New River
Community and Technical College

Technology and Library Services Plan

2015 - 2020

Report and Recommendations for the New River CTC
Board of Governors and Educational Community
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I. Executive Summary

Technology and library services play a critical role in higher education. Planning for the effective use of technology and library services throughout the College helps to prioritize resources, align various functional areas, and enable the institution to achieve its mission.

This Technology and Library Services Plan is designed to align with the overall strategic planning and budgeting process, but also specifically with other key College plans. While this plan is able to forecast with some confidence, changes over the next three years, it attempts to look further by spanning five years. This aligns it with other key College plans.

This plan provides a brief overview of technology and library services to date, which depict the landscape and current state of affairs for the College in the area of technology and library services. It also looks ahead five years by addressing foreseen areas of challenge and opportunity. Almost certainly, unforeseen challenges will arise in the next five years as well. We anticipate this and will address them as they do.

II. Institutional Alignment and Context

To explain how this plan aligns with other College initiatives and to establish a context for understanding present and future challenges and opportunities, this plan is intended to:

1. Establish clear goals and a realistic strategy for using library services, telecommunications, and information technology to improve learning, facilitate communication, and support other College functional areas.
2. Include a professional development strategy to ensure that department employees maintain expertise in the areas relevant to their responsibilities, but also incorporate the broader audience of all employees and students so that they too know how to use these new technologies and services.
3. Include a needs assessment of telecommunication services, hardware, software, and other service areas to determine where additional investments are warranted while also understanding areas where support can be reduced or withdrawn.
4. Incorporate a sufficient budget to acquire and maintain the hardware, software, professional development, and other services that will be needed.
5. Include an evaluation process that enables us to monitor progress toward the specified goals and make midcourse adjustments in response to new developments and opportunities as they arise.

1. Clear Goals

Annual departmental goals for Technology and Library Services are created and submitted to the President. These goals are specifically aligned with the Strategic Master Plan. This information is available online (see link below) for both current and prior year goals (also see Appendix A for Mission).
https://web.newriver.edu/aboutus/mission.html

We are also guided by the **Ellucian Action Plan** as we establish and achieve our departmental goals. The Ellucian Action Plan was provided to us by a visiting team from Ellucian (at the President's request) and a copy is available online:

https://web.newriver.edu/projects/ellucian/index.html

### 2. Professional Development Strategy

Professional development can be used to quickly retool employees as environmental variables change. But formalized training is not always the most expedient or efficient option. Each new technology, and often even the upgrades to existing technologies, requires investments of time and energy to acquire the skills and expertise to manage them. Professional development is particularly important for technology and library services personnel as a result of the rapid advances that occur with technology. In fact, it is difficult to imagine what technologies will be common in higher education five years into the future. So, rather than sending a few individuals to costly off-site training sessions, we’ve instead chosen to invest in online training resources that benefit not just our department specifically, but by making these resources available to all employees we facilitate professional development throughout the College. We also rely on our vendors and higher education partners (WVNET) to provide us with training opportunities in some highly technical areas.

Currently, the online training resources that we have available include:

**Lynda.com** is a leading online learning company that helps anyone learn business, software, technology and creative skills to achieve personal and professional goals. New River CTC has a College-wide subscription and all students and employees have access to the lynda.com video library of engaging, top-quality courses taught by recognized industry experts. Supervisors may create “playlists” to create personally meaningful courses for employees that focus on specific topics.

http://www.lynda.com/

**Ellucian On-Demand Subscription Library** is an affordable web-based training system designed specifically for administrative end-users (and those individuals providing functional support) of Ellucian products. Self-paced and highly interactive, each course within this comprehensive learning system provides instructional content and the opportunity for learners to get hands-on practice completing key processes and tasks. Assessments are also included for every course.

https://ellucian.okta.com
**Magna Commons** is an online, cloud-based professional development resource for faculty and administrators. It offers training for instructors and administrators in a variety of areas.
http://www.magnapubs.com/

**Quality Matters (QM)** provides online and web conferencing professional development opportunities to a broad audience including instructional designers, faculty, administrators, and adjunct instructors.
https://www.qualitymatters.org/

### 3. Needs Assessment

Generally speaking, equipment has a lifecycle and we are usually able to plan for replacements. When equipment critical to operations fails unexpectedly, we routinely replace or repair it. We obtain feedback regarding needs for technology and library services through many avenues. Our own professional opinions factor into these decisions for replacements and repairs, but so too do the opinions of our users and feedback that we receive through town hall meeting summaries, trouble ticket survey follow-ups, and other solicited input. As a result of this information, we foresee significant needs in the following areas for the 2015-2020 time-frame:

1. Our New River CTC voice, video, and data network was initially planned and installed in 2007. Although we’ve added multiple locations to our network since then, we will need to begin replacing some key components as they reach end-of-life.
2. Our IVN system was created over a five-year period (using a Title III grant) and was begun in 2008 and completed in 2012. Within just the past year, we’ve experienced multiple hardware failures for cameras, codecs, and video projectors (components of an IVN classroom). Each of these incidents has resulted in a disruption to classes. We must explore options and current trends in distance education for personalizing learning and changing our mindset for delivering video-based distance education. This exploration must consider individual mobile devices, computers, and personal off-site locations rather than sustaining the 18 dedicated IVN classrooms that we currently have.
3. Ellucian products and related support and services are increasingly costly to the College. By implementing the Ellucian Action Plan, we hope to maximize the value of these investments.
4. Rapid physical expansion and decreasing budgets have negatively impacted our ability to sustain a four-year replacement cycle for computers. Declines in enrollment indicate that this period of rapid expansion may be at an end. Renewed efforts must be made to annually refresh computing resources as funds allow.
5. The overall process used for onboarding and off-boarding employees must be improved to provide more consistency, value, timeliness, and better overall service. Extensive effort is required to maintain accounts, privileges, and accountability of
equipment and these procedures must become more efficient or more personnel will be required to manage this responsibility.

6. Orientation information must be updated to address current technologies and procedures (e.g., fee-based printing overview). The online orientation must be assessed to determine its effectiveness.

7. Relationships with public libraries must be established and fostered to develop mutually beneficial initiatives to promote access to library resources as well as possible delivery of academic program information.

When updates to the Facilities Master Plan are completed by May 1, 2016, this Technology Plan will need to be updated to include any recommendations (not yet addressed) regarding improvements and maintenance to our core telecommunications and data infrastructure.

4. Sufficient Budget
The majority of the operating budget for Technology and Library Services is encumbered from the beginning of the budget cycle as it goes to vendors for scheduled and contracted services (primarily WVNET, Alpha Technologies, CampusEAI, and GALE). Although we rely heavily on these services, they continue to increase in cost while our budget has been reduced more than once this year alone. While we plan for routine replacements of desktop computers using a four-year replacement cycle, to stay within budget we’ve not been able to maintain this replacement cycle for the past few years. During this time the College has experienced rapid growth to our physical infrastructure as well as increased enrollment and significant growth to the number of overall College personnel. In recent years, we were successful in obtaining a Title III grant that greatly improved our IVN infrastructure and other services for distance education. Continued efforts must be made to obtain outside revenue and expenses must be continuously reviewed to identify areas where costs may be reduced. We continuously evaluate our services to prioritize them and identify those that can be discontinued and those that must be sustained.

5. Evaluation Process
To evaluate our progress toward achieving our goals we rely on data from a variety of sources. As new annual goals are created and submitted to the President, prior year goals are reviewed and updated regarding progress made (see Appendix B for Goals).

We are currently working to create routine reports to better understand library services access to both on-site and online resources. Within the past year we migrated to an entirely new Help Desk ticketing system (Spiceworks), which means that historical information is not available for comparison purposes. However, we are working to create routine reports to better understand our Help Desk services using Spiceworks.
III. Background and Description of Services

A. Defining Technology and Library Services
Technology can be used in many ways. Primary areas where technology is applied at New River include: (1) teaching and learning, (2) communication, (3) data repositories, and (4) office administration. The technologies that have been deployed by New River in the past few years have significantly improved each of these areas.

With limited resources and staffing, New River has selectively chosen the services to host internally and the other services to contract out to vendors (the Cloud) so that maximum efficiency is achieved while also fully meeting all service requirements. These technologies are comprised fundamentally of hardware (infrastructure) and software (applications and contracted services).

Currently, library services at New River are comprised of a physical library in Lewisburg and reliance on public libraries throughout our 9-county service region. The Library subscribes to several online databases that are available from any Internet location to authenticated New River users.

B. Mission
The mission of Technology and Library Services is to (also see Appendix A for Mission):

A. Assist instructors in providing accessible, affordable, quality education by creating and maintaining a state-of-the-art technology infrastructure for data, voice, and video while also providing the hosted services needed to fully explore innovative distance and face-to-face education delivery methods.

B. Provide responsive and informative technical support to all employees and students while collaboratively providing the hosted services and college-wide reporting services that are needed.

C. Infrastructure
The core infrastructure required for college services is comprised of a Cisco unified network, VoIP phone system, virtualized data center, and numerous IVN classrooms and computers located throughout our multiple locations.

The College has made tremendous progress in building a multi-site network to support the online services and resources required of a top-ranked two-year academic program. This network provides data, voice, and video to locations in Beaver, downtown Beckley, Ghent, Lewisburg (Main GVC Campus, Lee Street, Library, and Arts and Sciences building), Marlinton, Princeton, and Summersville (main NCC campus, Allied Health, and some of Workforce). Both wired and wireless services are provided at each of these locations.
The College’s VoIP phone system includes over 200 Cisco phones, more than 15 fax lines, and five credit card lines. A web-based interface provides key administrators access to the Cisco Call Manager and Cisco Unity Voicemail systems.

As part of the separation of services from Bluefield State College in 2009, the New River network was created in August 2009 and a Cisco Voice over IP (VoIP) phone system was completed in January 2010. Both of these systems were state-of-the-art technologies at the time and are highly scalable to meet current and near-future needs of the College. A new virtualized data center was created on New River’s Beckley campus in June 2011. And in fall 2014 we migrated our entire data center to Charleston where Alpha Technologies now hosts it while we continue to administer it remotely.

We have created 18 interactive video network (IVN) classrooms to meet the demands for instruction delivered via this modality and to reduce intra-campus travel for administrative meetings.

D. Services and Staffing
The Technology and Library Services department is currently comprised of 9 full-time positions and seven part-time positions (see Appendix C for Organizational Chart). We frequently have vacancies and must continue operations with remaining staff while working to fill these vacancies. Within our department we maintain several specializations that enable us to best meet service expectations with our small staff. In each of these areas, our staff members provide crucial support and services to employees and students throughout the College (see Appendix D for Services Provided). As a result of these specializations, vacancies severely impact our level of service and we will work to expediently fill open positions.

E. Responding to Change
The College has experienced phenomenal growth and change over the past several years. Through all these changes, our staff has been involved in purchasing new equipment, configuring and deploying (or redeploying) that equipment, contracting new Internet services and software agreements, and assisting with the many other aspects of this rapid change. Our staff has been flexible, responsive, and adaptable to these changes and will remain flexible as we meet new challenges. To manage multiple concurrent projects with limited staffing, we rely heavily on project start and end dates (see Appendix E for Project Dates).

IV. New Demands, Areas for Improvement, and Next Steps

Our core infrastructure is beginning to age and we are experiencing hardware failures that are disruptive to learning. We will develop a plan to gradually replace key components of our IVN system as well as our network. This plan will address individualized learning opportunities and new technologies that will free us from place-bound, specially equipped
(and costly) classrooms while exploring possibilities for mobile devices and individually-owned devices to connect to our IVN system. This plan will also explore a hybrid approach that involves retaining our robust MCU and IPVCR while adding the new functionalities offered by cloud-based solutions from our vendors.

We will request quotes from competing vendors to assure that our monthly costs for voice and data services are competitive. Charges for these services change more rapidly than in most other areas.

Although we don’t have a dedicated information security officer, we will collaborate with other state agencies (e.g., the National Guard) to obtain objective data regarding our security vulnerabilities. Collaborating with others, we will then address these issues. We will also develop more formal information security procedures to guide our actions and increase security of information.

1. Off-Site Data Repository and Business Continuity Planning
In January 2015, we moved our hosted enterprise systems from our own data center to an off-site data center in Charleston, WV. This decision ensures that the College’s hosted online services remain available through both power and Internet disruptions, since this off-site data center provides redundancies not available at any of our College locations. This off-site data center also facilitates our disaster recovery and business continuity planning, since we can expect access to these services from any location.

2. Online Student Services and Support for Distance Education
In just the past few years, the College has implemented many online student services. While this benefits all students, it is especially important for our growing number of distance students — for these students may never, or only occasionally, appear in person on one of our campuses.

In fall 2005, distance education comprised only 10.3% of the College’s overall enrollment. Since that time, distance education enrollment has consistently increased every year. This has been true until Fall 2015, when both the overall enrollment and the distance education enrollments showed decline (see Appendix F for Enrollment Growth). In fall 2015, distance education enrollment comprised 42.8% of the total enrollment. Improved definitions for hybrid and distance education as well as recent distance education initiatives have likely contributed to this growth.

New River does not yet offer any degrees or certificates completely at a distance, but approval from the Higher Learning Commission was received in 2013 to offer up to 100% of our courses and programs at a distance. Progress in this area may reduce costs associated with physical classroom spaces while also contributing to an overall enrollment growth. To meet the needs of these students, all services must be fully available at a distance and our employees must become adept at delivering both our services and our instruction at a
distance. Our infrastructure for web-based learning is robust and can accommodate this growth, while our IVN infrastructure will require investments.

Challenges in this area include: (a) consistently providing orientation for all new employees and students to prepare them for teaching, learning, and support services in this environment, (b) additional support to address increased demands in the area of distance delivery of instruction and services, and (c) measurements of effectiveness for current distance delivered services to understand where improvements are most needed. Although full-time employees receive an orientation from Human Resources, part-time employees currently do not.

3. College Portal
Prior to implementing single sign-on with the College Portal, almost every New River online service required separate authentication and each service had its own URL or web page that had to be accessed individually. Clearly, that was a lot of usernames/passwords and web addresses for users to remember. As a result, this cumbersome approach resulted in users who often forgot credentials to online services, requiring assistance to reset passwords. And not every system required a strong password, so security of information was lacking. Implemented in 2012, our college portal integrates these multiple online services into a single sign-on environment so that users are required to authenticate only once, using a strong password. Recent efforts in this area have involved creating deep links into Banner to bring out useful information in dashboard-like nuggets on the portal landing page. We also use the portal as our Emergency Alert System for communication. Additionally, the landing page is used for announcements to users. During this past year, we successfully upgraded our portal to the most recent version available. As a result, this service should remain stable for the foreseeable future.

4. Mobile Apps
An exciting new area of development for online services and information is mobile devices such as phones and tablets. New River initially had individual mobile apps available from vendors for various products (e.g., Blackboard Mobile Learn, GALE Library Resources). Evolving past this approach, we recently implemented a New River Mobile App to aggregate the features and functionalities of multiple mobile apps into one app to provide access to all the online mobile services for the college. This mobile app will be periodically updated and is now available for both iOS and Android platforms. Additional support may be needed in this area as a result of this new demand for services.

5. Fax and Voice Services
Telecommunications (fax and voice) services require highly specialized support to manage our Cisco Unity Voicemail and Cisco Call Manager services. We currently do not have anyone on staff that has this specialization. Currently two of our nine full-time positions are vacant and as we fill them we will assign responsibilities for telecommunications support. Until then, it is comforting to know that we do possess some basic skills for support in this area.
and that we can routinely obtain more specialized support from Alpha Technologies, although this is at a cost.

We are currently re-evaluating our existing fax services in hopes of reducing costs and improving the services overall. Improvements could potentially include: (1) increasing accessibility to these services so that users can send faxes from their desktop computers, (2) identifying where reception of faxes can be centralized for efficiency, and (3) fulfilling all security needs for these transactions. We will release an overview of these services with recommendations for users.

6. Onboarding, Off-boarding, and Orientation
The best opportunity to provide critical information and issue all new students and employees an ID Card is during orientation. However, orientation is not yet a required experience for part-time employees. Although the College now has an online orientation for all new students, we do not yet know how effective this has been. Once this is known, we hope to collaborate with others to make an online orientation available to full-time and part-time employees as well. But issuing an ID Card to students (or employees) who don’t come to campus presents new challenges that we will overcome.

In the area of onboarding and off-boarding of employees, our department has experienced a tremendous increase in activity and demand. To continue to meet these demands we must either provide fewer services to part-time employees (the highest volume of turnover at the College) or develop new efficiencies and procedures to ensure that every new employee is granted all the access and services that are needed. Documentation of these steps and completion of these tasks is required by our internal auditors and we have recently made improvements in this area. We will work collaboratively with Human Resources, supervisors, and administrators to collaboratively establish a more consistent and efficient approach to onboarding and off-boarding.

One responsibility of technology and library services is to create the accounts and provide the access that employees and students need for the various systems that we use. Not all of these systems use single sign-on, so managing these accounts requires some rather extensive oversight. As users enter our organization we must be able to respond quickly to meet these needs in a timely fashion. And to maintain security, as users depart our organization we must be able to quickly remove these privileges as well. We will collaborate with other departments to improve this area while refining and updating our internal administrative department procedures to reflect these improvements.

An on-going challenge is to document our current administrative department procedures and related College policies (see Appendix H for Related Policies) and then update this information as it evolves. With frequent prolonged staff vacancies, we have struggled to maintain a high level of service and have not been able to complete this documentation. We hope to fill these vacancies soon, but realize that we are always vulnerable to a high turnover of our staff.
7. Library Services
In the area of library services, we are beginning to gather data that will guide our decisions pertaining to the hours, delivery format, and services that are most needed. We have begun to improve the delivery of our online services while also continuing to provide access to subscription databases. We’ve also begun to reduce expenses for some services to better standardize delivery of our services to all students and employees, regardless of location (see Appendix G for Library Services).

8. New Technologies
Any five-year plan regarding technology can be interpreted as only “best guesses” regarding the future of current technologies and the unanticipated introduction of new technologies. New River relies on a number of enterprise applications and as updates are released and even entirely new products, we must be poised and ready to adapt to this changing environment. By considering Internet standards and being watchful of proprietary technologies, New River can minimize the disruptions inherent with the transition through these changes. Compatibility among applications and services, as well as our ability to support them, must also be considerations. Our computers are predominantly using Windows 7 with some also using Windows 8. We expect to migrate to Windows 10 as a common operating system for all of our computers, but this will be triggered by the textbook selections of our instructors who teach courses that require specific operating systems. We will collaborate with others to explore new technologies and rely on the recommendations from the Technology and Library Services Advisory Group (formed in 2016) for improvements.

New River has not yet explored the use of eBooks. Research indicates that implementing eBooks can (1) reduce the amount that students spend on textbooks, (2) provide students more immediate access to the textbook information at the critical beginning of term time period, and, (3) promote higher levels of interaction by use of annotation and note-taking.

Very few locations throughout the College provide video surveillance for monitoring the security of our facilities, personnel, and students. Although our new facilities include these services, we must re-examine our older facilities and consider retrofitting them so that they conform to any new standards chosen. This will allow a single college-wide video surveillance solution with some centralized management while improving security College-wide.

V. Summary
In summary, this plan has attempted to provide an overview of technology services while also charting a path for the future. Admittedly, the future is uncertain. But it is an exciting time to be at New River because the improvements that have been made and the ones that are planned will continue to elevate the college as a top-ranked, two-year community college.
This plan will guide our decisions into the near future and a high level of flexibility will allow us to react to even the unforeseen challenges that lie ahead. Understanding the areas mentioned in this plan that will require future action for improvement is an excellent first step toward taking these positive steps.
References

1). Technology Services Mission
http://web.newriver.edu/aboutus/mission.html

2). Service Areas for Technology Services
http://web.newriver.edu/aboutus/services.html

3). Technology Services Organizational Chart
https://web.newriver.edu/aboutus/IT_orgchart_current-with-PT.jpg

4). My New River Portal
https://my.newriver.edu

5). Alignment of Mission, Goals, Objectives and Assessment Methods
https://web.newriver.edu/aboutus/mission.html

6). Projects and Timelines
https://web.newriver.edu/projects/index.html

7). Administrative Department Procedures
http://web.newriver.edu/procedures/index.html
<table>
<thead>
<tr>
<th>Appendix A. Technology and Library Services Mission</th>
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</table>

Table 1. The mission of New River Community College is to be an instrument for personal and economic development by providing access to programs and services that meet the needs of the region.

<table>
<thead>
<tr>
<th>Mission Statement</th>
<th>Objectives</th>
<th>Indicators</th>
<th>Strategies</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>To provide education and training opportunities to meet the needs of the region.</td>
<td>1. Increase enrollment in technology and library services programs.</td>
<td>1. Increase by 5%</td>
<td>1. Implement new online courses.</td>
<td>1. Faculty development funds</td>
</tr>
<tr>
<td>To improve access to technology and library services.</td>
<td>2. Enhance library facilities.</td>
<td>2. Improve by 10%</td>
<td>2. Expand library hours.</td>
<td>2. Library renovation funds</td>
</tr>
<tr>
<td>To support the community's needs.</td>
<td>3. Provide technology workshops and training.</td>
<td>3. Increase by 20%</td>
<td>3. Offer workshops on new technologies.</td>
<td>3. Workshop facilitation grants</td>
</tr>
</tbody>
</table>

NOTE: This information is also available online at this URL: https://web.newriver.edu/aboutus/mission.html
Appendix B. Annual Goals.

As annual goals are created and submitted to the President, prior year goals are reviewed regarding progress made. Below you will find the first page of our annual goals for 2015.

https://web.newriver.edu/aboutus/mission.html

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<table>
<thead>
<tr>
<th>Title</th>
<th>Performance Target</th>
<th>Reporting Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase the number of students enrolled in online courses by 10% in FY 2016</td>
<td>75% increase</td>
<td>In progress (80% achieved)</td>
</tr>
<tr>
<td>Reduce the cost of technology services by 5% in FY 2016</td>
<td>4.9% reduction</td>
<td>Complete (4.9% achieved)</td>
</tr>
<tr>
<td>Increase the number of satisfied students by 15% in FY 2016</td>
<td>87% satisfaction</td>
<td>Complete (87% achieved)</td>
</tr>
<tr>
<td>Improve the library's collection by 20% in FY 2016</td>
<td>18% improvement</td>
<td>Complete (18% achieved)</td>
</tr>
</tbody>
</table>

The complete information is available online at: https://web.newriver.edu/aboutus/mission.html
Appendix C. Organizational Chart for Technology and Library Services Personnel.

The organizational chart depicted below was accurate as of January 27, 2016 and does not include part-time positions. A current organizational chart can be found at: https://web.newriver.edu
## Appendix D. Services Provided.

There are several service area specializations within our department and we divide these responsibilities among us as shown in this diagram. Current information regarding these specializations can be found at:  
[https://web.newriver.edu/aboutus/services.html](https://web.newriver.edu/aboutus/services.html)
Appendix E. Gantt Chart of 2015-2020 Anticipated Projects.
Appendix F. Distance Education Enrollment Growth.

NOTE: The following chart depicts a total count of classroom seats as measured after each fall term from 2005 to 2015. In 2009, the College implemented new data definitions for all Instructional Modalities. Prior to that date, it was not possible to distinguish a 100% online course from a course that was only partially online. An important point to realize from the chart below is that even when the overall enrollment has declined, the distance education enrollment has continued to steadily increase, until Fall 2015 when both enrollments decreased. The new definitions are explained here: https://web.newriver.edu/technology/index.html
Appendix G. Library Services.

Overview and Library Transition Plan
The New River CTC Realignment that occurred in 2014 changed the oversight of Library Services from the Chief Academic Officer (Vice President for Academic Affairs) to the Chief Information Officer (Vice President for Technology Services). A complete Library Transition Plan is available online:


Library Services Mission
The mission of Library Services is to support the teaching, research, and public service commitments of the College. To fulfill this responsibility, we acquire, organize, maintain, and preserve materials in a variety of formats while providing access to and delivery of information, resources, and services to the entire New River educational community.

Hours and Staffing
http://www.newriver.edu/current-students/library-services

Information Literacy
The New River CTC library supports learning in many ways. One of the most critical library services provided is through our collaboration with faculty to ensure that the curriculum provides students with information literacy skills. One way this is achieved is through the GNED 100 course and through collaboration with the faculty who instruct this course. The Librarian is also available to guest lecture in courses upon request to provide detailed information about library information and services.
Appendix H. Related Policies

Computer Use Procedure (Acceptable Use Policy)
An Acceptable Use Policy (AUP) is a document stipulating constraints and practices that a user must agree to for access to a corporate network or the Internet. Many businesses and educational institutions require that employees and students sign an AUP before being granted system credentials and network access.

New River’s AUP is:
http://www.newriver.edu/images/stories/hr/procedures/procedure_21_computer_use.pdf

Email as the Official Form of Communication