

Name, Position Title: Dr. David J. Ayersman, Vice President
Unit/Area of Responsibility: Information Technology Services
Performance Goals and Targets 2021-2022

Strategic Plan Goals	Department Goals	Related Tasks to Complete
Priority 1: Empower all students to succeed.		
Goal 1.1: Provide exceptional, ongoing student-centered services.	1. Provide responsive and personalized support to students and employees. 2. Leverage technology investments to maximize efficiency and productivity. 3. Expand availability of self-help services to make them more accessible 24x7. 4. Empower students to use fee-based lab printing with payment options.	a. Manage 3 (AIM and Learn-and-Earn) full-time positions to provide extended Help Desk service per week. b. Complete the migration from <i>Blackboard</i> to <i>D2L</i> . c. Complete the implementation of <i>Element</i> CRM solution. d. Finalize implementation of <i>PaperCut</i> to college-wide and allow fee-based printing. e. Implement <i>myPhoto</i> ID card printers and same-day service. f. Implement course evaluations with <i>Br</i> . g. Review course evaluation surveys to identify and service areas for improvement. h. Expand usage of <i>Zendesk</i> beyond IT and ADMISSIONS and enrich the online knowledge availability 24x7 for self-help.
Goal 1.2: Create an internal college support system to demonstrate a commitment to making New River ready for students.	5. Collaboratively provide a full range of assistance for remote and on-site users. 6. Leverage advice and perspective of advisory committees to establish priorities, focus efforts, and collaboratively make improvements.	i. Apply the OLC scorecard to assess student success and share results with key personnel. j. Meet regularly with advisory committees for library services (ACLS) and distance education. k. Identify SARA criteria, assess areas, develop a plan through collaboration with ACDE and the Cabinet and others. l. Identify options for improved access to library services with limited staffing and resources while expanding the pink building by 2025.
Goal 1.3: Promote purpose-driven thinking among students.	7. Promote life-long learning and opportunities for professional development among students and employees. 8. Promote communication tools that enable purpose-driven learning with learner engagement.	m. Advocate for <i>LinkedIn Learning</i> as professional development resource available to students and employees. Report to Cabinet with employee usage reports. n. Advocate for <i>Zoom, Zendesk, Teams</i> , and other communication solutions available to students and employees to improve communication.

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Priority 2: Enhance organizational effectiveness and accountability.

<p>Goal 2.1: <i>Improve employee communication and engagement.</i></p>	<p>9. Improve connectivity among campuses and to the Internet to reduce costs and improve services. 10. Replace outdated employee computers.</p>	<p>o. Obtain new quote for bandwidth from [redacted] and renew contract with improved services. p. Purchase laptop computers for 64 employees, classrooms, and iPads for each Student BOG, and IT.</p>
<p>Goal 2.2: <i>Streamline and adhere to policies and procedures.</i></p>	<p>11. Securely handle personal information and help users to maintain personal privacy. 12. Sustain and advance data governance efforts by creating a Privacy Policy.</p>	<p>q. Submit annual report of (a) cybersecurity awareness training progress to Data Governance by December. r. Collaborate with Chief Privacy Officer and fellow Data Stewards to create a NAC for students and employees. s. Improve privacy awareness training at Faculty and Staff Institute for delivery.</p>
<p>Goal 2.3: <i>Engage in collaborative planning that promotes a student-ready college.</i></p>	<p>13. Modernize classroom technologies to support academic programs. 14. Improve efficiency of course scheduling.</p>	<p>t. Coordinate with faculty to establish program classroom installations and upgrade the remote learning and remote work opportunities. u. Sustain and grow the Ad Astra implementation. Monitor and Predict modules to facilitate efforts.</p>

Priority 3: Engage in community and economic development.

<p>Goal 3.1: <i>Develop and strengthen external relationships.</i></p>	<p>15. Collaborate with and support the Erma Byrd Center. 16. Participate and engage within professional forums to promote New River advancements.</p>	<p>v. Manage the MOU with the Erma Byrd Center support. w. Serve as judge for annual CODiE award. x. Serve as Reviewer for Educause ELI award. y. Serve as Reviewer for Educause annual award. z. Participate in statewide WVVLN effort.</p>
<p>Goal 3.2: <i>Ensure educational offerings effectively meet regional workforce needs.</i></p>	<p>17. Modernize data management and processes used by Workforce for admission, course registration, and educational planning.</p>	<p>aa. Establish Banner as the solution for core information data for Workforce. bb. Despite Banner being used since 2017, procedures must be reviewed, refined, and updated to accommodate new personnel.</p>