

May 20, 2021

INFORMATION TECHNOLOGY (IT) STRATEGIC PLAN

2020-2024

THE ENGAGEMENT & JOURNEY INTO
DIGITAL TRANSFORMATION (Dx)



A member of Minnesota State

PRIORITIES

The Alexandria Technical and Community College (ATCC) Information Technology Strategic Plan provides a framework for future investments and articulates a common vision for technology that is aligned with the college Academic Master Plan and Strategic Framework, “Our Continued Journey Toward Excellence,” including three critical priorities:





ATCC MISSION, VISION, & VALUES

MISSION

Alexandria Technical & Community College creates opportunity for individuals and businesses through education, innovation, and leadership. The college's high-quality technical and transfer programs and services meet their needs, interests, and abilities and strengthen the economic, social, and cultural life of Minnesota's communities.

VISION

To be the premier institution of career preparation and comprehensive lifelong learning.

WE ARE...

...passionate about creating a culture of excellence, innovation, and learning that challenges and empowers students and employees to achieve their highest potential.

...a learning community built on a proud legacy of career and technical education.

...committed to the social, intellectual, cultural, professional, and personal growth of all members of our community.

...partners with business, economic, governmental, and educational entities.

...providers of relevant career preparation, transfer pathways, and lifelong learning.

...proud of our stewardship.

DIGITAL TRANSFORMATION

Digital Transformation is defined by Educause as “A series of deep and coordinated culture, workforce, and technology shifts that enable new educational and operating models and transform an institution’s operations, strategic directions, and value proposition.”

Anticipated culture shifts include a move from risk aversion to risk management, a focus on institutional differentiation, college leaders willing to adopt new strategic directions, reliance on data and analytics along with other forms of evidence to guide institutional priorities, and the emergence of new levels of cross-organizational alignment and collaboration.

Preparing for workforce shifts, IT expects to see greater accountability for continuous improvement and career growth. This will rely on an increase of skills such as teamwork, collaboration, and effective communication. IT staff has a significant understanding of the business of higher education.

Preparing for the continued shift in technology will be imperative. Leveraging emerging technologies result in institutional differences. IT services and initiatives are directly tied to institutional outcomes. IT supports a growing sophistication of strategies related to data, analytics, and cybersecurity.



PRIORITIES

Aligning resources to effectively support college priorities and objectives.

Leveraging emerging technologies to support program growth and improve student outcomes.

Investing in the development of transparent and collaborative relationships with faculty, students, staff, and other community members.

Fostering a culture of innovation and curiosity.

Collaborating with our Minnesota State system and educational institutions to efficiently leverage resources that contribute to the sustainable institutional financial health of ATCC and Minnesota State.

REIMAGINED TEACHING & LEARNING

As the world expands, we need to enhance and redefine services that bring faculty and students together. Offering expanded access to industry-relevant, modern technologies will enhance learning, both in the classroom and through industry partnerships, and allow ATCC to provide exemplary education to both our students and community. We are committed to a reimagined teaching and learning environment that offers:

- » Improved video conferencing, virtual training spaces, simulation, and AI technology that will increase classroom collaboration and provide real-time or near real-time experiences regardless of the participant's physical location.
- » A shifting focus towards software and cloud-based solutions, versus hardware, to provide increased engagement and flexibility in the learning environment.
- » An evolution of learning spaces on campus by installing the appropriate level of technology into each space to provide accessible and equitable learning experiences. Solutions will have consistent ease of operation and be easily supported and operated. Learning spaces must be flexible, streamlined, allow for self-operation, and provide modern audio and video connections.
- » Where aligned with pedagogy, expanded community partnerships to explore the development and use of virtual, simulation, and augmented reality environments to bring the classroom experience to life. These partnerships reduce the campus investment in pilot projects and save valuable square footage of campus space.



MODERN INFRASTRUCTURE & SECURITY

The College's data and other online resources should be available, easy to use, and appropriately secured with risk mitigation mechanisms in place. Fortified data security across campus is a top campus and Minnesota State priority. In response to an increasing threat landscape, the ATCC's security infrastructure, security policies, education, and engagement are critical for success. We will ensure the access and security of our data and infrastructure through:

- » A continued focus on risk mitigation. Specific areas of focus include reducing risk associated with local administrative privileges, an expanding multi-factor authentication for IT systems, maintaining a real-time inventory of campus data and its classification, and increasing user security awareness training opportunities.
- » A concerted effort to acquire or implement cloud-based services and migration from local services to the cloud, as appropriate.
- » Deployment and maintenance of a modern wireless and wired network infrastructure capable of supporting the increased reliance on video, cloud-based services, Internet of Things (IoT), and personal devices.
- » Readiness to recover from a critical loss of infrastructure and making appropriate plans to restore crucial systems in the event of an emergency.

ENHANCED SUPPORT & SERVICE

We will continue to enhance the support and service of campus academic and business technologies through:

- » Documenting and repeatable processes to increase service reliability at the IT support desk and in the classroom, resulting in improved customer satisfaction.
- » Leveraging existing technologies that provide a self-service support environment through IT automation, instructional videos, and other relevant technology support information offered via an easily accessible, centralized system.
- » Providing technology standards and recommendations for end-point devices to ensure faculty and staff can consistently and reliably access services provided by the institution.
- » Implementing virtual applications, desktops, and systems to provide access to college technical resources from anywhere or any machine.
- » Investigating, implementing, and integrating emerging technology that supports college recruiting and admissions and advances digital transformation of the campus.
- » Development of a technically curious community across all departments by supporting and encouraging innovative and creative technology solutions across campus.
- » Leveraging technology to create new communication pathways that enhance understanding and promote effectiveness of both academic and business processes.
- » Expanding the use of technology to promote modern workflows, data access, and data retention.



CONCLUSION

The ambitious priorities outlined in this plan are consistent with ATCC's reputation of being student centered and align with best practices within the industry. The digital transformation in higher education has already begun. To maintain relevance in our industry, ATCC must board the vessel and embark on the journey to Dx. This plan will be reviewed annually and adjusted as needed to remain relevant.



 **ALEXANDRIA**
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