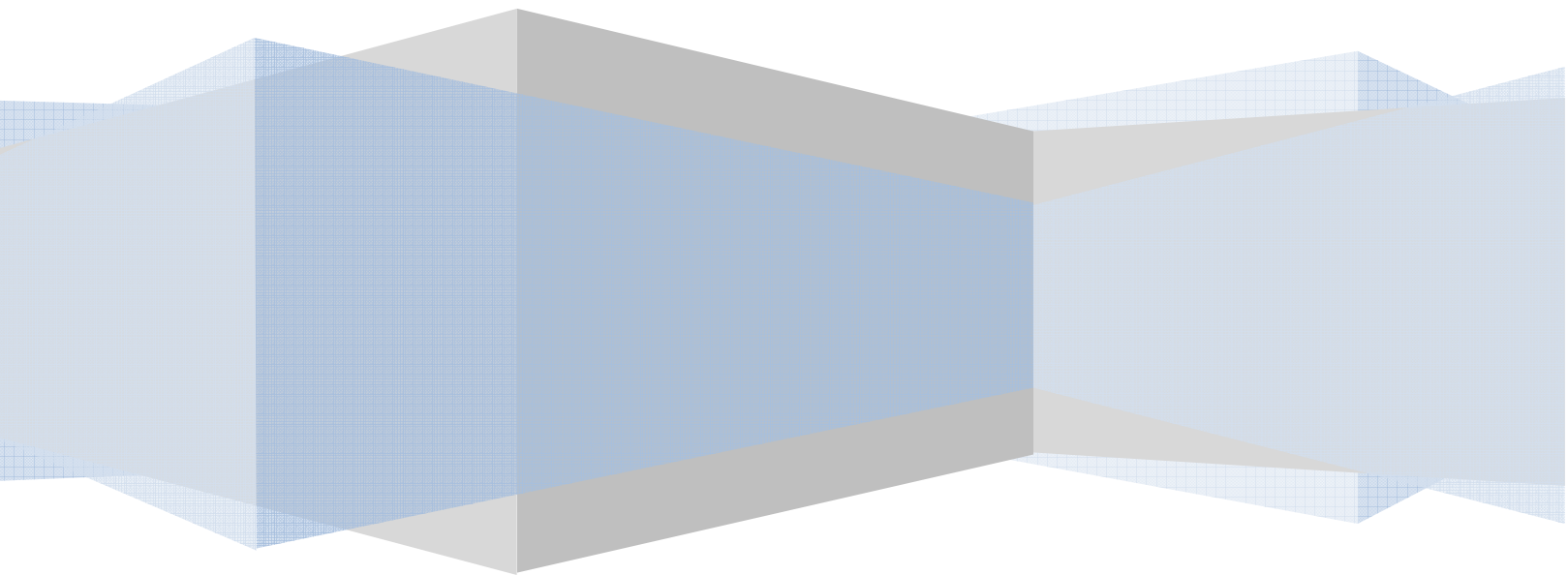


Alabama State University

Academic Computing Strategic Plan



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Academic Computing Mission Statement

To provide high-quality academic computing and facilities designed to allow access to and foster the appropriate use of technology, as well as, respond to the technical needs of the academic units.

Vision of Academic Computing

- *Supporting instructional technology in the undergraduate and graduate curriculum*
- *Developing a world class e-Learning Infrastructure*
- *Stimulating innovations in the use of information technology in classroom instruction and learning*
- *Promoting the use of information technology to support the development of new paradigms for teaching and learning*

As Alabama State University continues to move into the 21st century, information technology and information resources are central to both the institution's mission and its ongoing operation. Academic Computing must provide the e-learning infrastructure, tools, training, and support that will enable ASU to thrive, succeed, and excel in the environment of this new century.

The goals for Academic Computing over the next five years are summarized below. They emphasize the critical delivery mechanisms necessary for a successful instructional computing infrastructure, and therefore provide a foundation for teaching and learning.

- Goal I - Establish and improve the use of technology to support teaching and learning
- Goal II - Establish a model for training Alabama State University faculty in the use of technology.
- Goal III - Ensure ASU will be in compliance with federal (ADA, Section 504, Section 508) and state regulations to meet the technology needs of faculty and students
- Goal IV - Establish and improve technology to support academic administrative services

Alabama State University

Academic Computing Strategic Plan

GOAL I: ESTABLISH AND IMPROVE THE USE OF TECHNOLOGY TO SUPPORT TEACHING AND LEARNING

Objective 1: Develop and disseminate a University position on the current and future role of technology-assisted and technology-delivered teaching and learning aids

Proposed strategies:

- Develop an administrative policy to address the University's position on the current and future role of technology-based teaching and learning efforts
- the ownership and intellectual property issues related to developing and delivering technology-based instruction

Tactical performance measure:

Generation of a University Technology Document

Objective 2: Ensure that faculty members have access to updated hardware and software for teaching and research

Proposed strategies:

- Derive equipment configurations and resources from faculty and student experiences and needs
- Install appropriate, up-to-date computers in the offices and research areas of all full-time faculty members
- Ensure that adjunct faculty have access to up-to-date computers
- Identify the technology needs for classrooms and student labs and install the appropriate equipment
- Establish a program to periodically update all hardware and software
- Update and modernize campus computer infrastructure
- Improve reliability of the computer network making sure there is power backup, especially in areas such as libraries and research labs, during hours when fewer technicians are on duty
- Identify the needs of new graduate programs

Tactical performance measures:

- Number of faculty members with appropriate, up-to-date computer systems
- Number of classrooms with technical support
- Number of computers available to students in laboratories

Alabama State University

Academic Computing Strategic Plan

- Number of computers available to students in non-lab settings (dorms, library, etc)
- Amount of time the computer network is offline

Objective 3: Increase faculty involvement and participation in developing and delivering technology based courses and programs

Proposed strategies:

- Ensure that faculty members are knowledgeable in the use of hardware and software
- Enhance awareness of the role of the library for information technology, training, and computer literacy
- Sponsor Computer Program Symposia to communicate to faculty members ideas that are working in their classrooms/labs
- Create an electronic forum on the library's intranet for updates concerning use of hardware and software
- Publish a quarterly newsletter focused on classroom technology - one issue hard copy to interest those who do not regularly go online, future issues to be e-newsletters
- Identify "experts" in the use of various hardware and software packages and create a mentor program for faculty members.
- Require posting of course documents on Blackboard, beginning with Course Syllabi
- Establish a committee to keep abreast of new technologies for faculty and for students
- Encourage research and development efforts in the application of technology to enhance teaching, learning, research, and service
- Reward faculty members making innovative and effective use of technology to support teaching and learning

Tactical performance measures:

- Number of technology-assisted and technology-delivered courses and programs available to local and remote students
- Number of faculty members participating in mentoring, presenting at symposia, or contributing to a newsletter
- Establishment of an electronic forum
- Number of courses using Blackboard to post course documents
- Recognition of technology-based work in promotion and tenure decisions

Objective 4: Improve student access to, and effective use of, technology to enhance learning

Proposed strategies:

- Revise and broaden student computer literacy requirements to ensure students have basic and advanced computer skills

Alabama State University

Academic Computing Strategic Plan

- Provide an “Orientation to Technology at ASU” for new students
- Liaison with student organizations to increase the use of technology by students

Tactical performance measures:

- Revised computer literacy requirements for students
- Number of students using technology

Alabama State University

Academic Computing Strategic Plan

GOAL II – ESTABLISH A MODEL FOR TRAINING ALABAMA STATE UNIVERSITY FACULTY IN THE USE OF TECHNOLOGY

Proposed Strategies:

- Address the need for a consistent, reliable network and access to technology based course material and applications.
- Simplify faculty access to support services by creating a faculty development center.
- Hire an instructional technologist.
- Expose faculty to model programs through the sharing of techniques and resources in order to develop technology based courses and other presentation opportunities.
- Support the creation and dissemination of other course development tools.
- Train interested faculty to identify common problems associated with the use of technology in order to serve as liaisons between IT and the faculty.

Tactical Performance Measures

- Number of faculty members participating in technology support programs.
- Number of faculty members attending at least one comprehensive technology training session in order to understand the technological infrastructure and interface at Alabama State University.
- Number of faculty using technology to enhance teaching and learning.

Alabama State University

Academic Computing Strategic Plan

GOAL III- ENSURE ASU WILL BE IN COMPLIANCE WITH FEDERAL (ADA, SECTION 504, SECTION 508) AND STATE REGULATIONS TO MEET THE TECHNOLOGY NEEDS OF FACULTY AND STUDENTS

Objective: Increase faculty awareness in developing course materials and an educational environment related to compliance with federal (ADA, Section 504, Section 508) and state regulations.

Proposed Strategies:

- Support a Center for Disability for staff and students. Individuals with Disabilities would have access to software that would address different individual needs such as enlarged print, tutorial (using work study students, volunteers and computer drill and practice), voice-reader, voice-activated, closed captions, .
- Develop Virtual Website for Center for Disabilities that would connect individuals with disabilities with available resources on campus, in their communities, state and national resources.
- Raise awareness among faculty members and teaching assistants.
- Improve the electronic accessibility for faculty members and students with disabilities
- Identify accessibility features in the campus course management system.
- Hire Instructional Designer and Technology Specialist to develop accessible templates for course delivery (online and face- to- face courses) in accommodating, modifying and adapting materials.

Tactical Performance Measures:

- Number of training opportunities related to educational environment and compliance with federal (ADA, Section 504, Section 508) and State regulations.
- Increase in the number of trained faculty implementing instructional strategies to meet all learners.
- Clear Policies and procedures for providing services, technological resources for faculty and students.
- Availability of course materials, library documents, and general campus information (using digital signs, marquees on signs, and Keeia machine.

Alabama State University

Academic Computing Strategic Plan

GOAL IV- ESTABLISH AND IMPROVE TECHNOLOGY TO SUPPORT ACADEMIC ADMINISTRATIVE SERVICES

Objective 1: Create and promote a system that allows faculty to enter and manage course grades

Proposed Strategies:

- Determine if current Student Information System will support faculty entering and managing grades
- Provide training on SCT (SIS) and its current features
- Integrate Blackboard grade book with SCT system

Tactical performance measures

- Decrease in the overhead associated with entering grades.
- Satisfactory result from Academic Computing Survey

Objective 2: Improve on the trouble ticket submission process

Proposed Strategies:

- Institute email notification in current trouble ticket submission
- Develop knowledge base of common problems and resolutions
- Purchase a call tracking system such as Remedy

Tactical performance measures

- Number of Trouble tickets responded to
- Changes in customer satisfaction in Academic Computing Survey

Objective 3: Develop, implement, and maintain acceptable use policies for computer accounts, e-mail, Internet, Computer Replacements, etc

Proposed Strategies:

- Determine what policies currently exist
- Implement process to review and update existing policies.
- Implement educational efforts, such as faculty orientations and inclusion in technology orientation curricula to disseminate policies.

Tactical performance measures

Alabama State University

Academic Computing Strategic Plan

- Clear and concise policies.

Objective 4: Implement a file storage system for faculty and students with easy access to university data from anywhere (web space, network drive)

Proposed Strategies:

- Research vendors and institutions currently using network file storage
- Purchase a product

Tactical performance measures

- Reduction in large email and quota violations.

Glossary

Blended Courses	Any course that blends face-to-face, in-class sessions with Web-based activities or virtual classes.
Distance Education:	Technology-mediated education that is generally not face-to-face. Courses are delivered to off-campus location(s) via audio, video (live or prerecorded), or computer technologies (Internet), including both synchronous (real time) and asynchronous instruction. Instruction may include a small amount of on-campus coursework, lab work, examinations, or occasional on-campus meetings.
E-Learning:	The acquisition of knowledge and skill using electronic technologies such as computer- and Internet-based courseware and local and wide area networks