

Nashua Community College Technology Plan (2016 – 2020)

Nashua Community College’s Technology Plan has been developed for the purpose of providing a Frame work for addressing matters pertaining to technology acquisition, organization and usage at NCC. The plan has been constructed to identify the proper allocation and utilization of technology in order to best further the college mission and to help improve the level of instructional effectiveness throughout the institution. This plan is to be reviewed and updated annually.

Tactical Objective	Responsible Party(ies)	Dependencies	Completion Dates
Conduct an annual Spring survey of department heads to identify the ongoing and new IT needs of the departments, in terms of equipment, accessibility and other resources.	VP Academic Affairs	Departmental Chairs, Library	Every Spring
Increase the NCC IT staff to maintain and expand the IT services/hours on campus. Add one part-time positions and one full-time to help maintain open lab and act as Level 1 help desk. <i>Level 1 support</i> – Filters Help Desk calls and provides basic support and troubleshooting, such as password resets, and printer configurations. A Level 1 tech gathers and analyzes information about the user’s issue and determines the best way to resolve their problem.	VP Academic Affairs	IT, Chief Business Officer	FY 2019 Part-time position added Fall 2016
Create a lab fee for computer use. Students that are enrolled in courses requiring a computer lab will be required to pay a fee. This will help control the cost of tuition and puts the cost for labs on students.	President, VP Academic Affairs	IT, Chief Business Officer	FY 2019 Lab fees increased for all labs, Fall 2017
Tactical Objective	Responsible Party(ies)	Dependencies	Completion Dates
Department chairs will attend informational sessions with regard to virtual monitoring of online exams. Adoption of these services will be considered.	Department Chairs, VP Academic Affairs	Funding	FY2019
Replace current physical servers with virtual servers	System Office, IT Manager	Funding	FY2018
Utilize Banner in order to move towards a paperless environment	System Office, IT Manager, Business Department staff, Registrar’s office staff	Funding	
Rebuild Academic network for the purpose of increased security	System Office, IT Manager	Funding	Completed Fall 2016

Tactical Objective	Responsible Party(ies)	Dependencies	Completion Dates
Rebuild Administration network for the purpose of increased security	System Office, IT Manager	Funding	FY2018
Begin leasing computers. Spend \$60,000 each year in order to renew lab computers. These machines will be purchased (\$1 fee) when the lease expires. Older lab machines circulated to smaller labs, staff and faculty.	Chief Business Officer, College President	Funding	Fall 2017
Perform continual software upgrades	IT Manager		Ongoing
Hire an independent contractor to continually maintain college printers	Chief Business Officer, College President		FY2016
Upgrade current phone system	System Office, IT Manager	System Office	FY2018
Faculty will assess several Learning Management Systems, and consider implementation.	College faculty, Director of Online learning		January 2018