

The College of New Jersey

Information Technology & Enrollment Services

Communication Plans for IT and Academic Schools

Vision

The purpose of this communication plan is to identify the processes for the academic leaders from each school and the library to regularly communicate with the IT leaders to accomplish the following goals:

- 1) To review the technology activities occurring within each school to ensure that these activities are progressing according to plans and deviations from plans are identified and addressed by both the technical staff and the school.
- 2) To identify action items that would benefit the school and/or the campus as a whole.
- 3) To develop and disseminate an on-going list of campus-wide technology initiatives.

Please note, for the purpose of simplicity, the Library will be considered a school in this document and librarians as faculty.

Pre-Semester Activities

Changes with College Resources and Labs – The IT Support Specialist should communicate with their faculty the necessary timelines to install or modify software in the computer labs. This should include dates for making changes and a secondary date for faculty to test the lab before the start of classes. This will help faculty become aware that the lab computers are formatted and refreshed each semester and help communicate the limitations IT has in modifying a computer lab during the semester.

New Faculty – To support the communication plan and its vision to provide schools with assistance, knowledge, and advice, the IT Support Specialist will obtain a list of new faculty from the Office of Academic Affairs. The IT Support Specialist will reach out to these individuals at the beginning of each academic year so that a partnership can begin to form between the two groups. If a new hire is made outside of this cycle, the respective school will notify the IT Support Specialist who will then contact that person in a timely manner.

Information Technology Planning Council (ITPC) Members – Membership of the ITPC is formed through consultation by the VP of IT & ES with Faculty and Staff Senate, the Dean's Council, and key members of the college community. Membership is pooled from each school, the library,

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staff senate, and SGA. The ITPC works with the Vice President of Information Technology and Enrollment Services to address all technology initiatives and issues related to improving the quality of the overall academic mission of the College. ITPC members are responsible for advising IT on college-wide technological initiatives, college technology policies, and computing services that affect our learning environment. The council member will be the conduit between the school that they represent, the IT Support Specialist that supports their academic area, and ITPC.

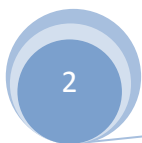
Round Table – Schools may wish to form a round table to identify and discuss their IT needs. For example, a model used by the School of Culture and Society is as follows: Membership consists of faculty and academic leaders from their school. They meet once per semester to review faculty technology requests and to discuss the technology needs of each department and the school as a whole. The associate director of USS, the IT support specialist, and, at times, the Academic Computer Advisor, will attend these meetings. If a school has council member from ITPC, the school may choose to ask their chairperson or some department representative to sit on this committee.

Academic Year Activities

School Administration Meetings – The Dean of each respective school should meet with the Director and Associate Director of User Support Services (USS) to review current and planned technology activities occurring in the school and the college and to identify any technology issues facing the school or college. To insure that all stakeholders are aware of available technological resources, current college activities, and emerging technologies that may affect the academic community, the Academic Computing Advisor, the IT Support Specialist, and the school's ITPC representative should attend one of these meetings per semester.

Action – The Director of User Support Services will establish a schedule for these meetings each semester and invite the participants listed above. The Associate Director, or, in the absence of the Associate Director, the Director of User Support Services, will develop minutes for each meeting and distribute them to the Deans, the attendees of the meeting, and the IT Support Specialist for the respective school. These minutes should be posted to a shared drive so that the participants listed above have easy access to them.

School Meetings – The Associate Director of USS, the IT Support Specialist for the respective school, and the school's ITPC representative should meet with representatives from each school at least once a year. The school should recommend the best meeting for this purpose. Options include, meeting with the departments from the school, attending a chair's meeting or a full faculty meeting (depending on the size of the school). These meetings should be used to discuss current technology initiatives for the school and the college, lab concerns, and long-term goals and timelines. The IT Support Specialist should also speak about any relevant topics that they, or their colleagues, have come across while working on various projects with the faculty.



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Action – The administrative staff for each school should identify the optimal meeting for the Associate Director of USS, the IT Support Specialist, and the ITPC representative to attend. The IT Support Specialist will work with the administrative staff and the school's ITPC representative to arrange the necessary meetings or to be placed on the agenda for any standing meetings.

Department Meetings – IT recommends each year that the departments invite their IT Support Specialists to one of their regular meetings. During this meeting the IT Support Specialist can (1) review issues faculty members may be having with technology on campus; (2) inform and educate faculty about existing technology resources that faculty may not be aware of; and, (3) assist the department with identifying short and long-term technology needs.

Action – The IT Support Specialist will work with the chairperson from the department to identify an appropriate time for the IT Support Specialist to attend a department meeting.

Lunch'n Learn – The Academic Computing Advisor and the Assistant Director of Instructional Technology Services develop a series of workshops each academic year. The goal for these workshops is to increase the awareness of our academic community of IT resources and tools, and academic practices that will potentially enhance the learning environment at TCNJ. The IT Support Specialists will attend these workshops when possible.

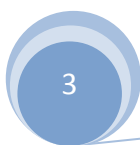
Tech Talk – To enhance awareness of the resources and support available to the academic community, the Executive Assistant to the Vice President of IT & Enrollment Services will introduce the IT Support Specialists in Tech Talk, our online news source. Two individuals per semester will be featured in this forum.

Additional Responsibilities

School Responsibilities – If a school wishes, the IT Support Specialist can hold "Office Hours" periodically in their school to answer questions and support academic needs for the school's faculty and staff.

Action – The school leaders and the IT Support Specialist will determine the schedule and location for these office hours.

IT Responsibilities – At the beginning of each academic year, IT & Enrollment Services will host a "Greet & Meet" lunch in an informal setting so that the academic community can meet with the members from User Support Services, key IT leaders, and the Academic Computing Advisor. The goal for this event would be to create and enhance the bonds needed in the community to continually revitalize an accomplished learning environment. The Assistant Director of User Support Services will organize this lunch. In addition, the IT leaders should send relevant and timely announcements to schools regarding deadlines for mini grants, technology requests, etc. to the schools. RSS feeds, email, and other communication methods should be employed to



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communicate with the academic community. Currently, emails should be sent through Academic Affairs if the message is directed to the college. If not, the message should be sent to the listserv for the appropriate schools; this message could be sent via the school's administrative staff. Finally, when the IT Support Specialist visits its school to complete a task for the school, the support specialist will inform the Dean's office of their upcoming visit and the purpose of the visit.

Student Survey – With the help of IT, the Academic Computing Advisor, and Institutional Research, the college needs to survey the student population to (1) determine if there are available tools that students might not have but wish to have access to; (2) measure student satisfaction with existing services and resources; and (3) to identify future technology needs and trends.

Action – The Academic Computing Advisor and Institutional Research will co-lead this process. The survey should be repeated on a 2-year cycle.

End-of-Year Activities

Wrap-Up – The Communication Plan will be posted to IT's web site. Each school may choose to post the communication plan for their school on their website. Each semester IT will also post the technological achievements and goals for each school. This will help establish a history of the progress made throughout each year and show the paths taken to achieve that progress. These updates can then be used as a tool to plan the agenda for upcoming meetings. In addition, at the end of each academic year, the Director and Associate Director of User Support Services, the Academic Computer Advisor, and the ITPC representative should meet to determine if the communication plan is meeting its goals and if adjustments to it are needed.

Action – The Director of User Support Services will schedule a wrap-up meeting at the end of each academic year. Before this meeting takes place, each ITPC representative should complete a list of achievements for the schools they represent; this list should be on-going and shared continually with the Deans.

Current Positions

- Director of User Support Services – Jeff Kerswill at 3158
- Associate Director of User Support Services – Andy Stutzman at 3130
- Academic Computing Advisor – Lynn Braender at 2366
- Current ITPC Representatives - <http://www.tcnj.edu/~steering/itpc/itpc0809.html>
- IT Support Specialist - <https://jedi.tcnj.edu/webteam/cgi-bin/itbudget/liaisonlist.cgi>