

Strategic Plan Goals	Department Goals	Supporting Tasks to be Completed by Employees
Priority 1 — Empower all students and employees to succeed.		
Goal 1.1: <i>Provide exceptional, ongoing user-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 the availability of self-help services to make them more accessible 24/7. 4. Empower users with 24/7 self-services for performing essential tasks (create their own photo ID cards, register online for classes, schedule appointments for assistance) to support all New River users (as a SARA-approved institution). 5. Explore and leverage AI-enabled services where applicable to customize and improve services. 	<ol style="list-style-type: none"> 1. Manage part-time and full-time IT positions to provide extended Help Desk coverage for up to 60 hours per week (Davis). 2. Manage <i>Brightspace</i> course creation and enrollment procedures using manual uploads and scripts to copy the QM template into every new course shell (Ayersman). 3. Continue to manage support for critical services, including <i>Element 451</i>, <i>DropGuard</i>, <i>Argos</i>, <i>DegreeWorks</i>, and <i>Self-Service Banner</i>, to empower users to independently perform tasks (Garris). 4. Manage the <i>HESK</i> ticketing system for documenting and resolving issues and the <i>myPhoto ID</i> card printers at each campus to provide responsive and secure ID services (Davis, Gill, Akers, Major). 5. Finalize evaluation of <i>Scantron</i> as a new end-of-term course evaluation solution - as part of a collaborative faculty team (Ayersman, Davis, Garris). 6. Further expand and refine the Help Desk knowledgebase to improve 24x7 self-help support for all users (Ayersman, Davis, Garris, Gill, Akers, Major).
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"> 6. Collaboratively provide a full range of assistance to meet the needs of all users. 7. Leverage advice and recommendations of advisory committees and users to establish priorities, focus efforts, and collaboratively make improvements. 	<ol style="list-style-type: none"> 7. Implement the OLC scorecard to re-assess all student service areas and share results with key personnel (Ayersman). 8. Meet regularly with advisory committees to advance initiatives (Ayersman, Garris). 9. Receive and summarize user input on issues to guide priorities and tasks (Ayersman, Davis, Garris).
Goal 1.3: <i>Assist students in achieving their post-completion goals.</i>	<ol style="list-style-type: none"> 8. Promote opportunities for professional development to all users that lead toward life-long learning. 9. Empower users with communication tools and self-help opportunities that enable purpose-driven engagement and goal achievement. 	<ol style="list-style-type: none"> 10. Identify and advocate for professional development resources available to users as life-long learning opportunities (Ayersman, Davis, Garris). 11. Empower users with access to information, options for communication, enhanced digital literacy, and other solutions and services available to the New River educational community. (Ayersman, Davis, Garris, Gill, Akers, Major).
Priority 2 — Enhance organizational effectiveness and accountability.		
Goal 2.1: <i>Improve employee satisfaction.</i>	<ol style="list-style-type: none"> 10. Improve communication and engagement among employees by modernizing communication resources (phones, faxes, chatting, SMS, email, videoconferencing, and more). 11. Systematically renew technology resources needed by users in offices, labs, and classrooms. 	<ol style="list-style-type: none"> 12. Manage and improve the new phone and fax solution (Ayersman, Davis, Gill, Akers, Major). 13. Gather data and feedback to evaluate usage of IVN classrooms and computer labs to manage continued support while downsizing under-utilized on-campus resources and improving support for the increasingly remote population of users (Ayersman, Davis, Gill, Akers, Major). 14. Identify and manage technology replacements to meet the ongoing and dynamic needs of the College (Ayersman, Davis, Gill, Akers, Major). 15. Promote and support HYFLX work and learning environments to provide greater flexibility and balanced school/private life demands for all users (Ayersman, Davis, Garris, Gill, Akers, Major).
Goal 2.2: <i>Improve employee resources.</i>	<ol style="list-style-type: none"> 12. Securely manage personal information and assist all users with managing personal privacy and security. 13. Sustain and advance data governance efforts to standardize privacy and security measures and awareness. 	<ol style="list-style-type: none"> 16. Submit quarterly updates for cybersecurity and privacy awareness training to President's Cabinet and annual reports to the Board (Ayersman). 17. Collaborate with Data Stewards to advance the College's governance of privacy and security efforts (Ayersman, Davis, Garris). 18. Improve privacy awareness training completion rates through recognition of current cyber heroes and encouragement/assistance for future cyber heroes (Ayersman, Davis, Garris).
Goal 2.3: <i>Engage in collaborative planning that promotes a student-ready college.</i>	<ol style="list-style-type: none"> 14. Modernize classroom technologies to support current and near-future academic programs. 15. Improve the procedural efficiency of critical tasks that include multiple functional areas (admissions, course registration, scheduling, communication, and information access). 	<ol style="list-style-type: none"> 19. Collaborate with users to maximize investments for resources and services that could be better utilized to realize greater benefits (e.g., IVN Classrooms, Zoom, Argos, Ad Astra, Brightspace, and SharePoint) (Ayersman, Davis, Garris).
Priority 3 — Engage in community and economic development.		
Goal 3.1: <i>Develop and strengthen external relationships.</i>	<ol style="list-style-type: none"> 16. Consolidate the Erma Byrd Center and New River infrastructure to enhance and improve the support and management of services. 17. Engage professional peers through participation in forums and groups to promote New River advancements, obtain improved perspectives, and refine priorities and tasks. 	<ol style="list-style-type: none"> 20. Evaluate IT support needs for the PHEC and secure the resources needed (Ayersman, Davis, Akers). 21. Annually represent the College by serving as a judge for the international CODiE awards (Ayersman). 22. Annually represent the College by serving as a Reviewer for the international Educause ELI awards (Ayersman). 23. Annually represent the College by serving as a Reviewer for the international Educause conference (Ayersman). 24. Participate in statewide broadband, cybersecurity, WVNET BUG, and WVVLN meetings and initiatives (Ayersman, Davis, Garris).
Goal 3.2: <i>Provide non-credit training to address regional workforce needs.</i>	<ol style="list-style-type: none"> 18. Assist Workforce with modernizing processes used for data management, marketing, admission, course registration, educational planning, and delivery. 	<ol style="list-style-type: none"> 25. Continue to improve course and student information data for Workforce using Banner, D2L, and the portal (Ayersman, Davis, Garris). 26. Review and update onboarding and off-boarding procedures and data extraction scripts to meet user needs (Ayersman, Davis, Garris).