

Oglala Lakota College

Master Technology Plan 2007-2012

I. Executive Summary

The 2007-2012 Master Technology Plan for Oglala Lakota College includes the following sections:

- *Planning History* – reviews the development of technology planning at the College.
- *Mission* – describes the higher education mission, the mission of the College, and the purpose of the Technology Planning Committee (TPC).
- *Planning Principles* – describes the values which help direct the technology planning process.
- *Environmental Scan* – a brief description of the major internal and external factors which significantly affect the College “climate” for technology development or change.
- *Summary of Recent Initiatives and Accomplishments* – a summary of the most important technology issues currently facing the College.
- *Major Goals, Strategies, and Activities* – a summary of areas of focus for the College during the next annual cycle (i.e., the plan for next year).

The 2007-2012 Plan focuses on several areas:

Within each strategy, specific activities that contribute to implementation are listed. This year, the Technology Planning Committee (TPC) made an extra effort to identify, from a large number of technology strategies and activities, those which are most important for the College. These most significant projects are:

- The “get me a bigger pipe” initiative.
- The “I want the latest Micro\$oftware” initiative.
- The “this is really cool – but I don’t know how to use it” initiative.
- The Technology Refresh Initiative – a program to replace College computers on a three-year annual cycle, resulting in improved efficiencies in training, computer use, computer support, and the business of ordering, configuring, and installing new computers.
- Web Presence – identifies the need to focus College efforts on improving and maintaining at a high level, the College’s web pages.

The Technology Master Plan at Oglala Lakota College is a “living document,” reflective of an ongoing process of data collection, analysis, consensus building, and decision-making. From this perspective, the printed document itself represents a snapshot in time of the TPC’s best current thought on the activities and issues the College must address in the technology arena.

II. Planning History

An institutional technology plan was first developed at Oglala Lakota College during the 2003-04 academic year. This plan and its successors will provide the framework for numerous important and expensive activities involving computer and communications technologies. Technology resources, including hardware, software, networks, and support staff, have assumed increasingly important roles in the higher education enterprise.

Given the rapidly changing nature of the technology environment, it is critical that institutional technology planning be strategic. Toward this end, a college technology planning committee was formed during the 2002-03 academic year. That group, with the full support of the Vice-President for Academic Affairs and the Vice-President for Business, was charged with developing a Master Plan that would provide a technological framework for the future, yet that was also specific enough to guide present decision-making. The resulting 2003-04 Technology Master Plan was the first attempt. In each future year, the process may be refined. The Technology Planning Committee annually updates the Technology Master Plan. This may involve, but is not necessarily limited to: reviewing progress toward existing Plan goals; modifying, deleting, or adding goals as necessary; identifying responsibility for particular plan activities; suggesting timelines for the completion of activities; recommending funding priorities to the Vice President for Academic Affairs and the Vice-President for Business, and the Institutional Development and Instructional Affairs committees on matters related to instructional technology. Its charge is to foster innovation and promote appropriate use of technology for instruction. The Technology Planning Committee together with the department of Technology Support Services (TSS) provides the College with the apparatus necessary for good analysis and decision making.

For the current (2007-12) planning cycle, TPC members decided to address specific concerns voiced by the North Central Accreditation review of the technology enterprise. This review enabled the committee to identify and focus on the more significant issues, in an effort to better set College direction in these important areas.

III. Mission

On November 26, 2001, the Board of Trustees adopted a new vision, mission, and set of purposes for Oglala Lakota College:

Vision: Learning Lakota Ways of Life in Community – wolakolkiciyapi

Mission: Oglala Lakota College is chartered by the Oglala Sioux Tribe. Its mission is to provide educational opportunities that enhance Lakota life. These opportunities include: community services; certificates; GED; associate, bachelor, and graduate degrees. Oglala Lakota College provides a framework of excellence for students' knowledge, skills, and values towards piya wiconi - a new beginning for harmony in fulfillment of aspirations and dreams. Oglala Lakota College is committed to continuous improvement and is creating Oglala Lakota University through outstanding teaching, research, community service and assessment.

Purposes:

Tribal

- Provides the Lakota with outstanding Graduates.
- Promotes the study and practices of Sovereignty.
- Works with tribal entities toward building our nation.
- Supports graduates in achieving meaningful work and healthy lifestyles.

Cultural

- Utilizes Lakota cultural values in all Learning frameworks.
- Celebrates Lakota culture including sacred songs and ceremonies
- Researches, studies and disseminates Lakota language, culture and philosophy.
- Provides leadership to maintain and revitalize Lakota culture in a diverse and changing environment.

Academic

- Encourages high student learning expectations through active and collaborative learning frameworks, student-faculty interaction, enriching educational experiences, research and a supportive campus environment.
- Practices open enrollment and supports student success towards graduation.
- Provides knowledge, skills, and values for self-fulfillment, civic involvement, and making a living in a diverse world.
- Works with other institutions and agencies to further College interests.

Community

- Supports local communities in development and in working with their educational systems.
- Engages people as active, productive members of their tiyospaye, communities, and global networks.
- Offers frameworks for leadership development in the context of communities and organizations.
- Provides lifelong learning through continuing education and community activities.

Technology Master Plan Task Force Mission

What

The Technology Master Plan provides a strategy for the use of information technology that is flexible, proactive, and responsive to the dynamic nature of technological tools; facilitates effective decision-making regarding the resource allocation process; and addresses the need to enhance the high-quality learning environment of the OLC community.

Who

The Oglala Lakota College Community includes students, faculty, administrative and support staff, and both local and regional stakeholders.

How

Through a process of information gathering, monitoring, assessment, and feedback, the Plan provides for the direct involvement of the OLC Community in shaping information technology policy, in judiciously establishing goals and priorities for current and future information technology needs, and in making decisions regarding resource allocation.

IV. Planning Principles

Supporting the mission - Information technology provides tools to support the mission of the College through enhancing teaching, research, administration, and student services, while maintaining a personalized learning environment.

Providing needed tools - The College should provide the appropriate tools of information technology needed in the College community and in the wider community in a manner consonant with its mission and available resources.

Planning and decision-making - The College should plan and make decisions in a collaborative manner, involving the full range of users and fostering a shared vision of what constitutes "best practice" in liberal arts and professional education, administration, and student services. The College should recognize that users are often in the best position to choose tools necessary for the task at hand.

Fostering a learning community - The College should encourage campus-wide the application of, experimentation with, and innovation in the uses of information technology, as well as communication of the results of such endeavors. The aim of such sharing is to grow an ever-wider base of those active in using technology in fulfilling the mission of the College.

Assuring access - The College should provide students, faculty and staff with convenient and reliable access to network resources to enable creative participation in information technology-related developments and to leverage our attractive geographical location by overcoming the barrier of distance from other intellectual and informational centers.

Assuring privacy and academic freedom - College policy regarding information technologies should preserve privacy and academic freedom, i.e., freedom of inquiry and freedom of expression.

Accessing data for making decisions - The College should provide data systems of sufficient ease of use so that faculty and staff can obtain information about students, budget, and other College administrative functions adequate for making informed decisions towards fulfilling the mission of the College.

Assessing achievement in fulfilling these principles - Regular assessment strategies should be developed and implemented to further the ongoing development of the Master Plan and to inform decision making on budgetary allocations.

V. Environmental Scan

The 2003 NCA Review Team had this to say about the technology plan:

The technology plan is a one year equipment request for 2003-2004. Plans typically include at least a longer projection cycle; a maintenance projection component; a section identifying personnel needed to maintain the systems and equipment; a distance education component, wherein regional site needs are determined and financed, and projections presented on administrative computing systems. The College may benefit from designating a line item in its continuous budget for technology. To date, this vital component of the campus operations has been funded through grants.

Responding to the NCA review team's concerns:

Technology in 2006-07 at Oglala Lakota College is funded in the following ratios:

PL 471

16.4%

Technology Fees	41.5%
Title III	42.1%

Apparently the review team did not receive the full plan, but only the excerpt of the plan that specifically applied to the budget for that year.

Currently four positions exist at Oglala Lakota College for the support of technology. They are: Director, Network Administrator, Data Base Administrator and Technician. At this point, we envision no need for additional personnel over the next five years.

Oglala Lakota College has adopted a 3-year replacement cycle on both Administrative and Instructional workstations, laptops and servers. Mission critical systems are covered by three-year next day parts replacement warranties. 160 lab workstations were replaced in 2006 by utilizing revenue from technology fees.

The technology committee recognizes that the current distance education policy is deficient. A Distance Learning subcommittee of the Instructional Affairs committee has been formed for two separate years to revise this policy. A revised policy was brought forward for consideration but was rejected by Dr. Gerald Giraud, Vice President for Instruction. At this point, no plans exist for further attempts to revise this policy.

VI. Summary of Recent Initiatives and Accomplishments Oglala Lakota College

- Installed Mobile Lab of 20 wireless laptops
- Procured, configured and provided training for 10 new faculty laptops
- Procured, installed and configured 10 new administrative workstations
- Procured, installed and configured new SPSS workstation for new Assessment director
- Procured, installed and configured 160 workstations for use in 11 college center labs
- Procured and installed video streaming server for KOLC-TV cable channel in Pine Ridge
- Maintained telephony equipment
- Maintained enterprise class Wide Area Network at 99.9%+ uptime
- Maintained security systems
- Maintained Administrative software solution
- Implemented redundant JICS webserver
- Implemented online Advising
- Implemented online Attendance
- Upgraded mail server
- Provided Faculty/Staff training in the use of online registration/advising
- Implemented new Backup software and Disaster Recovery plan for Administrative computing
- Implemented new Administrative File Server
- Replaced workstations in Woksape Tipi
- Refurbished all library workstations in all center libraries
- Provided workstations for lounge use in Pejuta Haka center

Provided workstations for Adult Basic Education use in He Sapa center
Upgraded RAM in all administrative workstations, counselor and director workstations
Installed new workgroup laser printers in all college center labs
Built network, internet connectivity, provided new server, provided wireless access,
refurbished 50 workstations, provided training for staff and faculty for new college center
in Eagle Butte, SD.
Provided 7/24/365 telephone tech support for all users of technology
Hired Data Base Administrator

VII. Major Goals, Strategies, and Activities

Oglala Lakota College
Technology Master Plan Goals, Strategies, and Activities

Five Year Activity Plan for Technology at Oglala Lakota College

Year 1

Title III

Replace 10 Administrative workstations
Replace 10 Faculty laptops
Replace DNS/WINS server on Administrative network
Install one mobile lab of 20 wireless laptops
Refurbish Counselor and Director workstations
Upgrade MySQL, PHP and Moodle on content server
Provide training for podcasting via new Moodle podcasting module

Tech Fees

Remove WAN access to BIA network – only utilize circuit for NASA and outbound internet services
Replace head end router
Remove all filtering on caching servers
Re-implement dual load-balanced SATM circuits to SDN / DDN – procure router & TSU for same
Replace Nursing Lab workstations
Upgrade 200 lab workstations to Windows Vista Enterprise / Office 2007 dual booting Fedora Core 7
Upgrade Altiris Deployment software on 14 servers
Upgrade to Service Pack 2 for Server 2003 on 14 servers
Implement video streaming server in Rapid City at Fire Station on City Public Access Channel to serve both Prairie Wave and MidContinent cable TV subscribers

PL471

Replace 144 ports managed 100M switches with managed gigabit switches
Install 10 GIS workstations – 1 in each college center library
Implement Linux lab at Cheyenne River College Center

VideoConferencing Lab Fees

Procure 30 ea. 34" or larger LCD monitors for current and future videoconferencing applications

Year 2

Title III

Replace 10 Administrative workstations

Replace 10 Faculty laptops

Replace 1 Administrative Server

Install one mobile lab of 20 wireless laptops

Provide Student Management System, Content Management system and

Communications Training

Replace Head-end cabling @ Piya Wiconi Round Building

Procure 20 new workstations for Cheyenne River College Center

Redesign portal for a more intuitive look and feel without compromising functionality or content with a feminine gender-biased input for age groups 25-55.

Tech Fees

Design and implement wireless bridges for Nursing and Pine Ridge Dorms to tie back to their respective centers to provide wireless internet in dormitory rooms and wired internet access with workstations and printers in lounge areas.

Refurbish Student laptops from Education, Graduate Studies and Math / Science

Replace Workgroup servers in each college center

PL471

Acquire and implement PowerFAIDS / Jenzabar Financial Aid Module

Upgrade VideoConference scheduling server

Year 3

Title III

Replace 10 Administrative workstations

Replace 10 Faculty laptops

Replace 1 Administrative Server

Install one mobile lab of 20 wireless laptops

Replace College Center switches

Tech Fees

(Implement LDAP) Integrated login for all web-based college resources ie (Jenzabar, Moodle, email, www, iTunes U)

Upgrade MGC-100 bridging software to facilitate multi-site conferencing (audio/video/web)

Provide training in the use of multi-site conference scheduling software

Implement Microsoft Meeting Space & provide training

Implement Microsoft SharePoint server

Year 4

Title III

Replace 4 Administrative workstations

Replace 10 Faculty laptops

Replace 1 Administrative Server

Install one mobile lab of 20 wireless laptops

Provide Student Management System, Content Management system and
Communications Training

Replace College Center switches

Year 5

Title III

Replace 3 Administrative workstations

Replace 10 Faculty laptops

Replace 2 Administrative Servers

Install one mobile lab of 20 wireless laptops

The budget for Technology Support Services is shown below:

TECHNOLOGY SUPPORT SERVICES
2007 Projected Budget

PG. 22

	ACCOUNT CODE	APPROVED	MOD I	SOURCE
1. PERSONNEL				
a. Director(CD)	2 4000 460 6049	31,944	31,944	BIA PL471
	2 5000 460 6049	31,944	31,944	TITLE III
b. Technology Tech(PZ)	2 5000 460 6130	27,147	27,147	TITLE III
c. Network Administrator (BB)	2 5000 460 6048	53,285	53,285	TITLE III
d. Data Base Administrator	2 5000 460 6060	0	37,091	TITLE III
2. FRINGE (30%)	2 5000 460 6990	18,366	45,479	TITLE III
	2 4000 460 6990	10,222	10,222	BIA PL471
3. Supplies	1 1000 460 7050	8,000	8,000	Tech Fees
Head end & Nursing Labs	1 1000 460 7052	56,000	56,000	Tech Fees Carried Forward
Head end	2 4000 460 7052	12,000	12,000	BIA PL471
4. Dedicated Lines	1 1000 460 9970	72,000	72,000	Tech Fees
5. Software Licensing	1 1000 460 7051	19,200	19,200	Tech Fees
	2 4000 460 7051	7,200	7,200	BIA PL471
TSS TOTAL:		<u>347,308</u>	<u>411,511</u>	

? Center offices need computers. How to fund them.

TECHNOLOGY SUPPORT SERVICES
2007 Projected Budget Summary

BIA PL471	61,365	61,365
TITLE III	130,742	157,855
Tech Fees Carry forward	56,000	56,000
Tech Fees	<u>99,200</u>	<u>99,200</u>
TOTAL:	<u>347,308</u>	<u>374,420</u>

BUSINESS OFFICE
2007 Projected Budget

PG. 19

	ACCOUNT CODE	APPROVED	MOD I	SOURCE
1. PERSONNEL				
a. Vice President (AQ)	1 1100 480 6049	75,249	75,249	IC
	2 5050 100 6049	0	0	Title III Const-HS
b. Office Manager (MF)	1 1100 480 6099	37,700	37,700	IC
c. Grant/Contr Comp Offr (CSB)	1 1100 480 6056	34,893	34,893	IC
d. Payroll Officer (HP)	1 1100 480 6089	40,858	40,858	IC
e. File Clerk (LJ)	1 1100 480 6129	10,000	16,752	IC
f. Accts. Paybl. Clerk (CLB)	1 1100 480 6165	24,668	13,314	IC
g. Accts. Paybl. Clerk (IRP)	1 1100 480 6166	20,366	20,366	IC
h. Student Accounts (SCE)	1 1100 480 6126	23,000	19,854	IC
i. Student Accounts (Vac)	1 1100 480 6127	27,101	29,053	IC
j. Accounting Clerk (TL)	1 1100 480 6131	35,000	21,715	IC
k. July Personnel	1 1100 480 6000	10,428	9,633	IC
l. Temp. Assistant	1 1100 480 6199	20,000	15,000	IC
2. FRINGE (30%)	1 1100 480 6990	107,047	100,801	IC
	2 5050 100 6990	0	0	
3. TRAVEL/TRAINING	1 1100 480 7000	12,000	12,000	IC
	2 5000 480 7000	15,000	15,000	TITLE III
4. SUPPLIES				
a. Office	1 1100 480 7050	58,000	58,000	IC
b. Workstations & Wireless	2 5000 480 7051	47,814	47,814	TITLE III
5. CONSULTANTS	1 1100 480 7070	90,000	70,000	IC
6. EQUIPMENT/FACILITIES MAINTENANCE				
a. Equipment Rental (Copiers)	1 1100 480 7148	55,000	55,000	IC
b. Consortium	2 5000 480 7052	38,500	38,500	TITLE III
7. OTHER				
a. Postage	1 1100 480 7052	34,000	34,000	IC
b. Insurance	1 1100 480 7152	140,000	120,000	IC
c. Telephone	1 1100 480 9970	65,000	65,000	IC
d. Communications	1 1100 480 9971	6,500	6,500	IC
e. Utilities	1 1100 480 9972	75,000	75,000	IC
f. FY03 O/E Contracts	1 1000 480 9994	1,000	1,000	TUITION
Business Office Total:		<u>1,104,124</u>	<u>1,033,002</u>	
BUSINESS OFFICE DIVISION				
2007 Projected Budget Summary				
TITLE III		101,314	101,314	
INDIRECT COST		1,001,810	930,688	
TUITION		1,000	1,000	
BUSINESS DEPT. TOTAL:		<u>1,104,124</u>	<u>1,033,002</u>	

At the beginning of this planning cycle, TPC members were given the following document:

A technology plan is the single most important ingredient to effectively using technology in an organization.

Technology planning for education should:

- * Be an organized and continuous process, use a simple straightforward planning model, and result in a document that improves how technology is used for instruction, management, assessment, and communications.

- * Take into account the mission and philosophy of the organization and be "owned" by that organization, its administrators, and instructors.

- * Be broad but realistic in scope, with economical and technically feasible solutions.

- * Involve all the stakeholders--including administrators, instructors, staff members, students, parents, community leaders, and technology experts--with experience in education.

- * Identify the strengths and weaknesses of the organization and how each will impact the implementation of technology.

- * Formalize the procedures and methods for making technology decisions, including the setting of priorities and the purchase, evaluation, upgrading, and use of technology.

- * Be driven by educational goals and objectives rather than by technological developments.

This assessment is designed to help you start thinking about the overall status of Oglala Lakota College's use of technology.

1. What do you see as the most pressing needs for your organization that technology might address?

2. Why/how do you think computers can help?

3. If all computer systems were magically working and adequate tomorrow, what would change in Oglala Lakota College?
4. Who at Oglala Lakota College has been involved in planning for technology staffing, training and purchases?
5. Who at Oglala Lakota College has been involved in day-to-day computer troubleshooting and maintenance tasks?
6. Who will be involved in the implementation of new technology efforts?
7. Are staff members able to use the technology that is crucial to their efficiency and to the tasks they need to accomplish?
8. What type of training have staff members completed in the past? How useful was it?
9. What type of financial resources does Oglala Lakota College have available for technology? Is OLC prepared to seek additional funding from other sources?
10. What are the obstacles to Oglala Lakota College's effective use of technology?
11. What is management's attitude and role in Oglala Lakota College with regards to technology?
12. How would you assess your use of technology compared to other colleges with similar missions?
13. Do you need better systems to streamline your operations, increase communication among staff, reach out to clients, cultivate your board, or communicate with your members?
14. What role does the implementation of new technologies play in your strategy for the next five years? Do you need new technology in order to grow? Would new technology allow you to respond to new opportunities?

A technology needs assessment was given to all of the stakeholders of the institution. Here are the results:

Oglala Lakota College Technology Needs Assessment

Please answer the following questions:

1. Do you currently use technology at Oglala Lakota College?

- Yes
- No

Q1					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.5	.5	.5
	1	179	96.8	96.8	97.3
	2	5	2.7	2.7	100.0
	Total	185	100.0	100.0	

2. How often do you use OLC's technology?

- Daily
- At least 3 times a week
- At least once a week
- At least once a month
- Rarely
- Only used once

Q2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.5	.5	.5
	1	108	58.4	58.4	58.9
	2	35	18.9	18.9	77.8
	3	34	18.4	18.4	96.2
	4	1	.5	.5	96.8
	5	6	3.2	3.2	100.0
	Total	185	100.0	100.0	

3. What is your greatest technological need at Oglala Lakota College?

Q3

for everyone (staff, faculty & students) to get on board with use of technology, especially Jenzabar!

E-mail and internet

to be able to create reports in order to meet the scheduling needs at OLC

Greater access to outside webs

B A N D W I D T H !

That the server works every day and also that I can at least send emails to Yahoo and Hotmail

BECAUSE I work with people who do no work at OLC and utilize those accts for their businss email.

Standardized Classroom projectors would be awesome - I'd love to see us focus on some newer in-class presentation systems. But then I'm bleeding edge I suppose.

more reliable and faster internet connections

Any thing that a computer can do for me, at least three of my classes are computer based and it is extremely helpful that I have not run into a lot of problems with the computer system here at OLC

jump drives larger then 128 mb.

Computer use daily - some access of OLC website.

Email and assistance with any technical problems as related to computer updates and problems.

on line access that is consistent and extensive enough to allow new ports to be included.....

Web site for communication with my instructors.

Computers, Printers & Internet

somehow make the network more reliable.

Faster Internet and more computers. It would be nice if there was a way we could get laptop computers for the students - maybe someway work it out that they could pay in installments or with their Fin. Aid.

Email, Internet, Applications, Printing

What we need: a faster pipe What we do not need: Web streaming

Fast Speed internet and and more use of jenzabar,

being able to use the internet for reporting our data to the state on a daily basis

internet

get Vista for laptop

website help for my students who need to access the database but who do not have a library card number. I am only an adjunct and was not trained in how to use moodle

technical support -- someone to call when I'm having problems or need something explained in layman's terms

More copy paper for He Sapa!!!! (If paper can be called technology need.) Students are restricted to 10 copies per day....some classes require more printing than others. Some students may have their grades effected by not being able to print adequate copies for class! Why are we restricted on making copies, it doesn't make sense. What are our lab fees and technology fees used for? I buy reams of paper myself from Walmart and leave them in the computer lab or give them to my instructors!!! WHY THE SHORTAGE OF PAPER THIS YEAR?????

the IT program.

Internet and email

Staff training and access to current hardware to facilitate effective universal application of technology. For example, power point projectors should be readily available to all faculty.

For online site classes to load quickly and be able to transition from page to page fast. emails, internet, jenzabar,

I need for the students to have easy access to course material and for the computers in the labs to be in working condition. Several of the courses I teach are computer based and the students must have access to working computers to complete course work.

Not sure, maybe more lap tops for student use???

Not sure, maybe more lap tops for student use???

a couple of smart boards and a couple more computers

Excel, Word, email

A working fax machine in my office.

Email & Internet

Make the OLC website portal more student friendly, it is good for old and returning students but for new or other access the site they can get lost and give up on the site., Jenzabar needs some work and I can give it another year before I get irate. And moodle, well I guess we just need to make it a part of the Applied info processing class so when students get there they can use it with ease and maybe have a couple of smart boards in the classrooms but over all the technology at olc is adequate. Maybe a couple more techs so Cliff is not so spread thin.

A website that is informative, and easy to navigate, and interesting. I don't use it because it is so dull, and frankly very difficult to figure out where anything is.

updated laptop computers for grad program

A better webpage and increasing capacity of moodle.

better printer

Having the opportunity to communicate with my instructor... Also being able to send papers and receive feedback almost immediately, this really helps me as a student to know where and how I am doing.

computers

web access

Continuing development of online classes and additional training for staff as needed. computers that work and print. your computers at porcupine, rapid city and pine ridge are TOO SLOW. sometimes they print, sometimes they don't. OLC's email system takes too long to receive mail. I don't use it for my everyday mail anymore. The academic department's websites need to be updated. The math/science and Graduate Studies pages haven't been updated in years. email and Jenzabar for posting attendance. computers

Access to all web-sites, faster internet.

We need more cameras,

it isn't available when I need to use it or can use it more training on line for using the technology stuff we have ie electronic portfolio People to get things situated. For example, we need people in the registrar's office to update all files so that they are accurate.

a laptop for the IT students to take home and use

Jenzabar for the processing of all employees. Internet for research.

Better internet

Graduate Program- Lab Tops for all graduate students, where OLC would rent them out to the students in the upper classes.

A lap top.

I need a better understanding of the Jenzabar system.

A computer that doesn't freeze up on you, print documents from the laptop without it being blackened out. So basically just computer issues. I haven't really gotten into doing the moodle.

Research and School work.

spare computers to use to do home work at college center

Internet,telephone

E-mail, internet to access nursing data bases ad websites and new ipod casting

I don't use it enough to identify a need.

Using the computers and the xerox machine.

Computers and the internet

cking in with the instructors and assignments.

pictel classes

jump drives available to students; laptops to checking out from instructors/centers would be nice.

more bandwidth

seamless wifi from personal computer to center printers and photocopy machines

n/a

Help in designing Moodle courses.

Online classes

improved e-mail services with use of improved printing from the e-mail; being able to save all sent e-mails. Currently I can't save them so I send all my e-mails to another service to have a copy. Also, use of outlook for managing the e-mails and related options.

moodle and on line research for college classes.

Computer access for doing homework and in school; class projects

Faster internet

Graduate program technological needs some improvement.

The technology offered by OLC is one of the best, I know of. New up to date resources are the best. Keep up the good work.

everything seems to be covered for the present

everything seems to be covered for the present

My greatest need is an increase in bandwidth...

A new laptop, my current laptop is wearing out.

Updated hardware.

email/internet access

4. What would you do with regard to technology at Oglala Lakota College?

- Change the appearance / functionality of the website portal
- Replace Jenzabar with another product
- Update Moodle
- Other _____

Q4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	21	11.4	11.4	11.4
	1	43	23.2	23.2	34.6
	2	15	8.1	8.1	42.7
	3	33	17.8	17.8	60.5
	4	73	39.5	39.5	100.0
	Total	185	100.0	100.0	

Q4Specified_4

okay, as is!

replace Jenzabar AND open up the server for Yahoo and Hotmail.

Not sure

I have no need to change anything.

allow increased access for library programs-administratively

give the students a chance to use to the use of the technology.
change the functionality of email (it's so frustrating to use)

making student and faculty information transition better into email, phone directory,
jenzabar, moodle, website

Update material on site a little more regularly

enhance jenzabar, add dorm occupants and rent payments on jenzabar for tracking and
monitoring

replace moodle so the students can use it effectively. Right now, they are having a hell of
a time with it.

have a lab for IT students in Pine Ridge and Rapid City

none

unsure

Replace Moodle with another product

Not sure???

Not sure???

make the whole system more student friendly

Put Lakota History on the college announcement of the website.

and update moodle

communication/business skills

high speed internet access

none

nothing

seems ok with me

all three above

ok for me

Replace Moodle

none

nothing

stick with jenzabar/moodle/blackboard [any of them] for at least 4 years so we have time to learn them

?

dont' know

Fully utilize the components of Jenzabar

Nothing

make email more functional

5. When you personally plan to implement new technology, what three (3) features are most important to you?

- Cost
- Warranty
- Ease of Use
- Virus Susceptabilty
- Durability
- Availability of Technical Support
- Responsiveness of Technical Support
- Appearance
- Environmental Factors (Power Consumption, Heat Generation, Noise Generation)
- Coolness Factor

Q5_1					
		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	0	106	57.3	57.3	57.3
	1	79	42.7	42.7	100.0
	Total	185	100.0	100.0	

Q5_2					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	145	78.4	78.4	78.4
	1	40	21.6	21.6	100.0
	Total	185	100.0	100.0	

Q5_3					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	66	35.7	35.7	35.7
	1	119	64.3	64.3	100.0
	Total	185	100.0	100.0	

Q5_4					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	114	61.6	61.6	61.6
	1	71	38.4	38.4	100.0
	Total	185	100.0	100.0	

Q5_5					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	125	67.6	67.6	67.6
	1	60	32.4	32.4	100.0
	Total	185	100.0	100.0	

Q5_6					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	102	55.1	55.1	55.1
	1	83	44.9	44.9	100.0
	Total	185	100.0	100.0	

Q5_7					
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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	135	73.0	73.0	73.0
	1	50	27.0	27.0	100.0
	Total	185	100.0	100.0	

Q5_8					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	168	90.8	90.8	90.8
	1	17	9.2	9.2	100.0
	Total	185	100.0	100.0	

Q5_9					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	161	87.0	87.0	87.0
	1	24	13.0	13.0	100.0
	Total	185	100.0	100.0	

Q5_10					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	177	95.7	95.7	95.7
	1	8	4.3	4.3	100.0
	Total	185	100.0	100.0	

6. When you personally plan to implement new technology, what three (3) features are least important to you?

- Cost
- Warranty
- Ease of Use
- Virus Susceptibility
- Durability
- Availability of Technical Support
- Responsiveness of Technical Support
- Appearance
- Environmental Factors (Power Consumption, Heat Generation, Noise Generation)
- Coolness Factor

Q6_1

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	129	69.7	69.7	69.7
	1	56	30.3	30.3	100.0
	Total	185	100.0	100.0	

Q6_2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	134	72.4	72.4	72.4
	1	51	27.6	27.6	100.0
	Total	185	100.0	100.0	

Q6_3

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	156	84.3	84.3	84.3
	1	29	15.7	15.7	100.0
	Total	185	100.0	100.0	

Q6_4

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	163	88.1	88.1	88.1
	1	22	11.9	11.9	100.0
	Total	185	100.0	100.0	

Q6_5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	161	87.0	87.0	87.0
	1	24	13.0	13.0	100.0
	Total	185	100.0	100.0	

Q6_6

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	169	91.4	91.4	91.4
	1	16	8.6	8.6	100.0
	Total	185	100.0	100.0	

Q6_7					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	168	90.8	90.8	90.8
	1	17	9.2	9.2	100.0
	Total	185	100.0	100.0	

Q6_8					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	67	36.2	36.2	36.2
	1	118	63.8	63.8	100.0
	Total	185	100.0	100.0	

Q6_9					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	124	67.0	67.0	67.0
	1	61	33.0	33.0	100.0
	Total	185	100.0	100.0	

Q6_10					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	76	41.1	41.1	41.1
	1	109	58.9	58.9	100.0
	Total	185	100.0	100.0	

7. If you could add any one feature to Oglala Lakota College's current technology, what would it be?

- Faster Internet Access
- PodCasting
- Windows Meeting Space
- Other _____

Q7					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	15	8.1	8.1	8.1
	1	111	60.0	60.0	68.1
	2	15	8.1	8.1	76.2

	3	23	12.4	12.4	88.6
	4	21	11.4	11.4	100.0
	Total	185	100.0	100.0	

Q7Specified_4

Yahoo and Hotmail

wider range of port access administratively and get bugs out fo the fax machine issue (7of8 tries provides error)

LDAP

an easier search feature

Having the time to update & learn new skills

Replace Jenzabar and Moodle

seamless wifi with personal laptops

?

I don't really know what I would add, but there is always room for improvement

8. If you knew that Oglala Lakota College planned to offer mobile computer labs with Wireless Access Points, Laptops, Cart for usage within the college centers, how likely is it that you would use them?

- Definitely would
- Very Likely
- Possibly
- Very unlikely
- Definitely would not
- Not sure
- Need more information

Q8					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.5	.5	.5
	1	116	62.7	62.7	63.2
	2	29	15.7	15.7	78.9
	3	10	5.4	5.4	84.3

4	7	3.8	3.8	88.1
5	1	.5	.5	88.6
6	14	7.6	7.6	96.2
7	7	3.8	3.8	100.0
Total	185	100.0	100.0	

9. What are the best and worst aspects of OLC's technology now?

:

Q9

best: constant improvements & tech director :)

worst: training!!!

Tech Support is very good.
aspect!

Can't think of a worst

Best--the techies available to us.
unavailability of outside webs.

Worst--

Hmmm...

The fact that on this reservation OLC has the best and most constant internet access (what does that tell you about this rez?) that part is awesome....BUT its also annoying if you really do NEED to send and email or open email from Yahoo or HOTMAIL.

Best - all the centers are standardized now. We've taken huge leaps in online operations like Jenzabar. Support is outstanding in every regard.

Worst - Hmmm...

Moodle needs to be assigned a demi-God to not only maintain but to train and keep us updated on all it can do and to constantly upgrade it with plugins and features that are relevant to us. It's a robust tool that we are barely scratching the surface of.

Best: computer preformance, Internet access, and Availability

Worst: software, would like to be able to buy for home use so I can work outside of the college at home.

No frame of comparison. I have no problems using current technology. Technical assistance has been forthcoming each and every time requested. I am content with OLC's technology at this time.

The pictel system is the worst. I feel the staff assistance is the best.

best-have access reservation wide worst-restricted
technologically/administratively to use particular ports
for library system services and fax machine only works 1
out of 8 times trying to transmit.....uses a huge amount of
personnel time....

Best is access and worst is appearance.
Worst Aspect: Lack of an enclosed computer room which is
available at all times during OLC hours Best
Aspect: Technology is

"workable" to say the very least

best: fairly complete set of services worst:
pictel connection is unstable, moodle doesn't work many
times, firewall is required in browser inconsistently.

One of the better aspects of the technology department is
their fast response time and the great level of service
that they provide. They go out of their way when the
center has a tech problem. The only bad thing I see with
our technology needs not being met is the lack of laptops
for students but that really is not the fault of the
technology Dept.

Need to upgrade to Vista and Office 2007 to be current with
Industry software. Best is that the labs are readily
available for students. Would like to see technology
centers open on weekends for research, internet and
application use.

Best: Access Worst: Access slowness

I have no problems with the Tech Department

Best, Jenzabar, high speed worst, only allowed
certain sites.

The worst right now would have to be Moodle. I think that
before instructors decide to have classes online, they need
to make sure the students understand the program they are
using and to make sure that it works properly. Students
waste a lot of their time trying to get on to the program

everyone else, the worst is when the students cannot get into sites required by the instructors due to all the BIA issues

internet being down is worst
good

Moodle is

Worst is when internet goes down.

We have the best tech guys. Just a phone call away. What more can you ask for?

Under staffed with a wide geographical need.

when the system goes down and techs are not available and the internet goes down when you need it the most. And the worse is not being able to utilize certain aspects of the systems the way it is designed and the best is just having the technology we have now, it sure make getting an education a lot easier now then it was ten years ago.

The best aspect is that it exists. The worst aspect is the implementation of the web technology, and the incredible slowness, by using panda.

Addiction to pictel...go with voice over powerpoint. and chat for instructor follow-up.

To many people working on the system and get sent to this person and that person. Not updating information on Jenzsbar.

availability: I was in several graduate courses and the whole class had access, it was great, we accomplished lots! When accessability was NOT there....it was a bummer.

none

The best is that I can take online classes through Moodle. The worst is that it is so slow when I work in the computer lab at the college. However, I feel that all the instructors should use the format for moodle that Shannon Calitri/Smith uses. It is so easy to navigate and some of the other students are having trouble with the way their classes are set up on moodle.

best - it works
needs to be used as is

worst - it could be improved and

WORST: Slow internet speed, lack of quality labs at all sites.

BEST: I can't think of anything

Best Aspect--availability Worst Aspect--
unavailability to some students

Best: people, Worst: Speed

Not much....however TV pro needs more cameras.

fees are too much

overall training, best and worst

Best - we have a lot more than many colleges Worst
- I am not sure if we have the best platforms. I have heard
that Moodle is not the best, and know that jenzabar is not
the best. I think we are also lacking in manpower to put it
all together. The people we have do wonders, but we need
more people so that the few we have are not overwhelmed
with work.

Best is the response time for issues. Worst is
the slow internet.

It is very hard for us to research material when we have
time lines, and the Classes are filled up in the computer
rooms and other labs. As we can not use our office
computers to do homework on as it is not allowed. Then the
college centers are not open on weekends and not available
at all when we as students should have at least one
facility open during the weekends to study and do our
research as this is our free time, also to encourage our
child(ren) to do their homework in this type of setting,
and help them have access to these resources and
facilities.

Havent really had any problems with anything yet.

Internet seems to be fine. But the virus protection needs
some help. It makes our computers run like crap despite the
efforts of our tech crew defragmenting and doing other
things to help keep the computers running.

Slow speeds, computers sfreezing up.

Worst: internet is slow at times Best: having internet service

Screen stops government e-mails necessitating that I use my personal e-mail address and receive these e-mails at home. Your possible responses in Question 6 are all important considerations

none

Why would I use them, because you cannot leave the building, so you better off using the computers in the building. We need to set up a program that will help students earn lab tops.

The internet is so slow in some places it is almost not useable. The good news is I have never had anything but immediate help form Tech support with any issue. The may not telll me what I want to hear but they are always there.

the school is closed on saturday , cant check books out of the library

Best-stations in every center; worst-slow server sometimes.

best - things (usually) work worst - when I need tech support, the person on the other end of the phone is frequently rushed and short-tempered, and when I can't reach a person on the phone, my question is not always answered adequately via e-mail (note by cliff - I really need to speak more nicely to my spouse on the phone...) ;-()

tech support is really good phone system sucks

Best - technology staff is knowledgeable and quick to respond to requests for assistance
Its pretty much alright i would like a few changes
very slow, not attractive to look at (e-mail), equipment needs to be more accessible, access needed for week-ends on Sat & Sun. Also need 5-8pm hours for access every week night.

no sevice when you need it.

Best - responsiveness of technical support personnel
Worst -

Instability of Jenzabar & the need to update video conferencing technologies

the access

slow connection

I think the technology is great. Keep up the good job.

Best- good response time on requests for help

Worst- problems with Moodle for classes

Best- good response time on requests for help

Worst- problems with Moodle for classes

The best aspect is the availability of good technology for students during the work week. This availability drops significantly at night (and I don't personally have a good answer to fix this issue). The worst aspect is the number of dropped connections on the Moodle server and the occasionally slow internet at Piya Wiconi

Best aspects of OLC's Technology Great technical support. I never have to wait long for problems to be resolved.

Worst - Jenzabar going out when you really need it to be up.

Bickering among various parties, seems to be ongoing.

best: availability in centers worst: slow Internet

10. Gender

What gender are you?

Male

Female

Q10					
		Frequency	Percent	Valid Percent	Cumulative Percent
	0	2	1.1	1.1	1.1
Valid	1	47	25.4	25.4	26.5
	2	136	73.5	73.5	100.0

	Total	185	100.0	100.0	
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11. Age

How old are you?

- Under 16
- 17-20
- 21 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65+

Q11					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	5	2.7	2.7	2.7
	2	12	6.5	6.5	9.2
	3	18	9.7	9.7	18.9
	4	44	23.8	23.8	42.7
	5	38	20.5	20.5	63.2
	6	40	21.6	21.6	84.9
	7	23	12.4	12.4	97.3
	8	5	2.7	2.7	100.0
	Total		185	100.0	100.0

Here is a generic set of proposed policies dealing with technology in higher education:

POLICIES

The college should have policies and procedures that ensure the following:

- 1) A college technology plan where the primary driving force is curriculum and instruction.
- 2) Integration of the college technology plan with the college educational master plan.
- 3) Collegial consultation with the local academic governance in the development and implementation of the technology plan.

- 4) Collaboration between the local academic senate and the local collective bargaining agent on instructional technology issues that involve faculty working conditions.
- 5) Appropriate consideration for students with disabilities as part of the technology plan.
- 6) Appropriate consideration of student access and equity issues, including impact on diversity, as part of the technology plan.
- 7) Collegial consultation with the local academic governance in the process to fund the technology plan.
- 8) Decisions about software and hardware in individual disciplines that are made by faculty exercising their academic judgment and expertise.
- 9) A computer use policy that promotes accessibility and safeguards academic freedom, while ensuring security and appropriate usage.
- 10) Web guidelines that safeguard accessibility and academic freedom.
- 11) Widely available basic training for new users.
- 12) Ongoing training and staff development in emergent technologies.
- 13) Adequate and timely support of all technology.
- 14) Adequate and timely repair of all technology.
- 15) Comprehensive replacement plans to maintain currency of all technology.
- 16) Plans and budgets that support the full cost of technology, including training, staff support, maintenance and replacement.

FACULTY OFFICE RESOURCES

- 1) Every full-time faculty member should have an appropriate computer on his/her desk. The choice of platform is an academic and professional decision to be made by the individual faculty member.
- 2) Every part-time faculty member should have adequate access to computers.
- 3) The local academic governance office/secretary should have a computer and e-mail address.

- 4) Every computer should be connected to the college network.
- 5) Every computer should have convenient access to a printer.
- 6) Every computer should have high speed Internet access and current browser software.
- 7) Every computer should have e-mail access with software that permits attachment of formatted documents.
- 8) Every full- and part-time faculty member should have an e-mail address/account that is readily available, and is accessible from both on and off campus.
- 9) Every computer should have standard office software including current word processor, spreadsheet and presentation packages in addition to e-mail, browser and web authoring.
- 10) Every computer should have software to access the library catalog system.
- 11) Every computer should have software to access appropriate areas of the administrative/student record system.
- 12) Technical support with prompt response time should be available to all users.
- 13) Every computer should have access to the college/district local and wide area networks.
- 14) Every computer should have additional software and equipment appropriate to the faculty member's discipline.

COLLEGE WEBSITE

- 1) The college should maintain a website with adequate server space for the following content:
 - Individual faculty pages.
 - Class related pages for both on-campus and online classes.

- Department/division pages.
- Local academic senate pages, including the curriculum committee.

2) The following support should be available:

- Direct upload access for faculty to the appropriate server area.
- Technical support for faculty.
- Design support for faculty to create pages.

ONLINE COURSE SUPPORT

As the college offers online instruction, the following should be available:

- 1) Website with direct upload access for faculty to appropriate course server area.
- 2) Capability for individual faculty and class pages.
- 3) Capability for listserv, chat room and threaded discussion.
- 4) Capability for online tutoring.
- 5) Capability for online advising.
- 6) Capability for online financial aid information.
- 7) Immediate technical support for faculty and students.
- 8) Course management software and training for faculty.
- 9) Multimedia software training for faculty.

CAMPUS COMPUTER LABS OR LIBRARY

Students should have access to the following:

- 1) Computers for on campus computer instruction.
- 2) Computers for on campus technology mediated instruction.
- 3) Computers for computer assignments from any class.
- 4) Computers for Internet assignments and research from any class.
- 5) Computers for e-mail communication to instructors.
- 6) Computers for access to library catalog system.
- 7) Library orientation in the use of technology in library research.
- 8) Technical support for student on campus users.

CAMPUS CLASSROOMS

There should be an adequate number of each of the following:

- 1) Classroom/labs with individual student computer stations for hands-on instruction.
- 2) Classrooms with instructor computer/media stations for demonstration.

- 3) Classrooms with Internet access.
- 4) Classrooms with computer projectors and sound.
- 5) Classrooms with smart podium and videoconferencing capability.

TECHNOLOGY SUPPORT SERVICES

The college should provide the following resources:

- 1) An immediate response system if instruction is delivered online.
- 2) Technical support for hardware and software for students and faculty at home if instruction is delivered online.
- 3) Technical support for hardware and software for faculty on campus.
- 4) Web design support for faculty.
- 5) Instructional design support for faculty.
- 6) Availability of additional equipment and software for faculty in some central accessible location:

- Scanners with text recognition
- Color printers
- Smart Boards
- DVD ROM writers
- Laptops for faculty checkout
- Portable computer projectors for faculty checkout
- Digital still and video cameras
- Media, drawing, graphic and image manipulation software
- Studio quality audio and video editing capability
- Database Internet interfacing capability
- Streaming audio and video broadcast capability

OTHER TECHNOLOGY RESOURCES/SUPPORT

- 1) Videoconferencing equipment and training.
- 2) Training in the pedagogy and teaching effectiveness of technology.
- 3) Release time for development of technology mediated instruction and online courses.
- 4) Staff development support for technology.