

Library, Information and Technology Services

Academic Quality and Engagement [I AQE]

UNIT PRIORITY	Support Scholarship & Creative Activity [LITS.01]	DIVISIONAL PRIORITY				Strengthen scholarship [AA.06]
GOAL	STRATEGIES	TIMELINE				ASSESSMENT PLAN
		BASELINE	2011-12	2013-14	2015-16	
Support the Academic Enterprise through Innovative Library Information Services Develop the Library as a vibrant center for scholarly communication and research [LITS.01_SG.01]	Focus on stewardship of locally created information	Investigate/ Plan	Implement	Assess	Maintain	Existence of Brockport repository. Quantity and quality of content. # of times content is accessed by public.
	Develop a local, digital teaching, learning, scholarship repository					
	Leverage library staff expertise in managing College institutional information					
	Collaborate with the Office of Facilities and Planning to redevelop Drake	Pre-planning phase	Plan	Renovate	Maintain	Emergence of Drake as first rate learning environment with multi-faceted student services
	Pursue thoughtful and innovative collection development strategies					
	Continue to build upon information literacy successes	200+ classes	250+	275+	300+	Increase # of FTF sessions and implement online information literacy sessions for distance learners

	<p>Explore new applications for e-readers, mobile devices and services, and other developing technologies to prepare for new forms of digital literacy.</p> <p>Consolidate patron service points on Drake Library's main floor</p>	<p>130 attendees @ Gadget session</p> <p>Complete ebook study</p> <p>IT walk-up support integrated w/reference</p>	<p>Gadget session 2</p> <p>Develop Library e-Book strategy</p> <p>Plan</p>	<p>TBD</p> <p>Renovate</p>	<p>TBD</p> <p>Maintain</p>	<p>Does the Library provide appropriate formats for its information resources?</p> <p>MISO survey</p> <p>Do Library service desks effectively address user needs? MISO survey.</p>
<p>Develop and support the cyberinfrastructure needed to support 21st Century teaching, learning and research. [LITS.01_SG.02]</p>	<p>Provide expanded bandwidth to and from the campus</p> <p>Upgrade wireless network service to 802.11.n</p> <p>Explore 4G opportunities</p> <p>Upgrade campus network hardware</p> <ul style="list-style-type: none"> Upgrade hardware to POE for n compliance <p>Provide high quality personal computing services</p> <p>Continue developing the Virtual Desktop Interface as an alternative to traditional support for desktop computing</p>	<p>200 mb</p> <p>>95% of access points currently not n compliant</p> <p>Not part of current services</p> <p>RFI process</p> <p>Sophos Security Suite implemented</p> <p>200 VDI sessions</p>	<p>100% n Compliant</p> <p>RFI and RFP if required</p> <p>Assess</p> <p>RFP and vendor selection</p> <p>Complete Win 7 Migration Office 2010</p> <p>Promote services</p>	<p>100% n Compliant</p> <p>TBD</p> <p>Implement</p> <p>Assess Windows 8, etc.</p> <p>Assess and refine</p>	<p>TBD</p> <p>TBD</p> <p>Assess</p> <p>TBD</p> <p>TBD</p>	<p>Are network services sufficient to support learning, research, business</p> <p>TBD</p> <p>Are network services flexible, adaptable, responsive to new demands?</p> <p>MISO survey</p> <p>Does VDI facilitate access to services and reduce desktop maintenance overhead?</p>

Increase average number of publications per full-time FTE faculty/professional staff members [LITS.01_SG.03]		Develop baseline data	Baseline + 20%	Increase 20%	Increase 20%	# of publications
Increase average number of presentations per full-time FTE faculty/professional staff members. [LITS.01_SG.04]		Develop baseline data	Baseline + 25%	Increase 25%	Increase 25%	# of presentations
Increase number of grant submissions for external funding. [LITS.01_SG.05]			Baseline + 25%	Increase 25%	Increase 25%	# of submissions
Increase number of grant dollars awarded from external sources [LITS.01_SG.06]		Develop baseline data				Total \$ amount of grants

UNIT PRIORITY	Curriculum Development [LITS.02]	DIVISIONAL PRIORITY				Offer high quality, rigorous academic programs [AA.01]
GOAL	STRATEGIES	TIMELINE				ASSESSMENT PLAN
		BASELINE	2011-12	2013-14	2015-16	
Extend Support for Hybrid and Online Courses [LITS.02_SG.01]	<p>Continue to develop lecture capture support</p> <p>Expand real-time teleconferencing and streaming support for classes</p> <p>Enhance Learning Management System support for online/hybrid classes</p>	Staff trained and support team in place	Expand training plan and access to technology as needed	Integrate with new LMS	Expand training plan and access to technology as needed	<p>Determine whether Lecture Capture, and teleconferencing enhance student learning. Survey users. Use A.Rich/J. Brown assessments.</p> <p># of courses supported, # of users</p> <p>Assess effectiveness of LMS platform for online/hybrid courses. Survey users.</p>

GOAL	STRATEGIES	TIMELINE				ASSESSMENT PLAN
		BASELINE	2011-12	2013-14	2015-16	
Support the College's Assessment and Accountability Activities Develop enhanced support for learning assessments [LITS.02_SG.02]	Collaborate with stakeholders to support assessment for academic departments, assessment for General Education, NSSE, support for Middle States, and accreditation by organizations such as NCATE, AACSB, and ABET.	Support for NSSE, dept assessments, accreditation	Assess and plan future support	TBD	TBD	Are assessments more effective because of LITS support efforts?
	Support implementation of the TK20 College-wide assessment management system to support the College's assessment and accreditation processes.	Support for selection, procurement, implementation	Continue support	TBD	TBD	Successful deployment of TK20 across the College
	Provide student e-portfolios directly tied to learning outcomes and achievements					
	Replace current IAS process	Pre-planning	Plan	Implement	Maintain	Is new system an effective replacement for IAS?
Explore and implement technologies that support improved student engagement [LITS.02_SG.03]	Expand the availability of lecture capture and other technologies <ul style="list-style-type: none"> ▪ Enable faculty to plan more classroom sessions that directly engage students. ▪ Provide students with the opportunity to review classroom presentations on their own schedule 	Develop baseline data	Increase by 15%	Increase by 15%	Increase by 15%	Do students and faculty utilize the technology? Does it effectively support their needs? MISO survey.

UNIT PRIORITY	Graduate Education [LITS.03]	DIVISIONAL PRIORITY				Strengthen graduate education [AA.05]
GOAL	STRATEGIES	TIMELINE				ASSESSMENT PLAN
		BASELINE	2011-12	2013-14	2015-16	
Improve information services to graduate populations [LITS.03_SG.01]	<p>Improve library services for graduate students:</p> <p>Expand on outreach activities to graduate students and faculty</p> <p>Continue to build robust library information services appropriate for graduate level research and study.</p>	<p>Ongoing</p> <p>Limited by stagnant budget</p>	<p>Continuing</p> <p>TBD</p>	<p>Continuing</p> <p>TBD</p>	<p>Continuing</p> <p>TBD</p>	MISO survey of graduate students
Support Graduate Studies planning and administrative processes [LITS.03_SG.02]	<p>Complete the Graduate Admissions project, including imaging and workflow.</p> <p>Improve business intelligence services for Graduate Studies</p>	<p>Complete GR Imaging</p> <p>RAP BI programmer hired</p>	<p>All applications materials received, processed Online</p> <p>Plan, develop services</p>	<p>All applications materials received, processed Online</p> <p>Assess</p>	<p>Ongoing</p> <p>TBD</p>	<p>Determine whether online process provides more efficient, satisfying experience for students, improves College business processes.</p> <p>Do BI services provide timely, meaningful information?</p>

Co-Curricular Programs & Support [II CCSP]

UNIT PRIORITY	Student Engagement [LITS.04]	DIVISIONAL PRIORITY				Improve student experience [AA.08] Vibrant, engaged community [AA.09]
GOAL	STRATEGIES	TIMELINE				ASSESSMENT PLAN
		BASELINE	2011-12	2013-14	2015-16	
Explore and implement technologies and learning environments that support improved student engagement [LITS.04_SG.01]	<p>Expand support for non-traditional, assistive, and informal learning environments</p> <ul style="list-style-type: none">Monitor assistive hardware/software use and expand as necessary <p>Expand support for mobile devices in support of teaching and learning</p> <p>Establish more effective systems, including messaging, calendaring, and other communication technologies that support collaboration among College constituencies.</p> <ul style="list-style-type: none">Use hosted solutions where feasible <p>Provide enhanced wireless network services capable of supporting teleconferencing, media streaming, online collaboration, telephony, etc.</p> <p>Provide technology support for EMSA student engagement initiatives</p>	<p>Upgraded lab in 2010-11</p> <p>Discussion</p> <p>Exchange migration</p> <p>RFI</p> <p>Multiple projects</p>	<p>Monitor; expand as needed</p> <p>Plan, implement</p> <p>Student Email migration</p> <p>RFP</p> <p>TBD</p>	<p>Monitor; expand as needed</p> <p>TBD</p> <p>TBD</p>	<p>Monitor; expand as needed</p> <p>TBD</p> <p>TBD</p>	<p>Survey OSD and its clients on effectiveness of services.</p> <p>MISO survey</p>

Learning Environment & Quality of Place [III LEQP]

UNIT PRIORITY	Diversity [LITS.05]	DIVISIONAL PRIORITY				Improve diversity and inclusion throughout the division [AA.10] and Improve the Campus Climate [AA.12]
GOAL	STRATEGIES	TIMELINE				ASSESSMENT PLAN
		BASELINE	2011-12	2013-14	2015-16	
Develop and implement activities and programs designed to increase and enhance student diversity throughout the College. Develop and implement activities and programs designed to enhance the College climate for students, faculty and staff which are aligned with the College's mission and goals. [LITS.05_SG.01]	Develop library collections reflecting diverse cultures and opinions Provide technology and media support for the Brockport Diversity Conference Ensure that College information resources are accessible to students, faculty, staff with disabilities	Piloted streaming at 2010 DC	Expand media support services for conference	Expand media support as needed	Expand media support as needed	# of relevant information resources Ability to provide remote access to Diversity Conference. Ability to provide appropriate onsite services (e.g., projection, etc.)
Increase and enhance staff diversity, with particular focus on underrepresented groups. [LITS.05_SG.02]	Enhance underrepresented faculty/staff recruitment and retention efforts	TBD	TBD	TBD	TBD	# of staff from underrepresented groups.

UNIT PRIORITY	Improving Learning Environments [LITS.07]	DIVISIONAL PRIORITY				Improve Learning Environments [AA.11]Provide high quality learning spaces
GOAL	STRATEGIES	TIMELINE				ASSESSMENT PLAN
		BASELINE	2011-12	2013-14	2015-16	
Enhance Educational Technology, Classroom, and Learning Environments [LITS.07_SG.01]	<p>Provide personal and organizational leadership for the Learning Environments Enhancement Project (LEEP)</p> <p>Continue to develop collaborative learning spaces, e.g., Drake Library spaces, new classrooms</p> <p>Participate in planning for learning environments in new buildings, e.g., the Liberal Arts Building</p>	<p>Plan</p> <p>Begin planning</p>	<p>Implement</p> <p>Complete plans</p>	<p>Assess</p> <p>Build</p>	<p>Repeat</p> <p>Assess</p>	<p># of improved learning environments</p> <p>Increased number of collaborative learning spaces</p>
Evolve from lab-centered student desktop services to “labs-without-walls” services [LITS.07_SG.02]	<p>Employ Virtual Desktop Interface to provide ubiquitous access to lab services</p> <p>Students will be able to access essential software and services on their own schedule, in their own place.</p> <p>The “lab” will be wherever students and faculty gather with their mobile computers</p> <p>Develop a universal laptop program beginning in 2011-2012 so all students have baseline technology available to them.</p>	200 current VDIs	TBD based on demand	TBD based on demand	TBD based on demand	<p># of VDI sessions, VDI demand</p> <p>Need to resolve licensing issues</p> <p>MISO survey</p>

Extend Support for Hybrid and Online Courses [LITS.07_SG.03]	Continue to develop lecture capture support	Ongoing	Ongoing	Ongoing		# on online/hybrid courses MISO survey
	Expand real-time teleconferencing and streaming support for classes	Discussion	As needed	As needed		
	Enhance Learning Management System support for online/hybrid classes	Ongoing	Ongoing	New LMS		

Alumni Connectedness and a Culture of Philanthropy [IV CPAC]

UNIT PRIORITY	Philanthropy [LITS.06]	DIVISIONAL PRIORITY				Enhance alumni engagement [AA.13] and Enhance friend and fundraising [AA.14]
GOAL	STRATEGIES	TIMELINE				ASSESSMENT PLAN
		BASELINE	2011-12	2013-14	2015-16	
Leverage communications technology to strengthen connections between the campus community and Brockport alumni and friends [LITS.06_SG.01]	Support expanded use of social media to reach friends of Brockport	Investigate	TBD	TBD	TBD	Assess with Alumni office
	Stream live College events to interested alumni and other friends.	Pilot	TBD	TBD	TBD	
	Develop an easily accessible media archive of College events, publications, and other artifacts.	Discuss	Investigate, plan	TBD	TBD	
	Employ conferencing and collaboration technologies to engage our extended community.	Discuss	Investigate, plan	TBD	TBD	
Enhance the College's Web Presence in Order to Reach Prospective Students, Parents, and Friends. [LITS.06_SG.02]	Collaborate with Marketing Communications, the Web Advisory Committee and other stakeholders to continuously improve the College's Web presence.	Ongoing	Continue	Continue	Continue	Does the College Web presence advance the College mission?

GOAL	STRATEGIES	TIMELINE				ASSESSMENT PLAN
		BASELINE	2011-12	2013-14	2015-16	
Reengineer the processes by which Alumni data is maintained throughout the College. [LITS.06_SG.03]	Work towards expanding services in this area. <ul style="list-style-type: none"> Assess the needs and expectations of Alumni Relations Understand what departmental needs are served by separate Alumni systems? Use Banner as the single-source of alumni information. Design and provide reports to departments to meet their needs Support deans' alumni outreach efforts. 		Investigate, assess, plan			Does the College have more effective communication channels with its Alumni?