



Fiscal Year: 2015

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Last Updated February 28, 2015

(D1) Direction One: Support Success

When students begin classes at the college, they often need support in addition to what the instructor provides in the classroom. Tutoring, financial support, mentoring, personal counseling and advising, and help towards preparing for a career can often be as important to their success as the facilitation provided by the instructor.

D1.1 Continue to Improve Smart Classrooms and Labs

Indicator	Baseline	Outcome Measure / Target	Results
Smart classroom and lab computer equipment is no more than four years old	Annual Initiative	Four year old computer equipment is replaced with brand new equipment in all labs and smart classrooms	Successfully completed January 2015

D1.2 Implement Starfish Early Alert System

Indicator	Baseline	Outcome Measure / Target	Results
Starfish is fully functional, integrated with the ERP and utilized by Academic Affairs	New Initiative	Starfish purchased and installed Starfish fully functional and utilized by college	Starfish install completed Academic support staff are utilizing the system

D1.3 CollegeNET Scheduling System

Indicator	Baseline	Outcome Measure / Target	Results
CollegeNET is integrated with the ERP and fully utilized	New Initiative	CollegeNET is purchased, installed and integrated	Completed
		CollegeNET is being used for special event/meeting scheduling	Completed
		CollegeNET is being used for credit scheduling optimization	Completed

D1.4 Provide Single Sign to all Systems from NECC Portal

Indicator	Baseline	Outcome Measure / Target	Results
Faculty single sign on to email is implemented	New Initiative	SSO capability is available in MyNECC for faculty email	SSO installed January 2015
Student single sign on to email is implemented	New Initiative	SSO capability is available in MyNECC for student email	SSO phase 1 scheduled March 2015 SSO phase 2 scheduled June 2015

D1.5 Upgrade DegreeWorks

Indicator	Baseline	Outcome Measure / Target	Results
DegreeWorks is upgraded and functional staff are trained	New Initiative	DegreeWorks is upgraded	Completed
		Knowledge transfer is complete to the Advising staff	Completed

(D2) Direction Two: Strengthen Community

Individual efforts are enriched and deepened when created within the context of a community. When faculty and advising staff share knowledge to mentor a student, when community leaders review the effectiveness of career programs, and when faculty meet to align curricula, a community is created that works to ensure student success. We must strengthen our partnerships with each other and the external community—sometimes asking for their help but also offering our help— to assure our mutual benefit so that our students will be successful.

D2.1 Support More Community and Collaboration Tools in Learning Management System

Indicator	Baseline	Outcome Measure / Target	Results
Communities is being utilized in Blackboard LMS	New Initiative	Communities are fully functional	Completed
		Committees are utilizing the features	Completed

D2.2 Expand Emergency Notification System to Include Community

Indicator	Baseline	Outcome Measure / Target	Results
Capability for the external community to join the system is made available	New Initiative	Blackboard connect has the capability for the public to subscribe These features are advertised and utilized	Completed Marketing should have advertising ready March 2015

D2.3 Engage More of the College Community in ITS Strategic Directions

Indicator	Baseline	Outcome Measure / Target	Results
Membership on Operations Team is maintained	New Initiative	Membership is maintained	Membership by the CIO has been steady
Regular reports are shared with the IT Committee	Ongoing	Status reports are shared on a monthly basis if not more often	Reports have been shared in both directions bi-weekly
The IT Committee is involved in project discovery phase and recommendations	New Initiative	The IT Committee is involved in the discovery phase of an ITS initiative	The IT Committee is working on the discovery phase of three ITS initiatives

(D3) Direction Three: Respect Diversity

We are diverse in who we are and how we learn. Respecting diversity means seeing diversity as a strength that can be used to accomplish the goal of student success and recognizing that people may have diverse needs in achieving their goals. As we value what each of us can contribute to the goal of student success and attend to what each of us needs to achieve success, we are respecting our diversity.

D3.1 Continue to Hire/Promote Bilingual/Bicultural Staff

Indicator	Baseline	Outcome Measure / Target	Results
New hires are bicultural/bilingual when skill sets are equal to that of unprotected groups	Ongoing	A new hire that fits the criteria is hired	No new hires that are bicultural/bilingual as of yet
Bicultural/bilingual individuals are promoted within ITS when skill sets are equal to candidates of unprotected groups	Ongoing	A candidate of a protected class is promoted given the criteria is met	Two members of protected classes were promoted to Director and Assistant Director positions

(D4) Direction Four: Foster Leadership

An academic community works best when all members are engaged and proactively working to achieve goals. This engagement can create leaders in any area—the student helping a peer, a staff member tutoring or advising learners, a faculty member constructing knowledge with learners in the classroom. Professional development can support these efforts on the part of individuals to become leaders.

D4.1 Increase Collaboration of IT Committee and ITS Operations

Indicator	Baseline	Outcome Measure / Target	Results
IT Committee is aware of all major ITS initiatives	New Initiative	Reports are provided to the IT Committee, acknowledged and responded to	Bi-weekly reporting has been steady between IT Committee and ITS
IT Committee provides input in the ITS initiatives	New Initiative	IT Committee is actively working in one or more project phases	IT Committee is actively working on the discovery phase of three initiatives

D4.2 Provide ITS Staff with Leadership Training

Indicator	Baseline	Outcome Measure / Target	Results
Staff have attended leadership training on or off campus	New Initiative	Several ITS staff have attended training	Six ITS staff have attended the NECC Leadership Academy Over ten staff members have attended leadership skills training through Professional Development

(D5) Direction Five: Maximize Resources

In a time of dwindling natural and financial resources, we must find creative ways to preserve and increase the financial means of the college in order to continue and even expand our efforts to improve student success. One way to achieve this goal is to pursue avenues of external support aggressively. Another way is to create a sustainable environment on campus in a way that is socially responsible and financially rewarding.

D5.1 Implement an Automated System for Monitoring PCI, PHI and PI

Indicator	Baseline	Outcome Measure / Target	Results
Sophos Appliance is purchased, installed and providing reports	New Initiative	Sophos fully functional and providing reports to the CIO/ISO by June 2015	In Progress

D5.2 Seek Every Opportunity to Collaborate with Massachusetts Colleges for Efficiency

Indicator	Baseline	Outcome Measure / Target	Results
CIO attends monthly CIO Council and collaboration opportunities are identified	Ongoing	All new endeavors at NECC have been shared with the CIO Council	Completed and ongoing

CIO attends PACE (Partnership for Advancing Collaboration and Efficiency) through FY15	Ongoing	Membership on the standing committee is maintained by the CIO	Completed and ongoing
		Efficiency opportunities are identified	Completed and ongoing

D5.3 Utilize Virtualization for Cost Savings

Indicator	Baseline	Outcome Measure / Target	Results
ITS continues to embrace virtualization in the server environment when possible	Ongoing	Percentage of virtualized servers is maintained or sees growth	Complete and server virtualization has grown past 73%

D5.4 Utilize Cloud Services That Reduce Operating Costs When Possible

Indicator	Baseline	Outcome Measure / Target	Results
Services are supported in the cloud in SaaS (Software as a Service) solutions when they provide savings	Ongoing	There are no services hosted on campus that could be hosted in the cloud less expensively	Completed with the addition of Raiser's Edge, Treneo document imaging, scheduling and early alert systems implemented as cloud services

D5.5 Make Use of Lean Principles in Analyzing Processes and Value Chains

Indicator	Baseline	Outcome Measure / Target	Results
Process management with Lean principles is being utilized	New Initiative	Any new process review is utilizing Lean principles	The HR onboarding process was analyzed with Lean principles in January 2015

D5.6 Redeploy Computer Hardware from Smart Classrooms & Labs to Faculty and Staff

Indicator	Baseline	Outcome Measure / Target	Results
All redeploy inventory is utilized to replace NECC computers over four years old	Ongoing	Redeploy inventory is utilized on campus and not disposed There are no waiting requests for new computers from faculty or staff members	Will be completed by June 2015 Completed