

ANNUAL REPORT FY26



RIVERLAND
Community College

Technology and Learning Resources

CONTENTS

Staff	1
VP Welcome	2
TLR Technology Plan and WIG Summaries	3
Major Accomplishments	9
Equity 2030	10
Hardware Technology	
Printing	14
Email Management	15
Servers and Network Devices	16
Recycled Equipment	18
Computer Workstations	19
Laptop Leases	20
New Equipment & Upgrades	21
Data Storage	22
Riverland Help Center	23
Lab Usage	24
Phone System	28
Instructional Technology	
Zoom	29
Zoom Rooms • Conference Rooms • Carts	33
Trainings Offered	34
Brightspace	35
Infobase	36
Turnitin	37
Library	
Physical User Count	39
Collection	41
Perceptive Content/TrueDialog	
Perceptive Content	43
TrueDialog	45

STAFF



Jacki Anderson
Help Desk
Manager



Thomas Andrist
Server-Telcom
Administrator



Mark Baas
Vice President
of TLR/CIO



Theo Beckmann
D2L Brightspace
Administrator



Pawel Buda
IT Support
Services
Project Lead



Jeannie Diggs
Librarian



Dan Harber
College Lab
Assistant 2



Mike Jones
Network
Administrator



Shawn Martin
Instructional
Technology
Coordinator



Monica McBee
Information
Technology
Specialist 2



Krista Olson
Student
Relationship
Mgmt Analyst
Developer



Lisa Quam
Library Technician



Bryan Reiter
Information
Technology
Specialist 2

Letter from the Vice President of Technology and Learning Resources/CIO



Dear Riverland Community,

The Technology and Learning Resources (TLR) department at Riverland Community College had another busy year. I'm proud to share with you TLR's FY26 Annual Report.

Our 7th TLR Annual Report highlights the accomplishments we participated in during the past year.

Notable Accomplishments from TLR in FY26:

1. Consolidated and reduction of printers across campuses (for savings) with centralized printing for all users.
2. Migrated virtual Server from VMware to Hyper V.
3. Completed NIST Cybersecurity Audit, conducted by System Office.
4. Participated in numerous search committees, planning committees, onboarding and offboard committee work.
5. Worked with Riverland's Foundation, TLR dedicated a bench to Terry Pelovsky, long time TLR employee who passed away in 2023.

FY26 certainly did bring about some new challenges in the technology field. These challenges also impacted Riverland Community College. Unprecedented pressures driven by the need to scale AI integration brought about shortages and longer lead times for equipment, therefore resulting in increased technology costs.

On behalf of every member in TLR, I'd like to thank you for the opportunity to work together and to move our college forward. Feel free to review this report, ask any questions you might have, and thank those who are providing the key services to make Riverland run smoothly.

Every member of TLR is passionate about the work we perform. This report is more than just a review, it also allows us look forward to our continued success in serving our students, staff and faculty.

Thanks for the opportunity to share.

Sincerely,

Dr. Mark J. Baas

Vice President of Technology and Learning Resources/Chief Information Officer

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.

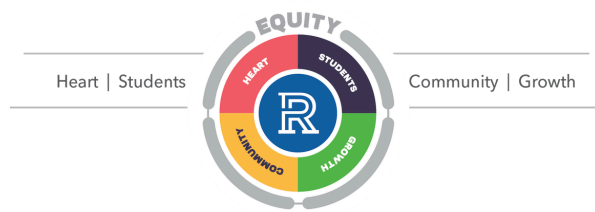
Values

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/>



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 end of 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 end of FY2030.
- Complete environment hardening steps defined in the remediation roadmap by end of FY2030.



Heart

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

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



Students

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 password reset related tickets by 10% by end of FY2030.

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/>



RIVERLAND
Community College



MINNESOTA STATE

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/>



Students

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 advanced business analytics capabilities to enhance data-informed decision-making, expand predictive insights, and proactively identify and support students at risk of not completing a credential.

Wildly Important Goal:

Develop campus expertise in SIS functionality and business analytics tools through targeted training that promotes data literacy and stakeholder adoption.

Key Performance Indicators:

- Conduct training for using business analytic tools for 75% of Student Affairs staff to be completed by end of FY2029.
- Have at least two TLR employees trained in the Workday Report Writing role by end of 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 and faculty to use InfoBase resources in the workplace, coursework and advising.

Key Performance Indicators:

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



Community

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.

Growth

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 end of FY2030.

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

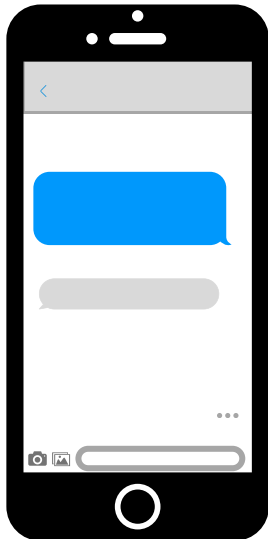
Cultivating student growth through service, collaboration, innovation, and respect.

Heart

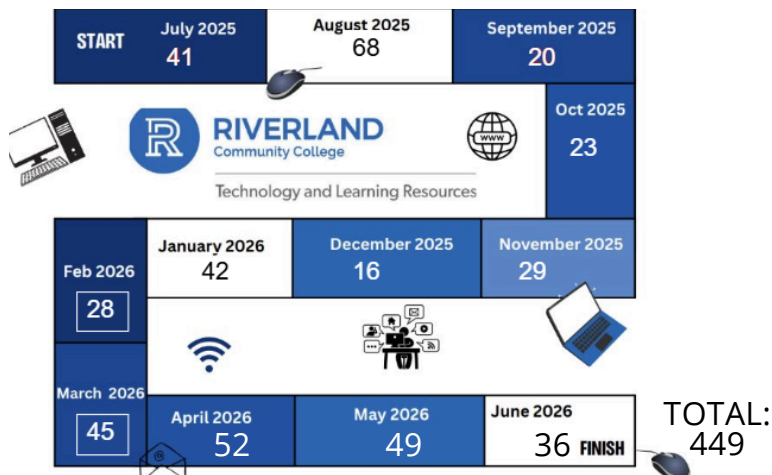
We are committed to serving our students, our employees, and our communities.



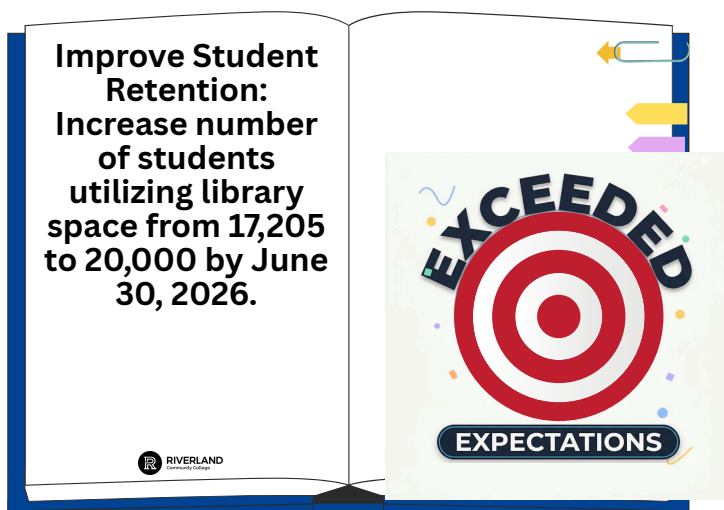
WIG SUMMARIES



Riverland Reminder's WIG: Krista sent 15,961 text messages to students with reminders of important dates and services available to them. There were 932 links clicked, and the message with the highest number of links clicked were the Bookstore charging period reminders. The number of student-initiated messages went from 38.73% to 31.29% so the goal of 31% was not met.



IT WIG: To reduce the number of student login issues from 356 to 321, 10% reduction by June 30, 2026. The WIG goal was not met.

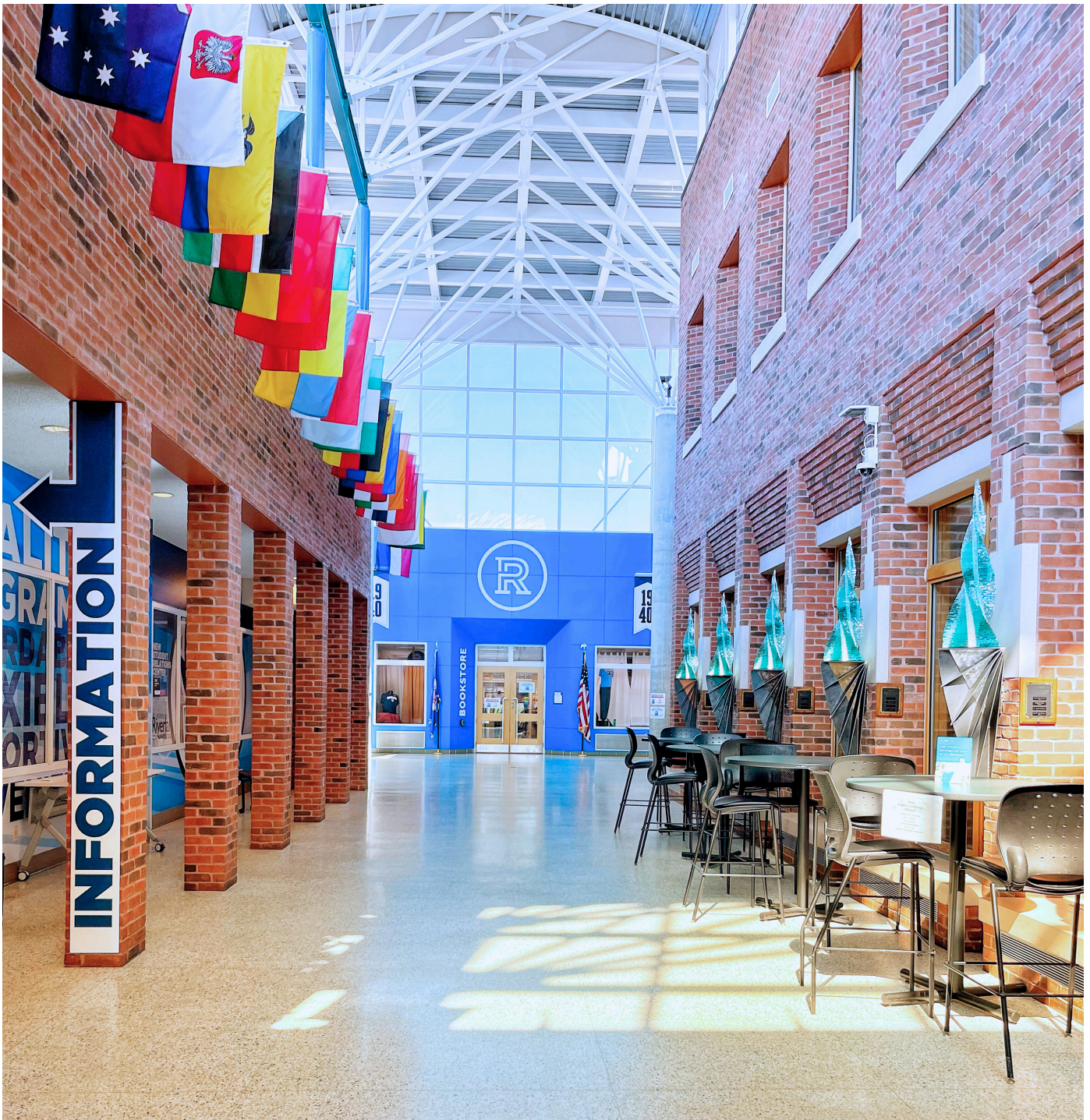


Library WIG: The library hoped to increase the number of students utilizing the library space by 2,795 and we not only met that goal but exceeded it... reaching over our goal by 2,910 students!



RIVERLAND
Community College

Technology and Learning Resources



MAJOR ACCOMPLISHMENTS

All TLR employees were asked to compile key accomplishments made throughout the year. As you can see, the level of accomplishments was vast and far-reaching as this department supported students, staff, and faculty with all endeavors to offer the best opportunity for every enrolled student.

- Upgraded three access points and added two more in AW
- Onboarded 42 new faculty
- Upgraded docking stations (3) in the criminal justice squad cars
- Created bookmarks and post cards with login information to pass out to students for IT WIG
- Consolidated switches in multiple closets during shut down days
- Set up 10 tablets for the carpentry program
- Redesigned Lab AL 306 for better usage and network connection
- Rolled out printer consolidation plan
- Worked with other departments to create/maintain best way for onboarding/offboarding employees
- Updated domain controllers from 19' to 25'
- Continued to update/maintain Zoom rooms
- Updated computers in instructor led classrooms/Zoom rooms
- Added 4th Hyper-V Host to better overall performance and allow future expansion
- Upgraded application software on several virtual servers
- Upgraded SAN to newest firmware
- Increased the number of automated data flow processes to third parties to improve efficiency
- Began creating a Power App to replace BDDDB Notes, BDDDB Advisors, & BDDDB Admissions
- Created eligibility databases for our Promise scholarship programs for Freeborn County and Owatonna
- Worked with CAPP users-removing duplicated databases and old files to reduce the amount of file storage needed
- Participated in SO library meetings
- Riverland's CIO engaged in SO CIO meetings
- Conducted TRT meetings on campus in the Fall 2025 and Spring 2026
- Began work on Library Archiving Plan
- Participated in the Southern MN IT Conference
- Surpassed Library WIG goal
- Held two book swaps and collaborated with both Student Life and Tutoring Center with activities
- Updated lighting and tables in library
- Hosted monthly Brightspace workshops
- Presented Conversations with Copilot in the library
- Provided Zoom Room instructions in every room
- Hosted the Academic Technology Team from the System Office
- Replaced 25 teacher stations in classrooms
- Assisted with scholarship reviews
- Supported CDT laptop program
- Assisted with TRT requests and purchasing
- Supported Riverland Ready and BYB programs
- Migrate the virtual server from VMWare to Hyper-V
- Transitioned Windows 10 to Windows 11
- Establishment of the full inventory of the Workday Student Companion Projects
- Completed the NIST cybersecurity audit and establishment of the college's IT security roadmap
- Dedicated bench for past employee Terry Pelovsky
- Participated in SO CRM Vendor Selection
- Participated in ACD planning, both Fall 2025 and Spring 2026
- Participated in Awards and Recognition Planning for Spring 2026
- Participated in a successful 2026 graduation, including streaming of event
- Participated in a successful HLC accreditation visit
- Participated in the SO IT conference
- Employee Computer Rotation Device Implementation
- Began firewall upgrade at three campus locations

EQUITY 2030

*In June 2019, [Minnesota State] set a critical goal: By 2030, Minnesota State will eliminate the educational equity gaps at every Minnesota State college and university. It is a staggeringly ambitious goal and one that will require both intentional systems along with culture change and innovation, as well as advocacy and leadership with partners and stakeholders across the state to accomplish. The core value for Minnesota State is to provide an opportunity for all Minnesotans to create a better future for themselves, their families, and their communities.

The focus of our work includes:

- Enhancing access and student success
- Providing Minnesota with the talent it needs
- Anchoring the communities and regions we serve



While there is only one goal for Equity 2030 – closing the educational equity gaps across race and ethnicity, socioeconomic status, and geographic location by the year 2030 – achieving that goal requires:

- Intentional systems and culture change
- Coordination, innovation, and capacity building
- Steadfast focus of leadership and empowerment
- Collaboration with partners and stakeholders across the state

*Minnesota State. (n.d.). *Minnesota State Equity 2030*. Retrieved from minnstate.edu/Equity2030/index.html

HOW TLR IS WORKING TOWARDS EQUITY 2030



Enhanced Access to a higher education by strengthening partnerships and collaboration with K-12, business and industry, community-based organizations, and philanthropic partners to expand and grow current programming while identifying new ways to support students.

FY26 TLR Accomplishments:

Riverland Community College continues to have collaborations with The Hormel Institute, Austin Public Schools (APS), Owatonna Public Schools, and Albert Lea Public Schools. TLR has worked with The Hormel Institute and APS on technology initiatives that impact both entities. This year, TLR built a Zoom Pod Room in Austin East. This has allowed the college to better expand programming and is an opportunity to support next students in the classroom. TLR continues to meet with APS on a regularly scheduled basis to discuss initiatives that impacts both educational institutions.



Academic Success by establishing guided learning pathways that focus on academic preparation, progression, and accomplishment within an area of study and career.

FY26 TLR Accomplishments:

The majority of work the TLR department conducts falls into this Equity 2030 category. During FY26, TLR finished building a Zoom Pod Room Classroom for faculty and student usage. TLR maintains computer labs for computer access, provides a quiet study space in the Riverland library, and free printing to all students. The library has also provided library orientations, which aid students in research, citations, and other library skills needed for academic success. FY26 library orientations reached over 180 new students. Students, staff, and faculty have access to over 500,000 resources including 26 full-text databases throughout the library. To better facilitate online learning, TLR also made available Brightspace orientations that provided an overview of Riverland's learning management system (LMS) to students.



Student Engagement within the institution, both academic and non-academic, including supporting basic needs.

FY26 TLR Accomplishments:

The primary example of student engagement is TLR's collaboration with Student and Academic Affairs to work on process improvements that can help remove barriers for students. Another example is sharing report data sources to be utilized by staff to improve their processes rather than duplicating queries. Another example is testing Riverland reminder communication plans to send reminders of late-start classes and important dates.



Evidence-based decision making by building upon technological infrastructure and expanding capacity for deeper data analytics.

FY26 TLR Accomplishments:

TLR's best example of evidence-based decision making is continuing to implement automated data-sharing integrations. These integrations provide users with up-to-date information daily without having to manually enter it into another system or having to monitor it for changes to the data used for decision making. Another example is updating existing databases to be more user-friendly so end users don't need special skills to access data. Another example is when Riverland started moving weekly reports from different systems to Power BI to combine datapoints into one workspace. A final example is when TLR worked with CAPP users on database clean up and proper database maintenance to avoid issues.



Financial Resources for students and growing the financial resource base for campuses.

FY26 TLR Accomplishments:

Riverland Community College realizes the importance of financial resources for today's use and for the future. TLR reviews equipment purchases that are installed in Zoom rooms and academic classrooms. An annual review of usage of software subscriptions is also conducted. Subscriptions are not purchased if usage is low.



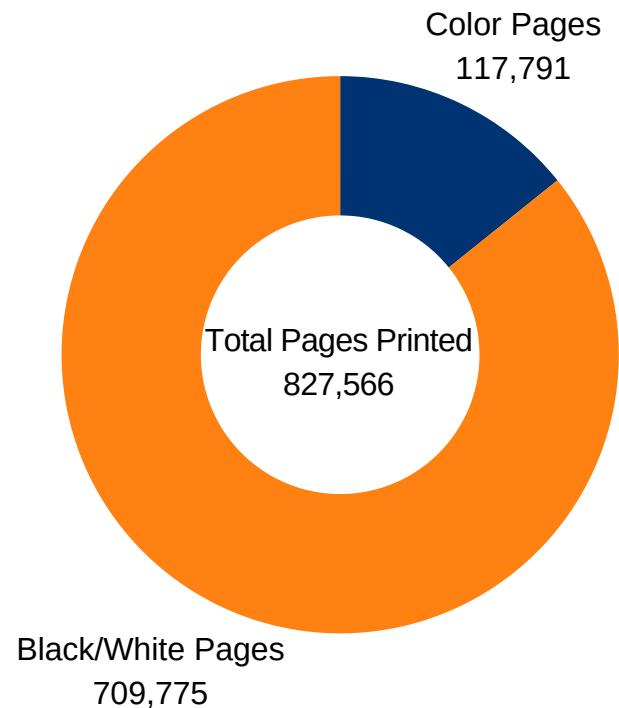
Workforce and Talent Diversity by incorporating the local and national context with the changing student and employee demographics needs: focusing on cultural competence development, inclusive hiring practices, and improved campus climate.

FY26 TLR Accomplishments:

We realize that candidates for jobs/work study positions come from everywhere. TLR has hired many diverse students in these more visible roles. We recognize that students seeing other student workers in technical support roles can inspire and encourage others to seek technical careers in their future. TLR staff strives to serve as role models to other employees and students.

PRINTING SERVICES

Faculty, staff, and students print documents for everyday use to complete work and learning tasks. The following tables highlight top printing usage from students and employees at Riverland over the last year. The top five used printers for employees and students account for 50% of the total printed pages outside of the Copy Center. The top printers are listed below with the location and total page count printed.



Top Used Printers: Students

PRINTER	PAGES PRINTED
AW Nursing Kiosks	113,515
AE Open Lab	88,515
AW Lab A109	23,899
AE Library	19,855
AL Kiosk	13,111

Top Used Printers: Employee

PRINTER	PAGES PRINTED
AW Business Office	38,744
AE NE Suites	36,156
AW Nursing Suite	27,409
AW Employee Lounge	24,973
AE SE SUITES	22,921

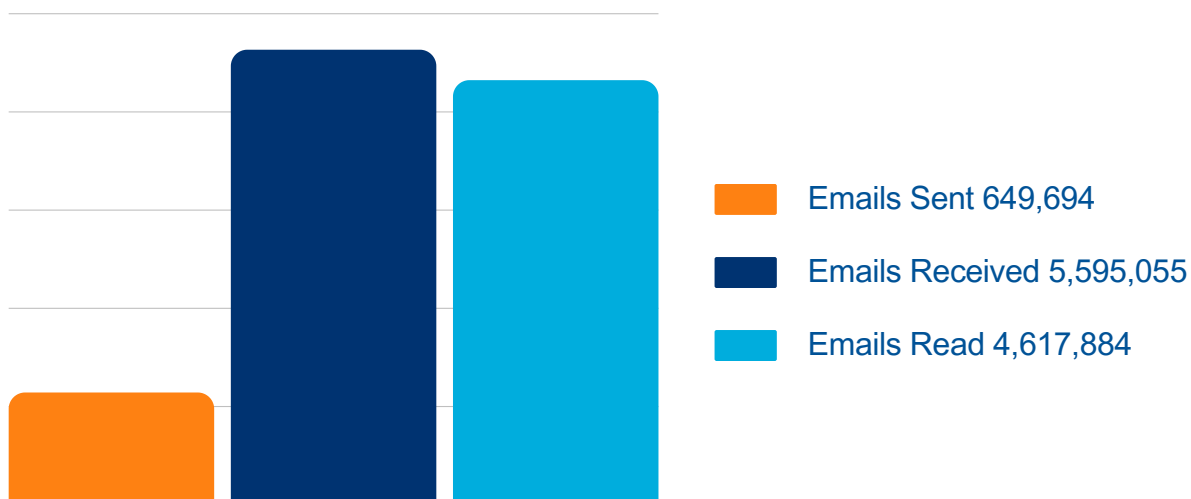
EMAIL

Riverland is a part of the Microsoft shared tenant within MinnState, in which the management of email is conducted by the System Office. The table below shows the number of email accounts for Riverland users.

* Email Account

	STUDENT ACCOUNTS	STAFF ACCOUNTS	FACULTY ACCOUNTS
Active Users	4,512	153	191
Inactive Users	673	10	142
Emails Sent	121,850	358,980	168,864
Emails Received	2,404,681	1,812,816	1,377,558
Emails Read	1,786,656	1,741,930	1,089,298

Total Emails



* Sent emails, emails received, and emails read are approximate totals.

SERVICES & NETWORK DEVICES

A network is several computers, servers, and devices connected by either wires or wireless. The Riverland network consists of many different devices, like: desktops, laptops, servers, printers, phones, wireless access points, HVAC, security cameras, and various media devices.

Virtual Servers

A virtual server is a server operating system running in a partition of a physical server that is transparent to end users. One physical server can support multiple virtual servers.

OPERATING SYSTEM	# OF SERVERS
Windows 2025	15
Windows 2022	14
Linux	3
Total	32

Physical Servers

A physical server is a physical computer running a server operating system with direct access to that computer's hardware. Physical servers are used for applications that need more resources or put in locations that need a server nearby.

CAMPUS	# OF SERVERS
Albert Lea	3
Austin	7
Owatonna	2
Total	12

SERVICES & NETWORK DEVICES

Switches are network devices that connect all other network devices together, which includes: computers, printers, phones, servers, other switches, and many more devices. It forwards data packets to and from other devices on the network. Riverland has switches located all over the campuses, including some smaller switches in the classrooms to connect the Zoom equipment.

Wireless access points (WAPs) are network devices that provide last hop wireless connectivity to wireless capable devices. Riverland uses commercial grade WAPs that allow for more simultaneous connections before suffering from degraded connectivity, which happens with consumer grade WAPs.

The WAPs and security cameras at Riverland connect to network switches with power over ethernet (PoE) which allows the device to transfer data and be powered over the same cable.

Network Switches

BUILDING	# OF SWITCHES
Albert Lea	30
Austin East	49
Austin West	43
Owatonna	16
Total	138

Wireless Access Points (WAPs)

BUILDING	# of WAPs
Albert Lea	28
Austin East	38
Austin West	31
Owatonna	5
Total	102

Security Cameras

BUILDING	# OF CAMERAS
Albert Lea	22
Austin East	39
Austin West	21
Owatonna	8
Total	90

RECYCLED EQUIPMENT

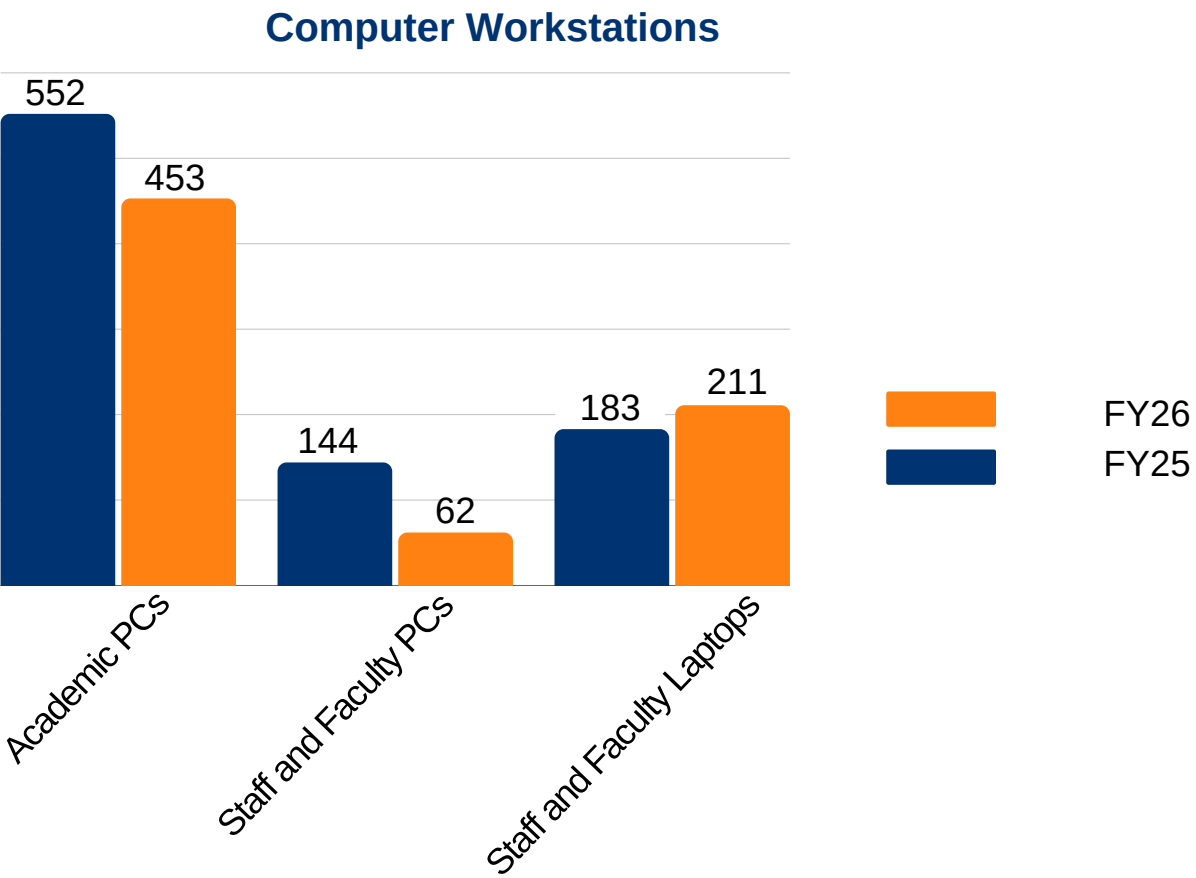
Throughout FY26, we recycled five pallets of phones, telecommunications equipment, monitors, printers, LCD/plasma televisions, and other electronic devices. These materials were responsibly recycled through a vendor certified under R2:2013 (Responsible Recycling) and holding ISO 14001:2015 and ISO 45001:2018 certifications, ensuring environmentally sound and safe recycling practices.



COMPUTER WORKSTATIONS

TLR is responsible for maintaining, patching, and securing 764 workstations on our three campuses. This includes all desktops located in over 15 student computer labs, computers used by students, as well as laptops/desktops assigned to faculty and staff.

OPERATING SYSTEM	# OF DEVICES
Windows 11 PCs	764



LAPTOP LEASES

Riverland supported students by providing leased and loaned (CTD) laptops to those in need, helping remove technology barriers to learning.

Student Laptops Leased & CTD

SEMESTER	LAPTOPS LEASED & CTD
Summer 2026	9
Spring 2026	44
Fall 2025	48
Summer 2025	25
Spring 2024	52

Minimum Student Computer Software

Windows 11
 Mozilla Firefox
 Google Chrome
 Adobe Reader
 VLC Media Player Windows
 Defender System Center Microsoft
 Office 365 Access
 Excel
 PowerPoint
 Word
 Outlook
 Respondous Lockdown Browser

*CTD LAPTOPS	
Fall 2025	40
Spring 2026	39
Summer 2026	5

LEASED LAPTOPS	
Fall 2025	8
Spring 2026	5
Summer 2026	4

* CTD stands for "Closing the Divide." In Fall of 2021 Riverland started providing laptops to students with an identified need in efforts to close the digital gap.

NEW EQUIPMENT

The TLR Department maintains a technology replacement plan for core infrastructure along with end user workstations. All technology has a set life cycle. Being able to strategically plan for “end of life” can be the best approach to minimize downtime and equipment failures. Full-time employees (staff and faculty) are eligible for computer replacements every three years. Furthermore, collaborating with the Technology Round Table (TRT) Committee, student computer labs are also replaced based on usage and demand averaging from three to five years.

Items Replaced

STAFF & FACULTY REPLACEMENTS	
Desktops	0
Laptops	24
Monitors	12

STUDENT REPLACEMENTS	
Desktops (PC lab and kiosks)	56
Laptops	20
Monitors	0

OTHER REPLACEMENTS	
iPads	0
End point switches	4

DATA STORAGE

Every academic institution requires storage space for virtual servers, backups, and various files. The chart outlines Riverland's Network-Attached Storage (NAS) devices and Storage Area Networks (SAN). Data located on the shared drives and virtual servers are stored on the SAN.

Data Storage Devices

DEVICE	TOTAL SPACE	USED SPACE	FREE SPACE	PURPOSE
Hyper-V SAN	34.3 TB	16.2 TB	18.1 TB	Hyper-V
QNAP NAS	25.0 TB	13.9 TB	11.1 TB	Backup Mirror
TrueNAS NAS	30.0 TB	16.5 TB	13.5 TB	Backup

Data Backup Strategy (Using Veeam)

Virtual server backups are created in a hierarchical system to minimize storage needed and maximize backup retention. The hierarchical system is divided into three server priority levels: High, Medium, and Low. High priority servers are servers that have continual configuration or data changes and are backed up nightly. Medium priority servers are servers that have semi-regular configuration or data changes and are backed up three times a week. Low priority servers are servers that are mostly static configuration or data changes and are backed up twice a week. A full backup of all virtual servers is taken every weekend and replaces the previous. The first weekly backup of the month is kept for two months.

Physical server backups for the CAPP server and SQL server are performed nightly. These backups are considered volume level backups and copy important data from the server without impacting services due to lower resource usage. These data backups are kept for two weeks. All backups are located on the TruNAS NAS located at the Austin campus west building. The backups are mirrored overnight to the QNAP NAS located at the Albert Lea campus.

RIVERLAND HELP CENTER

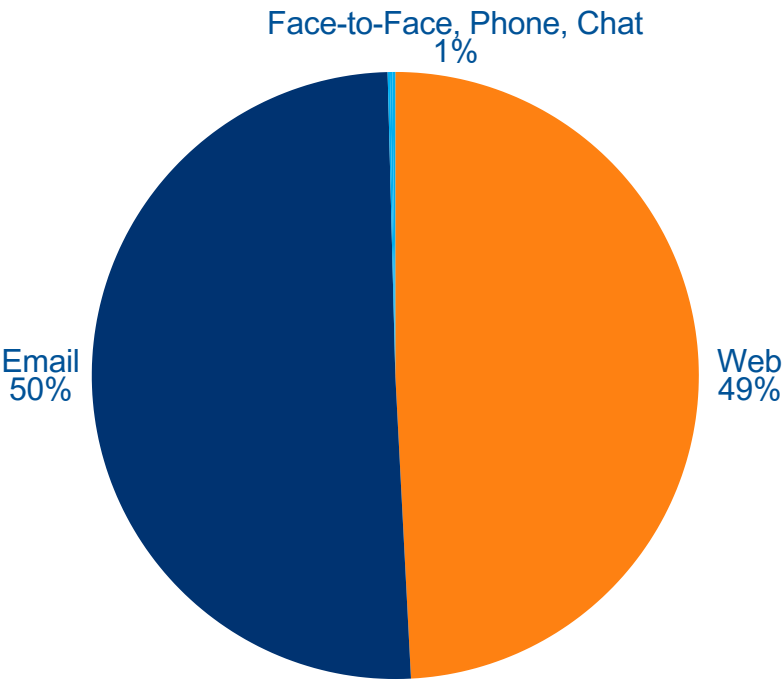
During FY26, TLR continued to use the “Riverland Help Center,” our campus Help Desk support tool. TLR responded to 3,814 tickets this year. We encourage all Riverland students, faculty and staff to submit help desk tickets. We acknowledge requests can come through emails, phone calls, texts and hallway conversations; often these requests are fulfilled, but not recorded and are not reflected in this report. The following data highlights the total number of tickets received, as well as how TLR entered those tickets into our help desk tool.

Frequent Help Center Topics

- Brightspace
- StarID reset
- CAPP Server reset
- Trouble accessing Riverland email
- Phone usage
- Zoom usage

Total Tickets Received
3,814

Ticket Entry Mode



LAB USAGE: ALBERT LEA

ALBERT LEA FALL 2025				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AL-104	405	30	63	297.9
AL-201i	12	6	2	6.8
AL-306	1,357	28	59	696.9
AL Kiosk	177	4	72	50.6
TOTAL	1,951	68	196	1,052.2

ALBERT LEA SPRING 2026				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AL-104	1158	30	174	2,044.2
AL-201i	6	6	1	0.76
AL-306	663	28	56	1,102.6
AL Kiosk	154	4	69	59.8
TOTAL	1,981	68	300	3,207.36

LAB USAGE: AUSTIN EAST

AUSTIN EAST FALL 2025				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AE-N111	612	31	89	925.3
AE-N112	751	31	113	952.6
AE-N113	1,635	31	131	1,539.1
AE-OpenLab	1,482	14	112	772.1
AETrio-Kiosk	315	5	21	260.0
MacLab	202	15	16	161.9
Total	4,997	127	482	4,611

AUSTIN EAST SPRING 2026				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AE-N111	410	31	66	389.2
AE-N112	367	31	128	299.9
AE-N113	1,321	31	126	1,491.0
AE-OpenLab	1,131	14	279	585.3
AETrio-Kiosk	275	3	22	176.4
MacLab	147	15	14	143.5
Total	3,651	127	635	3,085.3

LAB USAGE: AUSTIN WEST

AUSTIN WEST FALL 2025				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AW-A109	1,812	44	331	1,509.2
AW-152	1,101	5	182	307.3
Total	2,913	49	513	1,816.5

AUSTIN WEST SPRING 2026				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AW-A109	2,625	44	457	2,207.6
AW-152	1,217	5	230	317.2
Total	3,842	49	687	2,524.8

LAB USAGE: OWATONNA

OWATONNA FALL 2025				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
OW-133	30	25	8	17.8
OW-135	37	25	7	10.1
OW Kiosk	22	5	9	1.5
Total	89	55	24	29.4

OWATONNA SPRING 2026				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
OW-133	22	25	7	20.1
OW-135	46	25	19	19.6
OW Kiosk	82	5	22	15.2
Total	150	55	48	54.9

Disclaimer:

Some of the data presented in this report has been estimated and may not reflect precise data figures. While every effort has been made to ensure accuracy, the information should be considered approximate and is provided for general reference purposes only.

PHONE SYSTEM

During FY26, Riverland continues to use Zoom Phone for faculty and staff. The Zoom Phone system distinguishes between extensions assigned to individual user accounts linked to employee email addresses and common area extensions such as Reception, Bookstore, Tutoring Center, and other shared lines.

CAMPUS	USER EXTENSIONS IN USE	COMMON AREA EXTENSIONS IN USE
Albert Lea	28	1
Austin (East & West)	146	15
Owatonna	11	1

CALL STATS (7/1/2025-6/30/2026)	
Total Outbound Calls	20,524
Total Inbound Calls	45,451
Total External Inbound Calls	41,097
Total External Inbound Calls to Riverland Call Center	14,422
Total Internal Calls Placed	5,001

ZOOM

During FY26, the use of Zoom technology played a vital role in the success of delivering academic courses, and keeping employees connected to each other, and students at Riverland Community College. Zoom helps us bring Riverland teams together in an environment that allows for video calls, voice calls, content sharing, and chat using mobile devices, desktops, telephones, and room systems.

FY26 Zoom Usage

MONTH	MEETINGS	HOURS	PARTICIPANTS
July	510	347	1,316
August	914	520	2,664
September	1,301	1,302	5,425
October	1,336	1,216	5,730
November	1,117	980	4,376
December	1,030	796	3,649
January	1,114	871	3,934
February	1,290	1,044	4,639
March	1,147	900	3,937
April	1,355	1,093	4,701
May	827	507	2,361
June	591	423	1,485
TOTAL	12,532	9,999	44,217

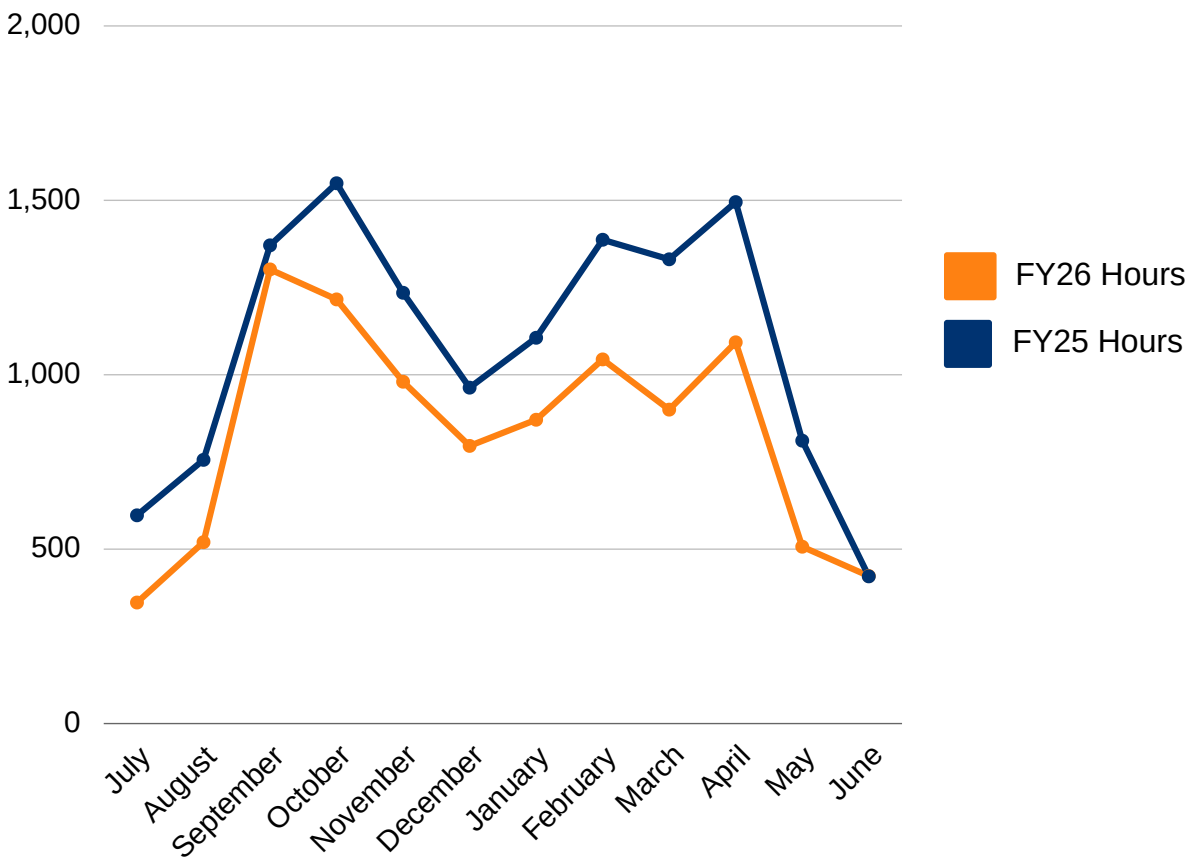


Zoom Room Usage



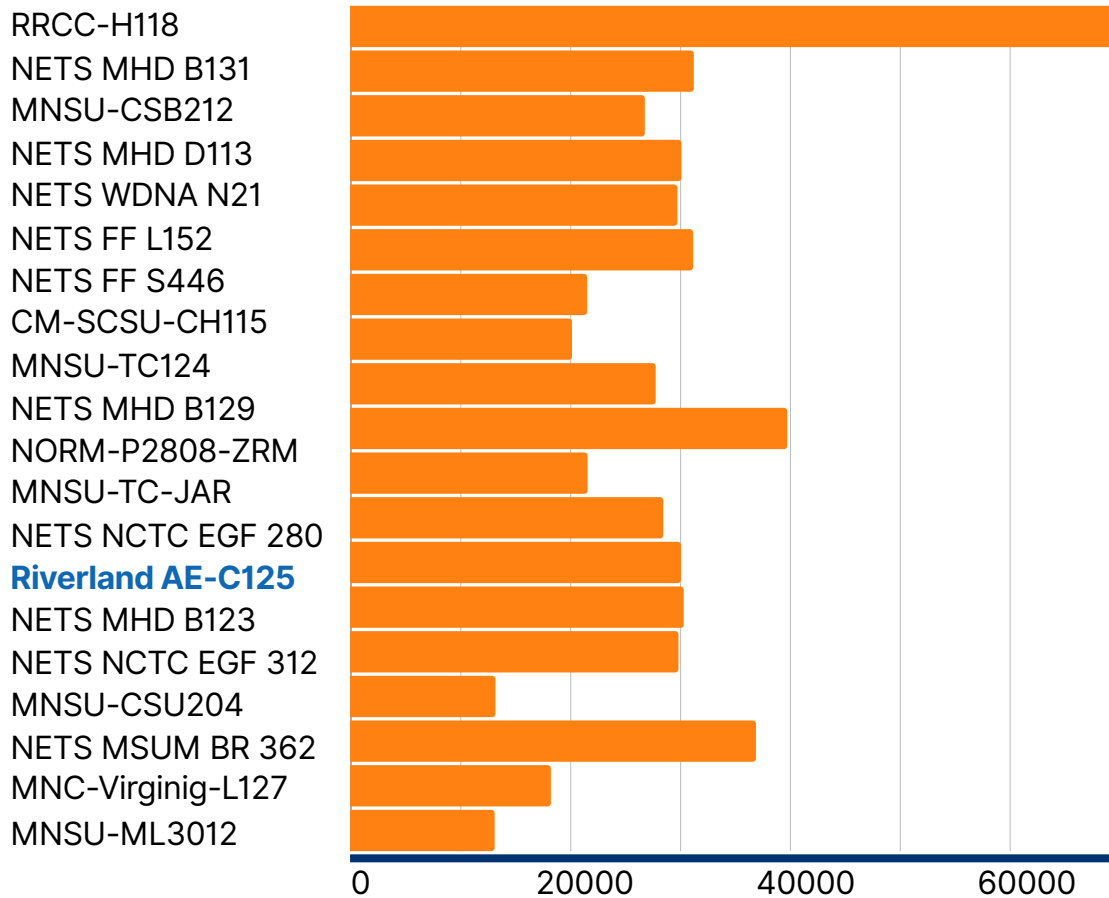
Total Meetings: 12,532
Total Hours: 9,999

Zoom Meeting Hours



ZOOM ROOMS

Top 20 Zoom Rooms Based On Usage By Minutes Across MinnState



Riverland's Top 5 Used Zoom Rooms

ROOM	TOTAL CALLS	TOTAL MINUTES
AE-C125	409	30,027
AE-C107	361	26,339
AE-C110	352	21,516
AE-C124	338	22,378
OW-130	327	21,725
TOTAL	1,787	121,985

ZOOM ROOMS

Austin Public Schools/ABE Assisted Rooms

ROOMS
C127
C128
C129
C130
C133

Zoom Deployment/High School/Collaborative

LOCATION
Blue Earth
Grand Meadow
Lyle
Southland
Southland2
Truman
Northfield
Wells

Planned Zoom Rooms For FY27

ROOMS
None Planned For FY27

ZOOM ROOMS • CONFERENCE ROOMS • CARTS

Zoom Rooms By Campus

AL CAMPUS
104
113
117
121
206
306

AE CAMPUS
C107
C110
C123
C124
C125
C131
N112
N123

AW CAMPUS
A109
A238
A239
B111
B112
B116
C103A

OW CAMPUS
130
132
133
150

Pod/Zoom Room

AE CAMPUS
C125

Conference Rooms

AL CAMPUS
201C

AW CAMPUS
Cedar River

AE CAMPUS
C108
C111

OW CAMPUS
102

Hybrid/Zoom Carts

AL CAMPUS
Skylight Room

AW CAMPUS
B211
(4) Customized Training DTEN Units

AE CAMPUS
Library Cart
Theater

OW CAMPUS
142

TRAININGS OFFERED

TLR provides several opportunities throughout the year for students, faculty, and staff to learn more about the technologies available to them. The following data represents those opportunities. You will find the total number of participants and the total number of hours of training that TLR employees provided to these groups. You will also find the total number of “participant hours” (hours of training multiplied by the number of participants – two hours of training delivered to three participants would result in six participant hours). This data is one metric that demonstrates the amount of service that TLR provides to the Riverland community and does not include any one-to-one services provided to these groups.

Trainings Offered

PARTICIPANT GROUP	NUMBER OF PARTICIPANTS	HOURS OF TRAINING	PARTICIPANT HOURS
Staff	7	4	28
Faculty	78	8	624
Students	249	16	3,984
Total	334	28	4,636

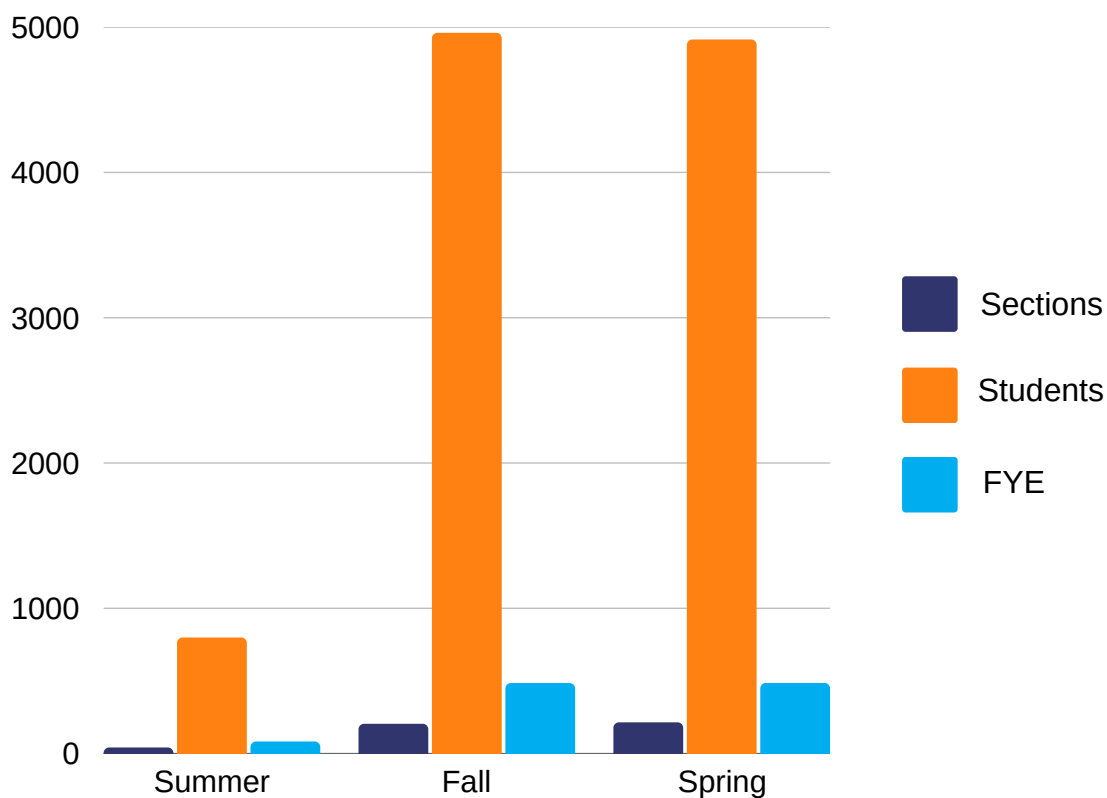
BRIGHTSPACE: COURSES

Brightspace is the Learning Management System (LMS) used at Riverland. TLR manages courses offered in Brightspace at Riverland.

Students Enrolled in Online Courses

SEMESTER	NUMBER OF SECTIONS	NUMBER OF STUDENTS (DUPLICATED)	FYE
Summer	42	799	83.23
Fall	205	4,961	485.47
Spring	215	4,915	486.03
Total	462	10,675	1,054.73

Students Enrolled in Online Courses



INFOBASE

Infobase provides a training library of more than 50,000 short “show-and-tell” video training tutorials on more than 200 applications, including: beginning computer training, Brightspace, and many Microsoft and Adobe applications.

Student Usage

NUMBER OF STUDENTS	NUMBER OF VIDEOS THESE STUDENTS WATCHED
2	80+
5	40-59
14	20-39
99	<20

Top Watched Academic Integrity Videos

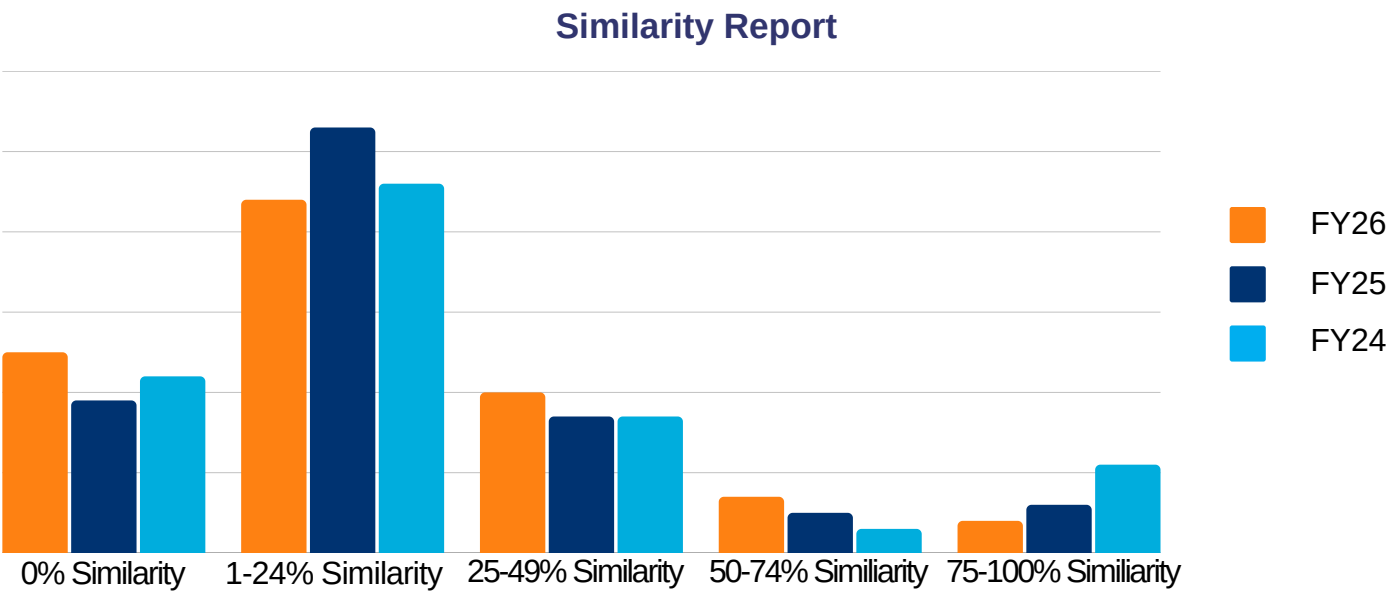
SERIES	VIEWS
Academic Integrity Dolt Activity	130
What Is Plagiarism?	38
Consequences for Plagiarism	38
Direct Quotes	37

Top Infobase Series

SERIES	VIEWS
Academic Integrity	544
MLA (8th Ed.) Research Paper Basics	474
Avoiding Plagiarism	334
Desire2Learn (Brightspace) 10.7 Daylight - Student	134
Office 365 Collaborate and Share (2019)	80
Outlook Office 365 (2019)	60
Photoshop CS6 - Intro Training	47

TURNITIN

As more courses are utilizing a mixture of online tools, and with the growth of generative AI, concerns about maintaining academic integrity have grown. In FY26, Riverland continues its subscription to the Turnitin tool, an originality checking and plagiarism prevention service, to help address these concerns.



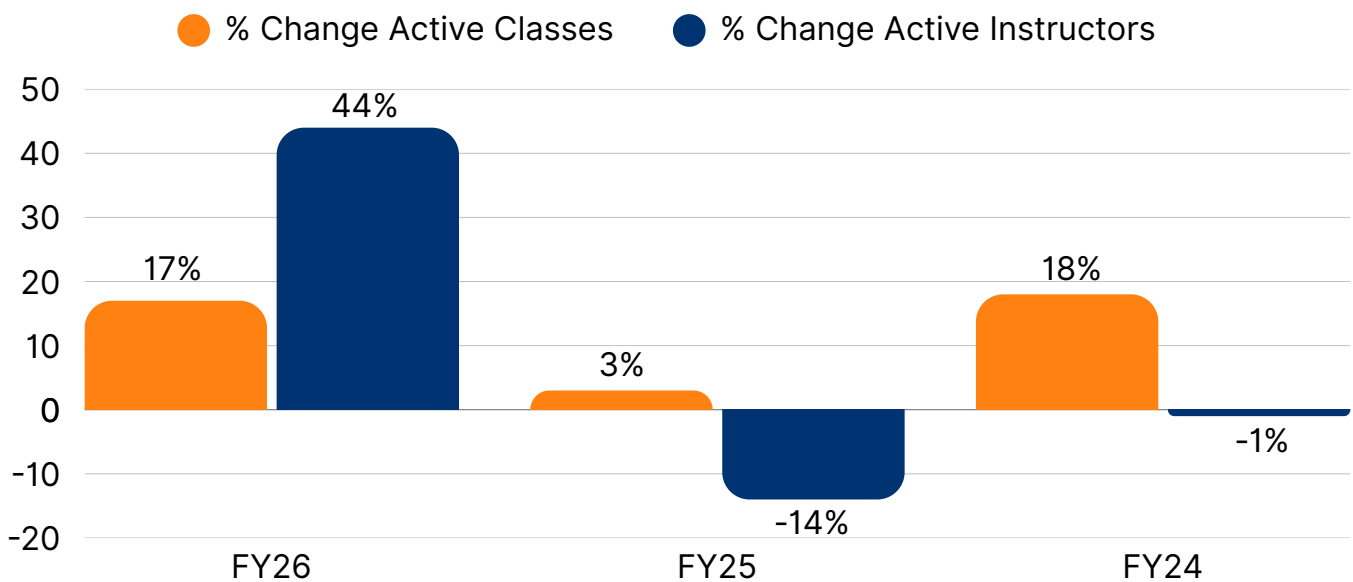
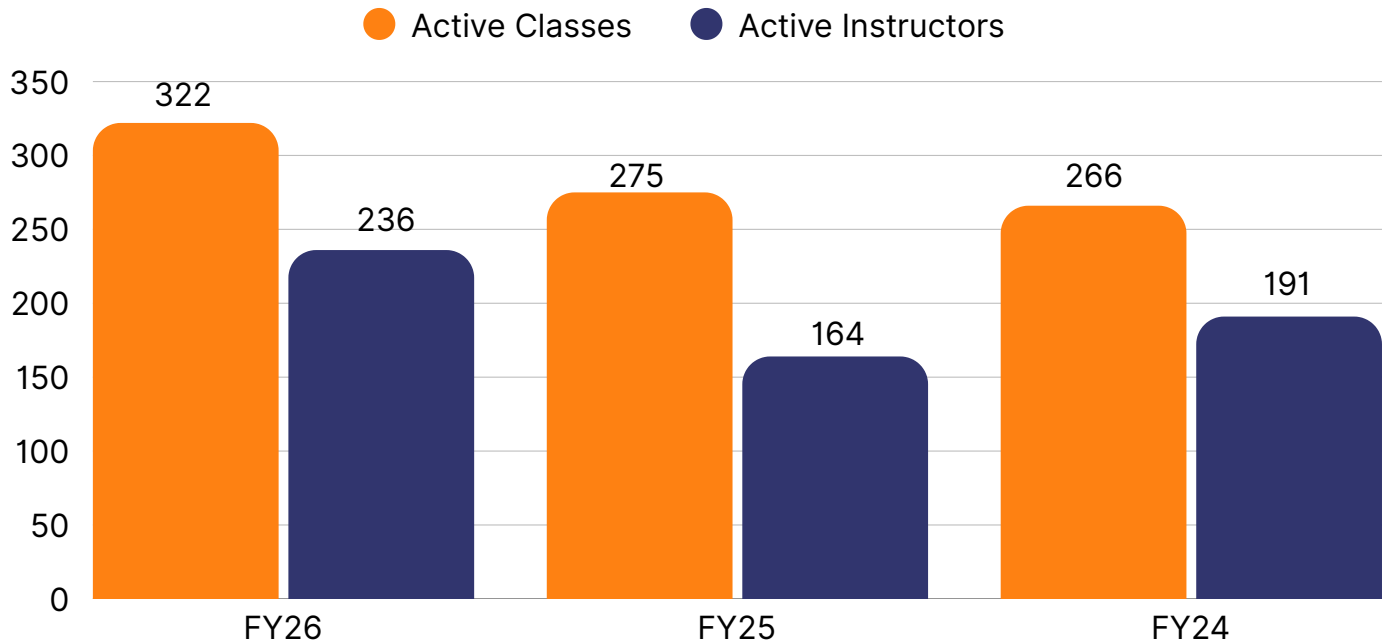
Below displays the total number of submissions and the corresponding number of those submissions which received instructor feedback. Special note: there was an increase of over 100% in submissions from 2025 to 2026.

Submissions With Feedback

FISCAL YEAR	SUBMISSIONS	SUBMISSIONS WITH FEEDBACK	PERCENTAGE OF SUBMISSIONS WITH FEEDBACK
FY26	11,200	394	4%
FY25	5,484	527	10%
FY24	5,883	625	11%

TURNITIN

The graphs below indicate a steady growth of classes in which this tool is used and a major increase in the number of active instructors after a slow but steady downward trend.



LIBRARY PHYSICAL USERS

Headcounts for general library attendance are gathered and analyzed. Below is a snapshot of these counts over a three year span.

*Monthly Headcount Comparisons

MONTH	FY24	FY25	FY26
July	108	274	248
August	1,688	1,184	2,069
September	1,948	2,991	5,217
October	1,953	2,671	3,047
November	3,560	1,647	2,121
December	758	1,448	1,945
January	1,095	1,653	1,490
February	1,107	1,787	2,005
March	1,034	1,211	1,721
April	1,079	1,580	1,921
May	584	537	825
June	308	222	301
TOTAL	15,222	17,205	22,910

*Headcount indicates users counted at consistent intervals

LIBRARY

The library hosted and co-hosted a variety of events throughout the year. These events were open to students and, in many cases, to staff, faculty and the community.

Library Events

YEAR	NUMBER OF ATTENDEES
FY26	2,936
FY25	344

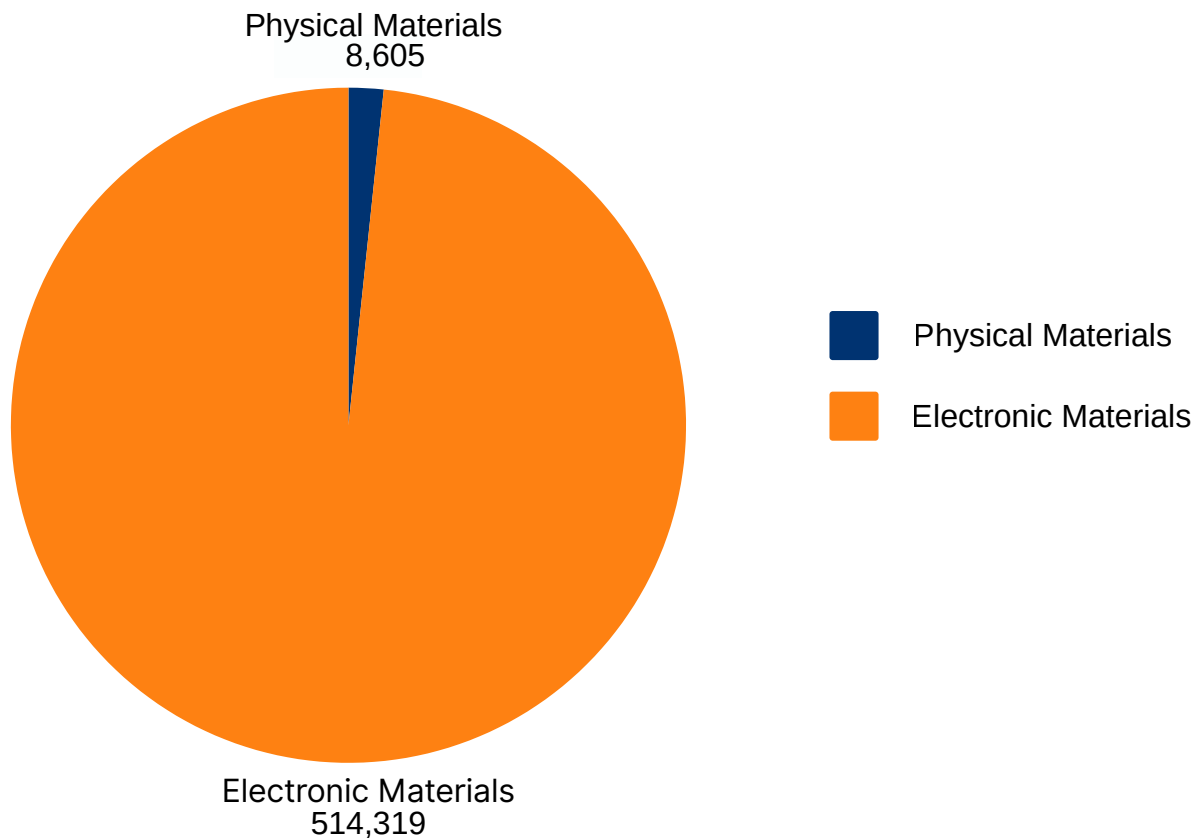
At faculty request, Riverland Library offers library orientations to instruct students and faculty in finding and locating resources, navigating databases, and to provide information on library services.

Library Orientation Attendance

YEAR	NUMBER OF ATTENDEES
FY26	183
FY25	186
FY24	107

LIBRARY COLLECTION

One way the Riverland Library supports students, staff, and faculty is through physical and electronic resources. The Riverland community has access to over 500,000 resources, including physical materials, eBooks, and other downloadable materials. In addition, access is provided to 29 databases.



Physical Items Purchased

YEAR	NUMBER OF ITEMS
FY26	519
FY25	482
FY24	560

LIBRARY SERVICES

The Riverland Library is committed to supporting student success by providing access to resources, services, and spaces. This promotes information literacy, critical thinking, and lifelong learning that leads to achieving educational goals.



Busiest Time
12:30pm-1:00pm



Questions Answered
(Circulation Desk)
5,199



Busiest Month
September



Circulation: ILL
(InterLibrary Loan)
151



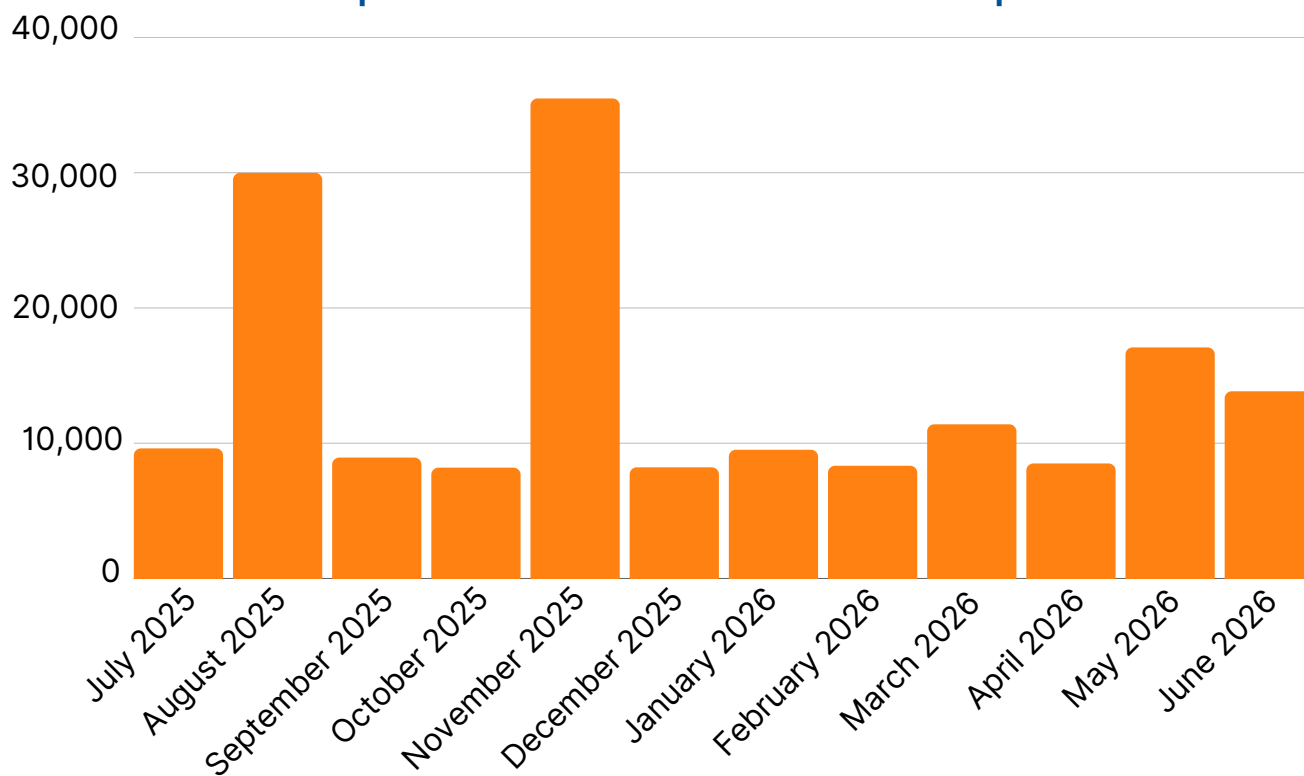
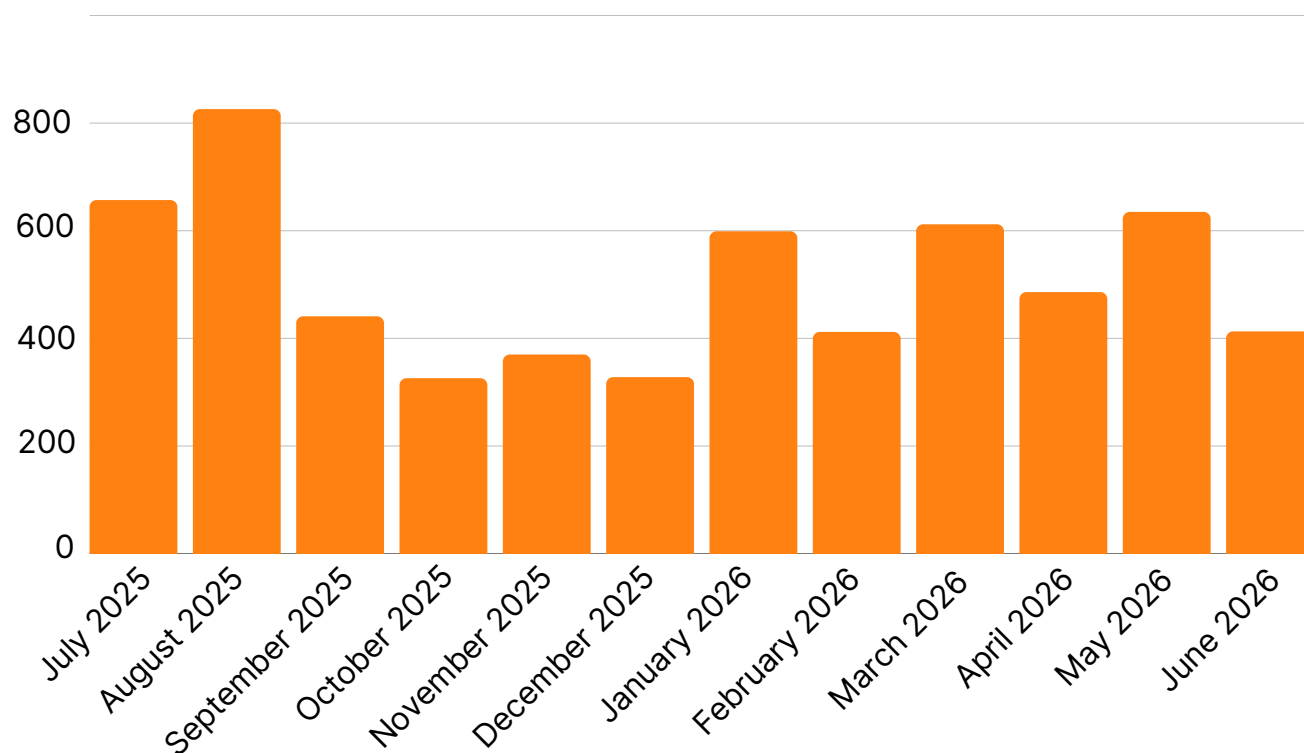
Circulation: Physical
248

PERCEPTIVE CONTENT

Perceptive Content is the Document Management Software utilized by eighty users in the Academic Affairs, Advocacy Services, Admissions, Business Office, Financial Aid, Human Resources, Registration and TRIO departments. In addition to being a secure electronic filing cabinet for student and employee records, Perceptive Content also utilizes eForms, automatic communications and workflows to increase efficiency, reduce processing time, streamline communications, and eliminate lost paperwork between the campuses and departments. It has also helped bridge the gap between departments, enabling them to collaborate more efficiently on processes and remove barriers for students.

MONTH	DOCUMENTS SCANNED
July 2025	9,618
August 2025	29,986
September 2025	8,939
October 2025	8,195
November 2025	35,487
December 2025	8,218
January 2026	9,517
February 2026	8,334
March 2026	11,396
April 2026	8,504
May 2026	17,082
June 2026	13,840
TOTAL	169,116

MONTH	EFORMS SUBMITTED
July 2025	657
August 2025	826
September 2025	441
October 2025	326
November 2025	370
December 2025	328
January 2026	599
February 2026	412
March 2026	621
April 2026	486
May 2026	635
June 2026	413
TOTAL	6,114

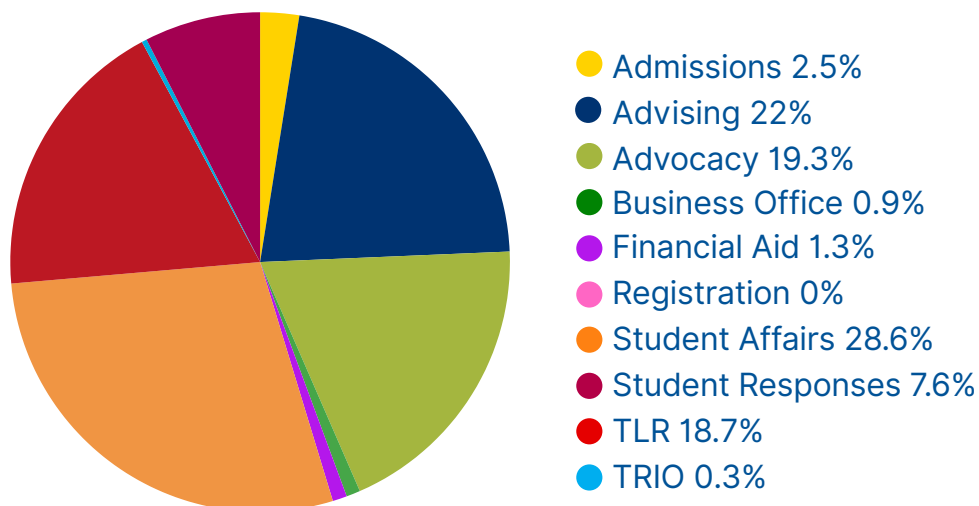
Perceptive Content Documents Scanned/Captured**Perceptive Content eForms Submitted**

TRUEDIALOG

Student Affairs continues to be the predominant user of this texting tool, and it is used primarily for summer nudges, reminding students of important dates, balances owed, and items that need to be completed. Advisors use TrueDialog as a tool to establish a relationship with their assigned advisees. TLR is also able to gather data from TrueDialog that is used to make more data driven decisions. Below are the number of text messages by department and incoming messages (student responses) from students.

DEPARTMENT	TEXT MESSAGES
Admissions	2,169
Advising	18,785
Advocacy	16,479
Business Office	778
Financial Aid	18
Registration	0
Student Affairs	24,402
Student Responses	6,468
TLR	15,961
TRIO	286

Text Messages Sent





Riverland Community College

Austin — 1900 8th Avenue NW, Austin, MN 55912 — 507-433-0600

Owatonna — 965 Alexander Drive SW, Owatonna, MN 55060 — 507-455-5880

Albert Lea — 2200 Riverland Drive, Albert Lea, MN 56007 — 507-379-3300

TLR can provide any graphics herein in an accessible, resized format should you request it.