

Delaware Tech Board of Trustees Technology Committee Notes

Date: September 29, 2016
Time: 9:00 am – 11:00 am
Location: 234B C-Wing / Delaware Tech Stanton Campus

Attendance:

- Mark Brainard
- Justina Sapna
- Robert E. Hagerty
- Norman D. Griffiths, Esq.
- Vince Borrelli
- Gary Moyer
- Rick Kravevich
- Jerry Hammond
- Stephen Shirey
- Kelly Stanley
- Terri Palmer

Board of Trustees Technology Committee Charge:

The Technology Committee's charge is set forth in the Delaware Tech Bylaws Article VII, Section 5, which is set forth below:

Section 5. Technology Committee

The Technology Committee is charged with the development and prioritization of short and long term technology goals for the College to promote the effective use of information technology in the instructional and administrative activities of the College and to identify and recommend new and emerging IT-based services necessary to the fulfillment of the College's mission. In order to achieve this purpose, the Committee provides advice and recommendations to the Board and College administration concerning IT strategic directions, operating policies, and student, faculty and staff IT needs.

NOTES:

1. Welcome/Opening Remarks

1.1. Bob Hagerty (Technology Committee Chair)

- Thank you to President Brainard, Vice President Sapna and honored guests for attending the College's first Technology Committee meeting.
- Committee is critically important to the College's efforts to strike the right balance between technology, service, cost and risk.
- Committee is also an opportunity to help College IT meet and exceed needs of the College community.
- Ultimately, Committee wants to ensure that IT efforts at the College are aligned with the institution's overall strategic plan.

1.2. Mark Brainard (President)

- Thank you to Mr. Hagerty, Mr. Griffiths, Mr. Borrelli and Mr. Moyer for taking time to be a part of this committee which will help the College:
 - Identify, develop and prioritize opportunities.
 - Meet the College's/State's internal and external technology needs.
 - Provide guidance and recommendations to the Board and College leaders that will assist the institution in its work providing services to students, faculty and staff; strengthening its technology infrastructure; employing IT professionals; managing risk; and producing an IT workforce.

2. Academic Overview

2.1. Justina Sapna (Vice President for Academic Affairs)

- Academics and Workforce Development is working together to assess how the College is currently offering its associate degree computer information technology courses and programs, and how to more fluidly integrate workforce development certifications as stackable credentials within or alongside degree programs. This design will give students the ability to customize their curriculum to a certain extent and will provide them opportunities to “on ramp” and “off-ramp”. Also discussed was the idea of organizing all technology-related services/resources under a single unit. President Brainard and Vice President Sapna have asked Rick Kravevich to lead this important project.
- The program redesign work will foster a partnership between the College community and external stakeholders so that associate degree and workforce development program developers can gain insight into program requirements based on IT workforce needs in Delaware, seek new opportunities, and garner support/resources for our students.
- This partnership initiative will position the College to design, develop and deliver innovative and exceptional student-centered, technology-based learning opportunities that will not only benefit graduates but also improve the regional economy as well.

3. Information and Instructional Technology (IIT) Overview

3.1. Rick Kravevich (Associate Vice President - Information and Instructional Technology)

- The mission of the Information and Instructional Technology Division at Delaware Technical Community College is to provide excellent, safe, innovative and reliable information technology products and services designed to enable and empower our students, faculty, administration and staff to succeed.
- Structure (See Appendix A: IIT Org Chart)

3.2. Rob Wiltbank (Director of Applications – IIT)

- Purpose: Applications is tasked with supporting the functional offices and applications infrastructure of the College's student information system and web services.
- Responsibilities: We focus on the configuration and management of Banner, an enterprise-class piece of software that allows us to maintain student records, manage course assignments and registration, facilitate accounts receivable, and process and disburse financial aid.

3.3. Steve Shirey (Director of Systems – IIT)

- Purpose: Systems provides the foundational technologies for the College's operations. The department deploys, manages and maintains the essential network technology systems and services that the College relies upon each day.
- Responsibilities: Our responsibility is to ensure the integrity, access and security of the College's critical and sensitive data and systems. This means being available 24x7, using state-of-the-art technology and services, participating in ongoing training and professional development, collaborating daily across IIT, and working closely with our technology partners in helping the College stay ahead of the curve and be forward thinking.

3.4. Jerry Hammond (Director of Computing Support and Media Services – IIT)

- Purpose: CMS provides technology-based services and support for Delaware Tech’s students, faculty, staff, and administrators. We serve as the critical frontline support to keep classrooms, offices, labs, conference rooms and other key spaces functioning correctly.
- Responsibilities: We support the College’s tutoring centers, learning commons, public safety facilities, student success centers, the ITC and other common areas throughout the state.

3.5. Kelly McVeigh Stanley (Director of Center for Creative Instruction and Technology – IIT)

- Purpose: CCIT assists and inspires educational creativity and excellence.
- Responsibilities: The team strives to enable, educate and support our academic partners as they combine their subject matter expertise with our understanding of instructional design and state-of-the-art educational technology applications. Together, we strive to design learning experiences that increase student performance and satisfaction.

4. Discussion (60 minutes)

4.1. Key Discussion Takeaways:

- College decision makers were encouraged to not just think “degree” but to think “employability,” remembering that graduates’ technology skills are as important as their ability to think critically and solve problems. The College must produce technology professionals who are agile, effective communicators, and self-starters committed to lifelong learning. In short, the College needs to create thinkers for this sector.
- Students need the ability to “off ramp” from programs and curricula. Students must be able to move freely between credit and non-credit based on academic and career goals.
- Students should learn like they will work. Learning should be project-based, and students should learn to work in teams. Soft skills are as important as hard skills. Students should be able to quantify and display what they have learned with portfolios.
- College programs should reflect the needs of large and small businesses, K-12, as well as state and local governments. Advisory committees need to engage in meaningful communications with these entities.
- The College should develop a three-to-five-year roadmap or an extended look-forward for applications and technology. Transparency should be considered in terms of service-level agreements and metrics identified to measure uptime and reliability.

4.2. Follow Up Items:

- The Committee would like to see a three-year IT roadmap which identifies primary customers and vendors and provides an overview of the College’s patching and update strategy and penetration testing strategy.
- The Committee would also like to review a series of data that will demonstrate current enrollment trends and projections on academic and non-credit programs, as well as cost per student as compared to other institutions.

5. Next Steps (10 minutes)

5.1. **Next Board Technology Committee Meeting**

Date: Tuesday, December 6, 2016

Time: TBD

Location: TBD

Information and Instructional Technology (IIT) Organizational Structure

