

Information Technology Strategic Plan FY 2015- FY2018 Update

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This document provides updates to the 2015-2018 Information Technology Strategic Plan. When the plan was written in 2015, the Information Technology Department was undergoing several changes, thus over the past year adjustments to technical as well as structural strategies have been planned. Aligning the technology plan with college goals has necessitated these changes.

Enrollment and Student Service

The decline in traditional college age students will challenge our traditional enrollment patterns, thus Bunker Hill is ramping up enrollment in nontraditional populations such workforce development and community education. The current enrollment process for these students is onerous and unappealing at best. We plan on implementing a modern enrollment portal for our community education and workforce development population. This portal will create an easy to use "Amazon" style registration site as provide CRM marketing capability. In addition, imbedded analytics will also provide insight, bolstering marketing strategies.

Our student intake and processing has improved substantially with the rollout of Student Central, a one stop experience where students can perform financial aid, registration and payment activities in one single line visit. Other areas of efficiencies for our students have been identified, one being students coming to campus to process forms. To address this gap, authenticated form processing will be introduced and rolled out in the next 12 months. This system will ease administrative burden by putting forms into an automated workflow and improve student experience by decreasing processing time.

Learning and Student Success

To take full advantage of cloud services which will provide a rich student/faculty collaboration environment, Bunker Hill must ready infrastructure to comply with these platforms. Specifically, Bunker Hill's Microsoft active directory domain will be migrated to a new domain with an Internet compatible name space (BHCC.DOM to BHCC.EDU). Leveraging cloud based email systems and learning environments will give our faculty the facility to easily and securely share information.

Bunker Hill has long recognized that data analysis is essential in methodically improving student success. To this end, a push to standardize reporting is underway. This includes creating a common data language within the college through the data governance team. And also to consolidate reporting systems to foster more focused skill and knowledge in a core system with the goal easy access to well defined and trusted data.

Communicating with students is becoming increasingly challenging as traditional methods of communicated – emailing, physical mailing and phone calls – are being largely ignored by a significant segment of our population. The need to meet the students where they are is essential. To this end, Bunker Hill is currently evaluating generation appropriate messaging such texting platforms. While other

communication forms will continue to be a staple, connecting with essential, timely information is paramount to their success.

Operational Efficiency

The more efficiently each individual can perform their work, the higher the standard of service to our students, faculty and staff. Bunker Hill has many manual process that run counter to efficiency. To being to address these issues three initiatives are planned.

Data exchange between many systems is manual, relying on staff time to perform these tedious tasks daily, often multiple times a day. An automated data integration tool is currently in initial planning stages which will alleviate a majority of these self-imposed bottlenecks. An automated data exchange system will ease this repetitious effort improving the staff experience, but also provide students with timely processing in their application and registration process.

An Identification card system is currently in beginning phases of research, with implementation slated in the next 12-24 months. Currently Bunker Hill outsources ID cards that do not provide some key functions such as building access and swipe/scan attendance capability. The new system is projected to provide these features amongst other features.

While many systems are being added, there is also a push for system consolidation. Common staff and student sentiment is fairly characterized as “simplify” and “make this place easy to use”. Because less is often more, decommissioning of poorly adopted or redundant systems is warranted. To this end:

- Our portal is being decommissioned with data moving to our main website and current learning management system. Statistics demonstrate minimal engagement on this platform over the past two years. Common student sentiment is one place for everything.
- Two platforms (WebAdvisor and SelfService) provide web access to our school information system for staff, faculty and students, both providing identical access. These functions will be consolidated to one, mobile friendly platform over the next 18 months.
- Two enterprise operational reporting systems (CROA and Informer) provide almost identical function. One reporting platform will be chosen, retiring the other. This will alleviate training burden and support costs for two systems.

Staffing Alignment

To more closely align technology goals with college goals, Bunker Hill has determined that internal staffing is essential. Moving IT staff goals, priorities and mindset firmly towards college goals is being addressed by shifting from an external consultant to in house staffing model. The Chief Information Officer was filled with a permanent employee, replacing a contracted position through CampusWorks. The Director of Administrative Systems was filled by an internal candidate. Effectiveness in the CIO require significant institutional awareness.

Other areas of contracted work are currently being aggressively explored to be filled by internal staff.

Internally, the IT department has a formal partnership with the Computer Information Technology (CIT) program. Through this partnership, agreements have been established that enable CIT faculty to have full control over defined technology areas, providing them with full academic freedom to experiment, develop and incorporate teaching tools and methods without disrupting the standard classroom operations. With anticipated success of this model, both departments strive to bring more creativity to other areas of college.