



INFORMATION AND WEB TECHNOLOGY PLAN

2013-14 to 2016-17

Information and Web Technology Committee

Educational Technology Committee

Administrative Technology Committee

Spring 2013

Theme #1 - Administrative Support Technologies

Our efforts in the administrative use of technology should achieve the College's mission and strategic goals, improve the productivity of employees, and enhance the cost-effectiveness and sustainability of our educational/organizational model.

- Goal 1: Productivity and Efficiencies:** Improve the strategic use of scanning/ printing, electronic signature processes, electronic forms/routing, and online policy document management to save paper and make processes more efficient.
- Goal 2: Reporting:** Improve our reporting and data analytics capabilities against our enterprise data sources.
- Goal 3: Mobile Access:** Expand mobile computing options to support areas including access to user and college services, print services, secure institutional data, and video conferencing.
- Goal 4: Communication:** Improve communication about the status and support of both current and emerging systems on campus.
- Goal 5: Testing Support:** Improve the support for implementing and testing of software upgrades to existing systems.
- Goal 6: Training, Documentation, Compliance:** Improve our training capabilities (format and delivery) for and documentation of our business processes, systems, and other areas requiring training eg. Regulation compliance training, management, etc.
- Goal 7: Retention:** Provide a database system designed to track and support our retention efforts.
- Goal 8: Website Migration:** Migrate the Messiah College web presence to the Jada content management system using the full capacity of that system to save time and effort in the future.
- Goal 9: Web Marketing Strategy:** Participate and provide feedback for the implementation of a web marketing strategy as it relates to our web presence, mobile access, social media, and internal and external constituencies.
- Goal 10: Security/Compliance/Risk Management:** Improve the College's security/compliance consciousness training, wireless device defenses, and security management.

Theme #2 - Teaching and Learning Related Technologies

Our efforts in the use of educational technologies should enhance the learning experiences and productivity of students and provide the tools, methods, and support to enhance both the productivity and pedagogy of curricular and co-curricular educators.

Goal 1: Mobile Access: Expand our capability in mobile access to learning resources, instructional methods, and the processes that facilitate the administration of graduate and undergraduate educational experiences (registration, financial aid, parking, housing, involvements, etc.).

Goal 2: Promote Innovation: Continue to provide funding for all educators to experiment with innovative learning approaches using technologies.

Goal 3: Teaching, Learning and Technology Initiative: Engage the campus on best practices related to teaching and learning with technology in the areas of multimedia, pedagogy, community engagement, and classroom technologies. This goal relates to the Messiah College Strategic Plan, Theme 2, Goal 1.

Goal 4: Curriculum Content Management: Streamline the maintenance of the following documents via content management technology (College Catalog, Student Handbook and Advising Handbook).

Theme #3 - Equipment and Networking Infrastructure

All capital equipment and infrastructure needs to be on a documented replacement cycle to ensure the ongoing funding and resulting operation of these mission critical components of our approaches to undergraduate and graduate education. These approaches involve an examination of current modeling assumptions for capital funding and the identification of three strategic programming areas in the next four years.

Goal 1: Capital Funding: Examine the maintenance, documentation standards, and replacement cycles for all capital (computer equipment, physical networking/telecommunication infrastructure) toward a sustainable financial model. Plan for 5 years of infrastructure improvements financially and implement as capital budgets allows. This goal relates to the Messiah College Strategic Plan, Theme 2, Goal 7.

Goal 2: Telecommunications: Plan and implement a campus VOIP phone system to replace the college's aging PBX phone system. Plan improvements for cellular signal in campus buildings allowing pervasive use of cell technology.

Goal 3: Internet and wireless: Develop and implement a plan for enhancing wireless access anywhere on campus and reliable, and redundant Internet access for the campus.

Goal 4: Disaster Recovery: Evaluate the architecture of critical services including data storage, backup, virtualization, cloud services, location, and configuration of systems to ensure a reliable recovery process in case of disaster.