

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **DEPARTMENT PURPOSE**

The mission of the Technology Services department is to assist the college and the Division of Enrollment Services in fulfilling their goal of financial stability and institutional viability by providing and accounting for technological resources.

#### **OBJECTIVE 1**

Technology Services will assist the college by improving operational and technological efficiency.

#### **ACTION PLAN 1**

Technology Services will continue to upgrade technology capabilities to enhance academic and administrative functions.

1. Academic Institution Management System (AIMS) – Administrative and Student Information system
2. Campus Web – Online access to AIMS
3. PowerFaid – Financial Aid system
4. Smart Filter
5. Web Server
6. Symantec Norton Anti-Virus (NAV) for Exchange and Corporate Edition
7. Mail Server
8. Blackboard (e-Learning system)
9. SPAM Filter

#### **ASSESSMENT**

1. AIMS Log
2. CampusWEB Log
3. Diebold Log
4. Financial Aid Interview
5. PowerFaid Log
6. Smart Filter Log
7. Web Server Log
8. NAV Log

#### **RESPONSIBILITY**

Technology Services Staff, Chief Information Officer, and Executive Dean for Enrollment Services and Administration

**TIME FRAME**

AIMS, CampusWEB, PowerFacts, and Web server are updated periodically.  
Smart Filter sites are updated weekly.  
NAV for Exchange virus definitions are updated 10 times per month.

**RESOURCES REQUIRED**

Time and budgeted resources

**RELATED TO**

Institutional Goal No. 1

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2002-03**

##### **OBJECTIVE 1**

Technology Services will assist the college by improving operational and technological efficiency.

##### **ACTION PLAN 1**

Technology Services will continue to upgrade technology capabilities to enhance academic and administrative functions.

1. Academic Institution Management System (AIMS) – Administrative and Student Information system
2. Campus Web – Online access to AIMS
3. PowerFaids – Financial Aid system
4. Smart Filter
5. Web Server
6. Symantec Norton Anti-Virus (NAV) for Exchange and Corporate Edition
7. Mail Server
8. Blackboard (e-Learning system)
9. SPAM Filter

##### **RESULTS**

1. Aprtron Corporation Periodically sends out program updates for the AIMS system. The last update was sent on March 5, 2003. Aprtron also develops and installs new releases of AIMS. The latest release, AIMS 6.0, has been installed into our test environment for evaluation.
2. Aprtron Corporation periodically sends out program updates for CampusWEB. The last update was sent on January 29, 2003. The latest release, CampusWEB 3.0, is available and will be installed in our test environment later this year.
3. The PowerFaids database is continually upgraded to the latest software release when The College Board sends notice to the Financial Aid Department. Currently the PowerFaids database is running Release 8.1 which was completed 2/4/03.
4. The Smart Filter's annual subscription was renewed 12/21/2002. The Control List is automatically updated each Sunday at 6 A.M.

5. The Web Server's software is manually updated periodically. The Sun Cobalt Support website is checked monthly at mid month to determine if updates are needed. The last update was downloaded and installed on 3/12/03.

Web pages are updated as requested when each department notifies the webmaster. The Technology committee's Web site Community of Service is having regular meetings to decide what enhancements need to be made to change the overall design, continuity, and navigational ease of the BPC Web site.

6. Symantec Antivirus annual subscription was renewed 07/30/02. Norton Anti Virus for Microsoft Exchange Server version 2.12 (build 59) was updated to Symantec Antivirus/Filtering for Microsoft Exchange Server (SAVFMSE) version 3.05 (build 104) on 3/5/03. Virus definitions are automatically updated every Sunday at 1 A.M.

Norton Antivirus Corporate Edition version 7.51.847 was updated to Symantec Antivirus Corporate Edition version 8.00.9374 on 3/5/03. Virus definitions are automatically updated every Friday at 8 P.M.

## **RESPONSE**

1. AIMS will continue to be updated with the latest upgrades and releases from Apron in order to keep Brewton-Parker College current with new technological advances. The AIMS log will record each update/release change.
2. CampusWEB will continue to be updated with the latest upgrades and releases from Apron in order to keep Brewton-Parker College current with new technological advances. The CampusWEB log will record each update/release change.
3. The PowerFaid database will continue to be upgraded to the latest software release which is requested by the Financial Aid Department. The PowerFaid Upgrade Log will be kept in accordance.
4. SmartFilter blocks Web sites that are not suitable for the College environment such as pornography. Web sites that are blocked that should not be are submitted to the Director of Information Technology to configure exceptions on the filter. As of June 2003, two exceptions have been entered into the filter's configuration. SmartFilter release 3.2.1 became available June 3, 2003. The upgrade is planned for the week of August 18, 2003, after Summer session III is over. SmartFilter's annual subscription will be renewed on 12/21/03.
5. The Web Server's software will continue to be updated monthly if necessary. The website will continue to be updated as needed. The Technology Committee's Web site Community of Service will determine what enhancements need to be made and if newer hardware will be needed to support the changes. Dr. Chris Jones, Associate Professor of Chemistry and

Instructional Technology Specialist was given access to the Math and Science portion of the BPC Web site to redesign and improve the division information.

6. SAVFMSE was installed on the Microsoft Exchange server to help with unwanted email such as pornography and spam. It has helped tremendously. Symantec's annual subscription will be renewed on 7/30/03. The following information was copied from the Auto-Protect Statistics of the Mail server on 6/4/03 which show compiled statistics since the installation:

<b>Scan Data</b>					
<b>Type</b>	<b>Total</b>	<b>Last day</b>	<b>Peak day</b>	<b>Last hour</b>	<b>Peak hour</b>
Files scanned	542217	6900	14535	399	2274
Cumulative violations	17281	523	663	33	96
Virus infection violations	1875	6	106	0	78
Content violations	2934	97	157	2	25
Spam violations	11928	418	559	31	84
Property violations	518	2	42	0	16
Encrypted items	5	0	3	0	2
Unscannable items	26	0	6	0	6

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2003-04**

##### **OBJECTIVE 1**

The Computer & Technology Services (CTS) department will assist the college by improving operational and technological efficiency.

##### **ACTION PLAN 1**

Technology Services will continue to upgrade technology capabilities to enhance academic and administrative functions.

1. Academic Institution Management System (AIMS) – Administrative and Student Information system
2. Campus Web – Online access to AIMS
3. PowerFaid – Financial Aid system
4. Smart Filter
5. Web Server
6. Symantec Norton Anti-Virus (NAV) for Exchange and Corporate Edition
7. Mail Server
8. Blackboard (e-Learning system)
9. SPAM Filter

##### **RESULTS**

1. Apron Corporation Periodically sends out program updates for the AIMS system. The last update was sent on December 9, 2003. Apron also develops and installs new releases of AIMS. The latest release, AIMS 6.0 has been evaluated, tested, and was installed into production on July 23, 2004.
2. Apron Corporation periodically sends out program updates for CampusWEB. The last update was sent on July 6, 2004. The latest release, CampusWEB 3.1 has been tested and was installed in production on March 26, 2004.
3. The Financial Aid Department utilizes a database that is stored on a Windows NT server which is housed in the Jordan Building hereafter known as the Financial Aid server. The Financial Aid server has the following specifications:

<b>Software</b>	<b>Hardware</b>	
PowerFails Init License - 10	Processor	Intel PIII 600 Mhz
Sybase SQL Anywhere 7	Motherboard	ASUS P2B-D
PowerFails 9	Memory	256 Mb SDRAM
Win NT Server 4.0	Hard Drive	Seagate Barracuda 9Gb -
Win NT CAL – 10		Hot swappable
ArcServe for NT		Adaptec AHA-131 RAID SCSI
	Video	Acer 4mb AGP VGA card
	Floppy	3.5 floppy
	CD-ROM	32X SCSI CD-ROM
	NIC	3Com 905-tx 10/100
	Backup	HP 12/24 tape drive
	Monitor	15"
	Battery	APC Smart UPS 1400
Warranty 3 year On-Site		
Purchase Date: 3/3/2000		

The Financial Aid Server is physically connected to the Network on the inside of the Cisco PIX firewall with a private IP address. The PowerFails software is continually upgraded to the latest release when The College Board sends information and updates to the Financial Aid Department. Currently the Financial Aid server is running PowerFails Release 9.2b which was completed 7/14/04.

4. The Mount Vernon campus utilizes a web filtering system by Secure Computing called SmartFilter. It is physically connected inside the Cisco PIX firewall and is used as a Proxy for web browsers. The SmartFilter blocks nudity, criminal, illegal drugs, gambling, hate speech, MP3, and sex web sites. The SmartFilter has the following specifications:

<b>Software</b>	<b>Hardware</b>	
RedHat Linux 7	Mfg	SleekLine 1000
SmartFilter 3.2 - 500 user license	Processor	Intel PIII
Squid Proxy 3.2 plug-in	Motherboard	ASUS P2B-D
SF Admin components 3.2	Video	SiS VGA card
Cyfin Reporter Basic 5	Floppy	3.5 floppy
	CD-ROM	
Purchase Date: 4/2/2000	NIC	SiS630E Ethernet

The SmartFilter is physically connected to the Network on the inside of the Cisco PIX firewall with a private IP address. The IT Director's email address is placed in the filter's configuration to receive notifications when the control list is updated, if it is time to renew the subscription, or if there is a problem. The Smart Filter's annual subscription was renewed 12/11/2003. The Control List is automatically updated each Sunday and Wednesday at 6 A.M.

5. A new web site was designed by a Brewton-Parker College committee to improve operational and technological efficiency. Dreamweaver was used to create the new site as opposed to Microsoft Front Page which was used previously. The existing cobalt Raq 3 Linux web server operating system could not support the new Dreamweaver content. Sun Microsystems discontinued support of the server along with updates to the operating system. Two alternatives were available: 1) to purchase a new server or 2) to rent web space from a reputable web hosting company. After weighing all the information, the second option was chosen. The College currently rents a web server from Rackspace Managed Hosting for \$370 per month. Rackspace Managed services include: Server & Device Administration, Backup and Recovery, Managed Storage, Monitoring, Reporting, Security and Deployment and Scaling. The Rackspace web server has the following specifications:

Software	Hardware	
Windows 2003 Standard	Mfg	BTO
Managed Backup Agent: Legato	Processor	Single AMD 2600 XP 1.9 Ghz
VNC 3.36	Motherboard	ASUS A7V600
	Video	nVidia GeForce4 MX 440 w/AGP 8X
SLA: 0% Downtime, 1hr hdwr replacement	NIC	Intel Pro/100 S
Service: 24x7x365	Access	Full root access using VNC, Terminal Services, and FTP
Contract Date: 4/5/2004		

A suggestion was also made to incorporate a type of web content management software. Twenty-one licensed copies of Macromedia Contribute 2 were purchased to install in several departments so the web site will be updated more frequently as events occur.

6. Symantec Antivirus/Filtering for Microsoft Exchange Server (SAVFMSE) version 3.05 (build 104) has been beneficial in preventing several outbreaks of the latest viruses. The antivirus portion of the software has proved worthy of renewal. It has caught 33,511 virus violations. Updates for virus definitions are automatically checked every morning at 1 A.M. The annual subscription was renewed 07/02/04. However, the filtering portion of the software has not been successful in blocking the majority of unwanted email. SPAM continues to be a problem with faculty, staff, and students. Norton Antivirus Corporate Edition version 8.00.9374 is installed on the same Microsoft Exchange server. Its main function is to push antivirus definitions to the client computers as a second layer of protection for the client computers on the campus network. The combination of antivirus software for the Exchange server and managed antivirus software for client security is working well. Updates for virus definitions are automatically checked every morning at 1 A.M.

7. New Item, Email server, Assessment = current configuration of the server, Application log and System log in the Event viewer on the server. Electronic Mail is disbursed throughout the Brewton-Parker community via a Microsoft Exchange server that is stored in the Jordan Building in Mount Vernon. The Microsoft Exchange server, hereafter known as the Mail server, currently serves 111 Email boxes of generally 5 Mb of space for each mailbox. Each faculty, staff, and student is issued a Brewton-Parker Email address and is encouraged to use it as the primary source of contact for BPC environment. The Mail server has the following specifications:

<b>Software</b>	<b>Hardware</b>	
Windows 2000 Advanced	Processor	Dual Pentium 1 Gb
Microsoft Exchange Server	Memory	1 Gb RAM
	Hard Drive	2 - 9 Gb
Symantec AV/Filtering		3 – 36 Gb RAID
	NIC	3 COM 10/100
ArcServe 2000	Floppy	3.5 floppy
	CD-ROM	
		Hot Swap Power Supplies
	Backup	DLT InternalTape drive
	Monitor	15"
	Battery	APC Smart UPS 1400
Warranty 3 year On-Site		
Purchase Date: 7/03/2001		

The Mail server manages all BPC Email, internal DNS for the Mount Vernon campus, and antivirus software.

8. New Item, Blackboard Server, Assessment = written requests from faculty members, Application log and System log in Event viewer, Current configuration of the server, Software vendor recommendations. Instructional technology was enhanced at Brewton-Parker College on 6/25/02 by adding a server to offer classes on the Internet. The software product Blackboard is used to administer the Internet classes or Internet-enhanced classes. All classes, faculty, and students are imported to the Blackboard server every semester. All professors have access to the server if they choose to utilize the service once they complete an introductory course to the new technology. The Blackboard server has the following specifications:

<b>Software</b>	<b>Hardware</b>	
Windows 2000 server	Processor	Dual Intel Xeon-A, 1800 Mhz
SQL Server 2000 std	Motherboard	Dell Corp, PowerEdge 2650
Blackboard 5 Basic	Memory	2 Gb DDR
	Hard Drive	4 – 18 Gb 10k rpm 160 SCSI
		Hot swappable
		Redundant Power Supplies
	Video	Rage XL PCI 8 Mb

	Floppy	3.5 floppy
	CD-ROM	24X Samsung SN-124
	NIC	2 – Broadcom NeXtreme Gig
		1 – Intel Pro-100s
Warranty 3 year On-Site		
Purchase Date: 6/25/02		

The Dell on-site warranty was increased to 5 years. An additional hard drive was purchased to be set aside for emergency maintenance. A separate DLT tape backup unit is attached via a SCSI cable. The software used to manage the tape backup is incorporated with the Windows operating system. The server is connected to an APC Smart-UPS 700 battery.

## RESPONSE

1. AIMS will continue to be updated with the latest upgrades and releases from Aprtron in order to keep Brewton-Parker College current with new technological advances. The AIMS log will record each update/release change.
2. CampusWEB will continue to be updated with the latest upgrades and releases from Aprtron in order to keep Brewton-Parker College current with new technological advances. The CampusWEB log will record each update/release change.
3. The Diebold system is the campus one card system that stores faculty, staff, and student meal plans. Diebold periodically sends out software updates for their system. The last update was sent on June 23, 2004. The Diebold system will continue to be upgraded with the latest software upgrades.
4. The PowerFaids log was not a beneficial way to measure whether the Financial Aid server and software meets or enhances administrative functions in the Financial Aid department. The PowerFaids database software will continue to be upgraded to the latest release on the current Financial Aid server as long as the required specifications of the software meet the specifications of the server. The PowerFaids Upgrade Log will still be kept to date, but the strategic plan will only reflect known changes that are to take place within the next year because the technology of Financial Aid changes often. The new form of assessment will be to interview the Financial Aid department to indicate necessary changes.
5. The SmartFilter log will continue to be used as an assessment to review the dated reports. The Smart Filter's annual subscription will be renewed on 12/21/04. As long as the SmartFilter continues to perform as it should, it will stay in place in the College's network.
6. The web server log for the Cobalt Raq 3 web server is no longer useful in the assessment process to determine technological efficiency. From this point on,

a survey will be used to assess the usefulness and efficiency of the site for end users. The departments that have Macromedia Contribute 2 installed will be responsible for making updates to their assigned section of the web site. The webmaster will be responsible for the overall structure of the site, coaching and instructing Contribute users, monitoring the content, making necessary changes to the templates, and keeping up with the web statistics. Rackspace Managed Hosting will continue to administer the server and make weekly backups.

7. Symantec Antivirus/Filtering for Microsoft Exchange and Symantec Antivirus Corporate Edition's annual subscription will be renewed by 7/30/05. The Antivirus software needs to be housed on a different server than the Mail server. The processor load of the Mail server needs to be proprietary to Microsoft Exchange only. The Technology department will begin looking for a computer or server that will adequately run Symantec Antivirus software for Exchange. Email filtering however, will need to be managed by some other type of proprietary device. Research will be gathered in order to make the best possible decision to acquire a device and software for filtering Spam mail.
8. The Mail server will undergo some transformation in the next fiscal year. First, the antivirus software will be moved to another device. Second, the internal DNS will be moved to another device. The current Mail server will continue to be utilized unless it is determined at a later date that it will need to be replaced.
9. The Blackboard server software version 5 will no longer be supported after July 2005. Plans are in progress as to what date the current software will be upgraded. The Technology department will work with Blackboard support technicians to upgrade the server's software before the above-mentioned date.
10. The name of the Computer and Technology Services department will be combined to be known as Technology Services from this point on.
11. The current department purpose is no longer adequate. It will be changed to the following: The mission of Technology Services is to provide technology resources that support instruction, promote administrative efficiency and enhance student success.
12. Responsibility will be changed to: Technology Services staff, AASS director, and Provost.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2004-05**

##### **OBJECTIVE 1**

Technology Services will assist the college by improving operational and technological efficiency.

##### **ACTION PLAN 1**

Technology Services will continue to upgrade technology capabilities to enhance academic and administrative functions.

1. Academic Institution Management System (AIMS) – Administrative and Student Information system
2. Campus Web – Online access to AIMS
3. PowerFaid – Financial Aid system
4. Smart Filter
5. Web Server
6. Symantec Norton Anti-Virus (NAV) for Exchange and Corporate Edition
7. Mail Server
8. Blackboard (e-Learning system)
9. SPAM Filter

##### **RESULTS**

1. Apron Corporation Periodically sends out program updates for the AIMS system. The last update was sent on May 27, 2005. Apron also develops and installs new releases of AIMS. We are currently running release 6.0.
2. Apron Corporation periodically sends out program updates for CampusWEB. The last update was sent on March 28, 2005. The latest release, CampusWEB 3.2 has been installed into our test environment for evaluation.
3. Diebold periodically sends out program updates for their system. No updates have been sent since the June 23, 2004 update. The Diebold system will be upgraded with the latest software upgrades.
4. The Financial Aid server which is housed in the Jordan Building was updated in October 2004. The previous configuration did not meet the College Board system specifications for the latest software releases. The database was also changed from Sybase SQL to Microsoft SQL. A Dell PowerEdge 2850 server was purchased with the following specifications:

<b>Software</b>	<b>Hardware</b>	
W2K3 Server Standard Ed	Processor	1 - 3.4 Ghz/1Mb Cache, Xeon
Microsoft SQL server	Memory	2 Gb DDR 400 Mhz (4x512Mb)
PowerFails Init License - 10	Hard Drive	3 – 18Gb U320, SCSI, 15K PE2850
PowerFails 9	RAID	Embedded RAID-Perc4 MR5, ROMB RAID 5
Web Client Module	Floppy	3.5 floppy
	CD-ROM	24X IDE CD-ROM
	NIC	Dual On-Board Nics
	Backup	PV100T DAT72 w/onbd SCSI
	Power Supply	Non-redundant
Warranty 3 year Next Business Day Parts and Labor On-Site Response		
Purchase Date: 10/17/05		

As of June 20, 2005 the database size was 807,040 Kb. PowerFails Web Client module was purchased with the new upgrade to give more staff users access to student financial aid information without having to purchase a license for each user. Using the Web Client module has cut down on the number of calls to the Financial Aid office and on the number of workstations that have to be visited when an upgrade is performed on the database.

5. The Smart Filter's annual subscription was renewed 12/21/2004. The Control List is automatically updated each Sunday and Wednesday at 6 A.M. There was no change in the review of this appliance.
6. Since new version of Macromedia Contribute was released just after the purchase of Macromedia Contribute 2, version 3 was obtained at no cost. A copy of Contribute was installed on the computer of the person responsible for updated their area of the web site. All users assigned an area were trained and have updated the web site. The web site has grown from 155 megabytes in size to 244 megabytes in size. This increase in the web site can be attributed to new Contribute users. Rackspace management of the web server has proven reliable. Zero complaints have been made within the last year due to the web site being down.
7. Symantec Antivirus/Filtering for Microsoft Exchange Server (SAVFMSE) version 3.05 (build 104) has been beneficial in preventing several outbreaks of the latest viruses. The antivirus portion of the software has proved worthy of renewal. It has caught 55,364 virus violations. Updates for virus definitions are automatically checked every morning at 1 A.M. The annual subscription was renewed 07/02/05. Mail filtering was disabled on the Symantec console

and turned over to a new appliance in April 2005 to block the majority of unwanted email.

8. Norton Antivirus Corporate Edition version 8.00.9374 is installed on the same Microsoft Exchange server. Its main function is to push antivirus definitions to the client computers as a second layer of protection for the client computers on the campus network. The combination of antivirus software for the Exchange server and managed antivirus software for client security works well for our environment. Updates for virus definitions are automatically checked every morning at 1 A.M.
9. Plans have been made to separate the Antivirus software package from Microsoft Exchange by purchasing another server to manage Email.
10. The Mail server currently serves 1500 Email boxes of generally 5 Mb of space for each mailbox. Each faculty, staff, and student is issued a Brewton-Parker Email address and is encouraged to use it as the primary source of contact for BPC environment. Users generally have 5 megabytes e-mail space. At present, about 40% of user e-mail accounts are at or near their 5 megabyte limit. The Mail server manages all BPC Email, internal DNS for the Mount Vernon campus, and antivirus software. Plans to purchase a new server to manage Microsoft Exchange only have been made.
11. Blackboard's recommended upgrade path to the new version of Blackboard was for us to purchase a new server and install the new software system on that server. At that point, our current course content can then be transferred to the new server with minimum downtime. A new server is being ordered and planning is underway for the migration of course content from the old server to the new server.
12. The name of the Computer and Technology Services department was changed to Technology Services.
13. The Mission Statement was changed to, "The mission of Technology Services is to provide technology resources that support instruction, promote administrative efficiency and enhance student success."
14. Responsibilities were changed to: Technology Services staff, AASS director, and Provost, but due to restructuring changed again to Technology Services staff, AASS director, Chief Information Officer, and Executive Dean of Enrollment Services.
15. SPAM was a problem in the Brewton-Parker College community. An appliance called Barracuda Spam Firewall was purchased in April 2005 to help reduce if not eliminate the problem. The Barracuda SPAM Firewall 300 was chosen as a cost effective solution to help manage spam email messages. The 300 model was designed to handle up to 2000 email accounts and up to 25 million messages per day. The Barracuda Spam Firewall reduced the load placed on the email server by off-loading spam filtering and using the MS Exchange/LDAP Accelerator which checks for a valid user account before sending messages to the mail server. This helped with the tremendous amount of bad mail messages that had to be deleted every day. As of June 22, 2005, 823,534 email messages have passed through the spam firewall. 706,114

messages were blocked because of spam and 9,105 messages were blocked because of virus threats.

## RESPONSE

1. AIMS will continue to be updated with the latest upgrades and releases from Aprtron in order to keep Brewton-Parker College current with new technological advances. The AIMS log will record each update/release change.
2. CampusWEB will continue to be updated with the latest upgrades and releases from Aprtron in order to keep Brewton-Parker College current with new technological advances. The CampusWEB log will record each update/release change.
3. The Diebold system is the campus one card system that stores faculty, staff, and student meal plans. Diebold periodically sends out software updates for their system. The last update was sent on June 23, 2004. The Diebold system will continue to be upgraded with the latest software upgrades.
4. An interview with the Assistant Director of Financial Aid proved beneficial to have more insight toward the planning needs for the department's software application. The PowerFaids database software will continue to be upgraded to the latest release on the current Financial Aid server as long as the required specifications of the software meet the specifications of the server. The PowerFaids Upgrade Log will still be kept to date. The database size will be measured periodically to record the increase. The platform of PowerFaids will change somewhat in August 2005. It will be using Microsoft.Net. The current configuration will work for this change. Within the next few fiscal years, the Net Partner module will be added to the Financial Aid server. This will allow students to view their status and cut down on the number of award letters that are mailed.
5. The SmartFilter log will continue to be used as an assessment to review the dated reports. The Smart Filter's annual subscription will be renewed on 12/21/05. As long as the SmartFilter continues to perform as it should, it will stay in place in the College's network.
 

We plan is to continue to educate our Contribute users to enhance the web site. A survey will also be utilized to assess the web site's design and content as it related to faculty, staff, and current students. Alternatives for hosting our web site will again be assessed based upon cost, features, and support. Technology Services will then remain with our current web site hosting plan or implement another method based of this assessment. Steps will be taken to track traffic to the web site in the coming year.
6. Symantec Antivirus/Filtering for Microsoft Exchange and Symantec Antivirus Corporate Edition will continue to be the Antivirus software of choice for Brewton-Parker College. Mail filtering will be done by the Barracuda SPAM filter appliance. The Symantec subscription will increase to 330 nodes to

account for the increase in computers on campus. Symantec will be separated from Microsoft Exchange by the end of 2005. A new server will be purchased for Email and Symantec will stay on the current server.

- 7.** The Mail server will undergo some transformation in the next fiscal year. First, the antivirus software will be moved to another device. Second, the internal DNS will be moved to another device. The current Mail server will continue to be utilized unless it is determined at a later date that it will need to be replaced.
- 8.** The Blackboard server software will no longer be supported as of the Fall of 2005. Technology Services will work with Blackboard support technicians to upgrade the server software during the Fall of 2005.
- 9.** To further educate faculty on how to use Blackboard, we will conduct training sessions throughout the upcoming year. We will begin to track active courses and the web traffic generated through Blackboard.
- 10.** The Barracuda Spam Firewall will be monitored on a routine basis to determine its usefulness. Technology Services will track the number of spam messages that are blocked along with other statistics that are provided by the message logs and reporting tools of the spam firewall.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2003-04 THROUGH 2007-08**

#### **OBJECTIVE 1**

The Computer & Technology Services (CTS) department will assist the college by improving operational and technological efficiency.

#### **ACTION PLAN 2**

CTS will formulate a 5-Year Technology plan to replace, recycle and upgrade computer equipment and software on a three-five year cycle.

#### **ASSESSMENT**

Completed 5-Year Technology Plan

#### **RESPONSIBILITY**

CTS Staff and Vice President of Finance and Administration

#### **TIME FRAME**

Annually

#### **RESOURCES REQUIRED**

Time

#### **RELATED TO**

Institutional Goal No. 1

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2002-03**

##### **OBJECTIVE 1**

Technology Services will assist the college by improving operational and technological efficiency.

##### **ACTION PLAN 2**

The Community of Service will compile a five-year technology plan to be submitted to Technology Services. The plan will comprise methods to replace, recycle and upgrade computer equipment and software. Technology Services will use the plan as a platform for initiating purchases and/or leases for equipment.

##### **RESULTS**

Through the request of President, Dr. David Smith, Consultant Gretchen Neill began to look at the structure of the technology area. Mrs. Gretchen Neill and Mrs. Victoria Albee met with an ad hoc committee to discuss a plan for the technology area and to offer their suggestions for the direction Brewton-Parker College should take.

June 14, 2002: Dr. David Smith requested the assistance of Mrs. Gretchen H. Neill to develop “a five year technology plan to guide our institution in achieving excellence in technology resources and utilization toward achieving our mission goals”.

June 26, 2002: Dr. Al Hopkins instructed Karen Purvis, Keith Rudolph, and Glenn Eernisse to assist Mrs. Gretchen Neill in developing the five year technology plan.

July 11-12, 2002: Mrs. Neill reviewed various documents, interviewed Division Chair members that were available, and interviewed members of the existing Technology Committee. Upon leaving Mrs. Neill met with Dr. Al Hopkins and Dr. David Smith.

July 31, 2002: Consultants, Gretchen Neill and Victoria Albee sent a proposal for Phased Facilitation of Five-year Technology Plan. (see attached proposal)

August 9, 2002: The Executive Committee approved the proposal.

September 4, 2002: Dr. David Smith formed an Ad Hoc committee to create a five-year technology plan.

September 12, 2002: The proposal was resent with a revised timeline from 9/5/02 to 01/2003.

October 7-8, 2002: Mrs. Gretchen Neill and Mrs. Victoria Albee met with the Ad Hoc Five Year Technology Committee whose members were: Dr. Chris Jones, Dr. Glenn Eernisse, Mr. David Kight, Ms. Karen Purvis, Mr. Keith Rudolph, Dr. Ron Melton, and Dr. Al Hopkins. From this workshop, a draft of the departmental purpose, vision statement, and service-based technology planning model were formed. (see attached model)

November 18, 2002: Mrs. Gretchen Neill and Mrs. Victoria Albee met with each member of the Ad Hoc committee separately, then as a whole to follow up their recommendations.

December 3, 2002: The President's Cabinet reviewed a report on the progress of the Technology Plan which was the response to recommendation #48 of the SACS review. The service-based technology plan was approved.

January 16, 2003: The service-based technology plan was approved by the Board of Trustees.

February 26, 2003: Mr. David Kight, the new appointed Chair of the Technology Committee, met with the attending members to discuss the newly developed process of the service-based technology plan. Charge was given from the President to: Create a five year plan by the end of 2004, Develop a way to receive and implement reports and handle recommendations, Develop a way to initiate and close out communities of service, and Develop and guide implementation of policies and procedures.

### **RESPONSE**

The Technology Committee through the Communities of Service will develop a Five Year Technology Plan that includes plans for the cycle of computer equipment and software. The Technology department will carry out the services involved when the plan is completed.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2003-04**

##### **OBJECTIVE 1**

Technology Services will assist the college by improving operational and technological efficiency.

##### **ACTION PLAN 2**

The Community of Service will compile a five-year technology plan to be submitted to the CTS. The plan will comprise methods to replace, recycle and upgrade computer equipment and software. The CTS will use the plan as a platform for initiating purchases and/or leases for equipment.

##### **RESULTS**

The CTS uses an access database to compile computer inventory information. The database information includes the type of computer and its specifications, what software is installed on the computer, and when it was purchased. With the COS five-year technology plan, the CTS, along with the Administrative Council, will systematically purchase equipment and software. The plan will be the guide for future enhancements to the College's technology.

##### **RESPONSE**

The COS five-plan is to be completed and reviewed in the Fall of 2004. Upon review and approval by the CTS and Administrative Council, the plan becomes the master plan for the CTS. Along with the database information collected for existing hardware and as the budget permits, computers and servers will be replaced within a three to five year plan. Assessment will be based on the development of the plan.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2004-05**

##### **OBJECTIVE 1**

Technology Services will assist the college by improving operational and technological efficiency.

##### **ACTION PLAN 2**

The Community of Service will compile a five-year technology plan to be submitted to Technology Services. The plan will comprise methods to replace, recycle and upgrade computer equipment and software. Technology Services will use the plan as a platform for initiating purchases and/or leases for equipment.

##### **RESULTS**

A draft of the COS five-year plan was presented in Spring 2005 to the entire COS members for review. The final version of the five-year plan is to be completed and reviewed in the Fall of 2005. With the COS five-year technology plan, Technology Services, along with the Administrative Council, will systematically purchase equipment and software. The plan will be the guide for future enhancements to the College's technology.

##### **RESPONSE**

The COS five-year plan is to be completed and reviewed in the Fall of 2005. Upon review and approval by the Technology Services and Administrative Council, the plan becomes the master plan for Technology Services. Along with the database information collected for existing hardware and as the budget permits, computers and servers will be replaced within a three to five year plan. Assessment will be based on the development of the plan.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **OBJECTIVE 2**

The CTS department will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

#### **ACTION PLAN 1**

CTS will install computer and projection equipment in one classroom in each academic building.

#### **ASSESSMENT**

- Compare technology requests to equipment installation
- Review technology satisfaction survey issued to faculty

#### **RESPONSIBILITY**

CTS Staff and Vice President of Finance and Administration

#### **TIME FRAME**

2003-2004 Fiscal year

#### **RESOURCES REQUIRED**

\$5,000 per unit  
Total project \$45,000 for 8 Buildings

#### **RELATED TO**

Institutional Goal No. 4

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2002-03**

##### **OBJECTIVE 2**

The CTS department will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

##### **ACTION PLAN 1**

CTS will install computer and projection equipment in one classroom in each academic building.

##### **RESULTS**

A Mitsubishi XL1U XGA LCD Projector with ceiling mount and a Gateway E2000 PC with Microsoft Windows XP and Microsoft Office XP was installed in Holliman-Fountain Education Building room 102, Morgan-Moses Science Building room 105, Parker Building room 102, Salter Building room 1A, and the Miller Music Building Annex. The Jordan Building was completed prior to this plan. The cost of this project was \$19,449.60. There were only five academic buildings instead of eight, which was mentioned in the resources required section. There was a savings of \$25,550.40 from the estimated cost.

The Spring 2003 Faculty survey indicated that out of 35 participants, 9 never use the projection equipment provided, 7 use the projection equipment 1-5 times per semester, 4 use it 6-9 times per semester, 10 use it 10 or more times per semester, and 5 chose not applicable.

##### **RESPONSE**

This objective has been completed. The survey reflected that over half the participants who returned their survey use the projection equipment. As more faculty incorporate technology and learning in their curriculum the equipment use should increase. Survey results will be compared to next year results to determine if classroom projection use has increased. The Technology department will maintain the equipment distributed as needed.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2003-04**

##### **OBJECTIVE 2**

Technology Services will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

##### **ACTION PLAN 1**

CTS will install computer and projection equipment in one classroom in each academic building.

##### **RESULTS**

A Mitsubishi XL1U XGA LCD Projector with ceiling mount and a Gateway E2000 PC with Microsoft Windows XP and Microsoft Office XP was installed in Holliman-Fountain Education Building room 102, Morgan-Moses Science Building room 105, Parker Building room 102, Salter Building room 1A, and the Miller Music Building Annex. The Jordan Building was completed prior to this plan. The cost of this project was \$19,449.60. There were only five academic buildings instead of the eight that were mentioned in the resources required section. There was a savings of \$25,550.40 from the estimated cost.

##### **RESPONSE**

This objective has been completed. The Technology department will maintain the equipment distributed as needed.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2004-05**

##### **OBJECTIVE 2**

Technology Services will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

##### **RESULTS**

A Mitsubishi XL1U XGA LCD Projector with ceiling mount and a Gateway E2000 PC was installed in the Music Lab. A Mitsubishi XL4U LCD projector with ceiling mount and a Gateway E2100 PC was installed in the Cook Building classroom. A Mitsubishi XL5U LCD projector with ceiling mount and a Gateway E2300 PC was installed in the Holliman-Fountain Education Building.

##### **RESPONSE**

Budget has been approved for an additional projector and PC to be installed in the Salter building. Once the equipment arrives, Technology services will complete the installation. Technology Services will continue to maintain and support the equipment distributed as needed.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **OBJECTIVE 2**

The CTS department will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

#### **ACTION PLAN 2**

CTS will create one computer lab in each academic building.

#### **ASSESSMENT**

- Compare technology requests to equipment installation
- Review technology satisfaction survey issued to faculty

#### **RESPONSIBILITY**

CTS Staff, Vice President of Finance and Administration

#### **TIME FRAME**

2004-2005 Fiscal Year, half of the academic buildings completed

2005-2006 Fiscal Year, the remaining half of the academic buildings completed

#### **RESOURCES REQUIRED**

\$25,000 per lab

Total project \$100,000 for 4 Labs

#### **RELATED TO**

Institutional Goal No. 4

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **OBJECTIVE 2**

The CTS department will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

#### **ACTION PLAN 2**

CTS will create one computer lab in each academic building.

#### **RESULTS**

The objective of installing computer labs in each academic building was redirected through the Technology Committee's communities of service. The decision will be based on each division's need and completion of an impact statement issued by the Technology committee. Once the impact statement is completed and passed through the community of service and on to the Technology committee, a recommendation will be made to the Administrative Council. (refer to results of Objective 1, Action Plan 2)

The Spring 2003 Faculty satisfaction survey results indicated that overall the faculty is pleased with the Technology department. The median score was five (5) on every item: courtesy, communication, efficiency, supportiveness, quality of service, and information availability.

#### **RESPONSE**

When a decision is made to place a computer lab in one or all-academic buildings, the Technology department will begin the process of installation. The Technology department will continue to offer as much support as needed and to keep faculty informed to the best of our ability in order to improve the quality of service offered.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2003-04 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2003-04**

##### **OBJECTIVE 2**

Technology Services will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

##### **ACTION PLAN 2**

Technology Services will create one computer lab in each academic building.

##### **RESULTS**

To this date, official plans have not been made to place additional computer labs, beyond what is already in place. Currently there are 5 computer labs on campus. Three of those are in the Jordan building with software mainly for Business classes. One lab is placed in the Holliman-Fountain Education building for Education majors and one lab is in the Miller Music Building Annex for Music majors.

##### **RESPONSE**

When the decision is made to place a computer lab in another academic building, the Technology department will begin the process of planning and installation.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2003-04 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2004-05**

##### **OBJECTIVE 2**

The CTS department will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

##### **ACTION PLAN 2**

CTS will create one computer lab in each academic building.

##### **RESULTS**

The Division of Math & Science has submitted a proposal for the addition of a new computer lab in the Math & Science Building. The proposal was reviewed by Technology Services and passed along to the college's technology committee for approval. Recognizing the need for the lab, the college's technology committee approved the addition of the computer lab. The committee recommended that the exact cost and specifications of the project be presented to the Administrative council for final approval and time frame of implemental.

##### **RESPONSE**

Technology Services will determine the exact cost of a computer lab for Math & Science and submit its findings to the Administrative Council. Technology Services will begin implementation of the plans for the computer lab in the time frame recommended by the Administrative Council.

When the decision is made to place a computer lab in another academic building, Technology Services will begin the process of planning and installation.

**BREWTON-PARKER COLLEGE**

**COMPUTER AND TECHNOLOGY SERVICES  
SIX-YEAR STRATEGIC PLAN  
2002-03 THROUGH 2007-08**

**OBJECTIVE 2**

The CTS department will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

**ACTION PLAN 3**

CTS will contact each off-campus site weekly to determine computer lab equipment status and troubleshoot/repair any problems that arise.

**ASSESSMENT**

Review off-campus status log

**RESPONSIBILITY**

CTS Staff and Vice President of Finance and Administration

**TIME FRAME**

Weekly

**RESOURCES REQUIRED**

Time

**RELATED TO**

Institutional Goal No. 4

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2002-03**

##### **OBJECTIVE 2**

The CTS department will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

##### **ACTION PLAN 3**

CTS will contact each off-campus site weekly to determine computer lab equipment status and troubleshoot/repair any problems that arise.

##### **RESULTS**

An additional PC/Network Technician was hired October 31. The status log created to track maintenance needs at external sites began November 2002. The PC/Network Technician as well as other members of the Technology Department has visited each external site for various maintenance issues. There are 32 computers at the Hinesville campus, four at the Savannah campus, three at Norman Park, three at Glenville, and two at Baxley. The technician contacts the external sites weekly.

##### **RESPONSE**

Continue to review the External Site log to study the volume of maintenance needed at each site.

A technical audit was performed at each external site, which involved External Programs and the Technology department. In order to better serve and troubleshoot technical problems remotely, it was determined that all technical information needed to be documented for each external site and easily accessible by all members of the Technology department. The compiled technical information will be helpful in determining future technical needs of each external site as it continues to grow.

Interviews were conducted with members from each location to determine if there were any needs that could be met immediately. The only immediate concerns were the need for updated software packages in each lab setting for Business classes, suggested

DSL connection in Norman Park and communication connections in a storage room which is used as office space in Hinesville. The technical document and Norman Park's DSL connection is currently in progress. The communication connections for Hinesville are planned for the break in between Summer and Fall semester.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2003-04**

##### **OBJECTIVE 2**

The CTS department will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

##### **ACTION PLAN 3**

CTS will contact each off-campus site weekly to determine computer lab equipment status and troubleshoot/repair any problems that arise.

##### **RESULTS**

Multiple requests have been made to the Technology Department for replacement computers in Liberty County. The External Campus log indicates that several computers have problems and the inventory indicates that they are 5 years old. This site is growing to the point that additional support may be needed. Other sites have not reported any problems that call for additional support.

##### **RESPONSE**

The Technology Department will begin looking at the cost of purchasing new computers for Liberty County versus leasing computers for the site. The most cost efficient way will be chosen.

## **BREWTON-PARKER COLLEGE**

### **COMPUTER AND TECHNOLOGY SERVICES SIX-YEAR STRATEGIC PLAN 2002-03 THROUGH 2007-08**

#### **RESULTS & RESPONSES—2004-05**

##### **OBJECTIVE 2**

Technology Services will assist the college in achieving its Institutional Goal of providing technological resources, which support learning activities.

##### **ACTION PLAN 3**

Technology Services will contact each off-campus site weekly to determine computer lab equipment status and troubleshoot/repair any problems that arise.

##### **RESULTS**

The decision to replace all of the computers on the Liberty County campus based on the following factors.

- Between September 2004 and April 2005, seven trips and approximately 20 phone calls. to the Liberty County campus have been made to support their computer system.
- The following software items could not be updated to the same version that course instructors needed to teach courses because the computers were not capable of running the software.
- Most faculty and staff computers were the same age as well. Replacing all computers at the same time should reduce the support for the entire Liberty County campus.
- According to industry standards, Windows 98 Second Edition that is on the older computers is not as secure or as stable as Windows XP SP2 that would be on the new computers.

The specifications for the new computers on the Liberty County campus are:

- Gateway E-4300
- Windows XP Professional operating system
- Pentium 4 – 3.2 GHz processor
- 512 MB RAM
- 80 GB hard drive
- DVD-ROM for computer lab systems; DVD Burner for faculty/staff computer systems
- 15 inch LCD monitor

The most cost efficient way to update the Liberty County computers was determine to be to purchase them at a cost of \$59,160. Leasing spread a comparable cost over time, but forces continuous payments indefinitely if you upgrade the computers at the end of the lease term.

Other sites have not reported any problems that call for additional support.

**RESPONSE**

Technology Services will continue weekly contacts to BPC external sites to assess their need to additional support.