

# Technology

## Plan:

Building a Foundational Approach to Excellence 2026-2030.

### Vision

We will offer the best opportunity for every enrolled student to attain academic and career goals in an ever-changing world.

### Mission

To transform lives through excellence in service, education, and career training.

### Values

Cultivating student growth through service, collaboration, innovation, and respect.

### Heart

We are committed to serving our students, our employees, and our communities.

<https://www.riverland.edu/departments/technology-and-learning-resources/>



Heart | Students



Community | Growth



Foster a mission-driven workplace culture across the institution that reflects the Heart of Riverland and promotes diversity, effectiveness, collaboration, and engagement.

### **Strategic Goal 1:**

Strengthen a mission-driven, inclusive technology and learning environment by standardizing and sustaining reliable technology systems, delivering equitable support for all students and instructors, and partnering with every department to meet Riverland Community College's evolving teaching, learning, and operational needs.

### **Wildly Important Goal:**

Redesign the TLR support ticket webform to simplify submissions, ensure required information is captured, and improve routing to the appropriate support team.

### **Key Performance Indicators:**

- Ticket resolution time reduced by 20% by FY2028.

### **Strategic Goal 2:**

Institutionalize a sustainable, audit-ready cybersecurity program aligned to NIST SP 800-171 Revision 3 expectations—protecting Controlled Unclassified Information (CUI), reducing high-risk technical exposure identified through testing, and embedding security governance (policy, training, logging, configuration and change management) into standard operations across the organization.

### **Wildly Important Goal:**

Execute the NIST Remediation Roadmap by remediating all identified security gaps, prioritizing high-risk findings, and integrating required NIST SP 800-171 Rev. 3 controls into standard operations.

### **Key Performance Indicators:**

- Adopt 15 policies related to IT governance by FY2030.
- Complete environment hardening steps defined in the remediation roadmap by FY2030.



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### **Strategic Goal 3:**

Foster a mission-driven and people-centered approach to AI by supporting faculty, staff, and students in the responsible, ethical, and effective adoption of AI technologies for teaching, learning, and institutional work, while ensuring safe use, shared understanding, and equitable access across the college.

### **Wildly Important Goal:**

Establish a campus AI committee with representation from the students, staff, and faculty members.

### **Key Performance Indicators:**

- The AI committee charge published by FY2027.
- The AI committee adopts a set of guidelines for the AI usage on campus by FY2028.



Increase student success (retention, completion, transfer) of ALL Riverland students through best practices in and out of the classroom.

### **Strategic Goal 1:**

Ensure consistent, reliable, and student-centered support for core academic technology platforms—including Zoom, Brightspace, and Microsoft 365—to enhance teaching effectiveness, learning engagement, and student persistence in all instructional modalities.

### **Wildly Important Goal:**

Review, update, and publish comprehensive online self-help documentation for core student technologies (email, Zoom, Brightspace) to ensure content is current and easily accessible.

### **Key Performance Indicators:**

- Reduce the number of passwords reset related tickets by 10% by FY2030.



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Increase student success (retention, completion, transfer) of ALL Riverland students through best practices in and out of the classroom.

### **Strategic Goal 2:**

Leverage the implementation of a modern Student Information System (SIS) and Customer Relationship Management (CRM) platform to strengthen data-informed decision-making, utilize predictive analytics, and proactively identify and support students at risk of not completing a credential.

### **Wildly Important Goal:**

Designate and train campus transition liaisons for SIS and CRM implementation and provide regular communications and training to promote stakeholder adoption.

### **Key Performance Indicators:**

- Complete all campus-specific Workday companion projects by FY2028.
- Have at least two TLR employees trained in the Workday Report Writing role by FY2029.

### **Strategic Goal 3:**

Expand professional development opportunities for students by building digital literacy, technology fluency, and career-relevant skills that support academic success, workforce readiness, and successful transfer pathways.

### **Wildly Important Goal:**

Promote student use of the InfoBase learning platform through orientations and communications, and encourage staff, faculty to use InfoBase resources in the workplace, coursework and advising.

### **Key Performance Indicators:**

- Establish baseline student and employee usage by FY2027.
- Increase usage of the InfoBase tool by 15% by FY2030.

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Community | Growth



Foster stronger ties to the communities we serve through aligning academic programming to local workforce needs, increasing community engagement and visibility, and strengthening Riverland's influence and contribution in key community organizations.

## Strategic Goal 1:

Expand Riverland's role as a community learning resource by offering library-led lectures, presentations, and learning events that engage students, employees, and community members, and promote lifelong learning, civic engagement, and community connection.

## Wildly Important Goal:

Execute comprehensive engagement sessions for the Riverland Community integrating academic workshops, specialized programming, and dedicated research assistance.

## Key Performance Indicators:

- Execute 36 sessions during the FY2026–2027.



Develop a robust growth plan for the college that includes not only enrollment but strategic growth in revenue outside of tuition and state appropriations.

## Strategic Goal 1:

Pursue and support technology-focused grant opportunities that align with Riverland's mission, vision, and strategic priorities, and that enhance institutional capacity, student success, and alternative revenue generation beyond tuition and state appropriations.

## Wildly Important Goal:

Identify and review technology-focused grant opportunities aligned with strategic priorities and support the preparation and submission of grant proposals.

## Key Performance Indicators:

- Secure 2 technology grants by FY2030.