Overall Technology

1. Continue to meet all VCCS and Virginia technology and IT Security Standards.
2. Maintain national ranking as one of the most top technology able community colleges.
3. Maintain technology refresh cycles.
4. Maintain at least 99% reliability for our network, IT systems, television, and web.
5. Provide robust remote access to all NVCC systems and services.
6. Provide access to all online services over handheld devices such as smart phones.

Infrastructure

7. Provide wireless coverage to 95% of the college facilities.
8. Reduce ratio of college physical to virtual servers to 60% of FY 2008 levels.
9. Provide single sign-on to college systems and services.

Help Desk

10. Provide technology support through the Help Desk 24/7/365.

Communication

11. Maintain a comprehensive state-of-the-art College website to function as a major information and marketing presence.
12. Reduce the amount of email storage to 70% of FY 08 levels through the use of on-line storage and archiving. (Complicated by huge growth in faculty/staff; may not be needed with cloud email.)
13. Increase the use of on-line meetings by 100% of FY 08 levels.
14. Increase the use of video conferencing by 75% of FY 08 levels.
15. Increase the number of offices using live online computer chat for customer support by 200% of FY 08 levels.
16. Maintain active college sites on all popular social networking and content sharing sites.

Energy Efficiency

17. Ensure 100% of all computers and servers are Energy Star compliant or meet recognized energy efficiency standards.

Instruction

18. Ensure at least 75% of all faculty are competent in BlackBoard*.
19. Ensure that 100% of all course sections have a BlackBoard* presence with current information such as a syllabus, faculty office hours, contact information, etc.
20. Ensure that at least 50% of all sections make regular use of BlackBoard*.
21. Provide virtual academic advising throughout the semester.
22. Provide a virtual student services centers for remote access to services.
23. Ensure all classrooms are electronic classrooms and at least 80% of all classrooms are equipped with more than just a computer and projector.
24. Ensure at least 60% of classrooms have digital white board capability.
25. Ensure that at least 60% of all classrooms meet college technology standard equipment configuration set-up.
26. Provide a student technology production lab on all campuses.
27. Provide an Apple Macintosh computer lab on all campuses.
28. Increase the number of faculty using commercial instructional software by 50% of FY 08 levels.
29. Increase content on iTunesU by 200% of FY 08 levels.
30. Increase available video resources by 100% over 2008 levels. (Combines #30 and 31.)
31. Ensure that 100% of full-time and adjunct faculty have a web presence on the NVCC website.
32. Ensure remote access to a wide array of online library resources and support.

**Document Management**

33. Provide web-accessible document storage.
34. Implement digital imaging in all administrative offices to reduce file storage and paper use, and improve workflow.
35. Eliminate at least 50% of paper forms through use of on-line forms.
36. Ensure that multi-function networked printers are available to all networked computer, and that the number of individual dedicated printers and fax machines are reduced by 75%.

**Data Warehouse**

37. Provide data warehouse functionality for the SIS, AIS, and HR systems.

**Emergency Notification**

38. Ensure at least 80% of faculty, staff, and students sign-up for NovaAlert.
39. Ensure emergency notification can reach 100% of all networked computers.
40. Ensure emergency notifications can reach 100% of all college phones.
41. Ensure emergency notifications can be displayed in all areas of the college with networked flat panels.

**Remote Access and Teleworking**

42. Provide remote work capability for all College employees that includes access to appropriate College resources including college software applications, secure web storage, document imaging, voice-over-IP communications, video conferencing, and online collaboration tools.
Training

43. Provide robust online and in-person training programs in each of the following: SIS, AIS, HR, BlackBoard*, Microsoft Office, Remote Access, email, online document storage, Blackboard Collaborate, WebEx, Collaboration Tools, Web 2.0 tools, and video conferencing.

IT Staff

44. IT staff will be proficient in current operating systems, MS Office, Email systems, client security software, Kace, Casper, and other remote software, Help Desk and change management software, and campus-based hardware systems.

Disaster Preparedness and COOP

45. Ensure the College has dedicated and current technology resources available for use as an Emergency Operations Center (EOC) for use in the event of an incident to support continuity of operations (COOP).

46. Ensure that college and campus staff have proper training in the use and deployment of EOC and COOP equipment and procedures.

* or current Learning Management System

Reviewed and continued approval by Administrative Council 9/13/2016