



Technology Master Plan

Fiscal Year 2021 – 2026

Master Technology Plan 2021-2026

CONTENTS

ABOUT NORTHLAND COMMUNITY AND TECHNICAL COLLEGE	2
Vision, Mission, and Values	2
Strategic Plan	2
TECHNOLOGY PLANNING	3
FACILITIES-TECHNOLOGY COMMITTEE.....	4
Facilities-Technology Committee Model – Adopted 2013	4
Guiding Principles	4
Facilities-Technology Committee Minutes	4
INFORMATION TECHNOLOGY SERVICES (ITS) DEPARTMENT:	5
Information Technology Services Mission and Vision	5
Information Technology Services Goals	5
ITS Department Hours	5
TECHNOLOGY INFRASTRUCTURE REPLACEMENT/RECYCLING PLANS.....	6
Technology resources are on the following recycling plans.....	7
TECHNOLOGY POLICIES	8
Student Policies	8
Administration Policies	8

ABOUT NORTHLAND COMMUNITY AND TECHNICAL COLLEGE

Northland is a comprehensive two-year community & technical college offering 80+ program options in high-demand fields including Aerospace, Agriculture, Automotive & Transportation, Building Trades, Business & Marketing, Education, Health & Human Services, Information Technology, Law & Public Safety, Manufacturing and more! Northland also has a liberal arts & transfer program which offers students the first two years of a bachelor's degree.

Vision, Mission, and Values

Vision:

Northland will be the premier choice for providing exceptional education that transforms lives and strengthens the communities we serve.

Mission:

Northland transforms the lives of students and our communities through a welcoming, supportive, and integrated learning environment.

Values:

- Meet students where they are
- Focus on student success
- Provide a high-value learning experience
- Work collaboratively and build relationships
- Advance diversity, equity, and inclusion
- Promote global competency
- Encourage innovation and creativity
- Pursue quality and continuous improvement
- Meet community and workforce needs
- Practice responsible financial stewardship

Strategic Plan

Northland's approach to strategic planning is based on the premise that a strategic plan is a living document, designed for effectiveness through adaptability and flexibility, and subject to continuous review.

Strategic Plan: <https://www.northlandcollege.edu/about/mission-strategic-plan/>

TECHNOLOGY PLANNING

The purpose of this technology plan is to evaluate Northland Community and Technical College's existing technology services, infrastructure usage, and make recommendations for future planning and direction.

The growth and expansion of technology brings continuous change. Planning for technology is difficult when the landscape changes every day. The success of the technology master plan is dependent on numerous factors such as sufficient financial resources and staffing.

Members of the Facilities-Technology Committee, comprised of faculty, staff, and students work together to create and update the technology plan. Future technology planning will be aligned with the Facilities Master Plan and Academic Strategic Plan.

The student technology budget and recycling plan is reviewed annually with the Facilities-Technology Committee and members of Student Senate.

FACILITIES-TECHNOLOGY COMMITTEE

The primary purpose of the Facilities-Technology Committee is to provide recommendations for the continuous improvement and future direction of facility and technology infrastructure and services. The committee will seek input from employees and students through annual surveys. Survey results of needs and ideas are reviewed by the committee in the spring of each year, and recommendations carried forward for budget planning purposes. Survey results are also shared with numerous other committees and groups to encourage feedback and input.

Facilities-Technology Committee Model – Adopted 2013

Northland Community and Technical College offers an array of technology resources and infrastructure dedicated to student learning. Students and faculty play an active role in the committee and make recommendations regarding expenditures of student technology fees.

Guiding Principles

- Let all deliberations be guided by Northland's mission and vision statements.
- Be inclusive, seek and include input from the college community.
- Frequently share information with colleagues regarding your work on a technology team.
- Share information to all employees from meetings via college e-mail and website.
- Address both short and long-term technology needs of the college community.
- Make recommendations to the college-wide Technology Committee regarding future planning initiatives and investments.

Facilities-Technology Committee Minutes

The Technology Master Plan and all accompanying plans, meeting minutes and related documents are available at <https://www.northlandcollege.edu/employees/councils-committees/>

INFORMATION TECHNOLOGY SERVICES (ITS) DEPARTMENT:

The Information Technology Services department provides students and employees with computer and technology services necessary to support and enhance the educational learning environment. ITS is the first point of contact for all technology-related services and support. To better serve students, faculty and staff, an ITS Department is offered on both the East Grand Forks and the Thief River Falls campuses of Northland Community and Technical College.

Information Technology Services Mission and Vision

Our Mission is “To provide Technology Solutions and Creative Services” with a Vision “To be the group that links the college community to future possibilities.”

Information Technology Services Goals

Goal #1: Provide an atmosphere of Customer Service

Goal #2: Research and establish technology standards to improve the delivery of technical support and services

Goals #3: Provide and research innovative ways to utilize uses of technology

Goal #4: Establish and maintain technology infrastructure

Goal #5: Work as a college-wide IT team that capitalizes on each other’s strengths and compensates for each other’s weaknesses.

ITS Department Hours

IT hours of operation are from 8:00 am – 4:30 pm weekdays.

TECHNOLOGY INFRASTRUCTURE REPLACEMENT/RECYCLING PLANS

The campus network provides a fiber optic backbone and access to a DS3 line, providing high-speed internet and e-mail access. All students are provided a network login and e-mail account. To serve students better, Information Technology Services (ITS) are offered on both the East Grand Forks and the Thief River Falls campuses of Northland Community and Technical College. ITS provides technicians dedicated to technical support for students, both on and off campus. Support is also provided to the Aerospace site, the Roseau satellite office and off-campus management education locations. ITS is the first point of contact for all technology-related services and support.

The Thief River Falls campus provides computer labs equipped with high end computers. All computers are replaced on a three or four-year recycling program to provide students with access to up-to-date equipment. Cyber areas are open student labs and are available to students from 7:30 a.m. to 9:30 p.m. on weekdays. The library is also equipped with twenty student computers, study rooms and test proctoring. Over Thirty classrooms are equipped with smart technology, including an instructor computer, VCR/DVD, sound system, and multi-media projector. Many classrooms have added meeting Owls or Zoom room meeting capabilities. Two conference rooms are equipped with video conference equipment for meetings between campuses. Three classrooms offer interactive television network (ITV) capabilities. The campus offers wireless network access in all areas.

The East Grand Forks campus offers a variety of technical programs that require students to purchase laptop computers to complete their programs successfully. The campus offers wireless network access throughout the entire campus and wired ports in most classrooms. The library is equipped with thirty-two desktop computers dedicated to student use, study rooms and test proctoring. Twenty-eight computers in two cyber areas are also dedicated to open student computer use. Over Twenty classrooms are equipped with smart technology, including an instructor station, VCR/DVD, sound system, and multi-media projector. Many classrooms have added meeting Owls or Zoom room meeting capabilities. Two conference rooms are equipped with video conference equipment for meetings between campuses. Three classrooms offer interactive television network (ITV) capabilities. ITS services are available for support from 8:00 a.m. to 4:30 p.m. weekdays.

Technology resources are on the following recycling plans

- **Student Computer Labs:** 4 - 5 Year Replacement Plan in high use student computer labs.

Student Lab computers are recycled to lower use Student Labs to extend the life cycle of computers.

- **Employee Computers:** 3 - 4 Year Replacement Plan for Employee computers. Laptops are recycled after 3 years and desktops after 4.

- **Server Replacement:** 4 - 5 Year Replacement Plan for servers.

- **Switch Replacement:** 5 Year Replacement Plan for Cisco Switches. In 2021 all Cisco switches and network core will be replaced with Aruba switches and core.

- **Core Switch Replacement:** 8 Year Replacement Plan for Cisco Core. In 2021 all Cisco switches and network core will be replaced with Aruba switches and core.

TECHNOLOGY POLICIES

Student Policies

[2205 USE OF E-MAIL FOR OFFICIAL CORRESPONDENCE WITH STUDENTS](#)

Administration Policies

[5010 Acceptable Use of Computers and Information Technology Resources](#)

[5010P Acceptable Use of Computers and Information Technology Resources Procedure](#)

[5015 Use of E-mail for Official Correspondence with Employees](#)

[5011 Security & Privacy of Information Resources](#)