



## **I. Purpose and Implementation**

The purpose of the Division Technology Plan is to provide broad guidance to the Division and its units regarding the strategic use of technology resources. Deliberate technology planning is needed to meet the following Division Objective: “Student Affairs staff will provide a seamless integration of technology that supports all activities within the Division.” Technology planning will help the Division maximize effectiveness and efficiency in the delivery of student services, developmental programs and academic courses.

This Technology Plan is approved by the Vice Chancellor of Student Affairs. The Division’s Distance Education/Technology Advisory Group (DETAG) will review this Technology Plan annually and make recommendations for change to the Vice Chancellor as needed. This Technology Plan will be implemented by the Distance Education and Technology Services (DETS) unit in conjunction with DETAG.

## **II. Technology Standards**

- A. Division: Division-wide technology standards will be implemented regarding areas of communal concern and benefit.
1. Web standards will be established. Information and training will be provided to ensure that departments can meet these standards.
  2. Standard duties for technology staff will be established.
  3. Proposal guidelines will be established for departments requesting any Division or university funding for technology needs.
- B. Departments: Departments will implement and meet technology standards.
1. Departments will communicate and maintain Division and University policies and procedures within their department.
    - a. Providing staff with technical updates (viruses, outages, etc), training, University computer use regulations, and security bulletins.
    - b. Communicating and maintaining Division and University Web standards, policies and procedures within departmental Websites.
  2. Departments will maintain a complete inventory of technology-related resources. Such inventories will comply with University requirements regarding record keeping, insurance, etc.
    - a. Including a driver and recovery disk for every workstation
  3. Departments will implement and meet a regular evaluation and replacement cycle for computers. This will standardize annual purchases (which is helpful for budget planning) and ensure that machines meet minimum hardware specifications as required for various situations.
    - a. A three-year cycle is recommended for most; different cycles might apply in other situations.
    - b. Upgrades should be considered as well as full-replacement.
    - c. Departments will maintain an on-going list of technology needs; this will facilitate requests for unexpected funding opportunities as well as assist in Division planning for bulk purchases.
  4. Departments will meet Division and University Web standards.
    - a. Departmental Webmaster will procure and manage hosted Web space.
    - b. Departments will maintain software for Web design, graphics, and file management including licensing information, support contact information, and technical documentation.
  5. Departments will ensure that staff understand and comply with various Division and University technology Policies, Regulations, and Rules.



### **III. Funding**

- A. Division: The Division will provide centralized functions to encourage shared use of funds and other resources.
  - 1. The Division will provide bulk-purchasing opportunities for technologies as needed.
  - 2. The Division will serve as a clearinghouse for surplus equipment.
- B. Departments: Departments will adequately fund technology both short term and long. Technology planning will make technology part of the daily cost of doing business.
  - 1. Departments will include technology items in annual budgets. Such items include, but are not limited to:
    - a. Hardware and software (replacements and upgrades)
    - b. Technology personnel (salary and benefits)
    - c. Professional development (technology training, conferences)

### **IV. Personnel**

- 1. Division: The Division will provide guidance and support for departmental technology staff
  - a. The Division will develop and maintain “Standard Duties” for the Technology Coordinator and Webmaster roles.
  - b. The Division will provide guidelines for assessing the skill level of staff responsible for technology duties.
  - c. The Division will provide centralized support and training where appropriate for departmental technology staff.
- 2. Departments: Departments will have adequate staffing to meet technology needs.
  - a. Each department will designate a staff member as the Technology Coordinator. This may be a role in addition to other regular duties, a part-time position, or a full-time position.
  - b. Each department will designate a staff member as the Webmaster. This may be a role in addition to other regular duties, a part-time position, or a full-time position.
  - c. Technology Staff (Webmasters, Technology Coordinators, programmers, others) shall have:
    - ◆ Appropriate knowledge and skill
    - ◆ Training and professional development
    - ◆ Work Plans and Evaluations
  - d. All Division employees shall have
    - ◆ Appropriate knowledge and skill related to technology
    - ◆ Technology training

### **V. Partnerships**

- 1. Division: The Division will provide leadership in development and maintenance of partnerships both within and outside of the Division.
  - a. The Division will be represented on University committees, research and initiatives related to technology.
  - b. The Division will facilitate partnerships with University technology units (ComTech, EADS, ETSS, ITD, and LTS).
  - c. The Division will facilitate partnerships within the Division both informally and formally.
  - d. DETAG will facilitate technology partnership opportunities within the Division.
  - e. DETS will coordinate shared purchases and surplus equipment.
  - f. DETS and DETAG will provide training and education opportunities for the Division.
- 2. Departments: Departments will develop and maintain partnerships that will best suit their individual needs.
  - a. Departments will continue existing partnerships with University technology units.



- b. Individuals within departments will share their expertise both informally and formally with other units on campus and in the Division through committees, training and consultation, etc.
- c. Departments will be represented, as needed, in ETSS LANTech meetings, Division Tech Staff meetings and DETAG meetings.

## **VI. Planning**

- 1. Division: The Division and its departments will engage in deliberate technology planning and review.
  - a. The Division will review this overall Technology Plan on a regular basis, and will revise as needed.
  - b. Training, best practices, and assistance for technology planning will be provided to the departments.
  - c. Technology will appear as a priority item for guidelines for compact planning and other initiatives.
  - d. The Division will recognize creativity, innovation and intelligent risk taking through the provision of the Technology Initiative Award.
- 2. Departments: Departments will engage in deliberate technology planning.
  - a. Each department will complete the Student Affairs Technology Plan Checklist on an annual basis.
  - b. Departments will incorporate technology considerations into compact, assessment, business continuity, and disaster recovery planning.
  - c. Departmental Website planning is a priority. Web development and changes will be communicated to staff. Feedback on design, content and structure will be solicited from employees and students.

## **VII. Technical**

- A. Division: The Division will provide technical support to departments and department technology staff.
  - 1. Division technical staff will be available to assist departments in implementing technology tasks to conform to Division-wide standards.
  - 2. The Division will provide adequate technology support for areas otherwise not supported by the university.
- B. Departments: Departments will provide technical support to end-users.
  - 1. Staff members designated as Technology Coordinator will be able to perform the tasks indicated in the “Division of Student Affairs – Technology Coordinator Standard Duties” document.
  - 2. Staff members designated as Webmaster will be able to perform the tasks indicated in the “Division of Student Affairs – Webmaster Standard Duties” document.
  - 3. Training will be incorporated into initial orientation for new staff, and ongoing training on enterprise applications and departmental specific applications will be provided.

### Supporting Documents

- ♦ Division of Student Affairs – Mission, Vision and Goals
- ♦ Division of Student Affairs – Technology Coordinator Standard Duties
- ♦ Division of Student Affairs – Webmaster Standard Duties
- ♦ Division of Student Affairs – Departmental Technology Checklist

-Approved August 8, 2006 by Thomas H. Stafford, Jr., Vice Chancellor for Student Affairs