



**SUNGARD**

HIGHER EDUCATION

What can we help you achieve?

# **IIT Strategic Plan for NWTC**

## **2010-2013**

## Introduction and the Strategic Planning Process

IIT convened a series of meetings with College stakeholders and SunGard Strategic Services. This team helped to create the following artifacts:

- IIT Strategic Goals
- IIT Vision Statement
- IIT Mission Statement

These artifacts align with the NWTC Future 2013 Strategic Directions, Mission and Vision. To support this process, IIT completed a Technology Needs Assessment and a survey of various user groups. The identified assumptions are included as a reference. Action Plans will be created to align the IIT and NWTC Future 2013 Strategic Directions each year.

## Information and Instructional Technology Strategic Goals

In concert with supporting the NWTC Future 2013 Strategic Directions, the following goals have been identified:

**Goal One:** Deliver exceptional service through the regular review of IIT operations and procedures, continually putting the needs of the customer first and maintaining a flexible, secure and reliable infrastructure.

**Goal Two:** Proactively engage all stakeholders to create a partnership of innovation through researching trends and analyzing needs to achieve College goals in an efficient manner.

**Goal Three:** Become knowledgeable in the operations and goals for each division of the College in an effort to support both the current and future needs of its students and staff.

**Goal Four:** Create a flexible staffing structure within IIT to accommodate the changing priorities of the College.

**Goal Five:** Integrate technology solutions to increase process efficiencies and improve the utilization of College resources.

## **IIT Vision Statement**

IIT is a collaborative, responsive and environmentally conscious service provider that supports our state-of-the-art college and its learners by enhancing and promoting secure, mobile, reliable, flexible access, integrating systems and information which enable process improvements and foster data driven decisions to meet the needs of the entire learning community.

The planned outcomes of our efforts are as follows:

- Students can take classes regardless of location
- Staff use evidence to advise in the decision making process
- Faculty embrace technologies to achieve learning goals
- Students and faculty have access to information in a safe and secure environment
- Information and technology service offerings keep pace with the changing needs of the students and staff
- The technology environment is easily accessible for all learners, staff and faculty
- NWTC resource utilization will increase through the proper application of technology and knowledge

## **IIT Mission Statement**

To provide current and potential College community customers with technology services that are visionary, responsive, and enhance success in a fiscally responsible, futuristic, productive and efficient way.

## NWTC Assumptions

Planning assumptions represent what the IIT Strategic Planning Team believes to be true about the current environment. These assumptions are based upon the observations and opinions of the planning team and are intended to describe the current internal and external environmental factors that have a bearing on the development and implementation of the College's IIT Strategic Plan. In making this assessment, the team reflected upon the student population (both existing and anticipated), faculty, staff, alumni, community, facilities, technology, and the physical resources of the College. The team identified characteristics within these areas and drafted planning assumptions and trends from the evidence they received.

### Students:

1. Currently have different levels of knowledge and experience with and access to technology.
2. Demand technology because their careers demand technology.
3. Expect on-demand and flexible technology.
4. Need affordable technology.
5. Technology is intrinsic to the younger generation's way of life.

### Faculty and Staff:

1. Technology must be innovative and the vision for technology driven by faculty, staff and students.
2. There will be a significant turnover in faculty and staff in the next five years.
3. New faculty and staff will have a higher level of technology expectation and expertise.
4. Successful implementation of technologies is dependent upon effective communication and training.
5. Expectations will continue to rise with regard to technology being practical and reliable in support of learning and business processes.

### Facilities:

1. Management of our facilities needs to be driven by principles using efficient, productive, and sustainable practices.
2. An increasing number of students will use personal technology and will rely less on a physical NWTC campus.
3. An increasing number of students in our remote service areas will be reliant on NWTC services and facilities.
4. Virtual resources will continue to complement the physical environment, including space, hardware, and 24 hour access.

**Community:**

1. Demands an increasing level of learning opportunities utilizing technology.
2. Requires us to be cost-effective and fiscally responsible.
3. Looks to NWTC as a leader and partner in the area of sustainability efforts.
4. Looks to NWTC as a partner in economic growth through education of the population and training of the workforce.
5. Increasingly more aware of the presence and value of NWTC.
6. Currently unaware of the level of quality that we provide as a college.
7. Increased diversity demands that we facilitate success through improved access and services.
8. Has a wide spectrum of familiarization and acceptability of technology.

**Resources:**

1. Using NWTC Future 2013 Strategic Directions and evidence to make informed decisions, will proactively and effectively utilize our limited resources to meet the ever increasing expectations of our constituents.

**Technology:**

1. Constantly changes; becomes easier to use, while more complex to manage.
2. Must be integrated into all facets of the College.
3. Adoption has grown to meet our needs and has often outpaced our actual need.
4. Adoption of new technology is at different rates for students, staff, and faculty.
5. The NWTC community will require continued training for existing and emerging technology.

**Technology Support:**

1. Customers expect the technical support staff to provide professional, timely, and effective solutions.
2. Customer expectations need to be met through the use of proactive support efforts and effective communication methods.
3. Customers expect technology support to be available when needed.