



INFORMATION & EDUCATIONAL TECHNOLOGY SERVICES

Kaskaskia College Information Technology Plan



CONTENTS

Historical Perspective & Current Status	3
Organizational Chart	4
Alignment with KC Strategic Plan	5
Information Technology Plan Goals.....	5
Action Items and Projects	6
Monitoring the IT Plan.....	6
Challenges & Opportunities.....	7
Challenges.....	7
Opportunities	7

HISTORICAL PERSPECTIVE & CURRENT STATUS

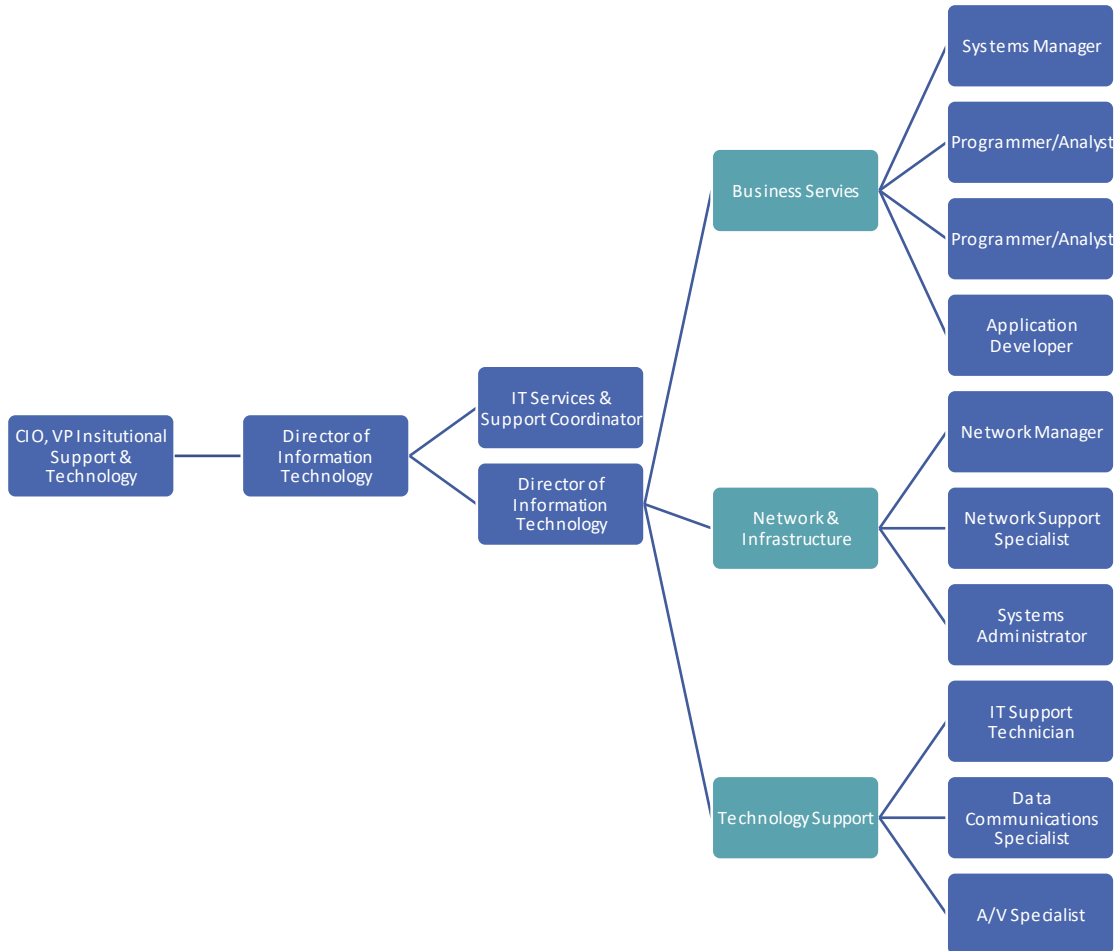
The increased role technology plays in higher education, especially in areas such as data collection, analytics, and predictive modeling, has taken it far beyond a simple support structure. The ability to not only impact student success models but to take leading roles in future success plans requires campus leaders to rethink their IT structures and determine the best ways to maximize IT potential. The ability for IT to be at the forefront of student success models also raises challenges and questions that need to be answered.

Technology underpins nearly every aspect of the college as it works to achieve its mission. The Information Technology Plan of Kaskaskia College, an ancillary plan to the college's Strategic Plan, is designed to ensure that the college's technology services and infrastructure ITS are effectively allowing the college to serve its stakeholders, including:

- Students, inclusive of current, prospective, and alumni
- Faculty
- Staff
- The Community College District #501 community,

ORGANIZATIONAL CHART

The Information Technology Department at Kaskaskia College is organized into three areas: Business Services, Network and Infrastructure, and Technology Support. Employees in these areas work collaboratively under the Director of Information Technology, who reports to the Vice President of Institutional Support & Chief Information Officer. The CIO reports to the College President.



ALIGNMENT WITH KC STRATEGIC PLAN

The Information Technology (IT) Plan is an ancillary plan to the college's Strategic Plan with a focus on the technology infrastructure and services that allows for us to achieve our mission:

"Kaskaskia College is committed to life-long student learning and to providing quality comprehensive education."

Action items developed for the IT Plan are aligned, when applicable, with the Institutional Goals of the Strategic Plan. For the 2023-2028 Strategic Plan, the Institutional Goals are as follows:

Goal 1. Align Teaching and Learning Opportunities with District Needs

We will establish Kaskaskia College as the college of first choice in our service area.

Goal 2. Strengthen and Evolve Programs that Support Student Success

We will foster an environment where all students are valued and can access resources that support their educational goals.

Goal 3. Cultivate a Workplace Culture of Growth and Diversity

We will promote an inclusive workplace where employees' unique talents, skills, and perspectives are valued and leveraged.

Goal 4. Foster Purposeful Community Engagement and Service

We will engage in partnerships for learning and service throughout the region to promote the public good.

Goal 5. Ensure Operational Effectiveness

We will be a solution-focused institution that will maintain sufficient resources, structures, and processes to fulfill its mission and respond to future challenges and opportunities.

For each institutional goal, more specific strategies, known as strategic priorities, are detailed to guide the annual planning process. Action items within the working plan document align with these strategic priorities to establish alignment with the institutional goals.

INFORMATION TECHNOLOGY PLAN GOALS

- Teaching and Learning - Enhance, empower, and add value to the Kaskaskia learning experience by supporting a limited but configurable set of instructional technologies
- Infrastructure - Support and grow the structures and facilities needed for the greater operation of the campus and the business
- Systems & Services - Develop, implement, and support new and existing systems and services
- Internal Communication – facilitating relationships with other departments
- Information Technology Needs - Provide the tools, resources, and environment needed to attract and retain valuable employees

ACTION ITEMS AND PROJECTS

Action items developed for the IT Plan are categorized into five distinct IT areas: Teaching & Learning, Infrastructure, Systems and Services, Internal Communication, and IT Needs.

There are a few ways that an action item can be added to the IT Plan through processes established at the college:

- 1) The Information Technology department conducts regular reviews of infrastructure, systems, and other IT needs for the college.
- 2) Through the college's annual planning process, IT-related items may be identified and added to the IT Plan.
- 3) Through the Capital Plan (a component of the annual planning process), significant technology purchases (i.e. large-ticket hardware, licensed software systems) may be added to the IT Plan.
- 4) The Learning Technology Advisory Committee (LTAC), a committee dedicated to supporting pedagogical innovation and advancements in instructional practices through the use of technology, may recommend action items to be included in the IT Plan.

Action items and projects are recorded on the IT Strategic Plan Working Document, hosted internally. This working document is kept current with updates to projects with regular updates to the President's Cabinet and the KC Board of Trustees. Further information regarding the IT Plan working document may be made available upon request.

MONITORING THE IT PLAN

Given the pace of change inherent with technology, this plan is regularly evaluated and updated to ensure its relevancy. Action items for this plan are available through the Strategic Planning Portal, which is built on the college's SharePoint infrastructure.

Achievement of the IT Plan is monitored through Key Performance Indicators (KPIs) established for the institutional strategic plan, in addition to performance metrics specific to the IT Plan.

- Annual Employee Survey Items
- Student Survey Items
- Classroom Quality Index
- Help Desk metrics

CHALLENGES & OPPORTUNITIES

CHALLENGES

1. Information security continues to be a key challenge due to the constantly evolving landscape of cyber threats, the increasing complexity of technologies and systems, the proliferation of interconnected devices through the Internet of Things (IoT), the rising sophistication of cybercriminals, and the growing reliance on digital data across all sectors.
2. Engaging faculty to do anything. I don't think this is a problem that only ITS faces, it is particularly frustrating for Learning, Innovation & Design. The unwillingness to learn simple tasks to support their students is what currently takes the majority of Erin Hitchcock's time. An example of this would be the inability of a class to see an assignment or test because the faculty member forgot to unhide the assignment or test. In-house professional development for faculty and staff would benefit Kaskaskia. Tech and non-tech related.

OPPORTUNITIES

1. **ITS has a unique insight** into the way the College transacts. No other department has the ability to see how the data flows, challenges other departments face and what can be made more efficient. ITS is a tool that could be leveraged much more.
2. **eSports** is a growing phenomenon. By focusing on under-focused students, eSports has already proven to provide a valuable recruiting and retention aspect for universities. Kaskaskia could do this fairly cheaply with very minimal recurring costs, much less than a traditional sport