

IT Departmental Academic Action Plan 2009-2010

2009-2010 Goals	Projects to be Accomplished in 2009-2010 (Manager responsible)	Ongoing Projects (Manager responsible)	Supports College Strategic Initiatives
Enhance distance learning technologies (Online Learning, ITV)	<ul style="list-style-type: none"> ○ Explore options and best practices pertaining to streaming media. Investigate the technology, process, and infrastructure needed (S. Hilton, T. Aldridge, S. Hagan, P. Burns, I. Whisenand) ○ Research different mediums (web casting) and their relation to servicing the rural communities of Yavapai County (S. Hilton, T. Aldridge, S. Hagan, P. Burns, I. Whisenand) 	<ul style="list-style-type: none"> ○ Continue to refine support levels and mechanisms. Adjust/modify as needed. (I. Whisenand, S. Hilton, T. Aldridge, P. Burns) ○ Continue to reduce the barriers and detractors surrounding our distance learning platforms <ul style="list-style-type: none"> ○ Blackboard (S. Hilton) ○ ITV (T. Aldridge) 	1.6
Continue to provide support for faculty development (Summer/Winter Institutes, Training, GIFT Centers)		<ul style="list-style-type: none"> ○ Continue to facilitate professional development workshops/activities (S. Hilton) ○ Assist in the identification of faculty development needs and opportunities (S. Hilton) 	1.1,1.6
Increase communication and knowledge transfer	<ul style="list-style-type: none"> ○ Continue to increase internal and external contacts to bridge gaps in communication. Utilize multiple mechanisms – web (pages, blogs), email, forums, etc (S. Hilton , T. Aldridge, I. Whisenand, P. Burns, W. Earles, S. Hagan, G. Cuthbertson) 	<ul style="list-style-type: none"> ○ Develop additional resources/information for students, faculty, and staff about academic technology (S. Hilton, I Whisenand, T. Aldridge) 	1.1

Advance web site	<ul style="list-style-type: none"> ○ Research and begin redesign of the YC websites and related components (S. Hagan) 	<ul style="list-style-type: none"> ○ Support data driven decision making (S. Hagan) ○ Continue to improve content and design. (S. Hagan) ○ Continue to enhance Luminis portal (S. Hagan) 	1.2
Enhance telephony services/network services and emergency communications	<ul style="list-style-type: none"> ○ Participate in college-wide emergency planning efforts/drills (P. Burns, W. Earles, S. Hagan) ○ Continue to review data and voice circuits to reduce costs and increase speed when necessary (W. Earles) 	<ul style="list-style-type: none"> ○ Continue installation of emergency phones in classrooms (W. Earles) ○ AlertYC project <ul style="list-style-type: none"> ○ Maintain and enhance AlertYC web/computer/phone related components (S. Hagan, W. Earles) ○ Monitor/Test Campus Sirens (I. Whisenand) 	1.2
Continue to enhance customer service to support student recruitment/retention, and effective internal operations		<ul style="list-style-type: none"> ○ Continue to analyze current customer support practices and information provided via the web and other communication vehicles (S. Hilton , T. Aldridge, I. Whisenand, P. Burns, W. Earles, S. Hagan, G. Cuthbertson) 	4.0