

Master Information & Technology Plan

Kaskaskia College

FY 2020-2025

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Introduction

The planning process at Kaskaskia College is driven by the institutional mission, vision, and core values. From this, institutional goals are determined to which all strategic initiatives, ancillary plans, and action items are aligned (as depicted in Appendix H).

Master Information Technology Plan

The Master Information & Technology Plan (MITP) is Kaskaskia College's plan for the development, prioritization, acquisition, deployment, and maintenance of technology. It serves as an ancillary plan for the institution's strategic planning processes. This document is a 5-year plan to allow for adjustments throughout a larger institutional strategy. The needs of the academic and operational functions of the college should drive technological advancement, while maintaining fiscal responsibility in technological decisions.

During the previous five-year period and prior to the introduction of this plan, a historic state funding crisis and budgetary considerations slowed the pace of technological advancements at Kaskaskia College. This plan outlines processes to address deferred technology maintenance and improvements, as well as place Kaskaskia College on a sustainable and modern technological pathway for the future.

This plan exists as a living document by design as some technological trends cannot always be predicted. Changes to this document should occur through its lifespan, and should be used as the foundation for subsequent plans.

The use of this plan will assist in balancing predictable long-term maintenance and replacement cycles as well as short term initiatives that will allow Kaskaskia College to be at the forefront of educational, amenities, or other beneficial services. This plan will directly integrate with the College's budgeting process.

Kaskaskia College strives to be an institution that maximizes the use of technology in order to serve its students in the pursuit of lifelong learning. To do this, the MITP will align with the Institutional goals of Kaskaskia College.

Kaskaskia College Board of Trustees and Administration

Board of Trustees

Mr. Bill Hawley, Chair

Ms. Linda Stover, Vice-Chair

Ms. Laura Wedekemper, Secretary

Mr. Jim Mason

Mr. Bryan Holthaus

Mr. Louis Kalert

Mr. Jim Beasley

Ms. Larissa Hoffman, Student Trustee

Administration

George Evans, President

Dr. Susan Batchelor, Vice-President of Student Services

Ms. Judy Hemker, Vice President of Administrative Services

Dr. Ashley Becker, Vice President of Instructional Services

Ms. Julie Obermark, Dean of Nursing and Health Sciences

Ms. Amy Troutt, Dean of Enrollment Services

Ms. Kellie Henegar, Dean of Arts and Sciences

Dr. Janet Fontenot, Institutional Assessment Coordinator

Kaskaskia College Facts

Type of College: Public two-year comprehensive community college
Founded: 1940
Location: 192-acre main campus located at 27210 College Road,

Education and Technology Centers:

Salem Education Center
1475 W. Whittaker
Salem, Illinois 62881

Greenville Education Center
209 North Third Street
Greenville, Illinois 62246

Vandalia Education Center
2310 West Fillmore, PO Box 396
Vandalia, Illinois 62471

Nashville Education Center
17869 Exchange Avenue
Nashville, Illinois 62263

Trenton Education Center
520 East Broadway
Trenton, Illinois 62293

Harry L. Crisp Technology Center
2005 East McCord
Centralia, Illinois 62801

Centralia Correctional Center
9330 Shattuc Road
Centralia, IL 6280

College District: 501
Counties in District: Bond, Clinton, Fayette, Marion and Washington. Portions of Jefferson,
Madison, Montgomery and St. Clair
President: George M. Evans
Annual Budget: \$ 48,600,000
Operating Budget \$ 26,164,156
District EAV: \$ 1,681,617,495 (FY 18)
Annual Enrollment: 5500 full and part-time
Tuition and fees: \$152.00 per credit hour effective January 2019 (In-District)
Financial Aid Annual Awards: \$ 7,744,327.22 (Federal, Institutional, Foundation and State)
Employees: 225 full-time and part-time employees
Courses of Study: 143 various Associate in Arts Degrees
42 Associate in General Studies Degrees
37 various Associate in Science and Applied Science Degrees
6 Associate in Engineering Science Degrees
1 Associate in Fine Arts Degree
461 various Occupational Certificate Programs
District Population: 116,359 (2018 Population per Illinois Community College Board ICCB)
Secondary Schools in District: 17

Mission Statement

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

Vision

Kaskaskia College aspires to be an institution of “first choice” for its district citizens and dedicated to providing the highest level of student-centered educational experiences with an unshakeable focus on student success. In collaboration with its community and supported by an effective foundation, Kaskaskia will be a premier institution of higher education; a regional workforce training institution; and a regional center for intellectual, cultural, and social events.

Values

- **Respect**
Having a genuine regard for others and showing consideration for the diversity of others to foster an environment of teamwork and excellence.
- **Responsibility/Personal**
Assuming ownership of personal actions and being accountable for one's own behavior, assigned tasks, duties and functions.
- **Responsibility/Institutional**
Being accountable for institutional excellence by providing accessible, affordable and diverse educational opportunities that facilitate individual success.
- **Honesty**
Being truthful and demonstrating integrity above reproach; and maintaining open, honest, clear, and effective internal and external communications.
- **Compassion**
Understanding and considering the feelings of others and recognizing the effect one's actions will have on others in order to impart hope for all parties, while remaining sensitive to the needs of others.
- **Fairness**
Practicing actions that are just and impartial while treating people in an equitable and consistent manner in recognizing the diverse needs of others.

Diversity Statement

Kaskaskia College is committed to achieving a community free from all forms of discrimination and harassment in its policies, practices, and endeavors. Further, Kaskaskia College is committed to fostering a diverse community and to promoting greater awareness of and sensitivity to issues of diversity. Toward that end, Kaskaskia College asserts the dignity and worth of every human being and the value of diversity as a source of its strength in all its many forms, and in the diverse perspectives of students, faculty, staff and administrators.

Institutional Goals

GOAL 1

Provide a quality educational experience

Quality instructional offerings

Goal Description

Kaskaskia College will provide high-quality instructional offerings for its student populations in the areas of Arts & Sciences, Career and Technical Education, Health Sciences, and Adult Education.

Quality services and infrastructure to support student success

Goal Description

Kaskaskia College will facilitate student success by providing the services and infrastructure that meet the needs of a modern institution of higher education.

GOAL 2

Effectively manage enrollment and resources

Goal description

Kaskaskia College will ensure the health and sustainability of the institution by maximizing enrollment and resources through data-informed processes.

GOAL 3

Maximize regional integration

Goal description

Kaskaskia College will collaborate with regional employers, schools, and organizations.

GOAL 4

Engage the community

Goal description

Kaskaskia College will be a center for intellectual, cultural, and social experiences for its district.

Institutional Strategic Priorities for 2020-2023

1. Revitalize technology infrastructure
2. Ensure shared governance and collaborative processes across divisions
3. Improve student retention and success
4. Increase targeted recruitment efforts
5. Improve operational efficiency
6. Invest in our employees through human capital development

Master Information Technology Plan Goals

In addition to aligning with the institutional goals, this framework seeks to accomplish the following MITP plan goals:

1. Enhance teaching and learning
2. Provide efficiencies to stakeholders
3. Mitigate operational interruptions
4. Minimize institutional risk
5. Enhance communication and information availability

Planning Process for Master Information Technology Plan

The Master Information and Technology plan creation process began with an organizational review by the Chief Information Officer (CIO). This analysis set the baseline for organizational resources within the Information Technology department and other technological and informational resources within the campus environment (See Appendices A and B)

The CIO assembled a list of current projects & initiatives to be included in the first review of the MITP. Many of these items are technology infrastructure and maintenance items.

Additionally, and most importantly, internal stakeholder feedback was sought to provide guidance on technological needs on campus. As technological needs can be difficult to enumerate, an Information Technology Questionnaire was provided to the members of the President's Cabinet as well as groups from each operational division (Instructional Services, Student Services, and Administrative Services). In addition to the questionnaire (Appendix C), the ability to submit specific requests was also made available to all of the above listed populations. Student feedback was solicited as part of the Annual Student Satisfaction Survey. As part of the Master Facilities Improvement Plan process, items specific to technology were utilized. A list of further data sources can be found in Appendix D.

A general timeline of the planning process can be found in Appendix E.

Action Items/Projects

After the stakeholder feedback was compiled, a listing of major campus action items (including reoccurring processes that have major impact on the technological viability of the institution) was then assembled to help determine priority and strategic impact of each. Action items/projects are vetted and prioritized by the primary campus stakeholders as part of the Annual Planning process of the strategic planning hierarchy (See Appendix F). This process can serve both as a triage method for project viability as well as a high-level scheduling tool for multi-year targets for large projects and assessments.

The status of action items/projects will be recorded in a separate tracking document with the following information:

Title of Action item/Project	A brief one-line description or title for the action items or process
Project Lead	A position or department that will be the lead on the action items
Description of Action Item/Project	A longer description including justification and outline of the project
Project Stakeholders	A listing of major stakeholders providing input to the identified action items. These parties should be included at least in the initial phases of the action items to ensure that consensus planning is taking place, and that no appropriate affected parties are excluded.
Timeline	A general timeline of the project at a year, semester, or month level depending on appropriateness. This timeline should be expounded upon within smaller initiative level project management documents.
Institutional Impact Score	For each initiative, the initiative lead and the CIO should score the project using the Institutional Impact Rubric (See Appendix G). The results of this scoring should be reviewed by the MITP review group for accuracy. This score can be used as a first level triage for initiatives.
Requirement (Federal, State, HLC, etc.)	Is this initiative part of a mandated requirement placed upon the institution by a regulatory or oversight body? The appropriate answers are <ul style="list-style-type: none"> • 1: No • 2: Addresses – The initiative addresses a requirement as interpreted, but is not specifically required • 3: Yes – The specific initiative is required (with allowance for vendor choice, etc.)
Priority	The priority of the action item/project
Funding Source	The funding source of each action items must be considered while bringing the action items to the MITP. This document will serve as the budgetary framework for the Information Technology Department and will directly correlate with the institution’s budgeting process. See Appendix H for institutionally-available funding sources.
Institutional Goal and Strategic Priority Alignment	Each action items may be in alignment to one or more of the strategic priorities as outlined in the Kaskaskia College Strategic Plan.
Ancillary Plan Goal Alignment	An action items may be in alignment with goals outlined in one or more of the College’s ancillary plans (e.g. Master Facilities Improvement Plan, Strategic Enrollment Management Plan).
Outcome	Each action items will be evaluated using one or more criteria, (e.g. key performance indicator or KPI) for benchmarking, effectiveness analysis, and assessment.
Status	A tracking document will be used to record current status of projects/action items.
Reoccurrence	This field should indicate how often this project will occur and include any required ongoing maintenance.

Sample Action Items/Projects

The following is a representative selection of action items/projects that are maintained in an IT project repository separate from this document:

Goal 1: Enhance teaching and learning

Key initiative/Action item

Determine and implement a solution for classroom/lecture recording

Deadline for Completion

June 2021

Measurable Outcome

Implementation of one new technology based on analysis and collaboration with both internal and external stakeholders

Key initiative/Action item

Assess distance learning technology needs with internal and external stakeholders, including expanded opportunities for zoom technology, ITV, or other online programming

Deadline for Completion

June 2021

Measurable Outcome

Implementation of one new technology based on analysis and collaboration with both internal and external stakeholders

Goal 2: Provide efficiencies to stakeholders

Key Action Item/Project

Implement and integrate Customer Relationship Management (CRM) system to enable insights into students and enhance the flow of communication between student and institution

Deadline for Completion

June 2022

Measurable Outcome

CRM system implemented

Key Action Item/Project

Expansion of document imaging and reduction of paper-based forms and processes.

Deadline for Completion

June 2025

Measurable Outcome

Implementation of unified document imaging system. Adoption by 100% of business units.

Goal 3: Mitigate operational interruptions

Key Action Item/Project

Bandwidth monitoring, assessment, and allocation to ensure proper flow of network and internet traffic.

Deadline for Completion

June 2022

Measurable Outcome

Analysis of bandwidth monitoring over two years complete, allocation made in accordance to analysis.

Goal 4: Minimize institutional risk

Key Action Item/Project

Implementation of a unified, college-wide, security system for Kaskaskia College

Deadline for Completion

December 2020

Measurable Outcome

All components of the initial implementation are complete and system is in use by Campus Security.

Goal 5: Enhance communication and information availability

Key Action Item/Project

Identify the and implement methods by which cell phone signal can be propagated within all KC buildings for full coverage

Deadline for Completion

May 2022

Measurable Outcome

Identification phase: development of plan for increasing cell phone coverage and setting target.
Implementation phase: installation and integration of components to achieve coverage goals on campus buildings.

Key Action Item/Project

Identify WiFi signal coverage issues on KC campuses and alleviate issues.

Deadline for Completion

May 2022

Measurable Outcome

Identification phase: map coverage and develop targets for coverage. Implementation phase: installation and integration of components to achieve coverage goals on campus buildings.

Review Process

In accordance with the institutional annual planning schedule, feedback will be solicited from stakeholders to identify new projects, removal of projects that are no longer feasible, or major updates to current projects.

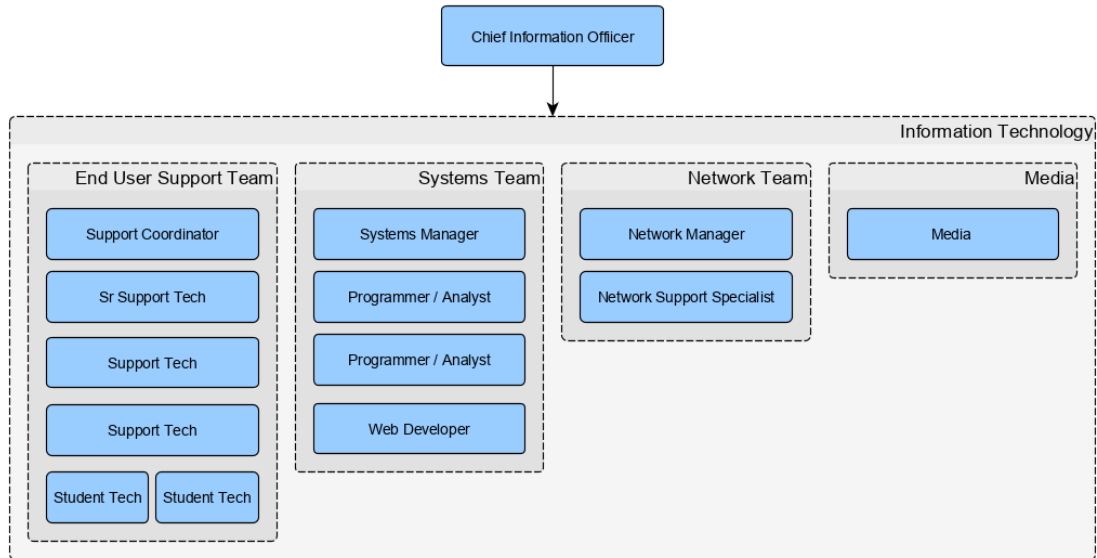
Summary

This Master Information Technology Plan describes the process by which Kaskaskia College administration uses the expertise of its internal Information Technology resources in conjunction with the needs of its stakeholders to identify and prioritize the technological advancement of the institution.

Appendix A. IT Organization Current Status

IT Organizational Structure

The Kaskaskia College IT department is organized into three teams with a flat reporting structure. While each team has a de facto lead employee, all the employees report to the CIO. The CIO reports to the Vice President of Administrative Services, who reports to the President.



IT Administrative Processes

Hardware Replacement Plan

The current end hardware plan is based on a 3-year equipment plan budget that allocates a budgeted amount to all end user and classroom computers. Equipment is purchased roughly on a first in, first out basis or on special need cases such as new employee positions.

With an initial target of a six-year lifespan for computer replacement, budget lines for the following types of systems and equipment are added to the 3-year equipment plan.

- Employee Computers
- Lab Computers
- Projectors
- Smart-Room podium stations

These budgeted amounts, weighed against the current pricing for appropriate computing resources will determine the exact amount of systems replaced in a given year. Systems being taken out of service for employee or lab stations that still have a useful function as KC will be repurposed, all other systems will either be salvaged for useful parts and then recycled with the appropriate electronics recycling or grouped into bundles for auction. In addition, a new technology fund will be budgeted to cover the costs of new computers and phones for positions that have been approved to be created within a given fiscal year. As well, funds will be added for the contingency of hiring replacement Sr Administration or faculty positions during a given year. In these cases, the existing computers for that position will be reallocated and the newly hired position will be assigned a new computer.

If a system needs replacement that is not currently at the correct point in the replacement cycle, a special request will need to be made in the three-year equipment plan with justification as to the extraordinary requirements

which have prompted the request. These requests will be vetted by the CIO and the appropriate leadership members to determine if they are in keeping with college goals and priorities.

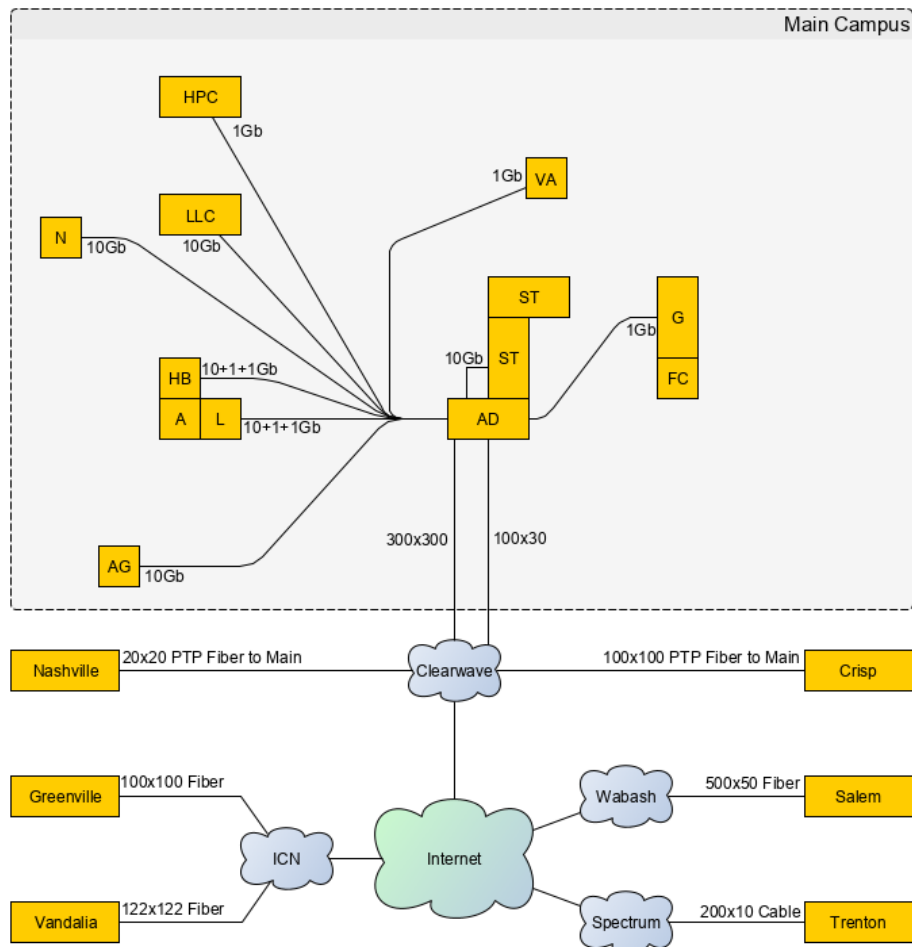
Network Infrastructure

Infrastructure

The current network consists of the main Centralia campus LAN between 9 buildings. The connections between these buildings are as follows:

Parent	Child	Bandwidth
AD	L	10Gb, 2x1Gb
AD	HB	10Gb, 2x1Gb
AD	LLC	10Gb
AD	HPC	1Gb
AD	N	10Gb
AD	AG	10Gb
AD	ST	10Gb
AD	G	1Gb
AD	VA	1Gb

Each Education Center is connected via various WAN links and providers based on location.



Location	Provider	Type	Bandwidth (Down x Up)
Centralia	Clearwave	ISP Fiber	300Mb x 300Mb
Centralia (CISY)	Clearwave	ISP Fiber	100Mb x 30Mb
CRISP	Clearwave	P2P Fiber	100Mb x 100Mb
Nashville	Clearwave	P2P Fiber	20Mb x 20Mb
Greenville	ICN	ISP Fiber	100Mb x 100Mb
Vandalia	ICN	ISP Fiber	122Mb x 122Mb
Trenton	Spectrum	ISP Fiber	200Mb x 10Mb
Salem	Wabash Comm	ISP Fiber	500Mb x 50Mb

Disaster Recovery

The Vandalia network center is utilized for SAN backup.

Network / Server Services

The Network team is not only responsible for the physical network infrastructure, but the server resources that are delivered over it. This is primarily housed on a Cisco UCS located in the IT datacenter. The UCS provides a virtual server environment that consolidates the need for dozens of independent physical servers. Many of these servers provide network services such as:

- File services
- Print services
- Core networking services

In addition, the Network team provides the platform and maintenance on systems such as:

- Email – Microsoft Exchange
- Database – SQL Server

Security

The Network team is responsible for providing and monitoring data security across the campus network. This includes, but is not limited to user accounts, permissions, network log monitoring and, antimalware management.

The network team is also involved with the business office to provide information regarding PCI compliance.

Support Services Team Responsibilities

The support services team provides front line end-user support to Faculty, Staff and Students of Kaskaskia College. This includes, but is not limited to computer/device setup and support, application support, and classroom media support. The support services team is comprised of:

- one Helpdesk Coordinator
- three Computer Support Technicians
- one Media Specialist.

While not a part of the Information Services department, the Instructional Services division has two positions (one full-time and one part-time) that provide support for online learning.

Distance Learning Technology

The Kaskaskia College distance learning system is based on Polycom video conferencing hardware. This setup has allowed KC to provide synchronous point to multi-point instruction between its campuses. This model has allowed a face-to-face style classroom to exist over the geographic spread of its district, relieving the burden of additional travel for many students.

Systems Team Responsibilities

The systems team provides primary support for the institutional Enterprise Resource Planning (ERP) system. The team is comprised of:

- Systems Manager
- Two programmer/analysts
- Web Applications Developer

Enterprise Resource Planning (ERP) system

The ERP system is currently the Colleague system by Ellucian. This system comprises the technological backend for the majority of institutional functions. These functions include:

Business Office Functions:

Accounts Receivable, Cash Receipts, General Ledger, Accounts Payable, Purchasing, Fixed Assets Maintenance, Budgeting, Human Resources, Payroll

Student Services:

Records, Recruitment, Curriculum Management, Financial Aid, Registration, Advising, Retention Management

Fundraising:

Constituent Management, Contributions, Campaigns

Integrations:

Due to the interconnectedness of systems, there are many system integrations that need to be maintained with 3rd party providers that are outside of the KC IT ecosystem. These include:

- BankMobile – Payment processing
- Nelnet – Loan Processing
- Canvas – Learning Management System

Collaboration / Intranet

SharePoint by Microsoft is used as a collaboration platform and 'intranet' for employees and students. The website mykc.kaskaskia.edu is powered by this software backend. SharePoint allows for integrations between the ERP system, email services and other systems to provide a jumping off point for institutional web-based data.

Document Imaging

Perceptive Content by Hyland Software is used to scan and store documents in a paperless manner. The system is currently used by the TODO offices and is currently being reviewed as a solution by the Business office and the school of Nursing.

Resource Scheduling

In 2019, KC migrated from a self-hosted version of R25 by CollegeNET to the cloud-based 25Live system. This service provides scheduling for physical resources such as conference rooms and classrooms. The Systems team manages both the cloud system and the interfaces between it and on-campus systems.

Web

In 2018, iFactory was contracted to design and build a new forward facing website for the institution. The TERMINALFOUR Content Management platform was selected for the content management system (CMS) as it would allow for flexibility in publishing of content. As of 2019, the IT department has one full time web developer who handles in house web programming and content management in conjunction with the marketing department as well as app development.

In-House Application Development

In addition to purchased systems and integrations, the Systems team also develops and maintains in-house applications, both web based and desktop based to augment the functionality of existing systems and also provide services that are otherwise unavailable. See Appendix D for a listing of in-house applications that are currently supported.

Media

1 Full time person, recording events, editing video, classroom media support

Appendix B. In-House Developed Applications and Services

Inventory of supported applications and services as of Summer 2019

Web-Based Applications and services

Athletics Manager – Used to manage all athletic team members for each season so that the data can be consumed in two other web apps.

Success Center Attendance – Tracks all visitors to the Success Center and why they came. The data is used specifically to track athletes required hours in SC.

Fitness Center Memberships – Tracks all members to Fitness Center and for athletes or students in PE classes to approve membership so the students don't have to pay a membership fee.

Book Store Configuration – Holds the settings for the two windows applications that are run in batch to import and export data to colleague.

Class Cancellations – The Security and Dean's offices put in all classes that are canceled due to faculty calling off for a class period. This shows students on myKC a custom list of their classes that may be canceled that day.

Class Offerings manager – Allows Admin to issue electronic contracts to Adjunct Faculty, and monitor their Affordable Care Act hours for benefits.

Class Offerings Adjunct Faculty – Allows Faculty to accept an annual contract and then individual term offers with estimate pay.

Employee Directory – Used by IT to keep KC Directory information current.

Faculty Mentors – Used by faculty mentors to removed colleague holds on students they are mentoring which allows the student to register online or in Admissions.

Faculty Notifications Setting – Produces notices to faculty about grading deadlines for classes they teach.

Financial Aid Appeal – FA Staff use to manage and process online appeals from students, which are filled out on myKC.

Fitness Center membership – Tracks athletes' attendance to fitness center, tracks memberships to fitness center, and reporting on athletes. Signs in and out anyone who uses the fitness center. Ties into the colleague system to award free memberships to any athletes or student taking specific classes.

Guest Logins – Used by education centers and ACE to give none students a one day only id and password to use our computer labs.

Print Manager – IT supported print manager for students.

Facilities Help Desk – An IT maintained database, servicing the Facilities help desk.

ImageNow linker – Used by ImageNow users to link documents to students.

Kiosk Manager – Manages the data displayed on each of the informational kiosks.

Late Starting Classes – Allows deans/VP office to remove class subject from late starting classes reports on myKC e.g. MLTC, NURS or other special admit classes.

Logins – Online Application login/password lookup and delete tool.

Mid-Terms Verifications – Allows authorized staff to remove a faculty electronic signature from mid-term grades.

My Advisees – Allows Advisors to see students assigned to them in Colleague, see detail student grades, and the registration holds.

My Retention Submissions – Lets faculty check the status of the submissions to the retention system.

Non-Credit Grade Scheme – Allows the Registrar to removed NC Grade scheme from all student records.

Online Job Board – Updates jobs on Kiosks and the web site.

SURS Report & Retirement Review – Creates files for SURS Report for Payroll.

SWIFT Manager – Allows Business Office to manage SWIFT Submissions.

Sheets – Controls program and cost sheet pages for Kiosk, and Web Site.

State Reports – Another version of SURS reporting.

Student Applications – Current Management of Online Student Applications.

Student Information - The legacy AS/400 database for Looking up some information not imported into Colleague during conversion.

Student Worker Request –Allow departments to request or terminate student worker permissions.

Success Center Attendance – Used to track SC usage and athletes required attendance.

Trio Tools – Several features, export colleague data on trio students to be imported into Trio Software, send faculty emails for students who are in trio, and require status reports be sent to Trio. Manage file attachments, and allows for the addition of filters to exclude students or classes.

Un-reconcile Checks – A tool to allow checks to be un-reconciled.

Update My Profile – Allows students to submit and change of address or phone number and prevents them from seeing any other parts of myKC until they approve contact information is correct

Waitlist Flag – Clears all the waitlisted students from Colleague for a given term and date

Walk-Ins – Tracks all walk-in traffic in admissions, and Ed Center remote sessions.

Other services not part of the above

KCAPI's – In-house APIs to for data sources.

Kiosk – The In-house developed web application for Kiosks.

KCTV – Digital signage application.

Career Pathways app – A website for prospective and current students to find educational pathways into their desired career.

New Student application – A website for prospective students to apply for admission to KC.

New web-based Employee application – A Job applicant tracking system for managing the HR hiring process.

Change password website – A website that allows for self-service network password resets by students.

Veteran Tribute website – A website for providing information regarding the Veteran's tribute memorial, including submitting names for inclusion on the tribute walls

Windows Programs/Services/Utilities

Bookstore Credit Limit Extract – Calculates student bill, FA, and other charges, and estimates what money the student will have available in Bookstore for books. Exports to their POS system.

Bookstore Import – A tool for importing end of day transactions from book store for student and staff charges into Colleague for AR approval.

Ellucian AD Manager – A tool for managing Active Directory & Ellucian.

Enrollment Reports – Runs enrollment reports for the current day and stores that information in a database for IR/IE use in analytical reports.

Faculty Notifications – Sends out Mid Term and Final Grade notices to faculty.

Fix ID Cards – Correctly renames, or sync's the image names for use in UI and id card system.

T4 Utilities – Services to pull information to and from the T4 content management system for the main college website.

Update My Profile – Flags all students with a hold in colleague that forces them to review address information and approve it so hold is removed by myKC application.

3RD Party Products for Ellucian/Colleague

- iStrategy
- SQL Server Reporting Services
- SharePoint
- Docuserver (Custom Printing)
- ImageNow (Electronic File storage)
- ID Card System
- Bank Mobile (Credit Cards)
- Survey Monkey
- 25 Live
- NelNet
- Credentials (Transcripts)
- Inclusive Access

Appendix C. Information Technology Questionnaire

The results of the questionnaire are included in the Addendum of the MITP.

#	Question
1	<p>How would you rate your perception of the Information & Technology resources of Kaskaskia College?</p> <ol style="list-style-type: none"> 1. Very poor, most technological resources are outdated, insufficient, or cause issues 2. Poor, some technological resources are outdated, insufficient, or cause issues 3. Neutral, the technology meets needs most of the time, but also has some issues 4. Good, updates should continue, but overall my needs are met. Occasional issues are dealt with quickly 5. Excellent, I rarely have issues with technology and continue to see improvements
2	<p>What one technology related improvement would you make for students at Kaskaskia College?</p> <ol style="list-style-type: none"> 1. Enhanced Wi-Fi 2. Additional charging stations 3. Enhanced cell phone capability 4. Updated technology in classrooms (computers, projectors, etc.) 5. Other (drop down box to allow text insertion)
3	<p>Which technology currently enables your work the most?</p> <ol style="list-style-type: none"> 1. Specialized software / hardware (area specific) 2. Wireless / Mobile 3. Web Conferencing (Zoom, etc.) 4. 3rd Party Websites 5. Other (drop down box to allow text insertion)
4	<p>Which technology currently creates the largest challenge to your work?</p> <ol style="list-style-type: none"> 1. Slow internet connectivity 2. Out-of-date software 3. Out-of-date hardware 4. Lack of mobile options 5. Other (drop down box to allow text insertion)
5	<p>What are some specific technologies that you envision using in your area or that you have seen other colleges or universities use that you believe would serve KC students or employees well?</p>
6	<p>In what primary way could your area use technology to reduce risk to the institution?</p> <ol style="list-style-type: none"> 1. Preventing data theft, cyber-security, etc. 2. Physical safety, cameras, panic buttons, etc. 3. Ethical behavior training, processes, sensitive data handling 4. Waste reduction, paperless office, power usage 5. Other (drop down box to allow text insertion)
8	<p>What technologies currently enable communication the best at KC?</p>

	<ol style="list-style-type: none"> 1. myKC 2. College website 3. Texting 4. KC email 5. Telephone 6. Other (drop down box to allow text insertion)
9	<p>What technology (or lack of) currently creates the largest gap in communication at KC?</p> <ol style="list-style-type: none"> 1. KC email 2. Telephone 3. Personal Texting 4. Other (drop down box to allow text insertion)
10	Please share any final thoughts or ideas about KC's Information & Technology resources.

Appendix D. Data Sources

- Information Technology Organizational Review
- Information Technology Questionnaire
- Divisional Meetings
- Ancillary Plans (e.g. Master Facilities Improvement Plan, Strategic Enrollment Management Plan)
- Kaskaskia College Student Satisfaction Survey 2018 and 2019
- Kaskaskia College Education Center Survey 2019
- Kaskaskia College Customer Service Survey
- Institutional Risk Assessment Committee Data

Appendix E. MITP Implementation Timeline

Fall 2019

- IT departmental review is completed by CIO and IT department. Initial planning documents and initiative list assembled by CIO.

January 2020

- Initial planning process documents are finalized with review and edits by an administrative team consisting of the following:
 - George Evans – President
 - Johnny Matthews – CIO
 - Alan Boerngen - Associate Dean of Institutional Assessment
 - Janet Fontenot – Assessment Coordinator
- Additionally, the Master Facilities and Improvement Plan meetings held in January produced additional IT related feedback to be integrated into the plan. These items are included in Appendix X.

February 2020

- In February, the questionnaire from the section “Planning Process” was sent to the attendees of the meetings. This data was collected by the Office of Institutional Effectiveness and provided to the MITP review team.
- Meetings were conducted with the divisions to present the IT planning process and prepare each group to submit feedback.
 - February 7th, Student Services
 - February 18th and 19th, Instructional Services

April 2020

- In March, the MITP review team met to review the responses to the questionnaire, distill the responses into initiatives, and prioritize the initiatives based on the guidelines in the “Planning Process” section. Feedback was sought from the originators of the initiatives to maintain the integrity of the original idea, while adding appropriate detail where needed.

The minutes and attendance list for these meetings can be found in Appendix X.

May 2020

- The initiative list is finalized and prepared and added to the MITP.

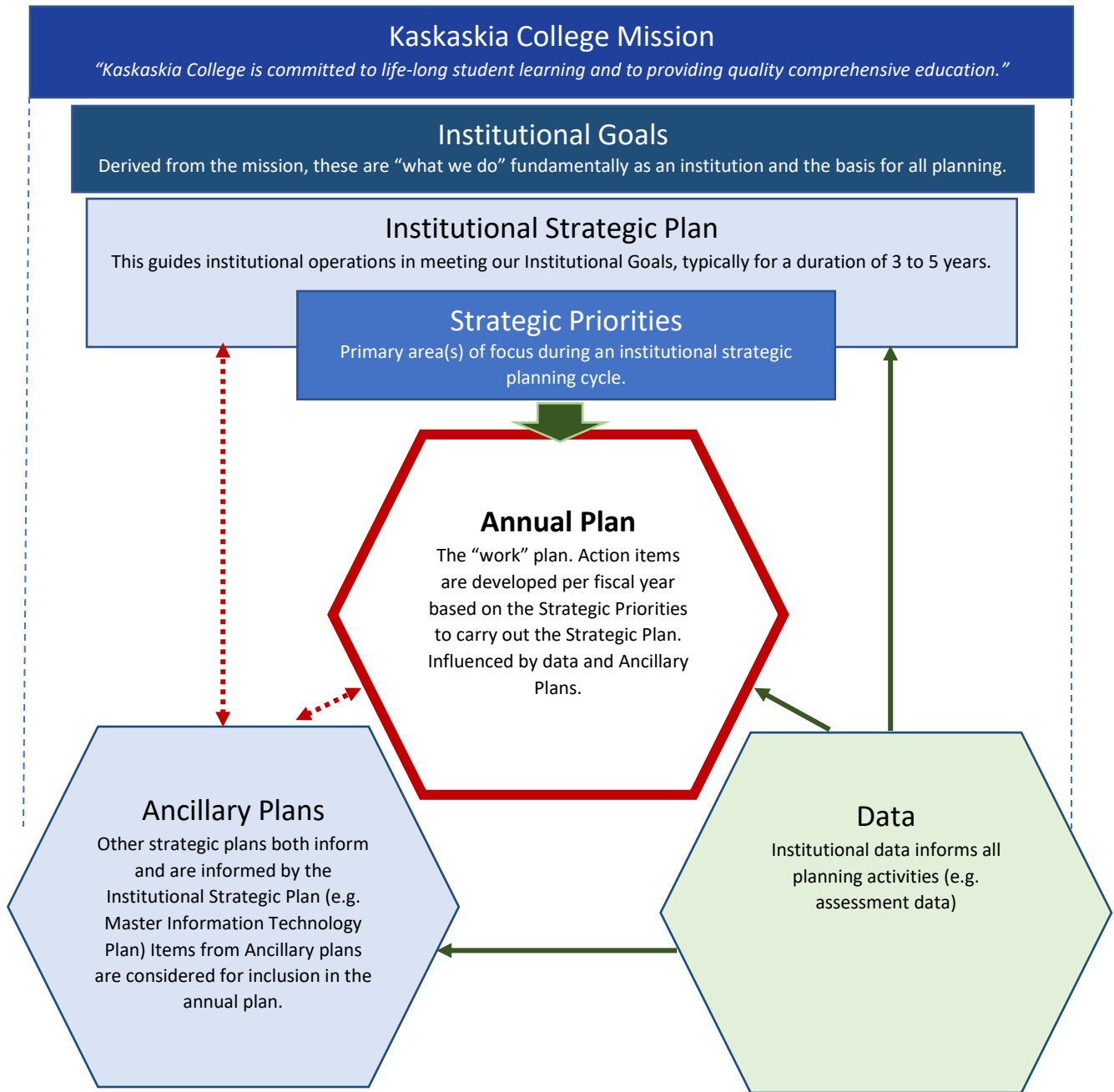
June 2020

- The Master Information and Technology Plan for 2020-2025 is approved by the board of Trustees at the June 2020 board meeting.

July 2020

- The Master Information and Technology Plan for 2020-2025 goes into effect.

Appendix F. Strategic Planning Hierarchy



Appendix G. Institutional Impact Rubric

The institutional impact rubric is used to determine the impact of an initiative on the stakeholders, and can help to inform the prioritization of action the action items.

Criteria	Goal	0	1	2	3
What percent of students does this initiative positively effect?	MITP 1 INST 1a INST 1b	0%	< 25%	25% to 75%	> 75%
What percent of employees does this initiative positively effect?	MITP 2 INST 1b	0%	< 25%	25% to 75%	> 75%
What level of issue does this solve?	MITP 2 MITP 3	No existing issue: This does not address current issue	Minor Inconvenience: Is bothersome, but does not prevent work.	Periodic Problem: Hinders some employees/students work occasionally	Major Issue: Hinders work for many employees/students frequently
Does this initiative reduce institutional risk?	MITP 4	No	Minor risk reduction	Reduces one major risk area	Reduces more than one major risk area or one severe risk area
Does the initiative help to integrate KC regionally?	MITP 3	No	Minor Regional Integration Benefit	Major Regional Integration Benefit	
Does this initiative engage the community?	INST 4	No	Minor community engagement	Major community engagement opportunity	
What percent of campus will have improved communication or information access?	MITP 5	0%	< 25%	25% to 75%	> 75%
What is the impact this initiative will have on the recruitment or retention of students?	INST 2	None	Minor / negligible impact	Positive impact	Major impact

Appendix H. Funding Sources

	Funding Source	Detail
1	Kaskaskia College Annual Operating Budget	Included in annual operating budget; pay as you go option
2	General Obligation Bond (GOB)	Bond Principle Outstanding – Subject to Levy: \$19,140,000 Bond Principle Outstanding – No Levy alternate revenue bond: \$1,948,000 Total: \$21,088,000
3	Designated Grants	As applicable
4	Designated Fees	As applicable, as approved by the Board of Trustees (BOT) e.g. technology fee, facilities fee, accreditation fee etc.
5	Lease – Purchase	As applicable
6	Donations / Trusts	As applicable per Foundation trusts and/or new donations
7	Levying Authority (e.g. PHS - Protection, Health, and Safety)	As applicable by law and BOT vote, possible referendum
8	State Appropriation for Capital	As applicable per legislative appropriation
9	Partnership	As applicable based on agreements with external entities as approved by BOT if required
10	Reserve*	As applicable and possible per fund balance

* Working cash reserve cannot be used for capital per the Illinois Community College Act, 3-33.1.

Glossary of Terms

Antimalware: A system designed to detect and mitigate malicious software on a computer workstation.

Content Management System (CMS): A software framework that allows for the creation of a web page from data inserted into a template. This may include multiple users submitting content for the website, utilizing approval workflows and timed releases of web content.

Core Networking Services: These services are comprised of the central hardware and software required to maintain a secure, functional network. This is comprised of devices such as firewalls, routers, VPNs and software to manage and maintain network traffic.

Cloud Hosted: Cloud hosted software is installed and maintained in an off-site data center, but acts much like software installed on a local server.

Employee Computers: Computers that are purchased and maintained by the institution for employee use. On these systems, the user has limited administrator ability to adjust the settings and software to maintain an extra level of security.

Enterprise Resource Planning (ERP): An ERP system is one that mediates the integrated management of business processes. In the case of higher education, this entails functions such as Business Office, HR, Payroll, Student Records, Course Catalog, etc.

Fiber: Fiber refers to fiber optic cabling. This cabling transmits data as pulses of laser light and can sustain massive amounts of data throughput. It has higher data speed capacity compared to copper wire or wireless, but is also more expensive. It is preferred to copper wire cabling in that it does not conduct electricity, making it ideal for underground installations that are not affected by nearby lightning strikes.

Fiber (PTP): Point to Point (PTP) fiber optic cabling logically connects two locations via fiber optic cable without an intermediary routing the data. In some cases there may be transparent routing happening when there is a 3rd party providing the service.

Fiber (ISP): A fiber optic connection provided by an internet service provider for internet access connects a site to the internet and not directly back to another campus site. These lines require additional setup and equipment to 'tunnel' the data from the site back into the main campus network.

File services: Provides a network location for storing and sharing files. These are centrally managed and backed up as a safeguard against data loss on a individual users computer.

Lab Computers: Computers that have been designated for instructional use. These may reside in a classroom setting or a general open computer lab. They may take several forms such as desktop style computers or laptops in a charging cart.

Local Area Network (LAN): A computer network that interconnects devices such as computers, servers, printers, cameras, etc. within a limited area such as the main campus.

Local Hosted (Self Hosted): Local hosted software is installed on a server that is maintained on the college network, as opposed to on 3rd party server on the internet (see Cloud Hosted) or internet native software (see SaaS).

Network log monitoring: Software that collects and manages system reports from campus devices and provides a framework for reporting and investigation of events of interest such as a network failure, intrusion, etc.

PCI compliance: The Payment Card Industry (PCI) Security Standards Council manages a security standard by which entities who make transactions with payment cards (VISA, Mastercard, Discover, etc.) must abide by in order to avoid fines from the credit card companies. This standard helps to secure customer data and demonstrate that the entity maintains due diligence.

Print services: Network printing is provided by software running on network servers, these services allow users to install and use printers across the network.

Projectors: Used to present enlarged versions of content on a wall or hanging screen.

Software as a Service (SaaS): This is software that is licensed by subscription and centrally hosted by a 3rd party.

Storage Area Network (SAN): A network that provides access to large amounts of high-performance data storage.

Smart-Room Podium Stations: A standalone workstation that controls the audio/video components of a classroom or conference room.

User Account: A set of credentials and data regarding access and authentication for a single user. This account is protected by one or more factor of authentication (password, fingerprint, face-id, etc) to allow the user to gain access to their appropriate resources.

User Permissions: The rights assigned to a given user account and therefore to the user for whom it is assigned. Many systems have various levels of user permission based on the tasks the user need to accomplish such as read-only or read/write.

Wide Area Network (WAN): A wide area network is a computer network that extends over a large area. Wide area networks often use leased circuits from telecommunications companies.