Strategic Priority: Technology

Goal C: The University will apply appropriate technologies and resources to enhance teaching learning, research, creativity, scholarship, and service.

KPI C1: The University will determine current and future technical support needs in order to provide the necessary technical support for faculty, staff, and students.

| Ranking: Impact: High; Effort: Low |

Definition/Strategies/Action Plan
Technology is a means to offer students a high quality education with the skills needed to compete in the marketplace and to make that education accessible. Skills in most fields, from fine arts to technical professional fields, use some form of technology, which may range from microscopes, musical instruments and kilns to computers and software.
<table>
<thead>
<tr>
<th>Data</th>
<th>Responsible Parties</th>
<th>Timeline</th>
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</thead>
</table>
| • Survey effect of technology on student learning outcomes  
  • Faculty, staff and student perceptions of SCSU technology/technical support | • Colleges, Departments  
  • LR&TS  
  • CTS / CIS  
  • Departments  
  • Administrative Services  
  • Buildings and Grounds | • Annual  
  | • ITIS Director | • Annual |
| • Ratio of technology staff to faculty and/or students  
  • Comparison of SCSU technical support to other MnSCU 4-year and peer institutions  
  • Percent/number of university classrooms considered “electronic classrooms.”  
  • Total number of seats in electronic classrooms  
  • Utilization rate by faculty of electronic classrooms  
  • Amount of money/budget invested in electronic classrooms (capital and support)  
  • Amount of computer lab space (square ft.) per student  
  • Amount (purchase & upgrade maintenance) for hardware and software in computer labs  
  • Number of workstations for student use on campus (openly available and curriculum related)  
  • Survey faculty on how they would like to use technology in the classroom.  
  • Survey current needs for discipline-specific technologies including, but not limited to, hardware, software, equipment, and instrumentation  
  • Average age of equipment on campus  
  • Stated replacement cycles of equipment and number of departments utilizing replacement schedules  
  • Level of funding for technologies and amount expended in each category  
  • Percent of budget allocated to purchase, maintain and upgrade technology.  
  • Percent/number of online courses/programs offered (100% online, blended or having online component)  
  • Number of faculty offering 100% online courses and effect on faculty workload  
  • Survey measuring student and faculty perceptions of online courses  
  • Number of students enrolled in online courses (100% online & blended courses)  
  • Student completion rate of 100% online and blended courses  
  • Student progress/achievement in online courses  
  • Number of classes utilizing ITV | • Inventory Control  
  • College Deans / Department Heads / Campus Units  
  • Continuing Studies / Departments  
  • Continuing Studies / Departments  
  • Continuing Studies / Colleges  
  • Continuing Studies / Departments  
  • Departments  
  • ITIS / Continuing Studies | • Annual  
  | • ITIS Director / Resource 25 (Registration)  
  • Academic Affairs  
  • ITIS Director (LR&TS only) / Department Heads (Departments/Colleges)  
  • CTUS Director (open labs)  
  • CTUS Director (open labs) / College Deans and Departments (curriculum)  
  • ITS Director  
  • Colleges, Departments  
  • Colleges, Departments | • Annual  
  | • College Deans and Grounds | • Annual |
| | • Inventory Control  
  • College Deans / Department Heads / Campus Units  
  • Continuing Studies / Departments  
  • Continuing Studies / Departments  
  • Continuing Studies / Colleges  
  • Continuing Studies / Departments  
  • Departments  
  • ITIS / Continuing Studies | • Annual  
  | • Inventory Control  
  • College Deans / Department Heads / Campus Units  
  • Continuing Studies / Departments  
  • Continuing Studies / Departments  
  • Continuing Studies / Colleges  
  • Continuing Studies / Departments  
  • Departments  
  • ITIS / Continuing Studies | • Annual  
  | | • 1-3 years |

Goal D: The University will provide appropriate technologies and resources to enhance access to support services.

KPI D1: The University will determine/assess what services are currently available, what new services need to be developed and how services can be integrated into SCSU’s environment in order to meet the needs of faculty, staff, students, and administrators.
### Ranking: Impact: High; Effort: High

<table>
<thead>
<tr>
<th>Data</th>
<th>Responsible Parties</th>
<th>Timeline</th>
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</thead>
<tbody>
<tr>
<td>• Survey identifying/ prioritizing critical e-services</td>
<td>• CIS, MnSCU</td>
<td>• 1-3 years</td>
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<tr>
<td>• Survey measuring satisfaction with current online services</td>
<td>• CIS</td>
<td>• 1-3 years</td>
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<tr>
<td>(services – faculty/staff/student)</td>
<td>• Student Disability Services /</td>
<td>• 1-3 years</td>
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<tr>
<td>• Survey measuring satisfaction with administrative support</td>
<td>HR</td>
<td>• 1-3 years</td>
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<tr>
<td>• Level of satisfaction of students, staff and faculty with</td>
<td>• LR&amp;TS</td>
<td>• Annual</td>
</tr>
<tr>
<td>disabilities with disability services and technology</td>
<td>• Student Disability Services /</td>
<td></td>
</tr>
<tr>
<td>• Level of satisfaction with access to technology resources</td>
<td>HR</td>
<td></td>
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<tr>
<td>• Percent of technology services with universal access (e.g.</td>
<td></td>
<td></td>
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<tr>
<td>ADA compliant)</td>
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