

Strategic Plan for Technical Support Services

Drawn from the College's overall Strategic Plan, this document provides focus for Technical Support Services over the years 2008-2010.

Mission: The mission of Technical Support Services is to provide an appropriate technological environment for students, staff, and faculty that support the academic achievements and endeavors of Wayne College and its initiatives.

The priorities in this plan derive directly from the initiatives in the Strategic Plan, as referenced below.

Priority 1: Achieve student satisfaction rating (via the Noel Levitz Student Satisfaction Survey) above the median of peer institutions. (1B)

- A. Increase services provided through the Help Desk.
- B. Maintain a web presence of technical support for the College.

Priority 2: Enhance physical, social, and learning environments to encourage students' engagement with the College. (1D)

- A. Increase number of "public access" computers.
- B. Enhance students' ability to use their personal mobile devices on campus.
- C. Ensure the building project provides equipment and infrastructure for technology needs and access.
- D. Become involved in creating a student testing plan to provide appropriate technology.
- E. Strengthen on campus wireless connectivity for cell phones.

Priority 3: Enhance interactions with area school districts. (4E)

- A. Provide web based technical information for students and interested parties.
- B. Introduce the use of technology for interaction with schools.

Priority 4: Explore opportunities to use area facilities to enhance classroom and lab experiences for students. (5A)

- A. Investigate the use of technology to enhance the student experiences (video conferencing, pod casting, vod casting).
- B. Consider the use of virtual experiences to enhance instruction and student understanding.

Priority 5: Carry out the construction of the D-Wing and Student Life Center projects. (5B)

- A. Ensure the building project provides equipment and infrastructure for technology needs and access.
- B. Implement solutions for personal mobile device connectivity and utilization.

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C. Participate in the infrastructure and technology selection and implementation.

Priority 6: Develop a teaching/learning resource center for students, faculty, and support promising technology. (5D)

- A. Maximize existing spaces for collaborations such as B117.
- B. Participate in the development of a comprehensive plan for Wayne College Learning Commons.
- C. Implement instructional technology to improve teaching and learning.

Priority 7: Revise The 2001 Campus Master Plan (5E)

- A. Participate in the revision of the Campus Master Plan.

Priority 8: Develop instructional spaces that support and encourage different teaching/learning strategies and styles. (5F)

- A. Consider flexibility with technology enhancing classrooms.
- B. Provide maximum flexibility of instructional technology with a focus on growth and connectivity.
- C. Enhance technology available for instruction and classroom use for variety in delivery.