establish baseline infrastructure and learner metrics that can be used as criterion for determining success and informing future IT decision making.

**Purpose:** What are our profound reasons for wanting to achieve the above stated results?

1. Optimize technology to transform how TMCC delivers information and offers services
2. Leader in technology amongst all tribal colleges



**Massive Action Plan (MAP):** What must we do or are we willing to do to achieve our results as stated above?

1. Provide TMCC staff and students with one simple access point to institutional services
2. Easier access to student information – Jenzabar
3. Increase online courses
4. Offer more technology training to faculty and staff
5. Allow Faculty and Staff full control over their own computers
6. Keep computers and other software and hardware update-to-date and working properly
7. Become a paperless institution by utilizing Jenzabar more efficiently
8. Use technology to improve employee & student orientation
9. Online technology training for students, staff, and faculty
10. Assist faculty with integration of technology into curriculum
11. Improve customer support service response times
12. iPads for all staff
13. More computer stations around campus
14. Audit every department for proper functioning equipment
15. Better technology communication between staff and faculty
16. Configure IPrism to be less restrictive
17. Improve Email and Jenzabar reliability
18. Increase and improve mobile technology to students
19. Install all three browsers on campus computers
20. Ensure phone system is functioning correctly
21. Improve staff and faculty IT training
22. Technology Loan Program
23. Better communication with help desk i.e. alternate phone numbers (cell)
24. Consistent and proper cleaning of PC's
25. Customer service training for IT Staff
26. Easier access to technology
27. Electronic billboards throughout the campus
28. Faster internet speeds
29. Improve access to technology at other campuses
30. Improve Jenzabar software
31. Increase Jenzabar support staff
32. Provide library resources to off campus users
33. Update office phones
34. Upgrade projectors in the classrooms
35. Convert to online books
36. Develop a IT replacement and disposal plan
37. Improve and increase Wi-Fi coverage
38. Improve faculty technology
39. Improve Learning Management System - Jenzabar e-learning
40. Mandate use of LMS by all faculty
41. Microphone systems in classrooms