

Name, Position Title: Dr. David J. Ayersman, Vice President and CIO
Unit/Area of Responsibility: Information Technology Services
Performance Goals and Targets 2022-2023

Strategic Plan Goals	Department Goals	Related Tasks to Complete
Priority I: Empower all students to succeed.		
Goal 1.1: <i>Provide exceptional, ongoing student-centered services.</i>	<ol style="list-style-type: none"> 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 users to create their own photo ID cards. 	<ol style="list-style-type: none"> a. Manage 4 part-time positions to provide extended Help Desk coverage of 60 hours per week. b. Manage <i>Brightspace D2L</i> course creation, enrollments, and training efforts. c. Complete the implementation of <i>Element451</i> as the New River CRM solution. d. Encourage use of new <i>myPhoto</i> ID card printers at each campus to provide same-day service. e. Revise end-of-term course evaluations within <i>Brightspace</i> in response to new survey questions recently created. f. Review course evaluation surveys to identify user satisfaction and service areas for improvement. g. Expand usage of <i>HESK</i> beyond IT and FINAID to include ADMISSIONS and enrich the online knowledgebase to increase availability 24x7 for self-help in preparation for SARA.
Goal 1.2: <i>Create an internal college support system to demonstrate a commitment to making New River ready for students.</i>	<ol style="list-style-type: none"> 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. 	<ol style="list-style-type: none"> h. Apply the OLC scorecard to assess student service areas and share results with key personnel. i. Meet regularly with advisory committees to advance initiatives for library services (ACLS) and distance education (ACDE). j. Identify SARA criteria, assess areas, develop any deficiencies through collaboration with ACDE and report progress to the Cabinet and others. k. Identify options for improved access to library services with limited staffing and resources while focusing on digital literacy skills for all users.
Goal 1.3: <i>Promote purpose-driven thinking among students.</i>	<ol style="list-style-type: none"> 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. 	<ol style="list-style-type: none"> l. Advocate for <i>LinkedIn Learning</i> as professional development source available to students and employees and provide Cabinet with employee usage reports. m. Advocate for <i>Zoom, Teams</i>, e-mail, and other communication solutions available to all students and employees to improve communication.

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Priority 2: Enhance organizational effectiveness and accountability.		
Goal 2.1: <i>Improve employee communication and engagement.</i>	9. Improve connectivity among campuses and to the Internet to reduce costs and improve services. 10. Replace outdated employee, lab, and classroom computers.	n. Finalize installation of new Internet circuits at all locations. o. Finalize Zoom classroom installations through the college. p. Replace outdated lab computers if funding is available.
Goal 2.2: <i>Streamline and adhere to policies and procedures.</i>	11. Securely handle personal information and help users to maintain personal privacy. 12. Sustain and advance data governance efforts by creating a Privacy Policy.	q. Submit annual progress reports for (a) cybersecurity and (b) privacy awareness training to President's Cabinet. r. Collaborate with Chief Privacy Officers (Registrar and HR) and fellow Data Stewards to create a New River Privacy Policy for students and employees. s. Improve privacy awareness training and incorporate it with Faculty and Staff Institute for delivery.
Goal 2.3: <i>Engage in collaborative planning that promotes a student-ready college.</i>	13. Modernize classroom technologies to support academic programs. 14. Improve efficiency of course scheduling.	t. Coordinate with faculty to establish priorities for Zoom classroom installations and upgrade these rooms to expand remote learning and remote work opportunities. u. Sustain and grow the Ad Astra implementation using the <i>Monitor</i> and <i>Predict</i> modules to facilitate course scheduling efforts.
Priority 3: Engage in community and economic development.		
Goal 3.1: <i>Develop and strengthen external relationships.</i>	15. Collaborate with and support the Erma Byrd Center. 16. Participate and engage within professional forums to promote New River advancements.	v. Manage the MOU with the Erma Byrd Center to provide IT support. w. Serve as judge for annual CODiE awards. x. Serve as Reviewer for Educause ELI awards. y. Serve as Reviewer for Educause annual conference. z. Participate in statewide WVVLN efforts.
Goal 3.2: <i>Ensure educational offerings effectively meet regional workforce needs.</i>	17. Modernize data management and processes used by Workforce for admission, course registration, and educational planning.	aa. Establish Banner as the solution for course and student information data for Workforce. bb. Despite Banner being used since 201762 by Workforce, procedures must be reviewed, refined, and information shared to accommodate new personnel.