

# ANNUAL REPORT FY25



**RIVERLAND**  
Community College

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Technology and Learning Resources



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# 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



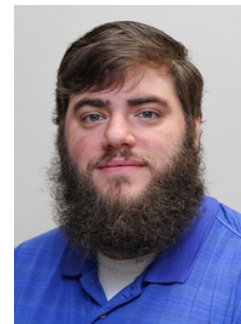
Monica McBee  
Information Technology  
Specialist 2



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 would like to share and reflect on the vast array of work that we took part in with our Riverland colleagues in FY25 in the area of technology integration and usage. The department indeed had another successful year.

This is TLR's sixth annual report and it has been exciting to see trends in usage and work as we review these reports each year.

In every annual report TLR has also included a list of accomplishments, and I'll share my highlights below. A full list can be found on page 5.

Some accomplishments from TLR in FY25 include:

1. TLR saw an increase in library patrons over the last two years by nearly 5,000 individuals.
2. Riverland hosted the Southern MN IT Conference in Albert Lea in June. Nearly 50 IT professionals from the southern region and System Office attended this event.
3. Riverland rolled out Zoom phones for our users in Fall 2024.
4. TLR received a grant that is transforming our teaching and learning spaces. TLR is exploring the next iteration of distance education and collaboration.
5. TLR fully implemented a firewall for increased safety and security.
6. TLR implemented automated updates, processes and reports for increased efficiencies in data for Student Affairs staff.

TLR would like to thank all Riverland Community College students, staff and faculty on our three campuses for their collaboration and incorporation of technology in their day-to-day work, teaching and learning.

For the members of TLR, we look forward to future work and challenges as we all work together at Riverland Community College. Here's to a great FY26 and everything that lies ahead.

Sincerely,

**Dr. Mark J. Baas**

Vice President of Technology and Learning Resources/Chief Information Officer

# Technology

## Plan:

Building a Foundational Approach to Excellence 2020-2025

### 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 dedicated to our employees, our students, and our region.



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



**MINNESOTA STATE**  
Riverland Community College,  
A member of Minnesota State

### Critical Strategic Themes

1. Acquiring and retaining high impact talent to lead us to a bold future.
2. Strengthening existing and creating new relationships with partners and friends.
3. Achieving high academic outcomes for all students and eliminating disparities.
4. Using technology and data as tools to improve performance and productivity.



### PROGRAM

#### Objective

Ensure student success for all by developing and nurturing high quality academic programs, students services, faculty, and external partnerships, which focus on closing equity gaps.

#### Goals

1. Provide technology support for software tools used for academia, including videoconferencing, Zoom Rooms, Brightspace, and O365 for the classroom and online.
2. Continue standardization of technology to provide faculty and staff consistency and reliability.
3. Support and redesign workflows, electronic signatures and document management capabilities.
4. Continue to provide learner and instructor support for Riverland's Online Learning.
5. Enhance library collection to include resources geared towards closing equity gaps.
6. Increase data collection points and implement scoring systems through the use of technology to target and improve recruitment and retention in high need students.



### PEOPLE

#### Objective

Celebrate and enhance the College's culture of service, collaboration, innovation, and respect.

#### Goals

1. Evaluate and provide professional development opportunities for staff.
2. Provide professional development for faculty so that they will be more comfortable and better able to incorporate information technology into the curriculum and guide students in making effective use of the technology.
3. Partner with Accessibility Services to provide expertise to continually evaluate those in need of these services.

### Minnesota State Equity 2030 Vision

"By 2030, Minnesota State – together with our partners – will eliminate the educational equity gaps at every Minnesota State college and university." Equity 2030 concentrates on six primary areas:

1. Student Academic Access
2. Student Engagement and Support
3. Enhanced Access
4. Workforce Diversity & Strategic Talent Management
5. Financial Resources and Support
6. Data Guided Decision Making



### RESOURCES

#### Objective

Build sustaining relationships and establish funding priorities to ensure long term financial and physical viability of the college.

#### Goals

1. Further enhance technology for teaching and learning to include computers and other technology equipment. Equipment is upgraded/recycled on a schedule, teaching classrooms are updated and Wi-Fi across the three campuses is monitored and upgraded as needed.
2. Data security across Riverland's campus is a top priority. Online data and other resources should be available, easy to use and secured using proper risk mitigation mechanisms. Continue to implement safeguards to secure network infrastructure and data.
3. MinnState and Riverland believes that a new ERP system is needed. The implementation of WorkDay on campus will bring significant efficiencies and improved functionality.
4. Maintain an up-to-date business continuity plan and disaster recovery plan that falls into alignment with priorities outlined by the college.



### OUTREACH

#### Objective

Develop marketable and customized programming (including either academic programming or student services) and training that builds markets, enrollment, and Riverland's brand within the service area.

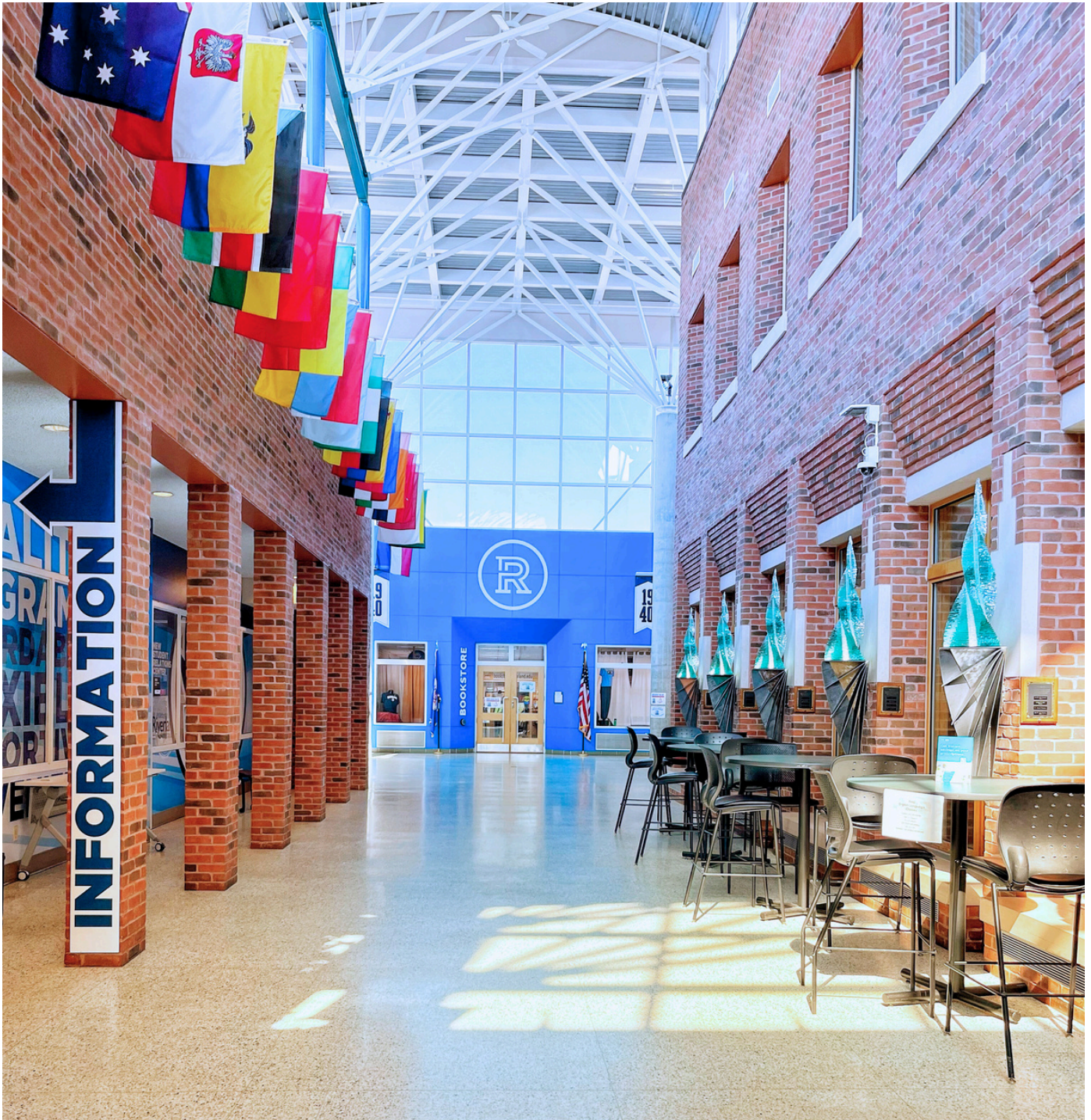
#### Goals

1. Partner with other regional educational institutions. Oversee the RUS Grant implementation.
2. In collaboration with other departments, provide technical support when needed related to programming and marketing.



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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.

- Zoom Phone implementation
- Completed configuration of internal Palo Alto firewall
- Printer consolidation
- Staff led or served on Riverland Search committees
- NIST Survey submittal and discussion of results
- Installed new Wireless Access Points in AW
- Completed work with other departments launching an eSports program
- Moved CAP and SQL servers behind new firewall
- Upgraded student ID printing computers to Windows 11
- Set up computers and networking for the new gaming lab
- Implemented Maxient software for multiple processes (accessibility, accommodations, concerns, grievances, complaints)
- Automated nightly data updates for BDDB Notes and Advisor dashboards
- Further integrations to secure our IT environment
- Created Power Automate Flow reducing time to distribute new front end BDDB databases to Student Services by 96.53%
- Automated reports to Student Affairs resulting in 37.5% reduction time to prepare and post in Teams
- Reasonable Credit Equivalency & Additional Work Assignments are now eForms in Perceptive Content
- Increase in patron usage of library by 2,000 from FY24
- Updated library collection to reflect academic trends
- Updated library webpage and videos
- Increased individual study spaces in the library
- Staff & Faculty computer upgrades (from Dell to Lenovo)
- Supported the Be Your Best program
- Supported and streamed Riverland's May 2025 graduation
- Continued teamwork amongst all TLR team members, members of other Riverland Departments, and Minnstate System Office
- Updated access points across the campuses to maintain current network infrastructure
- Deployed JAMF to manage Apple devices
- Condensed multiple switches into one and organized some of the network closets
- TLR staff members helped with Creative Writing Contest
- Hosted & participated in the annual Southern Minnesota Two-Year College IT Conference
- Increased DEI & HSI awareness & content in the library
- Implemented Admin by Request, replacing Beyond Trust
- Upgrading all PCs to Windows 11
- Contributed to implementation of the Robotics program software
- Cleanup of multiple network closets during shutdown day
- Contributed to HR onboarding throughout the year
- TLR refurbished or updated 26 computers donated to the Criminal Justice program
- Identified 11 computers, upgrading them to the Customized Training laptops
- Updated A109 computer lab with new machines
- Supported ACD (All College Day) in the Fall and Spring
- Recycled 5 pallets & one TV opening up storage space
- Participated in COMET Board meetings during FY25
- Workday HR and Finance implementation
- Moved PCs from 133 to 135 and installed CPRO PCs from AW109 into OW133
- Using Splunk to search, visualize and report data
- Beginning Fall 2025, Austin East C-125 will make it possible for an instructor to include distance students with students attending in the classroom for small group work. (Replaced tables with "pods," accommodating up to 6 students each, with a PC in each pod, facilitating interaction between all students)

# 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](http://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.

## **FY25 TLR Accomplishments:**

Riverland Community College has 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 Room in Northfield at the Northfield Community College Collaborative. This will allow students there to take Riverland classes. TLR also met with APS on a regularly scheduled basis to discuss initiatives that impacted both educational institutions. A member of TLR also served on APS's technology planning committee during this year.



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

## **FY25 TLR Accomplishments:**

Much of TLR's department work falls into this category of Equity 2030. During FY25, TLR continued to build Zoom Rooms 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. FY25 library orientations reached over 180 new students. Students, staff, and faculty have access to over 740,000 resources including 35 full-text databases through 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.

### **FY25 TLR Accomplishments:**

One 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 creating a way for students to securely upload documents electronically rather than having to mail or drop off paper documentation needed for Admissions/Registration. A third example is our effort to generate more electronic forms and processes to reduce student wait times and increase efficiency for student-facing staff.



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

### **FY25 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. We have also focused on improving existing data structures and creating solutions that are end-user friendly. The benefit of this includes more staff having access to the specific data that they need, rather than having to wait for someone else to pull the data for them. Also, TLR is currently moving data to a SQL server so future automation options are available.



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

### **FY25 TLR Accomplishments:**

Riverland Community College realizes the importance of financial resources for today and the future. To accomplish this in Riverland's 2020-2025 Strategic Plan, Goal #4, Strategy 3, 2.5% to 5% of online differential revenues will be utilized to explore new content delivery systems and technologies. TLR is constantly reviewing equipment that goes into Zoom Room installs and usage of software subscriptions to reduce costs if services are not utilized.



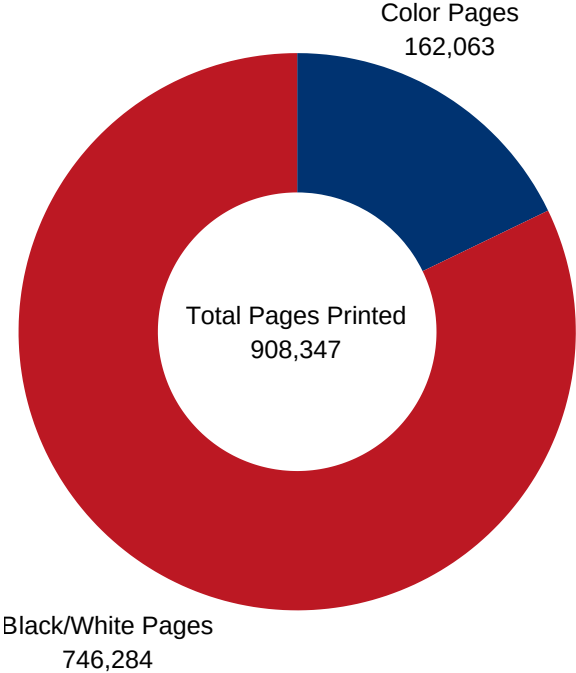
**Workforce and Talent Diversity** by incorporating the local and national context with the changing student and employee demographics and needs: focusing on cultural competence development, inclusive hiring practices, and improved campus climate.

### **FY25 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
AE Open Lab	123,141
AW Nursing Kiosks	117,383
AW Lab A109	22,162
AE Library	16,240
AL Kiosk	12,350

### Top Used Printers: Employee

PRINTER	PAGES PRINTED
AL Staff Lounge	67,055
Austin NE Suites	56,565
AE Academic Affairs	39,665
AE C111 Trio Staff	35,265
OW Office Copier	24,496

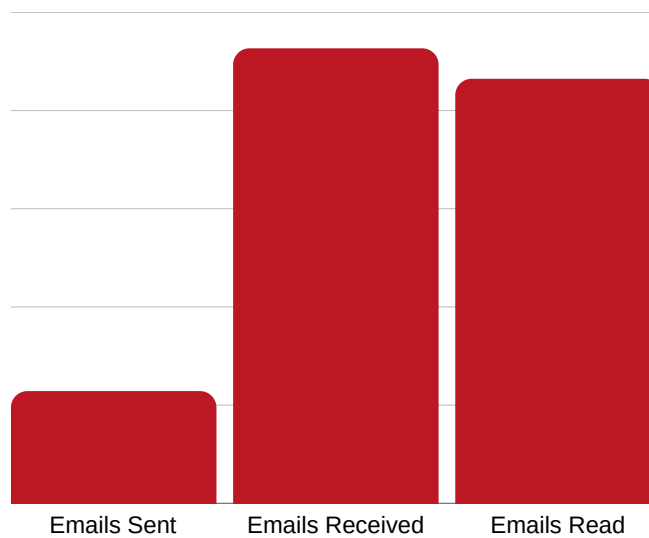
# EMAIL

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	4,904	159	172
Inactive Users	1,262	18	124
Emails Sent	404,972	520,732	217,068
Emails Received	2,601,543	1,298,699	823,055
Emails Read	2,316,537	1,183,807	733,162

## Total Emails



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

# SERVERS & 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 2019	10
Windows 2022	14
Linux	3
<b>Total</b>	<b>27</b>

## 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	8
Owatonna	2
<b>Total</b>	<b>13</b>

# SERVERS & 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	48
Austin West	42
Owatonna	16
<b>Total</b>	<b>136</b>

## Wireless Access Points (WAPs)

BUILDING	# of WAPs
Albert Lea	28
Austin East	38
Austin West	30
Owatonna	5
<b>Total</b>	<b>101</b>

## Security Cameras

BUILDING	# OF CAMERAS
Albert Lea	9
Austin East	26
Austin West	20
Owatonna	8
<b>Total</b>	<b>63</b>

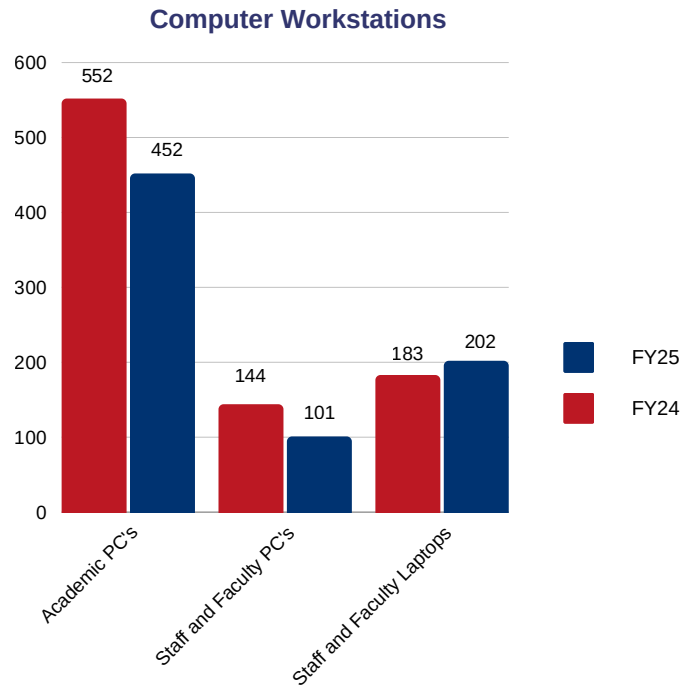
# RECYCLED EQUIPMENT

Over the year, we recycled five pallets of phones, phone systems, monitors, printers, LCD/Plasma TVs, and other miscellaneous equipment. This equipment is recycled by a company that is R2:2013 (Responsible Recycling) Certified as well as ISO 14001:2015 and ISO 45001:2018 Certified.



# COMPUTER WORKSTATIONS

TLR is responsible for maintaining, patching, and securing 713 workstations on our three campuses. This includes all desktops located in over 16 student computer labs, computers used by students, as well as laptops/desktops assigned to faculty and staff.



OPERATING SYSTEM	# OF DEVICES
Windows 10 PCs	78
Windows 11 PCs	638

## Four Protective Features Provided by Microsoft Defender Endpoint Protection Services (MDE)

**Microsoft EndPoint Protection:** Microsoft Endpoint is an enterprise endpoint security automated platform, designed to help enterprise networks prevent, detect, investigate, and respond to advanced threats.

**EndPoint Behavioral Sensors:** Embedded in Windows 11, these sensors collect and process behavioral signals from the operating system and send this sensor data to your private, isolated cloud instance of Microsoft Defender for Endpoint. Defender for Endpoint uses a combination of technologies built into Windows 11 and Microsoft’s robust cloud service.

**Cloud Security Analytics:** Leveraging big-data, device-learning, and unique Microsoft optics across the Windows ecosystem, enterprise cloud products (such as Office 365), and online assets, behavioral signals are translated into insights, detections, and recommended responses to advanced threats.

**Threat Intelligence:** Generated by Microsoft hunters, security teams, and augmented by threat intelligence provided by partners, threat intelligence enables Defender for Endpoint to identify attacker tools, techniques, and procedures, and generate alerts when they are observed in collected sensor data.

Microsoft. (2021). Microsoft defender for endpoint. Retrieved from docs.microsoft.com/en-us/microsoft-365/security/defender-point?view=o365-worldwide

# LAPTOP LEASES

As a service to students, Riverland loaned and leased laptops to students enrolled in the Business and Office Technology (BUSO) program.

## Student Laptops Loaned

SEMESTER	LAPTOPS LOANED
Summer 2025	25
Spring 2025	52
Fall 2024	58
Summer 2024	23
Spring 2024	59

## 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

*CTD LAPTOPS	
Fall 2024	44
Spring 2025	43
Summer 2025	21

BUSO LAPTOPS	
Fall 2024	14
Spring 2025	9
Summer 2025	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 work stations. 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	4
Laptops	58
Monitors	17

STUDENT REPLACEMENTS	
Desktops (PC lab and kiosks)	54
Laptops	0
Monitors	94

OTHER REPLACEMENTS	
iPads	6
End point switches	7

# 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
VMWare SAN	32.4 TB	14.9 TB	17.5 TB	VMWare
QNAP NAS	23.8 TB	10.7 TB	13.1 TB	Backup
Netgear NAS	18.1 TB	13.3 TB	4.8 TB	Backup Mirror

## Data Backup Strategy (Using Veeam)

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

Physical server backups for the CAP 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 QNAP NAS located at the Austin Campus West Building. The backups are mirrored overnight to the Netgear NAS located at the Austin Campus East Building.

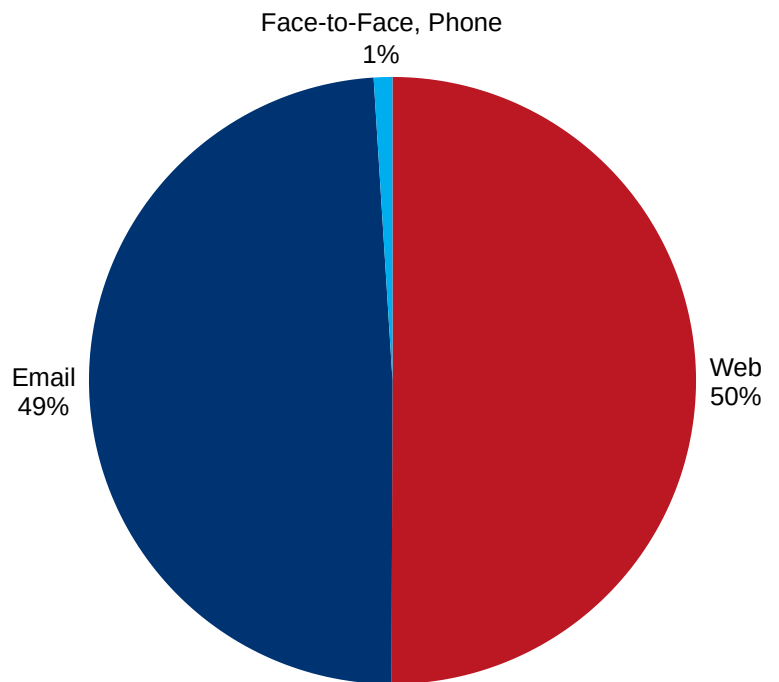
# RIVERLAND HELP CENTER

During FY25, TLR continued to use the “Riverland Help Center,” our campus Help Desk support tool. TLR responded to 3,565 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.

## Total Tickets Received

# 3,565

### Ticket Entry Mode



### Frequent Help Center Topics

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

# LAB USAGE: ALBERT LEA

ALBERT LEA FALL 2024				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AL-104	613	30	112	325.3
AL-201i	31	6	11	15.5
AL-306	5,484	28	103	2,569
AL Kiosk	194	4	98	59.7
<b>TOTAL</b>	<b>6,322</b>	<b>68</b>	<b>324</b>	<b>2,969.5</b>

ALBERT LEA SPRING 2025				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AL-104	641	30	192	505
AL-201i	42	6	19	59.7
AL-306	2,805	28	97	1,529.3
AL Kiosk	264	4	102	71.9
<b>TOTAL</b>	<b>3,752</b>	<b>68</b>	<b>410</b>	<b>2,165.9</b>

# LAB USAGE: AUSTIN EAST

AUSTIN EAST FALL 2024				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AE-N111	992	30	161	1,489.3
AE-N112	1,880	30	203	2,316
AE-N113	1,338	30	259	1,823
AE-OpenLab	2,651	14	407	2,175.1
AETrio-Kiosk	756	5	56	251.3
MacLab	493	15	24	420.5
<b>Total</b>	<b>8,110</b>	<b>124</b>	<b>1,110</b>	<b>8,475.2</b>

AUSTIN EAST SPRING 2025				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AE-N111	676	30	97	1,091.4
AE-N112	558	30	142	1,156.9
AE-N113	1,075	30	157	126.3
AE-OpenLab	1,711	14	279	1,713.5
AETrio-Kiosk	602	3	50	222.5
MacLab	125	15	11	96.4
<b>Total</b>	<b>4,747</b>	<b>122</b>	<b>736</b>	<b>4,407</b>

# LAB USAGE: AUSTIN WEST

AUSTIN WEST FALL 2024				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AW-A109	1,169	39	362	866.7
AW-152	1,360	5	155	429.2
<b>Total</b>	<b>2,529</b>	<b>44</b>	<b>517</b>	<b>1,295.9</b>

AUSTIN WEST SPRING 2025				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
AW-A109	1,314	37	261	927.5
AW-152	1,351	5	86	350.7
<b>Total</b>	<b>2,665</b>	<b>42</b>	<b>347</b>	<b>1,278.2</b>

# LAB USAGE: OWATONNA

OWATONNA FALL 2024				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
OW-133	409	30	27	216.1
OW-135	192	24	12	190
OW Kiosk	93	5	37	28
<b>Total</b>	<b>694</b>	<b>59</b>	<b>76</b>	<b>434.1</b>

OWATONNA SPRING 2025				
LOCATION	LOGIN COUNT	STATION COUNT	UNIQUE USERS	TOTAL SESSION (HOURS)
OW-133	649	30	38	391
OW-135	282	24	46	181.6
OW Kiosk	155	5	59	44
<b>Total</b>	<b>1,086</b>	<b>59</b>	<b>143</b>	<b>616.6</b>

**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 FY25, Riverland switched from the Avaya phone system to Zoom. The cutover took place on September 27, 2024. 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	6
Austin (East & West)	147	40
Owatonna	12	3

CALL STATS (9/27/2024-6/30/2025)	
Total Outbound Calls	20,547
Total Inbound Calls	38,727
Total External Inbound Calls	33,363
Total External Inbound Calls to Riverland Call Center	10,752
Total Internal Calls Placed	6,212

# ZOOM

During FY25, 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.

## FY25 Zoom Usage

MONTH	MEETINGS	HOURS	PARTICIPANTS
July	797	597	1,678
August	1,215	756	3,086
September	1,819	1,371	5,781
October	1,714	1,549	5,910
November	1,464	1,235	5,005
December	1,070	963	3,373
January	1,451	1,106	4,238
February	1,557	1,387	5,163
March	1,325	1,331	3,982
April	1,775	1,495	5,594
May	1,046	811	2,767
June	622	422	1,190
<b>TOTAL</b>	<b>15,855</b>	<b>13,023</b>	<b>47,767</b>

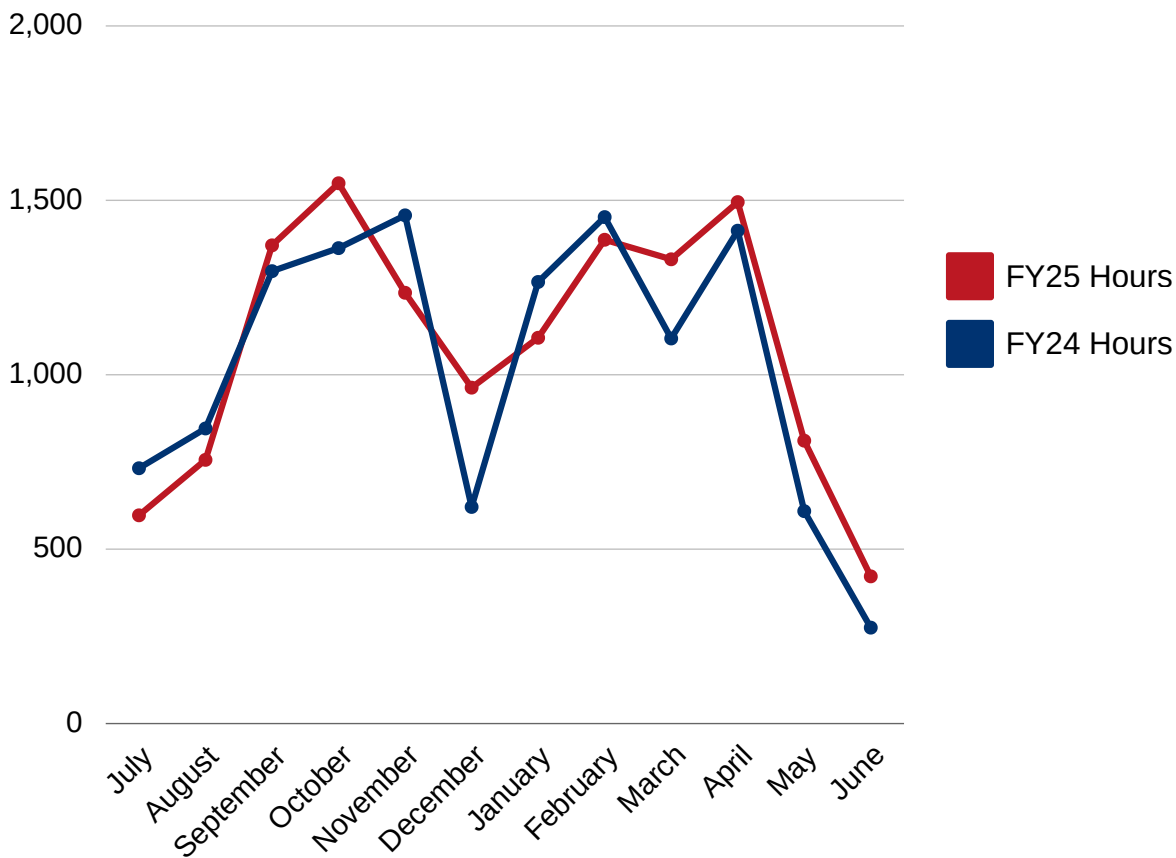
# ZOOM

## Zoom Room Usage



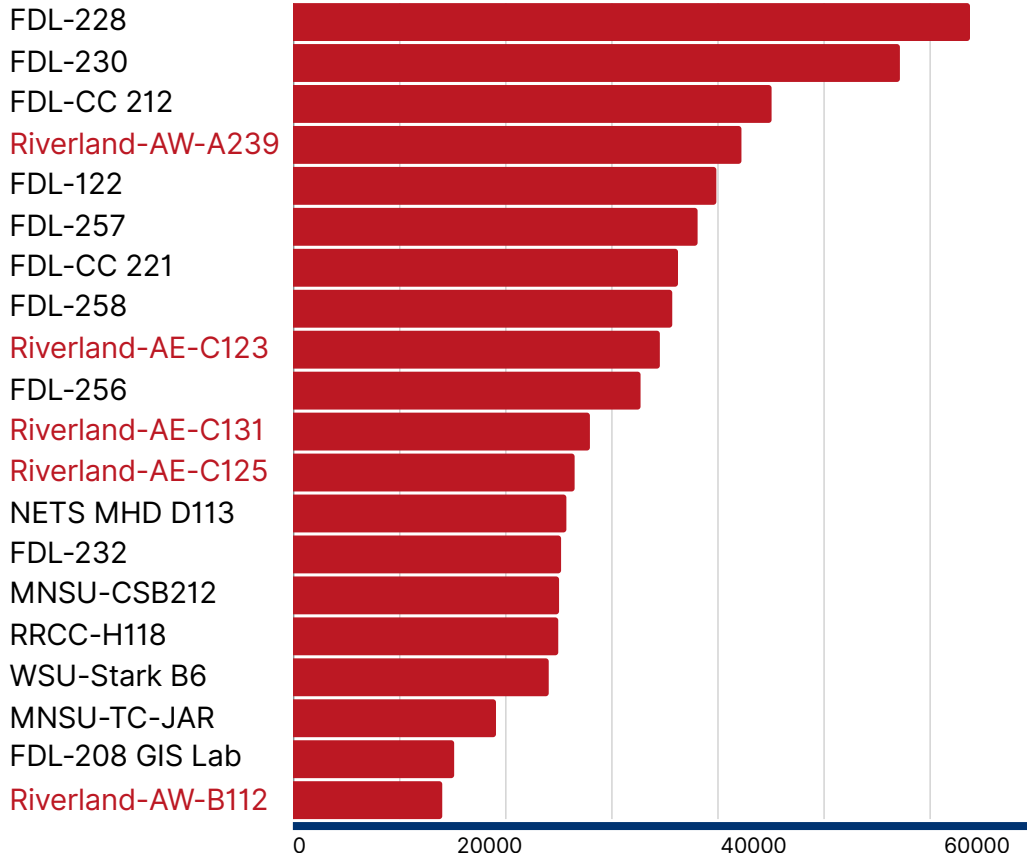
Total Meetings: 15,855  
Total Hours: 13,023

## 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
AW-A239	715	42,211
AE-C123	481	34,517
AE-C131	478	32,698
AE-C125	464	27,923
AW-B112	455	15,123
<b>TOTAL</b>	<b>2,593</b>	<b>152,472</b>

# ZOOM ROOMS

## Austin Public School/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 FY26

ROOMS
None Planned For FY26

# 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	6	5	30
Faculty	121	11	1,331
Students	237	12	2,844
<b>Total</b>	<b>364</b>	<b>28</b>	<b>4,205</b>

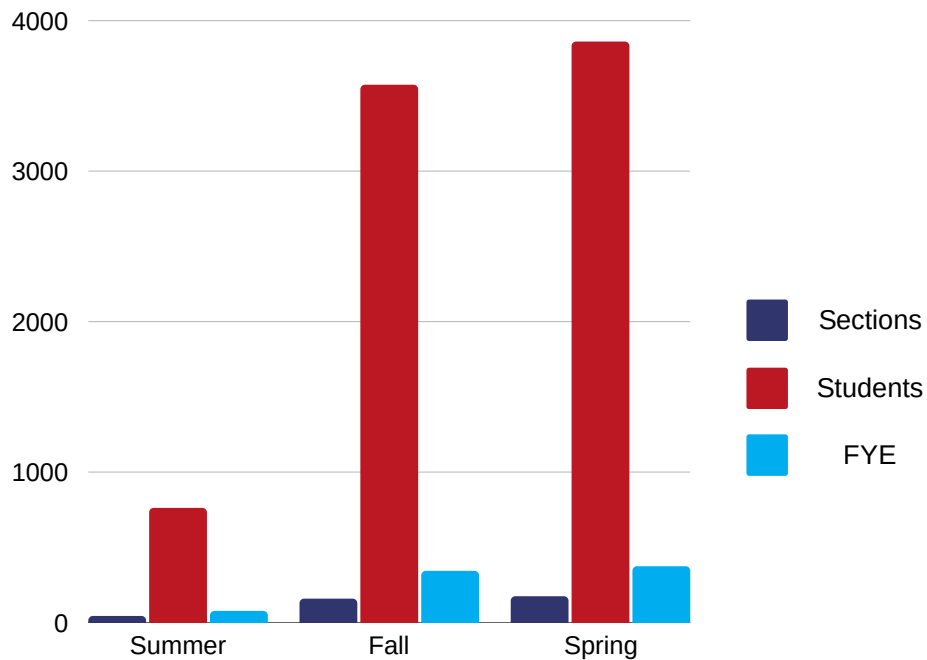
# BRIGHTSPACE: COURSES

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	44	762	77.73
Fall	159	3,574	343.83
Spring	175	3,861	374.3
<b>Total</b>	<b>378</b>	<b>8,197</b>	<b>795.87</b>

## 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. There were more than 5,500 videos watched by over 200 students in FY25.

## Student Usage

NUMBER OF STUDENTS	NUMBER OF VIDEOS THESE STUDENTS WATCHED
0	400+
0	300-399
0	200-299
9	100-199
216	<100

## Top Infobase Videos

SERIES	VIEWS
Academic Integrity: Direct Quotes	113
Academic Integrity: Paraphrasing	109
Academic Integrity: What Needs Citation?	109
Academic Integrity: Summarizing	108
Academic Integrity: Handling Tough Situations	108

## Top Infobase Series

SERIES	VIEWS
Academic Integrity	1,361
MLA (8th Ed.) Research Paper Basics	1,324
Desire2Learn (Brightspace) Student	928
OneNote (2021)	427
Office 365 Collaborate and Share (2019)	424
Outlook Office 365 (2019)	373
Over the Rainbow Customer Service Training	233

# TURNITIN

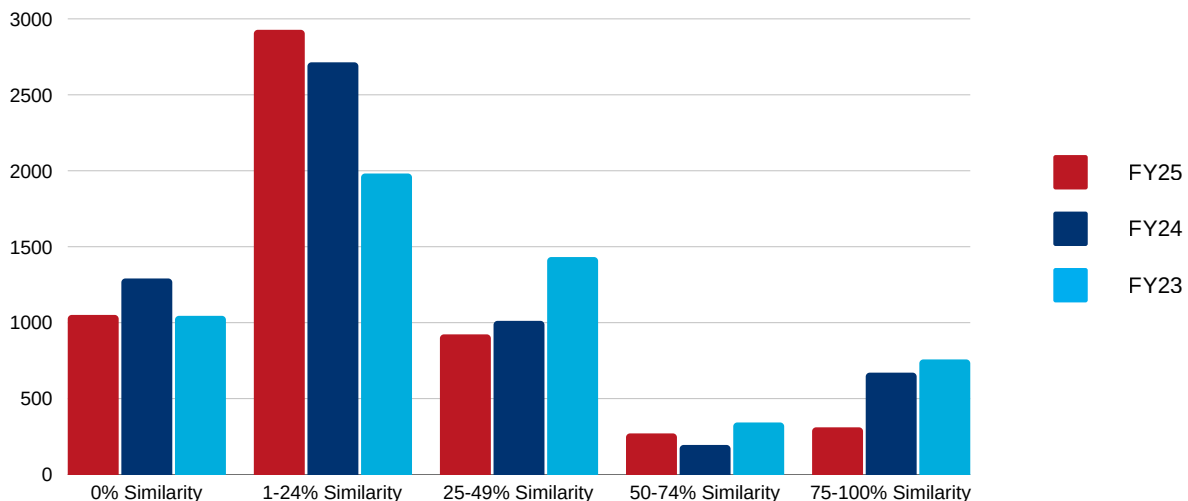
In FY25, Riverland continued its subscription to the Turnitin software tool. Turnitin is an originality checking and plagiarism prevention service that checks writing for citation mistakes or inappropriate copying. When a paper is submitted, Turnitin compares it to text in a massive database of student work, websites, books, articles, etc. Over the past year, we saw a less than 1% reduction in the number of Submissions to Turnitin. We also have some movement in the percentage of Similarities. The 0% scores dropped by 19%, and Submissions with 75-100% Similarity also dropped by almost 54% from last year to this year. In FY25, there were 86 active classes using the Turnitin software tool.

FISCAL YEAR	*TOTAL SIMILARITY REPORTS	*TOTAL SUBMISSIONS	SUBMISSIONS WITH FEEDBACK	TOTAL FACULTY USERS
FY25	5,484	5,345	527	29
FY24	5,883	5,391	625	33
FY23	5,560	5,168	462	36

FISCAL YEAR	0% SIMILARITY	1-24% SIMILARITY	25-49% SIMILARITY	50-74% SIMILARITY	75-100% SIMILARITY
FY25	1,051	2,928	923	271	311
FY24	1,291	2,714	1,012	195	671
FY23	1,045	1,982	1,432	343	758

\* The discrepancy between reports and submissions comes from the ability of a student to run multiple reports on one assignment, or submission.

Similarity Report



# 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	FY23	FY24	FY25
July	225	108	274
August	1,151	1,688	1,184
September	1,784	1,948	2,991
October	1,631	1,953	2,671
November	1,197	3,560	1,647
December	708	758	1,448
January	1,095	1,095	1,653
February	1,332	1,107	1,787
March	1,077	1,034	1,211
April	1,206	1,079	1,580
May	626	584	537
June	117	308	222
<b>TOTAL</b>	<b>12,149</b>	<b>15,222</b>	<b>17,205</b>

\*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, also to staff, faculty and the community.

## Library Events

YEAR	NUMBER OF ATTENDEES
FY25	344
FY24	247

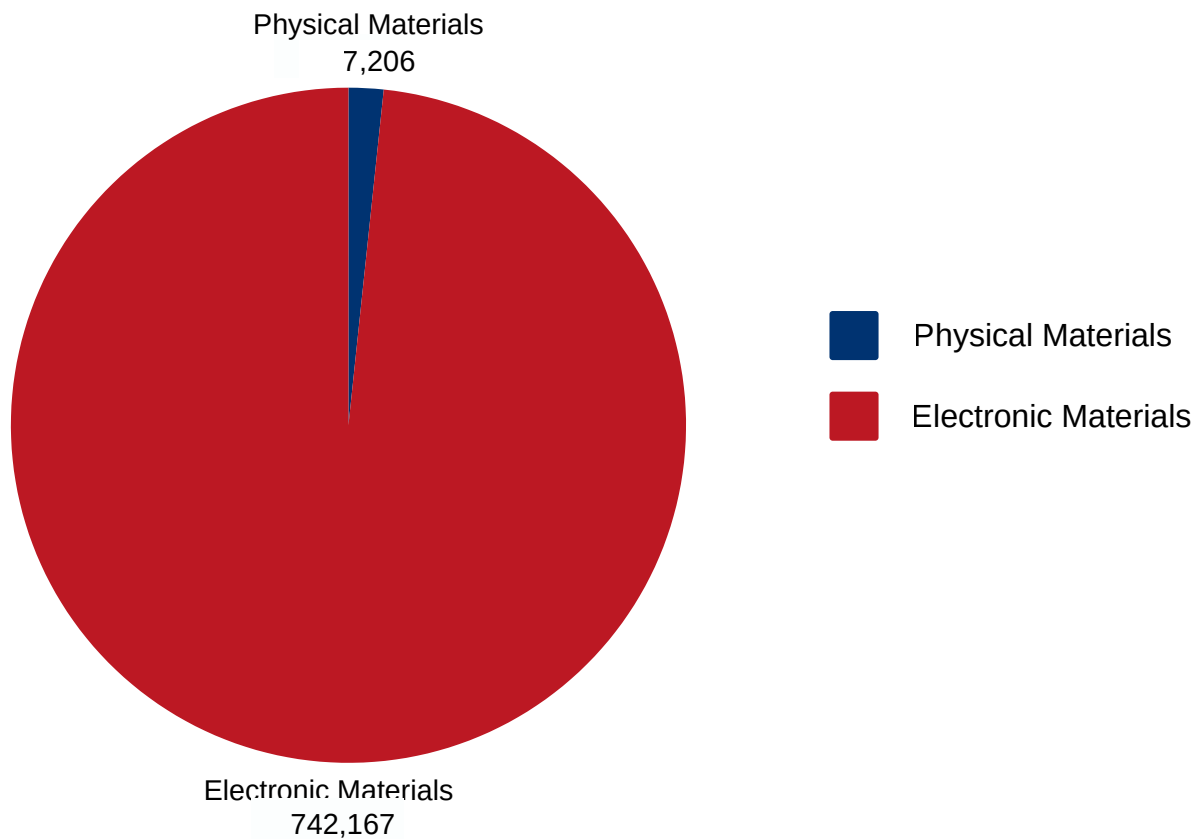
At faculty request, Riverland Library offers library orientations to instruct students and faculty in finding and locating resources, navigating databases, and to provide information on library services.

## Library Orientation Attendance

YEAR	NUMBER OF ATTENDEES
FY25	186
FY24	107
FY23	233

# 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 700,000 resources, including physical materials, eBooks, and other downloadable materials. In addition, access is provided to 35 databases.



## Physical Items Purchased

YEAR	NUMBER OF ITEMS
FY25	482
FY24	560
FY23	519

# 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)  
**2,409**



Busiest Month  
**September**



Circulation: ILL  
(InterLibrary Loan)  
**174**



Circulation: Physical  
**351**

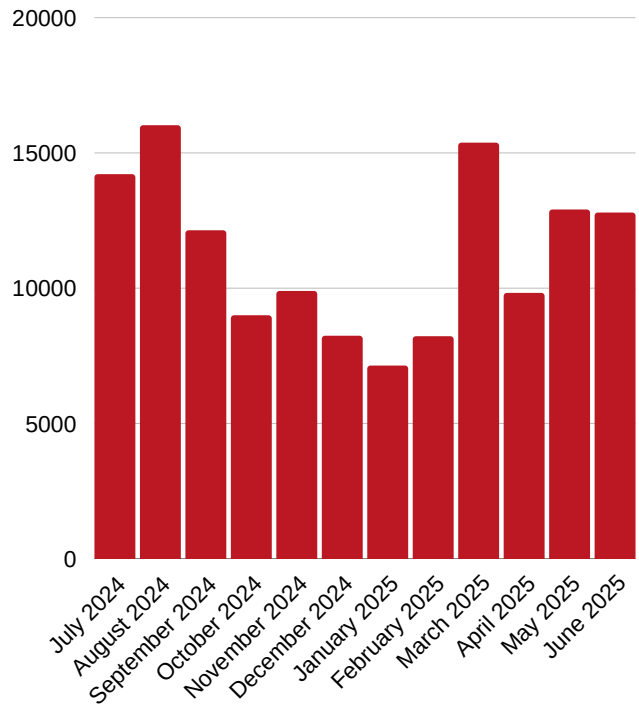
# PERCEPTIVE CONTENT

Perceptive Content is the Document Management Software utilized by seventy-five 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.

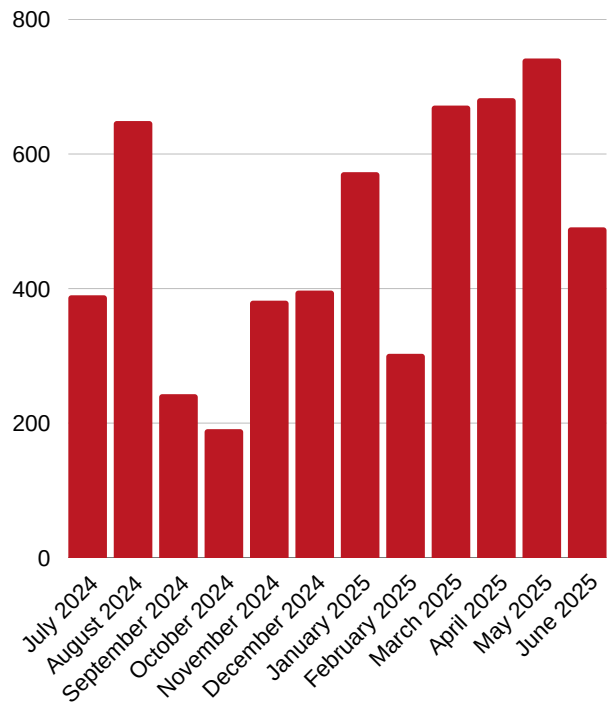
MONTH	DOCUMENTS SCANNED
July 2024	14,215
August 2024	16,024
September 2024	12,141
October 2024	9,000
November 2024	9,898
December 2024	8,243
January 2025	7,140
February 2025	8,225
March 2025	15,380
April 2025	9,827
May 2025	12,909
June 2025	12,796
<b>TOTAL</b>	<b>135,798</b>

MONTH	EFORMS SUBMITTED
July 2024	390
August 2024	649
September 2024	243
October 2024	191
November 2024	382
December 2024	397
January 2025	573
February 2025	303
March 2025	672
April 2025	683
May 2025	742
June 2025	491
<b>TOTAL</b>	<b>5,716</b>

### Perceptive Content Documents Scanned/Captured



### Perceptive Content eForms Submitted

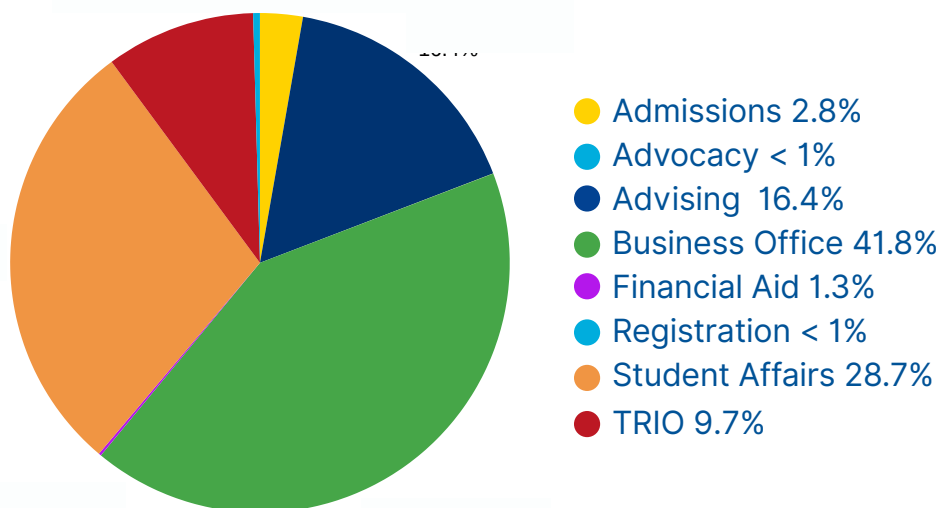


# TRUEDIALOG

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 or 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	3,331
Advocacy	16
Advising	19,783
Business Office	50,387
Financial Aid	111
Registration	16
Student Affairs	34,629
Student Responses	11,670
TRIO	528

**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