

**Goal 1** *Integrate Information Technology (IT) into curriculum development and pedagogical practices to enhance the quality and effectiveness of the learning and teaching process.*

Strategy Ref. #	Tactical Objective	Possible Projects and Priorities	Owner(s)	Dependencies	Funding Source(s)	Timing	Priority
<i>For priorities: IP= In progress; 1=high; 2=medium; 3=low</i>							
1	Expand online academic and student service offerings and migrate them to the campus portal environment.		Ham		Operational	FY2001- 2002	
		1 Add online degree audit function.	Goding	IS Resources	Operational	June 2002	IP
		2 Cyber Café On Each Campus.	Finkelstein, Deans Staff	Space/Design and \$	TBD		1
		3 Investigate online/email advising for all students.	Brine				IP
		4 Expand online library reference offerings.	Tullson		Operational	In Progress	IP
		5 Expand staff hours in computer labs.	Sbaratta			June 2002	IP
		6 Establish e-mail accounts for non-credit students + online services	Kaplan	Redesign and development of online QE (quick admit) process			IP

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2	Establish and staff a comprehensive Instructional technology center, in cooperation with the CTLA, and, with a multi-campus presence to serve as a central resource for both instructional design and technical production.		Sbaratta Ventigmilia		To Be Determined	FY2002-FY2003	
		1 Provide appropriate technical support for special projects, e.g. website development of NEH Hawthorne site, Art and Web course, Lynn poetry site.	Ham, Sbaratta, Tullson	IS staff resources, Institutional Plan for investment	TAC or grant	June 2003	IP
		2 Develop a plan to reorganize Academic Technology Functions.	Frydrych		TBD	FY2003	1
		3 Formalize Internships and expand Coop programs in technical areas.	Brine	IS and Web Admin involvement, Continued support from Fiber optics faculty	Operational	FY2002	1
		4 Make more laptops available for faculty use.	CIO, Sbaratta	Survey faculty needs, incorporate into annual desktop upgrade process	TAC, Operational	FY2002 - FY2004	1

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		6 Establish an information portal to serve as a single point of contact for faculty and departmental requests for resources, assistance, and training.	CIO & Deans	Continued analyst support from IS, Departmental Support (resources)	TBD, Operational, Grants	Ongoing	1
		7					
3	<b>Adopt An Information Literacy Program As A Basic Requirement of Matriculation.</b>		<b>Frydrych</b>		To Be Determined		
		1 Develop an information literacy course that all students will have to pass in their first "year" of courses. Credit or non-credit. Library sponsorship.	Div. Chairs, Sandy Carriker	Curriculum committee approval	Operational		1
4	<b>Develop, design, and offer Distance Degrees.</b>		<b>Div Chairs Sbaratta</b>	State E-learning initiative, departmental priorities & planning as well as faculty participation	To Be Determined	<b>FY2003</b>	

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		2 Hold a workshop/seminar with academic leaders to determine the programs of study to be offered online.	Sbaratta, Division Chairs	Departmental planning, cooperation with E-learning network	TAC		IP
5	Have Web pages for all academic areas.		Sbaratta	Support from college community	To Be Determined	FY2002	
		1 Create a uniform template for "official" department home pages.	Sbaratta	Department Chair participation		June 2002	IP
6	Provide more electronic services for off-campus users.		Sbaratta Tullson		Operational	FY2002-FY2003	
		1 Disseminate good copyright practices.	Tullson			June 2002	IP
		2 Evaluate Smarthinking and other vendors and develop a two-year strategy for online tutoring.	Sbaratta	Faculty and student utilization, Continued annual funding	Operational		IP
		3 Establish online computer lab assistants to expand technical support 7days a week.	Sbaratta				IP

**Goal 3 Continue the Learning Resource Center as the NSCC link for service delivery for the learning teaching process, using technology and resources for the millennium.**

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7	Establish a program to systematically increase the availability of computerized classrooms.		Deans Staff		Grant	Ongoing	
		1 Include both projects for smart classrooms, and COWs etc. under this objective.	Tullson	Survey needs	Perkins		IP
8	Identify the fundamental competencies of technical knowledge for faculty and academic professional staff.		Div Chairs Sbaratta		Operational	FY2003-FY2004	
		1 Adopt network based training applications for campus standard products.	CIO		Grant		IP
		2 Create an online discussion forum for faculty instructional purposes.	Sbaratta, CIO	Obtain full license model of Pipeline, Formalize procedures for managing discussion groups	Operational		IP

**Goal 5 Provide faculty, staff, and students with comprehensive Information Technology (IT) tools that facilitate easy access to student information and enhance student educational, career, and personal development.**

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9	Use technology to free up staff/faculty time for student and faculty services.		Div Chairs Frydrych	Utilization of available Web services and portal in plan	Operational	FY2002-FY2003	
		1 Implement Final grade procedures to be 100% online	Frydrych	All faculty utilizing Campus Pipeline. Development of online "F" report.		May 2002	IP
10	Implement strategies that extend support to 24x7 services.		Ham		To Be Determined	FY2002	
		1 Implement remote monitoring Software to notify staff when any critical system fails (24 x 7)	CIO	Completed		August 2001	IP
		2 Train operations personnel on assisting users with account issues to provide support between the hours of 4pm - 8pm	CIO	Complete			IP
		3 Implement rotating on-call system coverage for (Mon - Fri 4pm -11pm) and weekends from (8am - 5pm)	CIO	Staff willing to adjust schedules, \$ for on-call monitoring		December 2001	IP

**Goal 6** Provide an appropriate, secure Information Technology (IT) infrastructure that increases faculty, staff, and student access to and effective use of programs, services, and information.

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		5 Upgrade Cisco network, expand wireless network access capabilities – new Danvers building, continue to use fiber optic student interns for network wiring.	CIO	Analysis of cost options & software			IP
11	Continue to develop and add services to NSCC Portal.		Ham		To Be Determined	Ongoing	
		1 Put Bookstore functions online.	President	Analysis of cost options & software and ability to integrate into campus portal			1
12	Maintain an annually funded desktop replacement, upgrade and reallocation plan.	Div Chairs	CIO		Operational	Ongoing-	
		1 Utilize purchase/lease and rotation down of systems to address needs	CIO		Operational	Annual	IP
		2					

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13	Expand the program for “bulk” purchasing and annual contracts for widely utilized software.		Div Chairs CIO		Operational	Ongoing	
		1 Annual MS Office, Novell / GroupWise and CBT's college licensing	CIO		Operational	Annual	IP