2015 – 2020 ACTION PLAN
Office of Information & Technology Services

MISSION

The Office of Information & Technology Services is committed to providing faculty, staff, and students with the technological resources necessary to foster an environment of learning and collaboration. The department focuses on being customer service oriented by providing reliable, courteous assistance that meets the needs of the campus.

Our objective is to provide a technological infrastructure of resources necessary to support Nevada State College’s mission of quality teaching and service. Our vision is to create an organization that is recognized for its technical skills and ability to partner with customers to create and deliver high-quality technology services appropriate to the mission of the college. These services are delivered through a technology infrastructure that is comprehensive, up-to-date, responsive, reliable, accessible, and intuitive.

ANNUAL GOALS

1. Implement a customer relationship management (CRM) solution that enables the ability to provide consistent, targeted communications to prospects, applicants, and current students; track student interaction data (e.g., utilization of support services) used to correlate success to behaviors; and provide a centralized location for academic and student support areas to view/track notes on students in order to identify recurring challenges and deliver a more tailored support experience (1.3)
2. Implement and leverage a customer relationship management (CRM) solution that provides automated, targeted communications/nudges to students that apprise them of critical information and encourage success-oriented behaviors (1.20)
3. Continue efforts to develop custom web-based forms and workflows to eliminate paper and streamline processing for all areas on campus (1.3)
4. Implement and integrate a new Finance and HR ERP system (iNtegrate 2) to provide more efficient financial and human resources processing, easier access to view related data, and additional feeds for data analytics (1.3)
5. Implement a campus one-card system to simplify authentication and access control for faculty, staff, and students; improve the ability to identify individuals on campus; and provide a method of tracking student use of campus resources for analytical purposes (1.3)
6. Continue to leverage integrations with the NSC Portal and Mobile app to simplify access to NSC’s electronic resources and systems (1.3)
7. Assist in researching, integrating, and creating a repository for open educational resources (1.4)
8. Leverage technology such as lecture capture to increase student access to low-cost, enriched educational experiences, particularly for students who need online courses to enable or expedite their pursuit of a degree (1.4)
9. In partnership with Academic Advising and other student success areas, implement technology solutions that further enhance the ability offer virtual tutoring and assistance (1.11)
10. Enhance faculty development resources with rich media using tools such as lecture capture (2.4)
ACTION PLAN ITEMS AND ALIGNMENT

OPPORTUNITY

- In partnership with Institutional Research, develop and enhance integrations with enterprise systems to provide data feeds to the institutional data warehouse for the purpose of analytics (1.3)
- Continue efforts to develop custom web-based forms and workflows to eliminate paper and streamline processing for all areas on campus (1.3)
- Implement and integrate a new Finance and HR ERP system (iNtegrate 2) to provide more efficient financial and human resources processing, easier access to view related data, and additional feeds for data analytics (1.3)
- Continue to leverage integrations with the NSC Portal and Mobile app to simplify access to NSC’s electronic resources and systems (1.3)
- Implement a customer relationship management (CRM) solution that enables the ability to provide consistent, targeted communications to prospects, applicants, and current students; track student interaction data (e.g., utilization of support services) used to correlate success to behaviors; and provide a centralized location for academic and student support areas to view/track notes on students in order to identify recurring challenges and deliver a more tailored support experience (1.3)
- Implement a campus one-card system to simplify authentication and access control for faculty, staff, and students; improve the ability to identify individuals on campus; and provide a method of tracking student use of campus resources for analytical purposes (1.3)
- Develop interactive, online dashboards that aggregate academic (e.g., grades; analytics) and student interaction (e.g., advisor consultations) data from multiple sources such as the CRM, PeopleSoft, and WebCampus (1.27)
- Investigate and implement free/low cost learning tools, such as Khan Academy and TedEd, that enhance teaching/learning and integrate into WebCampus (1.4)
- Assist in researching, integrating, and creating a repository for open educational resources (1.4)
- Leverage technology such as lecture capture to increase student access to low-cost, enriched educational experiences, particularly for students who need online courses to enable or expedite their pursuit of a degree (1.4)
- Implement a mobile device management (MDM) solution to support improved bring-your-own-device (BYOD) capabilities that would enable students to leverage their personal mobile devices for learning, potentially engage them more with the institution and in the classroom, and minimize/eliminate the need for NSC to supply devices to students (1.4)
- Continue efforts with Blue Canary to enhance the predictive analytics tools within WebCampus, improving our ability to identify at-risk students and provide relevant academic support (1.8)
- Develop a real-time student dashboard combining data from WebCampus and PeopleSoft that provides relevant information to inform students of their academic progress (1.8)
- Assist in developing a solution to automate and streamline the implementation of block scheduling and building of student cohorts within enterprise campus systems such as PeopleSoft, Active Directory, the NSC Portal, and WebCampus (1.9)
- In partnership with Academic Advising, implement a solution to automate the course scheduling portion of the advising process to allow advisors to focus more on mentoring and the resolution of challenges that inhibit student success (1.10)
• Develop custom web-based forms and workflows to provide students with virtual access to place requests and receive assistance (1.11)
• Assist academic support areas with integrating information, content, and online services into frequently used student systems such as the NSC Portal and WebCampus (1.11)
• Assist in the implementation of a virtual one-stop support center to provide students with a simplified, single point of contact for all student support services (1.11)
• In partnership with Academic Advising and other student success areas, implement technology solutions that further enhance the ability offer virtual tutoring and assistance (1.11)
• Assist in the development and deployment of an online readiness assessment to gauge the likelihood of student success in online courses, utilize data gathered from this assessment to help guide students to a more successful path, and work with schools and student support services to design and implement remediation efforts (1.17)
• Implement and leverage a customer relationship management (CRM) solution that provides automated, targeted communications/nudges to students that apprise them of critical information and encourage success-oriented behaviors (1.20)
• Offer workshops, feedback sessions, and surveys to determine what areas of technology support are needed by faculty and develop strategies, solutions, and services to provide these (1.22)
• Implement a customer relationship management (CRM) solution that provides a centralized location to collect and view notes on students in order to deliver more informed academic support (1.27)

ENRICHMENT
• In accordance with evidence-based best practices, assist faculty with implementing online course templates, utilizing modules, developing online assignments/assessments, and developing/integrating rich media content that aligns with learning outcomes for all courses, including face-to-face (2.4)
• Enhance faculty development resources with rich media using tools such as lecture capture (2.4)
• Implement solutions that facilitate the use of blended learning such as digital media and learning object repositories (2.4)
• Provide and manage classroom technologies that support the notion of the flipped classroom (2.4)
• Collaborate with and assist faculty in developing technology-rich assignments/assessments and producing rich media content that supports and enhances interdisciplinary curricula (2.6)
• Assist in establishing online communities that provide virtual gathering spaces and facilitates communication and information sharing for student cohorts (2.10)