Goal 1: I.T. Governance: To review and refine effective information technology advisory, communication, and decision-making processes; aligning them with the appropriate NSCC representative bodies and collegial approval process					
Key Performance Indicator(s): Minutes of the CRC will be posted and available to the entire NSCC Community					
STRATEGIES	**RESPONSIBLE PARTY (Owner)[1]**	**FY 06 - 07**	**FY 07 - 08**	**FY 08 - 09**	**PROGRESS/ ACCOMPLISHMENTS**
1.1 Communicate information technology procedures, services and future plans to the NSCC community	CSD	**X**	**X**	**X**	11/06 – Standards & Procedures manual updated and posted in public folder 11/06 – IT Strategic Plan posted in public folder
1.2 Communicate and publicize the Computer Resources Committee's charge, membership, and minutes of its meetings to the NSCC community	CRC Chair	**X**	**X**	**X**	7/06 – Minutes, agenda, change, etc. posted in Public Folders 11/06 – Minutes posted to CSD web site
1.3 Establish a subcommittee of the CRC to deal with software issues, policies, procedures and priorities	CRC Chair	**X**			11/06 – postponed due to changes in TBR policies that make acquisition of software less cumbersome
1.4 Perform a risk assessment, and review policies, procedures and standards to ensure they are mitigating risks and accomplishing strategic goals	Finance, CSD	**X**			11/06 – risk assessment performed; standards and procedures updated. Working on mitigation plan

---

[1] If more than one Owner is identified, the first listed is responsible for ensuring the successful completion of this strategy

Goal 2: Infrastructure: To provide a reliable, secure, and comprehensive information technology infrastructure that supports teaching, learning, administration and services					
Key Performance Indicator(s): A network plan and disaster recovery plan has been accepted by the CRC					
STRATEGIES	**RESPONSIBLE PARTY (Owner)**	**FY 06 - 07**	**FY 07 - 08**	**FY 08 - 09**	**PROGRESS/ ACCOMPLISHMENTS**
2.1 Prepare, communicate, fund and implement a multi-year network enhancement plan	CSD	X	X	X	7/06 – Network plan drafted and presented to CRC. Requested funding for Phase 1 11/06 – Phase 1 funded and implementation begun
2.2 Ensure network security, disaster recovery and redundancy	CSD	X	X	X	11/06 – disaster recovery plan being developed.
2.3 Fund and implement wireless access projects in order to have the entire campus wireless-accessible in three years	CSD	X	X	X	11/06 – part of network plan. Phase one funded
2.4 Enhance Course Management System capabilities and servers	Instructional Services; CSD	X	X	X	11/06 – TBR has decided to standardize on Desire-to-Learn. Implementation tentatively scheduled during 2007 1/07 – Desire-to-Learn implementation underway
2.5 Ensure adequate Internet bandwidth to support the academic and administrative needs of the college	CSD	X	X	X	7/06 – Internet bandwidth increased from 6 to 16 mbps in April 11/06 – Internet bandwidth to be increased again to 25 MB
2.6 Revise and improve the existing Disaster Recovery Plan to ensure a comprehensive plan of action	CSD	X			11/06 – Process has begun.
2.7 Ensure the new academic / student services building has state-of-the-art information technology	CSD Director; Facilities	X	X		11/06 – CSD involved in planning and providing specifications to the architects, including those for five "smart" classrooms 1/07 – Preliminary network infrastructure and smart classroom design complete

Goal 3: Instructional Technology: To use instructional technology that enhances student learning, provides faculty with a variety of instructional tools, and extends flexible educational opportunities beyond the classroom in order to prepare students for the global market					
Key Performance Indicator(s): New technologies are communicated and installed					
STRATEGIES	**RESPONSIBLE PARTY (Owner)**	**FY 06 - 07**	**FY 07 - 08**	**FY 08 - 09**	**PROGRESS/ ACCOMPLISHMENTS**
3.1 Offer training on new and emerging technologies	LRC; faculty	X	X	X	
3.2 Research best practices and develop a network with faculty at other institutions to learn which technologies they successfully integrated into their curriculum	Faculty Senate Subcommittee	X			
3.3 Plan, fund and implement "smart" classrooms that include appropriate new technologies, such as the ability to interface with iPods, PDAs, laptops, smart boards and wireless interface to the network	CSD; Faculty Senate; Academic Deans	X	X	X	7/06 – CRC has indicated it will appoint a Smart Classroom Planning Team in September 11/06 – team appointed, toured Trevecca smart classrooms, and working on design plans for NSCC 1/07 – Tentative design for 6 "smart" classrooms in new building
3.4 Provide a means for certain classrooms to be removed from the network in order to provide a secure environment for teaching / learning advance technology and security	CSD; Academic Deans		X		
3.5 Provide and support mobile technology units to extend computing and network access into classrooms without permanent technology capabilities	CSD		X		7/06 – BIOL has requested a 16 computer mobile unit be funded by TAF; approved
3.6 Support faculty to use prepared course instructional modules and communicate information about their availability	LRC; Faculty Senate	X	X	X	

Goal 4: Distance Education: To provide quality educational opportunities to students regardless of time or location					
Key Performance Indicator(s): Distance Education courses increase by 10% per year					
STRATEGIES	RESPONSIBLE PARTY (Owner)	FY 06 - 07	FY 07 - 08	FY 08 - 09	PROGRESS/ ACCOMPLISHMENTS
4.1 Expand distance education to include streaming multimedia video on demand and other educational delivery formats	Distance Education; LRC		X	X	
4.2 Broaden distance education course offerings	Distance Education; Academic Deans		X	X	
4.3 Provide redundancy and high bandwidth connectivity for distance education servers	CSD	X	X	X	7/06 – Internet bandwidth increased from 6 to 16 mbps in April 11/06 – Internet bandwidth to be increased again to 25 MB
4.4 Provide distance education globally to a diverse group of students	Distance Education	X	X	X	
4.5 Support and market distance education	President's Office; Creative Services	X	X	X	
4.6 Strive to eliminate barriers for students taking distance education classes and increase advertising	Distance Education; President's Office	X	X	X	

<table>
<tr><td colspan="6">Goal 5: <u>Administrative efficiency and effectiveness</u>: To provide an Enterprise Resources Management system (Banner) that will facilitate an effective use of academic and business processes</td></tr>
<tr><td colspan="6">Key Performance Indicator(s):   All Banner modules are installed and functional</td></tr>
</table>

STRATEGIES	RESPONSIBLE PARTY (Owner)	FY 06 - 07	FY 07 - 08	FY 08 - 09	PROGRESS/ ACCOMPLISHMENTS
5.1 Work toward full implementation of the Banner product while re-examining current policies and procedures in order to take advantage of opportunities for improved efficiency	Banner Team Leaders	X	X		11/06 – ongoing. HR, Finance and Admissions live; Student and Financial Aid being tested. Continuously re-examining policies and procedures 1/07 – Financial Aid "live" on 1/24/07; Advancement progressing
5.2 Ensure administrative processes are adopted to take maximum advantage of Banner's capabilities	Banner team Leaders; Department heads	X	X	X	11/06 - ongoing
5.3 Incorporate the student advisory system into Banner	Banner Student Team	X			11/06 – CAPP will be included in implementation
5.4 Provide training and instruction to faculty and staff so they may use Banner to its fullest capacity	Business Office; Records Office; Instructional Services	X	X		7/06 – Procurement training began 6/26/06
5.5 Ensure that Banner and other administrative systems maintain technological currency	CSD	X	X	X	

<table>
<tr><td colspan="7" style="background:#90EE90">Goal 6: <u>I.T. Support / Training / Help Desk</u>: To provide information technology support and training, and develop information technology policies and procedures for NSCC</td></tr>
<tr><td colspan="7" style="background:#90EE90">Key Performance Indicator(s): Help Desk statistics are used to determine if response time is acceptable</td></tr>
</table>

STRATEGIES	RESPONSIBLE PARTY (Owner)	FY 06 - 07	FY 07 - 08	FY 08 - 09	PROGRESS/ ACCOMPLISHMENTS
6.1 Allocate funds and provide incentives and opportunities for training of staff and faculty	Department Heads; Academic Deans	X	X	X	
6.2 Make I.T. resources available, especially during peak hours, to provide faculty, staff and student support	CSD	X	X	X	7/06 - During the semester, CSD staffed from 7 AM – 9:30 PM M-Th; 7 AM – 5 PM F; and 9 AM – 2 PM Sat
6.3 Provide 24 / 7 information technology support	CSD		X	X	
6.4 Provide additional short courses on new and emerging technologies	Workforce Training; CSD; Academic Deans	X	X	X	
6.5 Develop and publicize information technology policies and procedures	CSD. CRC	X	X	X	7/06 – Reviewing all IT policies & procedures and posting n public folders and the CSD web site

Goal 7: <u>TCO / LCM / I.T. Procurement / Inventory Control</u>: Consider innovative ways to fund information technology capital projects and technology life-cycle replacements, including hardware, software, services and support, while committed to fiscal responsibility					
Key Performance Indicator(s): A desktop computer replacement plan is implement throughout the College					
STRATEGIES	**RESPONSIBLE PARTY (Owner)**	**FY 06 - 07**	**FY 07 - 08**	**FY 08 - 09**	**PROGRESS/ ACCOMPLISHMENTS**
7.1 Develop, fund, and implement technology life cycle management strategies	CSD	X	X	X	7/06 – All desktop computers in labs, classrooms, and offices are on a 4 year replacement cycle. CAD labs on 2 year. Funded by TAF and R&R.
7.2 Evaluate the feasibility of leasing technology rather than buying / surplusing it	CSD: Business Office	X			
7.3 Evaluate student-owned laptop program and wireless classrooms vs. the current environment of computers in the classroom	CRC; Academic Deans		X		
7.4 Determine the total cost of ownership of technology that is in use past its warranty period	CSD: Business Office	X			
7.5 e. Develop a tracking system to monitor the type, age, location and use of desktop and classroom technology	CSD	X			11/06 – system has been developed and being refined

Goal 8: Library / Information Access: To facilitate learning and to improve access for Nashville State Community College students, faculty and staff					
Key Performance Indicator(s):					
STRATEGIES	**RESPONSIBLE PARTY (Owner)**	**FY 06 - 07**	**FY 07 - 08**	**FY 08 - 09**	**PROGRESS/ ACCOMPLISHMENTS**
8.1 Enhance the technical resources available to NSCC students, faculty and staff	CSD; LRC	X	X	X	
8.2 Enhance the accessibility to NSCC's information resources for all students, faculty and staff	LRC; CSD	X	X	X	