



Division of Finance, Administration, and Business Innovation

Technology and Infrastructure

Quality Assurance and Control Plan for Fall 2020

Overview: The Office of Information Technology will work closely with all institutional areas to ensure quality assurance and control related to systems and technology infrastructure needs. The following technology and infrastructure systems have been scheduled for completion or implementation in July 2020 with a completion date of August 2020:

- Upgrades in the Learning Management System (LMS), Moodle, to provide a more user-friendly experience for students, faculty, ease of access for students and faculty, as well as an education and training module with certificate badging to confirm COVID-19 and other related training.
- Upgrades to the bandwidth to accommodate the increase in student and faculty use of mobile technology on campus given:
 - All new, first time in college students will receive a laptop computer
 - All returning students will receive a laptop computer
 - All faculty and staff will receive laptop computers
 - The aforementioned protocols will mitigate exposure to the virus by limiting shared use of technology and equipment, in particular in computer labs and other common spaces. Further, students can follow along in class with other online attendees for chat and other engagement.
- Expand the use of appointment systems that integrate into the current Student Information System (SIS), PowerCampus, as well as the Office 365 platform, such as Calendly for contact, updates, confirmations, rescheduling, and virtual and face-to-face meeting setup.
- Create operational efficiency and effectiveness by automating systems through API and scripting connectivity for interoffice use, reporting, analytics, and increased customer service/student experience.
- Expanding the use of PowerCampus modules for Degree Works to assist with virtual advising and less wait time for student registration.
- Connect PowerFAIDS to PowerCampus for a more fluid, automatic student clearance process
- Touchless billing and payment, including payment plans
 - These final three are important for fall express check-in and limited exposure to the high traffic areas of Financial Aid, Advising, and Student Accounts.
- Integrating DocuSign or an equivalent system for online signatures of student documents as well as interoffice documentation between divisions and units. This includes requisitions and requests. Such a system will allow for mitigation of viral transmission by reducing paper handling from person to person and office to office.