



Technology Master Plan

Spring 2003

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Approved President's Cabinet—May 12, 2003

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Section I—Planning Alignment and Integration

Key College Planning Efforts

A variety of documents were reviewed as the College's technology plan was updated. Information was considered from the following documents: Chancellor's Strategic Plan, College President's Work Plan, President's Cabinet Strategic Planning Document, Master Academic Plan, Facilities Plan, and Marketing and Public Relations Plan.

As the College's different plans are revised, Riverland's Mission, Vision and Purposes/Goals will serve as a guide. As new plans emerge, other plans will be reviewed for compatibility and adjusted as necessary. The Master Academic Plan is currently under revision. The Facilities Plan was written in July 1999 and will be revised based upon the Master Academic Plan in March 2004. The table on the following pages shows alignment between these plans.

Alignment of Technology Plan with Other Plans

Chancellor's Strategic Plan	College President's Work Plan	President's Cabinet Strategic Planning	Master Academic Plan	Facilities Plan	Technology Plan
<p>Goal 1— Expand post-secondary participation by reaching out to encourage full participation of each student group</p>	<p>Strategic Direction 1, Goal 1—Expand post-secondary education</p>	<p>A. Educational Excellence—Quality faculty, staff and programs; student-centered experience; increased access to more diverse people; more diverse ways to learning; planning for continuous and improved faculty infrastructure</p> <p>C. Workforce and Economic Development—Effective business/community partnerships and assessment of business/industry needs</p>	<p>III. Increased Access and Opportunity, A. Expand Post-Secondary Education—Cultivate academic articulations with colleges and high schools, promote attainment of baccalaureate degrees in three cities, expand international student opportunities, delivery of programs to prisons, begin weekend college concept, establish a master schedule for degrees and programs, begin exploration of prior learning assessment, and expand/improve PSEO and concurrent enrollment</p>		<p>Goal 5—Continue to investigate and develop a presence in distance education to broaden the student base</p>
<p>Goal 8—Provide up-to-date education and training for work and careers by providing up-to-date and innovative curriculum and equipment that prepare students for entry into the workforce and advancement in their careers</p>	<p>Strategic Direction 3, Goal 3—Provide up-to-date education and training for work and careers</p>	<p>B. Comprehensive Learning Environment—State-of-the-art techniques, practical preparation, and quality faculty</p> <p>C. Workforce and Economic Development—Be the experts or the catalysts for the community for all learning and learning directions</p> <p>D. Academic and</p>	<p>IV. Expand High Quality Learning Programs and Services, B. Provide Up-To-Date Educations and Training for Work and Careers—Expand “corporate universities,” develop other new academic programs as appropriate, refine and improve existing programs</p>		<p>Goal 1—Software compatible with technology standards</p> <p>Goal 2—Hardware represents technology standards</p> <p>Goal 3—Technology integrated into the classroom and libraries to ensure equal accessibility</p> <p>Goal 6—Increase utilization of laptops in the College's curriculum</p>

Chancellor’s Strategic Plan	College President’s Work Plan	President’s Cabinet Strategic Planning	Master Academic Plan	Facilities Plan	Technology Plan
		<p>Community Partnerships—Meeting community/industry needs, institution involvement in the community, collaborating with local organizations on training, seek partnerships that will develop support services for students, establish “economies and efficiencies” as driving force for new partnerships, improve partnerships with K-12 for seamless education opportunities, expand learning opportunities through collaborations with other higher education or community partners, and strive to become an initial partner in broader community planning activities</p> <p>E. Resource Development— Providing resources for faculty/staff; effective use of resources; opportunities to enhance learning; seek new non-financial ways to support existing and future activities; encourage life-long learning in employees; and recruit, invest in, and recognize</p>			

Chancellor's Strategic Plan	College President's Work Plan	President's Cabinet Strategic Planning	Master Academic Plan	Facilities Plan	Technology Plan
		excellent employees			
Goal 10 —Offer electronic learning options by enhancing the use of electronic-learning tools and processes to support classroom learning and to provide students with a full range of high-quality programs and student services	Strategic Direction 3, Goal 4 —Offer electronic learning options	B. Comprehensive Learning Environment —Expand and develop practicum, internships, and other learning environments and expand learning modalities (online, weekend, etc.)	IV. Expand High Quality Learning Programs and Services, C. Offer Electronic Learning Options —Expand online offerings, Associate in Arts online degree, increase hybrid courses, develop multimedia production capacity, develop unit to streamline the delivery of all multimedia services, and evaluate telecourse options within distance learning		Goal 4 —Riverland Community College's Web sites will provide students, employees, and the community equal access to current information. Goal 5 —Continue to investigate and develop a presence in distance education to broaden the student base
Goal 11 —Meet the full range of student learning needs by providing a full range of educational options that respond to the wide variety of student learning styles		A. Educational Excellence —Meet student and community needs			Goal 3 —Technology integrated into the classroom and libraries to ensure equal accessibility Goal 5 —Continue to investigate and develop a presence in distance education to broaden the student base
Goal 18 —Serve as good stewards of capital assets by maximizing the use of and appropriately maintaining, repairing and renewing buildings and infrastructure	Strategic Direction 2, Goal 2 —Promote local fundraising efforts to support Riverland Community College programs and activities Strategic Direction 5, Goal 7 —Serve as good	A. Educational Excellence —Plan for continuous and improved facility infrastructure E. Resource Development —Effective use of resources and expand/create resources	VI. Integrate the College Internally and Externally, B. Serve as Good Stewards of Capital Assets —Biology and chemistry lab updates via capital bonding; classroom wiring; smart carts; three-year cascade	Section 2, Facilities Analysis —Classroom design and technology access	Goal 1 —Software compatible with technology standards Goal 2 —Hardware represents technology standards Goal 3 —Technology integrated into the

Chancellor's Strategic Plan	College President's Work Plan	President's Cabinet Strategic Planning	Master Academic Plan	Facilities Plan	Technology Plan
	<p>stewards of capital assets</p> <p>Strategic Direction 5, Goal 8—Provide sound fiscal management and a balanced budget</p>		<p>of computers; maintain ITV, based upon intelligent use of delivery mode; develop dedicated ITV-IP conference room; increase quantity of faculty utilizing laptops; increase quantity of laptop programs; research laptops for all students; and increase number of faculty using course management software</p>		<p>classroom and libraries to ensure equal accessibility</p>
<p>Goal 20—Align the system's technology infrastructure including networks and systems, to support a fully integrated statewide higher education system while serving the ability of campuses to serve unique local needs</p>		<p>A. Educational Excellent—Ongoing quest for new areas of learning</p> <p>B. Comprehensive Learning Environment—State-of-the-art techniques</p> <p>E. Resource Development—Providing resources for faculty/staff and effective use of resources</p>			<p>Goal 1—Software compatible with technology standards</p> <p>Goal 2—Hardware represents technology standards</p> <p>Goal 4—Riverland Community College's Web sites will provide students, employees, and the community equal access to current information.</p>

Section II—Statement of Technology Initiatives

Planning Elements

Planning Risks and Assumptions

Purpose/Objectives of Technology Round Table—The Technology Round Table (TRT) was established to consider technology needs at Riverland. TRT is a college-wide cross-functional team that serves as the technology “think tank” for the College and provides leadership by:

- developing and maintaining a Technology Master Plan,
- overseeing the acquisition and maintenance of technology-related equipment and software,
- serving as a college-wide resource for technology expertise and information,
- assessing the effectiveness of technology at the College, and
- providing a vision for the use of technology in the future.

TRT addresses areas such as:

- computer systems including hardware, software, networking, Internet, etc;
- telephony and distance learning;
- instructional methodologies;
- laptop initiatives; and
- expenditures for equipment and items that support technology.

Scope and Authority of Decision-Making—TRT has the authority to make recommendations regarding the selection, purchase, budget, and implementation of technology-related products and services to the Director of Computer Support and/or the President’s Cabinet.

Meeting Frequency—TRT typically meets once a month for 1½ hours. Agendas are distributed by e-mail to all TRT members. Minutes are distributed to TRT members and employees. Decisions are reached based upon consensus.

Technology Vision Statement—To be an institution that advances the appropriate and responsible use of technology that will enhance students’ teaching/learning process, operation of the College, and services to our communities.

Members of the TRT and interested College employees developed this technology plan. The goal of this plan is to provide direction to the institution regarding technology. In order to achieve the vision and to follow through with its directions, prioritizing institutional needs and fitting technology into those needs is extremely important. It is anticipated the technology plan will be a flexible, evolving document. The committee is in agreement that the ever-changing needs of the institution and the ever-changing field of technology would make it not only difficult but inadvisable to establish a plan that would be completely specific. This is a dynamic plan that is intended to grow and adapt as new needs are recognized and as new technological tools become available.

Management Information Systems (MIS), Office of Instructional Technology (OIT), and Web Development—Currently the College has ten employees in MIS, OIT and Web development. MIS has seven employees, one full-time Director of Computer Support and six full-time technicians. The technicians provide hardware and software support for all staff, faculty, and computer labs. The MIS Department is also responsible for maintaining and upgrading phone hardware and software, and long-distance access codes. Work-study employees provide additional support to MIS. Two individuals are

employed in the OIT office. These individuals support faculty, staff, and students in the utilization of technology, distance learning endeavors and the laptop program. The Web site is the responsibility of the Web Developer.

Goal Completion Measurement

Evaluation of plan goals will be accomplished by surveys and data comparison in several areas.

- Surveys
 - Technology—Spring 2006 with similar questions to the 2003 survey
 - Student Satisfaction—Request that technology questions be included in the survey starting in 2004
- Statistical Data Comparison and Research
 - Computers and Software
 - Age of equipment in primary computer labs falls within three-year rotation plan
 - Age of equipment at full-time employee workstations falls within three-year rotation plan
 - Application software will be within one software version from the latest release in the computer classrooms
 - Increase the number of departments in the laptop program by fall 2004
 - Conduct research regarding requiring laptops for all students by spring 2006
 - Multimedia Classrooms
 - Increase number of faculty using multimedia classrooms
 - Increase number of multimedia classrooms available
 - Maintain existing multimedia classrooms using current technology
 - Course Management Software
 - Increase number of web-enhanced and online courses
 - Increase number of users (faculty and students)

Disaster Recovery Planning

Riverland performs a tape backup of its five primary servers on a nightly basis. The basic premise of the disaster recovery plan is that with facilities in three different communities, servers located in three communities, and tape backup options; if a disaster hit in any individual location, operations could be resumed in an alternate facility in a short time period. This pertains to office support services as well as classroom facilities.

Riverland Web Site

Riverland's Web Developer is responsible for maintaining the design standards for the College's Web site; creating new Web pages and applications; and maintaining Web pages through Macromedia software. The College's Web site is coordinated through the Marketing/Public Relations Department. The Riverland Web server uses Microsoft NT Server software. It is maintained by Riverland's MIS department and is located in the Austin West building.

Current Budget Concerns

It is hoped that the current budget concerns/constraints do not have a long-term adverse effect on technology in ways that are outside of Riverland's control. For Riverland to continue with its technology improvements and plans, it is imperative that technology funding be maintained.

Teaching and Learning Environment Plans

Technology Competency Training, Orientation, or Assessment Initiatives

Technology information is available to students via a variety of sources. The College's Web site contains a section entitled Computer Resources. This section includes information about network resources, college e-mail, Web browser e-mail, password lookup, MIS help desk, Laptop Advantage, WebCT, the computing contract, and acceptable use of the College's computers. The Student Handbook and College Web site identifies how a student may receive their username and password and the location of the Student Help Desks.

Three different basic computer classes are available depending upon student needs—Introduction to Computers, Basic Microcomputer Applications, and Introduction to Laptop Computers. Each course is designed for a specific audience. Introduction to Computers is for career program majors and Basic Microcomputer Applications for transfer majors. The Introduction to Laptop Computers class is provided to laptop participants whose curriculum does not include one of the earlier mentioned courses.

A new course entitled Freshman Experience is currently being considered by the Academic Affairs and Standards Committee. The goal is for a fall semester 2003 implementation. This course is designed to provide new students with an overview of the variety of services available at Riverland. One component will be the computer resources available to students.

Currently Riverland has no computer competency testing for students. Brainstorming conversations within the Technology Plan group include the possibility of volunteer testing with pre- and post-tests, a three-hour computer lab orientation, prerequisite skill testing or test-out options, and/or the possibility of rewarding the use of a laptop to a student who participates. Academic Affairs and TRT plan on evaluating this idea during the 2003-2004 school year. Individuals involved in this process feel strongly that students should have a basic computer competency when they graduate from Riverland.

Faculty and Staff Training and Professional Development

The OIT office provides individual and group sessions to all College employees. MIS also provides individual instruction as requested. At faculty conference and professional development days hands-on training sessions are periodically scheduled. These sessions are conducted by OIT, MIS, and other employees. The quantity of sessions scheduled depends upon how recently new software has been implemented.

Academic Affairs would like a hands-on orientation included in the orientation process for new faculty. OIT can provide software and hardware instruction for equipment that is in common usage throughout the College. This office will continue to review and offer short-term training sessions for employees.

Computer Lab Initiative

Riverland maintains several different types of computer/classroom configurations. The configuration options include—only desktop units, desktop units and laptop connections, laptop connections (hardwired or wireless), and library/open lab areas.

Quantity of Computer Labs				
	Desktop	Desktop and Laptop	Laptop	Library/Open Lab
Albert Lea	4	3	2	2
Austin East	3	1	2	2
Austin West	2		3	1
Owatonna	3		1	
Total	12	4	8	5

The table below reflects computer inventory information for spring 2003 regarding the number of computers in each lab, the type of CPU and the purchase date of those units.

Computer Labs, Location, Quantity of Units, and Age			
Albert Lea			
Room	Qty	CPU	Purchase/Upgrade
100 laptop/desktop	3	P3-450 mhz	July 99
101	25	P4-2.0 ghz	July 02
102	13	P3-700 mhz	July 00
103	25	ATH-1.2 ghz	August 01
104 laptop/desktop	3	P3-450 mhz	July 99
SSC	9	P3-700 mhz	July 00
Openlab	12	P3-450 mhz	July 99
111 laptop/desktop	4	P3-450 mhz	July 99
226	10	P3-450 mhz	July 99
Total Units	104		
Austin West Building			
Room	Qty	CPU	Purchase/Upgrade
A108	31	ATH-1.2 ghz	August 01
A109	31	P4-2 ghz	July 02
Student Success Center	5	P3-300 mhz	July 98
Total Units	67		
Austin East Building			
Room	Qty	CPU	Purchase/Upgrade
N111	25	P3-700 mhz	July 00
N112	25	P4-2 ghz	July 02
N113	25	ATH-1.2 ghz	August 01
OpenLab	29	P3-450 mhz	July 99
Library	6	ATH-1.2 ghz	August 01
Total Units	110		
Owatonna			
Room	Qty	CPU	Purchase/Upgrade
131	25	ATH-1.2 ghz	December 01
133	25	P4-2 ghz	July 02
135	17	P3-450 mhz	June 99
Total Units	67		
Grand Total	348		

Each building has different computer lab hours. Location and hours of the computer labs must be effectively communicated to students. Students also need to be informed that all computer labs can be used for school work and students should check the posted room schedule.

Computer Lab Hours		
Albert Lea	Monday – Thursday	7:30 am – 6 p.m.
	Friday	7:30 a.m. – 2 p.m.
Austin East	Monday – Thursday	8 a.m. – 10 p.m.
	Friday	8 a.m. – 4 p.m.
	Saturday	9 a.m. – 2 p.m.
Austin West	Monday – Thursday	8 a.m. – 10 p.m.
	Friday	8 a.m. – 4 p.m.
Owatonna	Monday – Thursday	8 a.m. – 10 p.m.
	Friday	8 a.m. – 4 p.m.

Currently the concept of a CyberNook is being tested in the Austin campus cafeterias. A workstation will be placed in the two cafeterias for evaluation. The current configuration allows students to check e-mail and browse the Internet. Student usage and comments will be evaluated and a decision will be made whether the concept should be implemented at other sites for the 2003-2004 school year.

Mobile Computing/Laptop Initiatives

Riverland Community College is in the fifth year of a laptop initiative for students. Four programs are involved with the initiative this year—Accounting (Albert Lea), Business and Office, Electronics, and Nursing (RN). The 2002-2003 school year is the first year for implementing wireless within a laptop program. The Nursing classrooms in three buildings (Austin East, Austin West, and Owatonna) are equipped with wireless connections.

The College leases Dell Latitude C800 or C840 laptops for student use. Riverland charges students the actual leasing cost per semester. Laptops are also available during summer for lease. The specifications for the laptops are as follows—

- Latitude C800—850 megahertz, Pentium III processor, 256 megabyte of RAM, 10 gigabyte hard drive, and 16 megabyte video card
- Latitude C840—1.2 gigahertz, Pentium 4 processor, 256 megabyte of RAM, 10 gigabyte hard drive, and 32 meg video card.

The laptops are equipped with a 15.1 inch active matrix screen, internal network/modem card, 3.5” floppy drive, and a 24x CD-ROM. Available ports include parallel, serial, USB, mouse/keyboard, and external monitor.

During the 2002-2003 school year, the following software was installed—Microsoft Windows 2000, Office Professional XP, InnoculateIT 6.0, GroupWise 6, Adobe Acrobat 5, Internet Explorer 6, and Netscape Communicator 4.77.

Students also have the option of purchasing their own laptop. Purchased laptops must meet or exceed the College’s minimum specifications. Prior to the start of the semester, purchased units need to be configured for use on the College’s network. Students pay a network configuration/access fee.

Laptop access is provided at each of our campuses. The following table reflects rooms that are hardwired or wireless and their capacity.

Laptop Hardwired or Wireless Classrooms						
Albert Lea		Austin West Building			Owatonna	
Room	Network Connections	Room	Network Connections		Room	Network Connections
100	16	A106	Wireless—70		124	Wireless—22
104	18	C103A	24			
105	31	C103C	24			
108	27	Austin East Building				
111	18	N110	Wireless or Hardwired—24			
		S103	Wireless—49			
		C131	Wireless—49			

Prior to the start of each semester, orientation sessions are held for laptop users. Student are required to attend one orientation session per school year. The OIT office mails three documents to participating students regarding laptop orientations. This information includes a list of programs involved, orientation schedule, and purchase specifications. Topics discussed at orientation include network access, maintenance, care, security, insurance, course management software, and e-mail. For those individuals who can't attend a scheduled orientation, individual orientations are scheduled after the school year begins.

Laptop Orientation Data				
	Fall Semester		Spring Semester	
	Sessions	Attendees	Sessions	Attendees
2002-2003	12	225	3	16
2001-2002	11	200	3	30
2000-2001	12	156	3	28

The Master Academic Plan includes increasing the quantity of programs involved in the laptop initiative and researching the concept of requiring laptops for all students.

Residential Computing Initiatives

Riverland's Austin campus has housing available through the Riverland Community College Foundation. The Foundation owns and serves as the management agency and is responsible for the housing facility. Due to the fact that the College does not own the housing complex, the College does not provide computer services at this location.

Data Privacy

Since 1996 Riverland students have each had their own username and password. This provides students with their own data storage area on one of the College's servers. The usernames and passwords are coordinated between the Novell login, GroupWise, and WebCT. If a student feels their information has been compromised, they may contact MIS personnel to have their password changed.

Classroom Technology

TRT has been utilizing technology fees to increase the number of multimedia rooms available in each building. Each year one or two rooms have been renovated. Included with this endeavor is the

implementation of multimedia carts for checkout. The Master Academic Plan also addresses these items. This is an ongoing process that will be continued.

Faculty may submit TRT requests for individual equipment or software that would enhance their classroom instructional methods or discipline specific technology. These requests are accepted four times per year by TRT.

OIT staff continues to research and assist faculty with the implementation of technology in their classes. This information is utilized by the TRT committee and MIS as decisions are made related to technology.

Capital bonding projects for 2004, which have been submitted to the Office of the Chancellor, include the remodeling and relocating of science labs and instructional technology/multimedia classrooms.

Instructional Management Systems

Riverland currently utilizes WebCT 3.6 Standard Edition which is available through the Office of the Chancellor server. Conversion to the 3.8 Campus Edition will occur during summer 2003 with full implementation fall 2003. The OIT office provides support to both employees and students in their use of WebCT.

During the summer, two WebCT sessions are normally scheduled for faculty, both sessions are two days in length. The May session is typically designed for year-end questions and new faculty who are interested in becoming involved with WebCT. In August, the focus tends to be upon fall semester concerns. Both sessions provide an opportunity for faculty to share their ideas and experiences with their peers.

Two courses have been designed to function as help courses. One course is utilized by students as a way to experiment with WebCT features. Faculty are enrolled in this course as students so they can experiment with the different WebCT features as a student. This course includes the WebCT features utilized by faculty, generic College-wide course materials, URL's for studying, and practice assignments and tests. It has been met with a wide range of acceptance. Students either like or hate having the course on their home page. It is named on the server such that it is the last course on their myWebCT page. A new course entitled Faculty WebCT has been created for faculty. This course contains materials that are designed to provide ideas and assistance for traditional, Web-enhanced, and online courses.

Students who are enrolled in an online course, receive a mailing from the OIT office before the semester begins. Included with this mailing are four items—OIT welcome letter, How to Get Started, WebCT Reference Sheet, and GroupWise Web Access. The welcome letter references optional WebCT orientations that online students can attend.

The quantity of courses and student accounts continues to increase each semester. The table below shows data for the past two school years.

	Web-enhanced Course		Online Course		WebCT Seats	
	Fall Semester	Spring Semester	Fall Semester	Spring Semester	Fall Semester	Spring Semester
2002-2003	70	69	10	17	1,141	1,242
2001-2002	31	35	8	7	600	992

The OIT Office conducts WebCT orientations for students. Orientations can be a general WebCT orientation or geared towards a particular class. Statistics about orientations is included below.

2002-2003				
	Fall Semester		Spring Semester	
	Sessions	Attendees	Sessions	Attendees
Two-hour General Orientation	4	8	3	32
Laptop Orientations (30-minute overview)	12	225	3	16
Individual Class Visits	17	347	9	102

2001-2002				
	Fall Semester		Spring Semester	
	Sessions	Attendees	Sessions	Attendees
Two and 2½ (Spring) Hour Orientation Sessions	3	40	2	19
Laptop Orientations (30-minute overview)	11	200	3	30
Individual Class Visits	15	250	4	84

The College will continue to support one instructional management system. Based upon current size, budget, and staffing considerations; we cannot support multiple platforms.

The College is developing an online Associate in Arts degree and working to increase the number of web-enhanced and online courses. During fall 2003, one faculty member will incorporate WebCT into an ITV course. As the College pursues these concepts, decisions are being made based upon the Western Interstate Commission for Higher Education, Higher Learning Commission, and Council for Higher Education Accreditation recommendations. As plans are finalized for the online Associate in Arts degree, accreditation will be pursued through AQIP and the Office of the Chancellor.

Academic Software/Systems Initiatives

The Office of the Chancellor currently provides site licensing for Novell Netware and GroupWise. Riverland participates with the Microsoft Campus Agreement that the Office of the Chancellor has available. The College pays for this agreement. Products covered under this agreement include Windows, Microsoft Office, and other miscellaneous Microsoft products. These two licensing arrangements cover approximately 95 percent of the software that the Colleges uses.

Additional departmental software purchases are supported through TRT requests or by individual departmental budgets.

Accessibility for Students with Disabilities

The American's with Disabilities Act (ADA) Coordinator and Student Success Center are the initial contact points for disability services. There is a close working relationship between the ADA Coordinator, Student Success Center, the Libraries, MIS, and OIT. Qualified individuals with a disability are responsible for making the initial contact with the ADA Coordinator and/or the Student

Success Center and providing the necessary documentation of needs. Requests for services or equipment must be made in advance to ensure availability.

Riverland's goal is to provide the most up-to-date appropriate adaptive technology for Riverland students and employees. Requests are handled on a one-on-one basis. As requests are filled, staff will utilize college, community, state, and national resources. The Student Success Center staff monitors current trends and new initiatives in this area and serves as a resource for community organizations and other schools. As the staff works with students, they encourage the student to develop their self-advocacy skills for future technological needs.

One of the College's goals is to research and implement steps to create, modify, and check Web pages for ADA compliance.

Grants or Other Related Projects that Support Technology-Enhanced Teaching

As Riverland pursues grant opportunities, technology is included in the grant proposals. During the 2001-2002 school year, the Center for Teaching and Learning funded an individual grant for the development of a CD-ROM to support WebCT. Current grant proposals that include technology are *Program Improvement for Employment Skills and English Language Learning including Equipment Acquisition and Joint Use of Laboratories*, submitted to the Department of Education Title III and *Strengthening Institutions Program and Business Education Expansion Modeling Customized Training (Kherson State Technical University-Ukraine)*, submitted to the State Department, FREEDOM Educational Partnerships Program.

Through the Office of the Chancellor a Perkins III Development Grant for \$8,000 has been received for the development of a Cisco Networking Associate in Arts degree within the Cisco Academy. This program would be available at the Albert Lea and Austin campuses and at the OCUC center. Riverland is also pursuing two capital bonding projects within the Office of the Chancellor as mentioned earlier. Proposals have been included for remodeling and relocating the science labs and the instructional technology/multimedia classrooms project. Both of these projects include technology items.

ITV and Satellite Services

The College currently has six rooms that are equipped for interactive television (ITV). The Austin West building, Albert Lea and Owatonna each have two rooms. Seating capacity ranges from 12 to 24 in these rooms.

Phone connections for the ITV rooms are provided through US West. Equipment, switching, coder/decoder (codec) for the rooms is currently provided by the Consortium of Minnesota Educational Telecommunities (COMET) which is based in Mankato. COMET provides services to Fairmont; Minnesota State University, Mankato; Minnesota State College-Southeast Technical; Riverland Community College; Rochester Community and Technical College; South Central Technical College; University of Minnesota Rochester Center; and Winona State University. COMET's URL is <http://www.sctc.mnscu.edu/ITEK/ITV/>.

Scheduling for ITV classroom usage is currently handled through the OIT office. The OIT office checks room schedules for availability and contacts COMET. COMET then places the activity on the ITV schedule. Three technicians are responsible for the Riverland sites. Outside businesses may utilize the ITV facilities for a fee.

During the 2002-2003 and 2000-2001 school years, Riverland offered ITV classes to Granada Huntley High School. Southwest State University and Winona State University have utilized Riverland's facilities for broadcast of ITV courses. When the Owatonna College & University Center opened, Southwest State donated funds to furnish the ITV technical components in one of the classrooms. The following courses were available from Riverland during the past three years via ITV.

2002-2003			
Fall		Spring	
Course Number	Course Name	Course Number	Course Name
BUSA2032	Business Law-Legal Environment	ACCT2001	Financial Accounting
ECON1100	Introduction to Economics	BIOL1020	Current Topics
ENGL1101	Freshman English	BUSA2043	Principles of Marketing
ENSL1000	Advanced Grammar for College	ECON2292	Microeconomics
ESCI1000	Earth Science	ENSL1000	Advanced Grammar for College
HSER1106	Working with Young Children	SMGT1240	Meeting Management
SMGT1430	Employment Law	SMGT1400	Performance Management
SMGT1440	Employee Selection	SMGT1480	Ergonomic Issues
SMGT1490	Employee Training		

2001-2002			
Fall		Spring	
Course Number	Course Name	Course Number	Course Name
BUSO1679	Essentials of Business Law	BIOL1020	Current Topics in Biology
BUSA2032	Business Law-Legal Environment		
ECON1100	Introduction to Economics	ECON2291	Macroeconomics
ESCI1000	Earth Science	ENGL1104	Exposition and Argumentation
HSER1100	Special Topics	PSYC1105	General Psychology
HSER1106	Working with Young Children	SMGT1250	Management Customer Service
SMGT1030	Work Ethics	SMGT1400	Performance Management
SMGT1260	Time Management	SMGT1420	Diverse Workforce
SMGT1460	Stress Management/Wellness		
SPAN2001	Intermediate Spanish I		

2000-2001			
Fall		Spring	
Course Number	Course Name	Course Number	Course Name
BUSA2032	Business Law-Legal Environment	ACCT2011	Financial Accounting
ECON1100	Introduction to Economics	BIOL1020	Current Topics
ENGL1101	Freshman English	ENGL1104	Exposition and Argumentation
ESCI1100	Earth Science	GEOG1200	Human Geography
HSER1100	Special Topics	HIST1020	Minnesota History
HSER1106	Working with Young Children	SMGT1440	Employee Selection

PSYC1105	General Psychology	SMGT1480	Employee Assistance Issues
SMGT1060	Workplace Strategies	SMGT2040	Ergonomics, The Supervisor's Role
SMGT1250	Managing Customer Service		

A new piece of equipment this year is a portable ITV Tandberg unit that uses IP rather than ISDN for connections. This expands our ITV capabilities into other classrooms and is currently being utilized for nursing classes in Austin and Owatonna.

The Master Academic plan includes maintaining our current ITV utilization plus considering ways to increase utilization. The use of ITV will be considered for classes with low enrollments.

Satellite capabilities are available at all three of our communities. Austin and Albert Lea each have a MnSAT dish and K and CU band satellites. Owatonna has a K and CU band satellite. Outside businesses may utilize the satellite capabilities for a fee.

Administrative Functions

Mobile Computing/Laptop Initiatives

Laptops are currently provided to faculty teaching in programs that are involved in the laptop initiative. Other employees have a laptop computer rather than desktop depending upon their individual computing needs. The demand is increasing for laptops by non-laptop program faculty and staff. Riverland will be reviewing ways to increase the quantity of laptops available for faculty and staff.

Help Desk Support for Faculty, Staff, and/or Students

Assistance is available at all Riverland locations by a variety of methods—in person, via e-mail, or phone. Students, faculty, and staff may contact MIS and OIT for assistance with problems. MIS focuses on hardware and infrastructure concerns. OIT provides assistance with software questions. Help desk assistance is provided during normal lab hours at the Austin East open lab by a work study students. With the conversion to WebCT Campus Edition 3.8, Riverland will pursue the help desk features that are available through the Office of the Chancellor's agreement with Embanet Corporation.

Administrative Software/Systems Initiatives

Many departments within Riverland utilize the replicated database via Microsoft Access to meet daily needs. The MIS department uses this tool to coordinate the creation of usernames and passwords and the importation of this information into Novell and GroupWise. OIT uses this information for uploading student accounts into WebCT. Additional departments and users (i.e. Riverland Training and Development) are developing applications on a regular basis.

Data Integrity

Riverland currently has a data integrity committee that meets annually to review procedures and recommendations. The committee considers internal and external issues and mandates from the Office of the Chancellor to ensure data integrity.

E-Learner Services

As the College pursues the development of an Associate in Arts online degree and additional online courses, the College will continue to review and evaluate the services currently provided through the College's Web site. As this information is reviewed, the Western Interstate Commission for Higher

Education and Higher Learning Commissions guidelines and the Council for Higher Education Accreditation are being used for evaluation purposes.

Technology Environment

Telephony Initiatives (including Voice Over Internet Protocol)

Voice Over Internet Protocol (VOIP) was installed at the Owatonna College & University Center (OCUC) in December 2001. Installation and implementation is planned for fall 2003 at the Albert Lea campus. The Austin Campus was scheduled for summer 2003, but has been delayed indefinitely because of state budget constraints.

Technology Infrastructure

Connection to the desktop units is largely provided via fast Ethernet with less than 25 percent being switched Ethernet. Primary wiring closets are largely connected by gigabit Ethernet with secondary closets having fast Ethernet connections. The majority of servers are connected via gigabit Ethernet with the remainder being fast Ethernet connections. Riverland has approximately 1,600 network ports. Sixteen access points provide network access to approximately 250 wireless users.

Both Austin and Albert Lea have one office server and one lab server running NetWare 6. The Owatonna facility has one server that is utilized by the office and labs. There is one additional NetWare 6 server in Austin that services e-mail for Austin staff. Two additional small network servers provide backup to the other servers. In addition to the Riverland Web site server additional NT, NetWare, and Unix servers are utilized within specific programs.

Servers are scheduled for replacement on a three-year rotation. During summer 2002, student login accounts were moved from three contexts into one context. A goal for summer 2003 is to consolidate the faculty/staff login accounts to one context.

Bandwidth

The Austin East and Austin West buildings are currently connected via gigabit Ethernet. In January 2002, the connections between Austin, Albert Lea, and Owatonna were converted to an ATM circuit. Riverland's bandwidth to the Internet is 5.1 megabits per second according to Office of the Chancellor personnel. Bandwidth continues to be a concern with the Internet and the Office of the Chancellor WebCT server.

Security

When the Office of the Chancellor security plan is approved by the Board of Trustees, it will be implemented by the College.

Video and Media Services

Currently one faculty is testing streaming audio and video on a Riverland server. Additional faculty are pursuing the use of streaming audio and video for their online courses. The College will evaluate whether a Riverland server or the Office of the Chancellor WebCT server will be utilized for these services.

The portable Tandberg ITV unit was implemented spring semester 2003. These capabilities, H.323 IP ITV, will be available at each campus this summer. This equipment is utilized for meetings and

classes. The College will consider whether a dedicated ITV-IP conference rooms should be implemented.

Riverland employs audio-visual/ITV technicians at its three facilities. Work is in progress to standardize the request and delivery procedures of AV services. Currently the College does not employ a media developer. The demand for an individual to develop multi-media projects is increasing and the College will continue to review needs. One of Academic Affairs goals is to streamline the delivery of all multimedia services.

Technology Policies

When a Riverland student receives their username and password, they sign a Computing Contract which identifies their rights and limitations in regards to Riverland's computing and network services. Each computer lab has posted the College's "Acceptable Use Policy." This information is also available on the College's Web site and is reviewed when a student accesses their username and password.

Planned Technology Purchases

Technology purchases are addressed in other areas of the Technology Plan. The information contained in other areas and the goals included at the end, will determine the purchases that are made during the next three years.

Section III—Assessment

Assessment Plan

Riverland will continue to utilize a student and employee technology survey at least every three years. The question format will be similar so that data can be compared between surveys. Technology questions will be added to the Student Satisfaction Survey that is completed by graduates and PSEO students at the end of the school year. This will be a new source of data and should assist TRT in its decision-making process.

Plan Integration

Individuals involved in the development of this plan represent a cross-section of the College. Academic Affairs and Facilities have been involved with the plan's development. As the College reviews existing plans, coordination is taking place to share information and revise plans as necessary. With the implementation of the AQIP process, information is being shared on a routine basis. This integration allows for intelligent implementation and purchase of technology. Technology planning and purchases are coordinated through MIS.

College Plans and System Level Work Plan

As Riverland revised its technology plan, the "Designing the Future: Minnesota State Colleges and Universities Strategic Plan 2002-2005" was reviewed. The College has incorporated the Office of the Chancellor's goals.

Updating Technology Master Plan

A technology plan was implemented in spring 1998. That plan was updated two years later during spring semester 2000. At that time, the decision was made that the technology plan would be reviewed and revisited every three years using statistical data for comparison purposes.

Work Plans

The fundamental goals of current software, hardware rotation, maintaining a current Web site, and increased technology in the classroom, are monitored by TRT. The responsibility for implementation of the different activities within the technology plan falls upon MIS, OIT, and the Web Developer, in coordination and cooperation with Facilities and Academic Affairs. Work plans for different departments are developed annually and monitored by the department's supervisors. TRT is responsible for the allocation for general fund and student technology fees to help departments achieve the goals of the Technology Master Plan. These decisions are based upon the goals of the technology master plan.

Constituent Satisfaction

Prior to the completion of the spring 2000 and 2003 technology plans, students and employees were asked to complete two different technology surveys. There were 738 students and 70 employees who participated in the two surveys during spring 2003. These numbers compare to 349 students and 57 employees who participated in the 2000 surveys. The 2003 and 2000 surveys asked similar questions so data could be compared. Students and employees completing the survey fairly represent our four buildings—Austin East, Austin West, Albert Lea, and Owatonna and the career and transfer program areas.

Comparison of the 2000 and 2003 surveys indicate an increase in satisfaction levels. The 2000 survey had 63.5 percent of the employees strongly agreeing or agreeing that Riverland had up-to-date technology. This year, 82.9 percent responded with these two answers. This spring the student respondents had 68.1 percent strongly agreeing or agreeing that technology was up-to-date compared to 56.4 percent in 2000.

The student and employee technology survey is included in Appendix 1 at the end of the Technology Master Plan. Data from three survey questions is included in the tables below.

Question 1—At what level do you agree that Riverland Community College has up-to-date technology?

Category	Student		Employees	
	Frequency	Percentage	Frequency	Percentage
Strongly Agree	107	14.6%	13	18.6%
Agree	391	53.5%	45	64.3%
Neutral	200	27.4%	7	10.0%
Disagree	29	4.0%	5	7.1%
Strongly Disagree	4	0.5%	0	0.0%
Missing	7		0	
Total Answered	731		70	

Question 2—At what level do you agree that Riverland Community College uses technology effectively?

Category	Student		Employees	
	Frequency	Percentage	Frequency	Percentage
Strongly Agree	96	13.1%	6	8.6%
Agree	376	51.4%	44	62.9%
Neutral	215	29.4%	15	21.4%

Disagree	40	5.5%	5	7.1%
Strongly Disagree	5	0.7%	0	0%
Missing	6		0	
Total Answered	732		70	

Question 3—At what level do you agree that Riverland Community College utilizes up-to-date software?

Category	Students		Employees	
	Frequency	Percentage	Frequency	Percentage
Strongly Agree	111	15.2%	14	20.0%
Agree	378	51.7%	39	55.7%
Neutral	203	27.8%	16	22.9%
Disagree	27	3.7%	1	1.4%
Strongly Disagree	4	0.5%	0	0%
Missing	15		0	
Total Answered	723		70	

As Riverland looks at expanding its Internet services, two questions were added to the survey this year. The College was interested in determining the percentage of students and employees who have a computer at home and an internet service provider.

	Do You Have a Computer at Home?		Do You Have an Internet Service Provider at Home?	
	Students	Employees	Students	Employees
Yes	89.1%	88.6%	79.2%	85.7%
No	10.9%	11.4%	20.8%	14.3%

Technology Profile

Riverland's Technology Profile was completed through EduCause on March 12, 2003.

Future Goals/Plans

Goal 1

Software utilized by Riverland Community College will be compatible with technology standards.

- Software utilized by Riverland will be within one software version from latest release.
- An annual spring meeting will be held with interested parties to determine classroom software.
- Student technology fees will be utilized to pay for software in computer labs and student-used computers.
- Department/individual software requests will be evaluated by MIS/OIT and recommended for implementation by TRT.
- Faculty and staff software will be upgraded as appropriate.
- Additional funding for software will be from the general fund and other available sources of revenue.
- Training will be provided to facilitate the transition to new software versions.
- Earlier versions of software are available for business and industry training as requested.

Goal 2

Hardware utilized by Riverland Community College will represent technology standards.

- Hardware utilized by classrooms, faculty, and staff will be upgraded on a three-year rotation.
- Upgrades will be determined by MIS based upon individual equipment usage and needs.
- Department/individual hardware requests will be funneled through MIS and TRT.
- Student technology fees will be utilized to fund hardware in computer labs and student-used computers.
- Additional funding for hardware will be from the general fund and other available sources of revenue.
- Alternative sources of funding will be pursued to enhance technology growth within the College.

Goal 3

Technology will be integrated into the classrooms and libraries at Riverland Community College to ensure equal accessibility.

- Riverland will assist employees and students to become proficient in the utilization of technology.
- Riverland will provide sufficient time and support (i.e. personnel and financial resources) to assist faculty with technology integration.
- Staff development and OIT will collaborate to provide workshops for employees.
- Additional classrooms and lecture halls will be equipped with multimedia capability.
- Classroom and library equipment will be determined by room usage and educational needs.
- Riverland will provide adaptive equipment, software, and training ensuring access to classrooms and libraries.

Goal 4

Riverland Community College's Web sites will provide students, employees, and the community equal access to current information.

- Riverland's Web sites will function as the College's primary communication tool for students, employees, and the community.

- Riverland will provide a Web sites that is user-friendly, easy to navigate, and follows the College's design standards.
- Riverland will maintain an up-to-date Web sites that reflects users' needs.
- Riverland will research and implement steps to create, modify, and check Web pages for ADA compliance.
- Riverland will provide the necessary time and support (i.e. personnel and financial resources) to create and maintain the sites.

Goal 5

Riverland Community College will continue to investigate and develop a presence in distance education to broaden the student base.

- Riverland will continue to investigate the use of emerging technologies to increase accessibility for distance education.
- Riverland will continue to investigate and promote the increased utilization of online courses.
- Riverland will investigate and promote the increased utilization of ITV by outside agencies as a potential revenue source.
- Riverland will investigate and promote the increased usage of MnSAT for meetings, workshops, and seminars with colleges and corporations.
- Riverland will provide sufficient time and support to assist faculty with distance education (i.e. college resources, technical support, test proctoring, and teaching methodology).
- Riverland will provide sufficient time and support to assist students with their distance education needs (i.e. college resources and technical support).
- Riverland will provide sufficient time and support (i.e. personnel and financial resources) to maintain necessary equipment for distance education.

Goal 6

Riverland Community College will increase the utilization of laptops to enhance the College's curriculum.

- Riverland will continue to utilize laptops.
- Riverland will continue to research appropriate methods of laptop utilization and expansion.
- Riverland will provide sufficient time and support to assist faculty with laptop usage in their curriculum (i.e. college resources, technical support, and teaching methodology).
- Riverland will provide sufficient time and support to assist students with their laptop usage (i.e. college resources and technical support).
- Riverland will provide sufficient time and support (i.e. personnel and financial resources) to maintain necessary equipment for laptops.

Appendix 1—Riverland Community College—Student Technology Plan Survey

Riverland Community College is in the process of updating its technology plan. The individuals working with this plan would like to have your input.

Primary Campus (please circle) Educational Goals (please circle)	Albert Lea Career Program Major	Austin East	Austin West Transfer Program Major	Owatonna
1. Riverland Community College has up-to-date technology. Strongly Agree Neutral Strongly Disagree 5 4 3 2 1				
2. Riverland Community College uses technology effectively. Strongly Agree Neutral Strongly Disagree 5 4 3 2 1				
3. Riverland Community College utilizes up-to-date software. Strongly Agree Neutral Strongly Disagree 5 4 3 2 1				
4. What is your confidence level in using a computer? Highly confident Some confidence No confidence 5 4 3 2 1				
5. How many hours a day do you utilize a computer? 0 – 2.5 hours 2.6 – 5 hours 5 + hours				
6. Are the hours of the computer labs adequate? Yes No Not Applicable If no, what would you recommend?				
<hr/>				
7. Do you utilize your Riverland GroupWise e-mail account? Yes No If no, what e-mail do you use? Why?				
<hr/>				
8. How often do you use the Web to research/prepare course materials? Regularly Occasionally Rarely 5 4 3 2 1				
9. How often do you use word processing software? (i.e. Word/WordPerfect) Regularly Occasionally Rarely 5 4 3 2 1				
10. How often do you use presentation software to prepare and present information? (i.e. PowerPoint/Presentation) Regularly Occasionally Rarely 5 4 3 2 1				
			11. How often do you use spreadsheet software? (i.e. Excel/QuattroPro) Regularly Occasionally Rarely 5 4 3 2 1	
			12. How often do you use database software? (i.e. Access/Paradox) Regularly Occasionally Rarely 5 4 3 2 1	
			13. How often do you use WebCT? Regularly Occasionally Rarely 5 4 3 2 1	
			14. Have you taken an online course at Riverland? If yes, answer Question 15. Yes No	
			15. How would you rate your satisfaction level with the online course? Highly Satisfied Neutral Extremely Dissatisfied 5 4 3 2 1	
			16. Would you be interested in taking an online course? Definitely Yes Unsure Definitely No 5 4 3 2 1 If yes, what type of course?	
			17. Have you taken an Interactive Television (ITV) course (i.e. course via television) at Riverland? If yes, answer Question 18. Yes No	
			18. How would you rate your satisfaction level with the ITV course? Highly Satisfied Neutral Extremely Dissatisfied 5 4 3 2 1	
			19. Would you be interested in taking an ITV course? Definitely Yes Unsure Definitely No 5 4 3 2 1 If yes, what type of course?	
			20. Do you have a computer at home? Yes No	
			21. Do you have an Internet service provider (ISP) at home? Yes No	
22. What technology equipment would you recommend Riverland Community College should purchase?				
<hr/>				
23. What software would you recommend Riverland Community College should purchase?				
<hr/>				
24. Additional Comments				
<hr/>				

Thank you for taking the time to complete this survey. Please return the survey to OIT, Austin East Building.

Riverland Community College—Staff/Faculty Technology Plan Survey

Riverland Community College is in the process of updating its technology plan. The individuals working with this plan would like to have your input.

Primary Campus (please circle) Albert Lea Austin East Austin West Owatonna Offcampus

- | | | | | | | | | | | | | | |
|---|---|-------------------|-------------------|---|-----------|----------------|--|----------------|--------------|----------------|----------------|---|----------------|
| <p>1. At what level do you agree that Riverland Community College has up-to-date technology.</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Strongly Agree</td> <td style="text-align: center;">Neutral</td> <td style="text-align: center;">Strongly Disagree</td> </tr> <tr> <td style="text-align: center;">5 4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2 1</td> </tr> </table> | Strongly Agree | Neutral | Strongly Disagree | 5 4 | 3 | 2 1 | <p>7. How often do you use the Web to research/prepare course materials?</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Regularly</td> <td style="text-align: center;">Occasionally</td> <td style="text-align: center;">Rarely</td> </tr> <tr> <td style="text-align: center;">5 4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2 1</td> </tr> </table> | Regularly | Occasionally | Rarely | 5 4 | 3 | 2 1 |
| Strongly Agree | Neutral | Strongly Disagree | | | | | | | | | | | |
| 5 4 | 3 | 2 1 | | | | | | | | | | | |
| Regularly | Occasionally | Rarely | | | | | | | | | | | |
| 5 4 | 3 | 2 1 | | | | | | | | | | | |
| <p>2. At what level do you agree Riverland Community College uses technology effectively.</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Strongly Agree</td> <td style="text-align: center;">Neutral</td> <td style="text-align: center;">Strongly Disagree</td> </tr> <tr> <td style="text-align: center;">5 4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2 1</td> </tr> </table> | Strongly Agree | Neutral | Strongly Disagree | 5 4 | 3 | 2 1 | <p>8. How often do you use word processing software? (i.e. Word/WordPerfect)</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Regularly</td> <td style="text-align: center;">Occasionally</td> <td style="text-align: center;">Rarely</td> </tr> <tr> <td style="text-align: center;">5 4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2 1</td> </tr> </table> | Regularly | Occasionally | Rarely | 5 4 | 3 | 2 1 |
| Strongly Agree | Neutral | Strongly Disagree | | | | | | | | | | | |
| 5 4 | 3 | 2 1 | | | | | | | | | | | |
| Regularly | Occasionally | Rarely | | | | | | | | | | | |
| 5 4 | 3 | 2 1 | | | | | | | | | | | |
| <p>3. At what level do you agree that Riverland Community College utilizes up-to-date software.</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Strongly Agree</td> <td style="text-align: center;">Neutral</td> <td style="text-align: center;">Strongly Disagree</td> </tr> <tr> <td style="text-align: center;">5 4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2 1</td> </tr> </table> | Strongly Agree | Neutral | Strongly Disagree | 5 4 | 3 | 2 1 | <p>9. How often do you use presentation software to prepare and present information? (i.e. PowerPoint/Presentation)</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Regularly</td> <td style="text-align: center;">Occasionally</td> <td style="text-align: center;">Rarely</td> </tr> <tr> <td style="text-align: center;">5 4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2 1</td> </tr> </table> | Regularly | Occasionally | Rarely | 5 4 | 3 | 2 1 |
| Strongly Agree | Neutral | Strongly Disagree | | | | | | | | | | | |
| 5 4 | 3 | 2 1 | | | | | | | | | | | |
| Regularly | Occasionally | Rarely | | | | | | | | | | | |
| 5 4 | 3 | 2 1 | | | | | | | | | | | |
| <p>4. What is your confidence level in using a computer?</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Highly confident</td> <td style="text-align: center;">Some confidence</td> <td style="text-align: center;">No confidence</td> </tr> <tr> <td style="text-align: center;">5 4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2 1</td> </tr> </table> | Highly confident | Some confidence | No confidence | 5 4 | 3 | 2 1 | <p>10. How often do you use spreadsheet software? (i.e. Excel/QuattroPro)</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Regularly</td> <td style="text-align: center;">Occasionally</td> <td style="text-align: center;">Rarely</td> </tr> <tr> <td style="text-align: center;">5 4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2 1</td> </tr> </table> | Regularly | Occasionally | Rarely | 5 4 | 3 | 2 1 |
| Highly confident | Some confidence | No confidence | | | | | | | | | | | |
| 5 4 | 3 | 2 1 | | | | | | | | | | | |
| Regularly | Occasionally | Rarely | | | | | | | | | | | |
| 5 4 | 3 | 2 1 | | | | | | | | | | | |
| <p>5. How many hours a day do you utilize a computer?</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">0 – 2.5 hours</td> <td style="text-align: center;">2.6 – 5 hours</td> <td style="text-align: center;">5 + hours</td> </tr> </table> | 0 – 2.5 hours | 2.6 – 5 hours | 5 + hours | <p>11. How often do you use database software? (i.e. Access/Paradox)</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Regularly</td> <td style="text-align: center;">Occasionally</td> <td style="text-align: center;">Rarely</td> </tr> <tr> <td style="text-align: center;">5 4</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2 1</td> </tr> </table> | Regularly | Occasionally | Rarely | 5 4 | 3 | 2 1 | | | |
| 0 – 2.5 hours | 2.6 – 5 hours | 5 + hours | | | | | | | | | | | |
| Regularly | Occasionally | Rarely | | | | | | | | | | | |
| 5 4 | 3 | 2 1 | | | | | | | | | | | |
| <p>6. Are the hours of the computer labs adequate?
If no, what would you recommend?</p> <hr style="border: 0.5px solid black; margin-top: 10px;"/> | <p>12. Do you have a computer at home?</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> </tr> </table> | Yes | No | | | | | | | | | | |
| Yes | No | | | | | | | | | | | | |
| | <p>13. Do you have an Internet service provider (ISP) at home?</p> <table border="0" style="width: 100%;"> <tr> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> </tr> </table> | Yes | No | | | | | | | | | | |
| Yes | No | | | | | | | | | | | | |

14. What technology equipment would you recommend Riverland Community College should purchase?

15. What software would you recommend Riverland Community College should purchase?

16. Additional Comments

Thank you for taking the time to complete this survey. Please return the survey to OIT, Austin East Building.