



Illinois Eastern Community Colleges

# Technology Plan 2021-2023

Frontier Community College – Fairfield, Illinois  
Lincoln Trail College – Robinson, Illinois  
Olney Central College - Olney, Illinois  
Wabash Valley College – Mt. Carmel, Illinois

## TABLE OF CONTENTS

Technology Committee .....	1
Information Technology Staff .....	1
Mission Statement .....	2
Executive Summary .....	3
Technology Vision.....	3
Fiscal Year 2020 Technology Plan Accomplishments .....	4
Administrative Systems .....	4
Academic Technology .....	4
Technology Infrastructure .....	5
Three Year Technology Goals and Activities.....	6
Administrative Systems .....	6
Academic Technology .....	6
Technology Infrastructure .....	7
Budget .....	8

## TECHNOLOGY COMMITTEE MEMBERS

The IECC staff and students wish to express a special thank you to the Technology Committee members and the technology staff

Alex Cline, DO  
Jay Edgren, FCC  
Matt Fowler, WVC  
Ryan Gower, DO/LTC  
Ryan Hawkins, DO  
Travis Matthews, LTC  
Rodney Ranes, OCC  
Kristi Urfer, OCC/DO  
Brandon Weger, DO

## INFORMATION TECHNOLOGY STAFF

IECC is fortunate to have skilled and dedicated professionals to support the technology needs of the district. These employees do an excellent job of implementing technology solutions in support of IECC's mission.

### District Office

Cris Costantino, Research Data Analyst  
Jeff Gumbel, Coordinator of Web/Online Learning Services  
Carrie Hallam, Part-Time IT Trainer/Support  
Cameron Percy, Technology Systems Specialist  
Paul Tait, Systems Administrator  
Dave Wingert, IT Technician  
Jay Zwilling, Systems Administrator

### FCC

Terry Chrtt, IT Technician

### LTC

Tristan Caparas, IT Technician

### OCC

Allen Simpson, IT Technician

### WVC

Bobby Moyes, IT Technician

Submitted to Cabinet: July 8, 2020

Submitted to Board of: July 21, 2020

**ILLINOIS EASTERN COMMUNITY COLLEGES  
DISTRICT No. 529**

**MISSION**

**Our mission is to deliver exceptional education and services to improve the lives of our students and to strengthen our communities.**

Purposes

The District is committed to high academic standards for pre-baccalaureate, career and technical education that sustain and advance excellence in learning. The mission is achieved through a variety of programs and services that include, but are not limited to:

- educational programs, including pre-baccalaureate, career and technical degrees and certificates that prepare a diverse student body for transfer to a four-year institution of higher education or entry into a multicultural global workplace;
- program, course and institutional goals that have identifiable and measurable learning outcomes that are clearly understood by students;
- utilization of resource-sharing partnerships to expand, retrain, and strengthen the industrial base of southeastern Illinois;
- development of partnerships with pre-K through high schools allowing for the smooth transition and progression of students through lifelong learning;
- academic programs and institutional services that are reviewed and revised on a scheduled time frame with a focus on accountability relative to planning, student and program assessment, and learning outcomes;
- adult and continuing education designed to meet the immediate and long-term needs of the residents in the District;
- programs in remedial education, which assist District residents in attaining skills and abilities needed to enter and complete college-level programs;
- student advisement, counseling, and placement services for the purpose of assisting students in choosing a program of study, transferring to a four-year institution, entering employment, or completing certificate or course goals;
- curricula and services that are developed and updated, as necessary, to meet both short- and long-term needs of the residents of the District;
- community education and community service activities that provide a cultural and intellectual resource center for the area as well as identifying and honoring multiculturalism and diversity within our communities;
- professional enrichment and growth experiences for college, faculty, administrators, and staff which will improve and enhance instruction and service; and,
- resources, facilities, staff, and equipment to support all program and service components of the college.

## TECHNOLOGY PLAN FY 2021-2023

### EXECUTIVE SUMMARY

With the support and commitment of the Board of Trustees, staff, faculty and administration, IECC continues to improve the technological resources available throughout the district. The FY 2021 – FY 2023 Technology Plan serves as a review of FY 2020 technology projects and outlines current and future technological needs. The goal of the plan is to improve technological services for faculty, staff, and students within the projected budget.

A Technology Committee comprised of employees throughout the IECC District provided input and guidance for the plan. This Committee identified technological resources needed to better serve the citizens of District 529 and developed a Technology Plan that:

- is supported by the four colleges, workforce education, and district office and includes their full commitment to the implementation of the adopted plan.
- is cost-effective, with regard given to present and anticipated financial resources.
- is developed with input from key officers from each college and the district office with full consideration given to the American Disabilities Act and the need to accommodate access for those with physical challenges.
- ensures investments in technologies that will provide a sound, reliable, and secure infrastructure.
- focuses on major technology needs outside of the normal operating budget and grant funds.

### TECHNOLOGY VISION AND MISSION FOR ILLINOIS EASTERN COMMUNITY COLLEGES

IECC has actively built a substantial technology foundation rapidly adopting a significant amount of technology. The district must continue to upgrade technology in order to maximize the educational benefits to the citizens of District 529.

Technology changes on a regular basis; therefore, the Technology Plan is a “living” document that will be updated on an annual basis. The plan is a blueprint for tomorrow that sets forth IECC’s information technology vision, strategic directions, and action plans for achieving the empowerment of the district’s community through information technology.

The vision of IECC’s Technology Plan is to create a sustainable environment that integrates technology into the framework of the institution and provides our students, faculty and staff with the information, tools and services where and when needed.

The mission of the Information Technology Plan is to provide secure, reliable and accessible technology services in support of the overall mission of Illinois Eastern Community Colleges.

## FISCAL YEAR 2020 TECHNOLOGY PLAN ACCOMPLISHMENTS

Below are status updates for the 2020 Technology Plan projects.

### STATUS UPDATE

#### Administrative Systems

<i>PROJECT</i>	<i>STATUS</i>	<i>NOTES</i>
Banner System Upgrades and Consulting	✓ <b>Completed</b>	1. Purchased Banner consulting to perform a required Oracle database upgrade. 2. Purchased job scheduling software to automate manual daily Banner processing.
Emergency Notification System	✓ <b>Completed</b>	Purchased the Regroup emergency notification system.
Office 365 Implementation	<b>In Process</b>	Contracted with Keller Schroeder to assist with Microsoft Azure Active Directory and Office 365 conversion. Employees and students have been migrated and we are setting up access to applications.
Data Security Assessment	✓ <b>Completed</b>	Contracted with Keller Schroeder to perform a technology security assessment and vulnerability testing. Assessment was completed and recommendations were reviewed with IECC technology staff.

#### Academic Technology

<i>PROJECT</i>	<i>STATUS</i>	<i>NOTES</i>
Computer Software Licenses	✓ <b>Completed</b>	Purchased the following District-wide software licenses: Canvas, Microsoft Office 365 and server licenses, Antivirus, Deepfreeze, Insight, and Zoom Video Conferencing.
Online Software Subscriptions	✓ <b>Completed</b>	Purchased district-wide LRC software subscriptions were also purchased: American History, World History, World News, Issues and Controversies, Today's Science, Literary Reference Center, Small Business Reference Center, and Access Science.
Program-Specific Academic Technology	✓ <b>Completed</b>	Purchased technology equipment and software based on campus needs. Purchases included computers, display TVs and software.
Computer Display Units and Video Conferencing	✓ <b>Completed</b>	Purchased TVs/projectors to upgrade classroom technology.
Improve Online Student Academic Integrity Systems	<b>In Process</b>	Piloting Respondus lock-down browser and test monitor software for online test proctoring.

## Infrastructure

<i>PROJECT</i>	<i>STATUS</i>	<i>NOTES</i>
Network Equipment and Consulting	✓ <b>Completed</b>	Purchased consulting services to assess wireless network infrastructure and to implement new firewall VPN service. Purchased Netwrix Auditor for MS Active Directory security monitoring.
Network Servers and Storage	✓ <b>Completed</b>	Purchased additional virtual server host, VMWare software and backup software.
Network Power Backup and Surge Protection	✓ <b>Completed</b>	Purchased battery backups for various equipment rooms.
Computer Replacements	✓ <b>Completed</b>	Replaced 142 instructional and 108 staff computers.
Surveillance System Upgrades	✓ <b>Completed</b>	Upgraded a DVR for video storage.

## **TECHNOLOGY GOALS AND ACTIVITIES FY 2021 – FY 2023**

The improvements and recommendations established through the Technology Plan are listed below as goals in the areas of administrative systems, academic success, and infrastructure. The goals and activities of the Technology Plan are not a wish list, but represent the cost for improvements, upgrades and maintenance necessary to provide the technological resources required by the IECC district. These projects represent technology needs outside the normal operating budget and grant funds.

### **GOAL 1: MAINTAIN AND UPGRADE SYSTEMS IN SUPPORT OF ADMINISTRATIVE OPERATIONS**

**Activity 1:** Implement a Customer Relationship Management (CRM) system to streamline communications with external constituents.

**Activity 2:** Upgrade the hardware and software that supports Banner, the centralized administrative software system. This system contains the core information required for day-to-day operations at IECC including financials, human resources, student records, and financial aid. Additional software demands from Banner upgrades, web access, online reporting, and imaging system access require additional computing capacity. Training is also required to help employees utilize system functionality and increase efficiency.  
(Strategic Plan goal 2, strategy 5, objective 3)

**Activity 3:** Purchase the emergency notification system subscription to send out emergency alert text, email, and voice messages. (Strategic Plan goal 1, strategy 3, objective 1)

**Activity 4:** Perform annual data security assessment and vulnerability scanning to continuously improve IECC's technology security posture.

**Activity 5:** Purchase website hosting service and support for the newly redesigned website.

### **GOAL 2: PROVIDE TECHNICAL RESOURCES TO SUPPORT ACADEMIC SUCCESS**

**Activity 1:** Purchase software applications such as the online learning management system, video conferencing, Microsoft Office 365 Education subscription, Microsoft Windows Servers and antivirus software. These applications are accessible to all students and employees throughout the district. As with all areas of technology, software applications change rapidly. IECC must teach and use the most current software applications to give both students and employees the tools needed to compete in today's marketplace.

**Activity 2:** Purchase online software subscriptions. Many research materials are now available online and are accessible by purchasing annual software subscriptions. Purchasing access to the online materials as a district provides district-wide access to the information and takes advantage of quantity discounts.

**Activity 3:** Purchase technology needed to support program-specific academic areas. Technology purchases from this line-item will be left to the discretion of the Chancellor, CFO, Director of IT, College Presidents, and College Deans. Funds distribution will be as follows: FCC: \$32,000, LTC: \$32,000, OCC: \$32,000, WVC: \$32,000, WE: \$12,000.  
(Strategic Plan goal 2, strategy 3, objective 5)

### **GOAL 3: MAINTAIN AND UPGRADE THE DISTRICT'S TECHNOLOGY INFRASTRUCTURE**

**Activity 1:** Upgrade the existing wired and wireless network equipment and bandwidth. Increases in both instructional and administrative network applications drive the need for faster network and additional wireless access; therefore, we must annually upgrade the networking equipment to accommodate the demands. (Strategic Plan goal 1, strategy 2, objectives 1 & 2)

**Activity 2:** Upgrade network servers and data storage equipment to support various applications throughout the district. Continue to evaluate cloud-based storage and server options.

**Activity 3:** Upgrade battery backup and surge protection systems throughout the district.

**Activity 4:** Replace computers that no longer meet minimum requirements. The lifecycle of a computer ranges from three to five years depending on application requirements. A line item to ensure the replacement of outdated computers is critical.

**Activity 5:** Upgrade the district-wide video surveillance system cameras and storage.

# Technology Plan Budget

## FY 2021 - 2023

### Administrative Systems

<u>Description</u>	<u>Link to Strategic Plan</u>			<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</u>	<u>TOTALS</u>
	<u>Goal</u>	<u>Objective</u>	<u>Strategy</u>				
1 CRM System for Constituent Tracking				\$10,000	\$10,000	\$10,000	\$30,000
2 Banner Improvements and Training	2	5	3	\$60,000	\$20,000	\$20,000	\$100,000
3 Emergency Notification System and Texting	1	3	1	\$5,000	\$5,000	\$5,000	\$15,000
4 Data Security Assessment and Scanning				\$20,000	\$20,000	\$20,000	\$60,000
5 Website hosting and Support				\$20,000	\$10,000	\$10,000	\$40,000
<b>Administrative Systems Totals</b>				<b>\$115,000</b>	<b>\$65,000</b>	<b>\$65,000</b>	<b>\$245,000</b>

### Academic Technology

1 Computer Software Licenses				\$190,000	\$190,000	\$190,000	\$570,000
2 Online Software Subscriptions				\$20,000	\$20,000	\$20,000	\$60,000
3 Program-Specific Academic Technology				\$140,000	\$140,000	\$140,000	\$420,000
<b>Academic Technology Totals</b>				<b>\$350,000</b>	<b>\$350,000</b>	<b>\$350,000</b>	<b>\$1,050,000</b>

### Infrastructure

1 Network Equipment and Consulting	1	4	1& 2	\$60,000	\$45,000	\$45,000	\$150,000
2 Network Servers and Storage				\$20,000	\$20,000	\$20,000	\$60,000
3 Network Power Backup and Surge Protection				\$25,000	\$5,000	\$5,000	\$35,000
4 Computer Replacements				\$0	\$100,000	\$100,000	\$200,000
5 Surveillance System Upgrades				\$30,000	\$15,000	\$15,000	\$60,000
<b>Infrastructure Totals</b>				<b>\$135,000</b>	<b>\$185,000</b>	<b>\$185,000</b>	<b>\$505,000</b>
<b>Totals</b>				<b>\$600,000</b>	<b>\$600,000</b>	<b>\$600,000</b>	<b>\$1,800,000</b>