

Technology Operating Plan – (2002/2003)

This document describes the major technology initiatives that will be implemented by ITS during the 2002- 2003 academic year. The projects support the three strategic directions indicated below and are listed under the particular strategies that they support. As such, this document is the third part of the trilogy (Strategic Directions, Technology Guidelines and Standards (2002), and Technology Operating Plan (2002/2003))

Strategic Directions for Information Technology (IT)

The following are strategic directions for the use of IT at Hamilton in support of the institutional strategic plan.

1) (Provide Excellent Support of Teaching and Learning) Provide exceptional IT infrastructure and services that support teaching and learning.

- *Achieve national recognition among liberal arts colleges for the use of IT to support: collaboration between faculty and students, development of students' excellent communication and information literacy skills, and active engagement of students in the creation of knowledge.*

2) (Extend the Hamilton Experience) Utilize the Internet to enhance interactions with external constituents and promote Hamilton's distinctive programs.

- *Enhance our interactions with accepted and prospective students, parents, and alumni to keep them engaged with Hamilton, extend the global reach of our students and faculty and their achievements.*

3) (Improve access and services) Utilize IT to increase the availability of timely and accurate information, improve the efficiency of college operations, and enhance services provided to Hamilton's constituents.

- *Maximize information resources provided through the web and make it possible for faculty, staff, students, parents, alumni, and others to conduct business with the college at any time, from any location, in a secure and easy fashion.*

Strategies/Projects (*italics*)

The following are strategies that will be used to support the strategic IT directions and the projects that will be implemented.

Note: The teams responsible for the projects are indicated in parentheses following the project, with the first team listed as providing the leadership for the project (AS=Administrative Services, HS= Helpdesk Services, CS=Consulting Services, IS = Instructional Support Services, NS=Network Services, CIS=Central Information Services)

1) Provide Excellent Support of Teaching and Learning

- a) Assure that our network environment is pervasive, reliable, fast, secure and contains information servers that are accessible twenty-four hours a day.
 - i) *Implement a secure, centralized backup approach for all faculty and staff. (NS, HS)*
 - ii) *Enhance centralized management of the campus network. (NS)*
 - iii) *Implement wireless networking in three public areas of the campus. (NS, HS)*
 - iv) *Develop an Active Directory implementation plan to enhance single sign-on (NS)*
 - v) *Complete the network trouble-shooting guide. (NS)*
 - vi) *Implement new version of Blackboard with links to Datatel/LDAP/portal. (IS, NS, CIS, HS)*
 - vii) *Implement new telephone and Internet connections.(NS)*
 - viii) *Replace/transition the Compaq/DEC Datatel server to a SUN platform. (CIS, NS)*
 - ix) *Investigate/apply for grant to connect to Internet 2. (NS, IS)*
 - x) *Migrate all NT servers to Windows 2000. (NS)*
 - xi) *Implement a streaming media server (IS, NS)*
- b) Assure we have sufficient technology-enhanced classroom environments and support staff to enable all faculty to enhance the teaching and learning process.
 - i) *Find another location for Burke 001 and move it in time for the start of second semester. (IS, NS)*
 - ii) *Implement one or two new technology classrooms.(IS)*
- c) Provide public and departmental computer labs and staff in sufficient number to support specialized hardware, software, and services for faculty and students (e.g., multimedia creation and distribution).
 - i) *In collaboration with the library, implement the first stage and plan the second stage of the Multimedia Presentation Center. (IS, NS, CS)*
 - ii) *Implement OSX and Windows XP for labs and offices. (CS, IS, HS, NS)*
 - iii) *Investigate/implement a server-based approach for supporting statistical software. (IS,NS)*

- d) Assure there are sufficient support services to: assure that every student develops appropriate *information literacy* skills before they graduate and that faculty can easily use technology in connection with their teaching.
 - i) *In collaboration with the library plan the Information Commons. (AS, IS, NS, CS, HS)*
- e) Increase collaborative activities between ITS, and other academic support services organizations, particularly the Library, to deliver integrated, cost-effective support services to faculty and students.
 - i) *Enhance HILLgroup activities (participate in Mellon Consortium for Sciences, develop year-long program of talks/activities for faculty). (IS)*
- f) Provide sufficient facilities and staff to enable faculty and students to experiment with technologies that show a promise of enhancing the academic program (e.g., geographical information systems).
 - i) *In collaboration with the library, implement the first stage and plan the second stage of the Multimedia Presentation Center. (IS, NS, CS)*
- g) Assure there is convenient access for members of the Hamilton community to comprehensive electronic information resources that support the academic program.
 - i) *Implement the Iplanet calendaring system. (HS, NS, CS)*
 - ii) *Develop/Implement a revised computer replacement plan. (CS)*
- h) Pursue collaborations with other colleges and organizations to further Hamilton's institutional goals and conserve college resources.
 - i) *Contribute to the efforts of NITLE, EDUCAUSE, Connecticut College (e-portfolio) and CLAC to develop collaborative activities consistent with Hamilton's strategic goals. (AS)*
 - i) *Aggressively pursue grants to support promising curricular initiatives.*
 - i) *Develop a list of grant opportunities. Obtain funding for the Information Commons, multi-media development in Chinese. (AS, IS)*

2) Extend the Hamilton Experience

- a) Expand interactions with accepted students prior to their arriving on campus to simplify their transition to Hamilton and extend their Hamilton experience.
 - i) *Develop a web-based approach to collecting information from deposited students and enabling them to learn to use the technology tools they will use at Hamilton. (CS, IS, AS)*
- b) Develop appropriate technology-assisted activities to maintain alumni connections with Hamilton and enhance fund-raising activities.
 - i) *Reevaluate the approach to the online alumni community. (CS, CIS)*
- c) Expand personalized interaction with prospective students, and their parents, to attract the

best students to Hamilton.

- i) *Continue development of the personalized admission process with particular emphasis on linking Datatel and Web databases. (CS, CIS)*
- ii) *Develop a virtual tour of the campus. (CS)*
- d) Use technologies, such as videoconferencing, to eliminate barriers of distance in bringing our students and faculty in contact with global audiences.
 - i) *In collaboration with A/V services, actively promote/support faculty use of the RCF. (IS)*

3) Improve access and services

- a) Re-design college operations to maximize information made available electronically, provide customized assistance to users of that information, and empower members of the college community to quickly and securely transact business with the college.
 - i) *Implement evaluation methods, and best practice benchmarking in all ITS service areas. (AS, NS, CIS, IS, HS, CS)*
 - ii) *Develop a list of college print materials that can be replaced with web-accessible materials, thereby saving financial resources and improving the timeliness of information. Track the savings. (AS, CIS)*
 - iii) *Identify one business process that can be moved to the web to save time and resources and implement that process. (CIS, CS)*
 - iv) *Identify high-priority services and implement the first stage of the Hamilton portal environment. (CS, IS, CIS)*
 - v) *Develop a 24-hour Helpdesk pilot project and implement web-based access to problem solutions. (HS)*
 - vi) *Implement additional WebAdvisor modules for access to Datatel information. (CIS, CS)*
 - vii) *Upgrade Datatel to Release 17.(CIS)*
- b) Utilize IT to enhance support provided to the academic advising process.
 - i) *Make modifications to the online advising tour.(CS)*
 - ii) *Participate in the Connecticut College e-portfolio project (if grant funded). (CS, CIS)*
- c) Assure that all members of the college community have convenient access to electronic resources and that information is regularly shared.
 - i) *Implement the Iplanet calendaring system. (HS, NS, CS)*
 - ii) *Implement the first stage of the campus portal. (CS, HS, NS)*
- d) Assure training is available to all members of the college community to enable them to effectively use technological tools to fulfill their responsibilities.
 - i) *Develop/implement a written training plan that includes: timely advertisement of*

activities, menu of training options (Element K, workshops, etc.), feedback mechanisms. (CS)