

**PIERPONT COMMUNITY & TECHNICAL COLLEGE  
BOARD OF GOVERNORS**

**Technology and Data Reporting**

**Tuesday, February 21, 2023  
1:30 PM**

**Pierpont's Advanced Technology Center (ATC)  
500 Galliher Drive  
Fairmont, WV 26554  
Room 216A**

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**AGENDA**

- I. Call to Order**
- II. \*Approval of Minutes – December 2, 2022**
- III. Updates**
  - A. Technology Policies
  - B. IT Infrastructure
  - C. IT Software
  - A. Help-Desk
- IV. Data Analytics and Report**
  - A. Data Reporting Update
    - HEPC
    - IPEDS
- V. Adjournment**



Mission Statement: To provide accessible, responsive, comprehensive education that works  
Vision: Empowering individuals to transform their lives through education  
Tagline: Education that works!

*\*Denotes possible action item*







# IT ANALYSIS

**PIERPONT COMMUNITY  
& TECHNICAL COLLEGE**

# THE TOP ISSUES



REACTIVE INSTEAD  
OF PROACTIVE



NO SUBJECT  
MATTER EXPERTS



SPENDING



FOCUS ON  
CUSTOMERS

# The Plan: Subject Matter Experts

Responsibilities Matrix				
Legend	Senior Information Systems Specialist	Manager of Information Systems	Information Systems Technician	Applications/Program Developer
Manage	Infrastructure Administration	Equipment Inventory and Control Manager	Policy and Procedures Tester	Salesforce
Support	Desktop Support (Only as required)	Classroom Technology Manager	TEAMS Manager	Register
	Systems Administration	Special Events Manager	Special Events Assist	Adobe
	Help Desk Support (Only as required)	External User Manager (external to Pierpont)	Website Analyst	Modern Campus
	Firewall	Employee Training and Management Manager	Employee Training and Management Assist	Curriculog
	Disaster Recovery Tester	Desktop Support	Desktop Support	Target X
		iOS Manager	Help Desk Assist	Ad Astra
		Phone Systems	Desktop Support	Banner
		Systems Administration	Phone Systems (Support)	Help Desk Assist
				DegreeWorks
				Argos Reporting (Only as required)
				Desktop Support (Only as required)

# The Plan: Proactive - Classroom Technology Manger

## **Before the beginning of a semester**

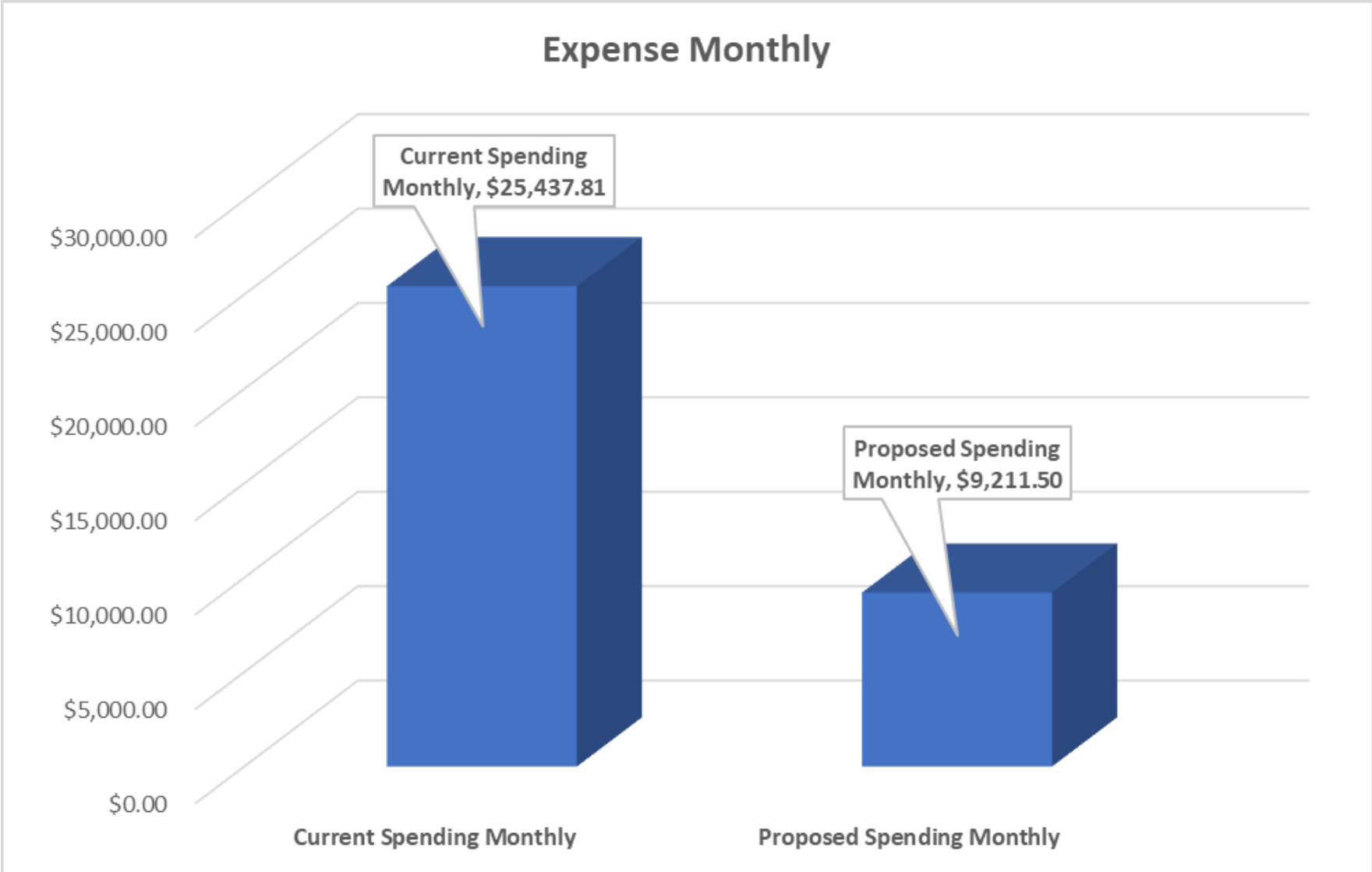
- **Audit of all classroom technology**
  - *Is everything working appropriately?*
- **Communication with Faculty**
  - *Do Faculty have what they need?*
- **Future point of contact for all classroom technology**
  - *Subject matter expert to contact with issues.*

# The Plan: Spending Efficiency

- **Research**
- **How does it fit with the overall picture?**
- **Does it lead to customer satisfaction?**
- **Does it increase retention of students, faculty and staff?**
- **Does it make our institution more efficient?**

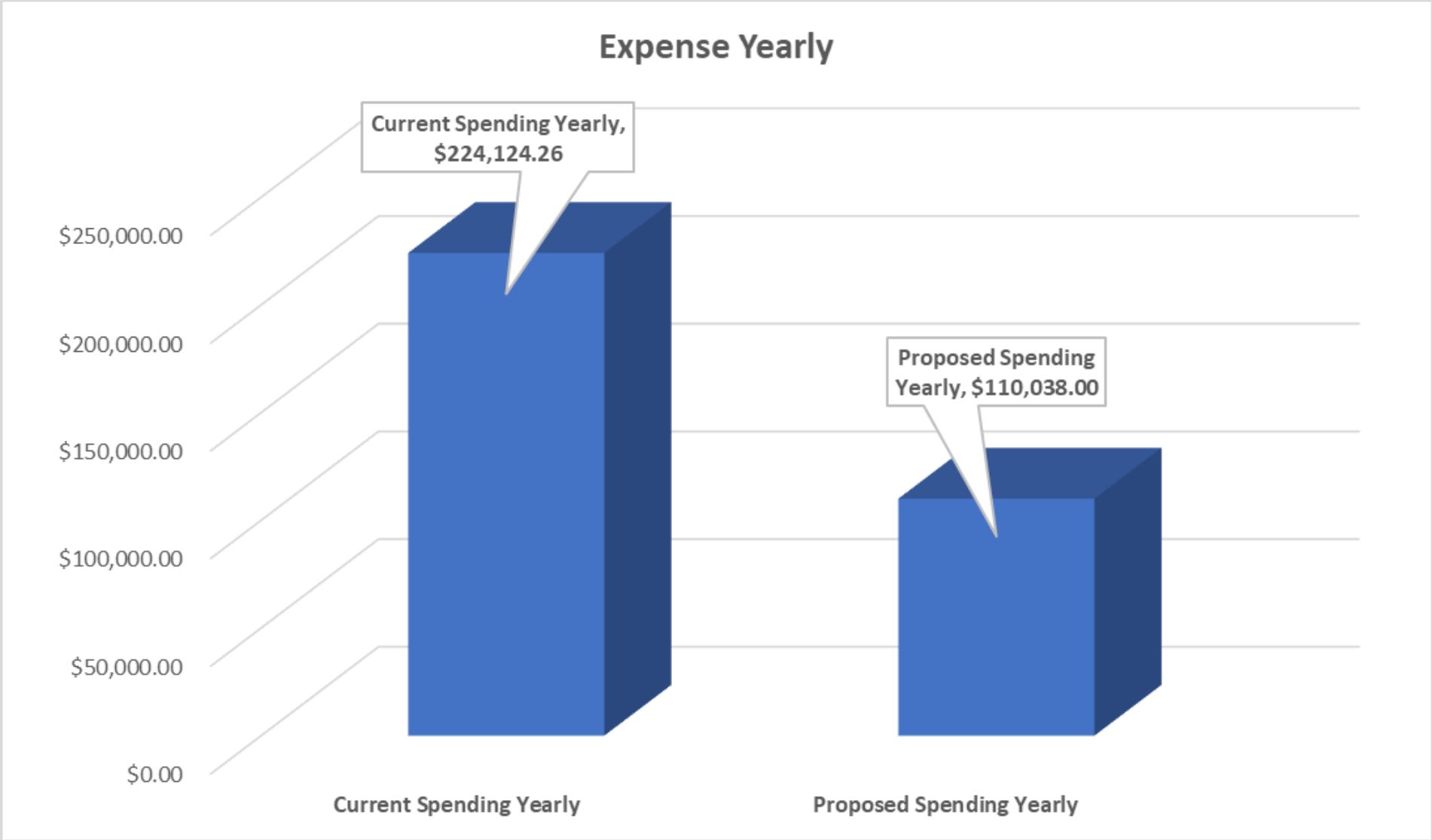


# IT EXPENSE REDUCTIONS MONTHLY



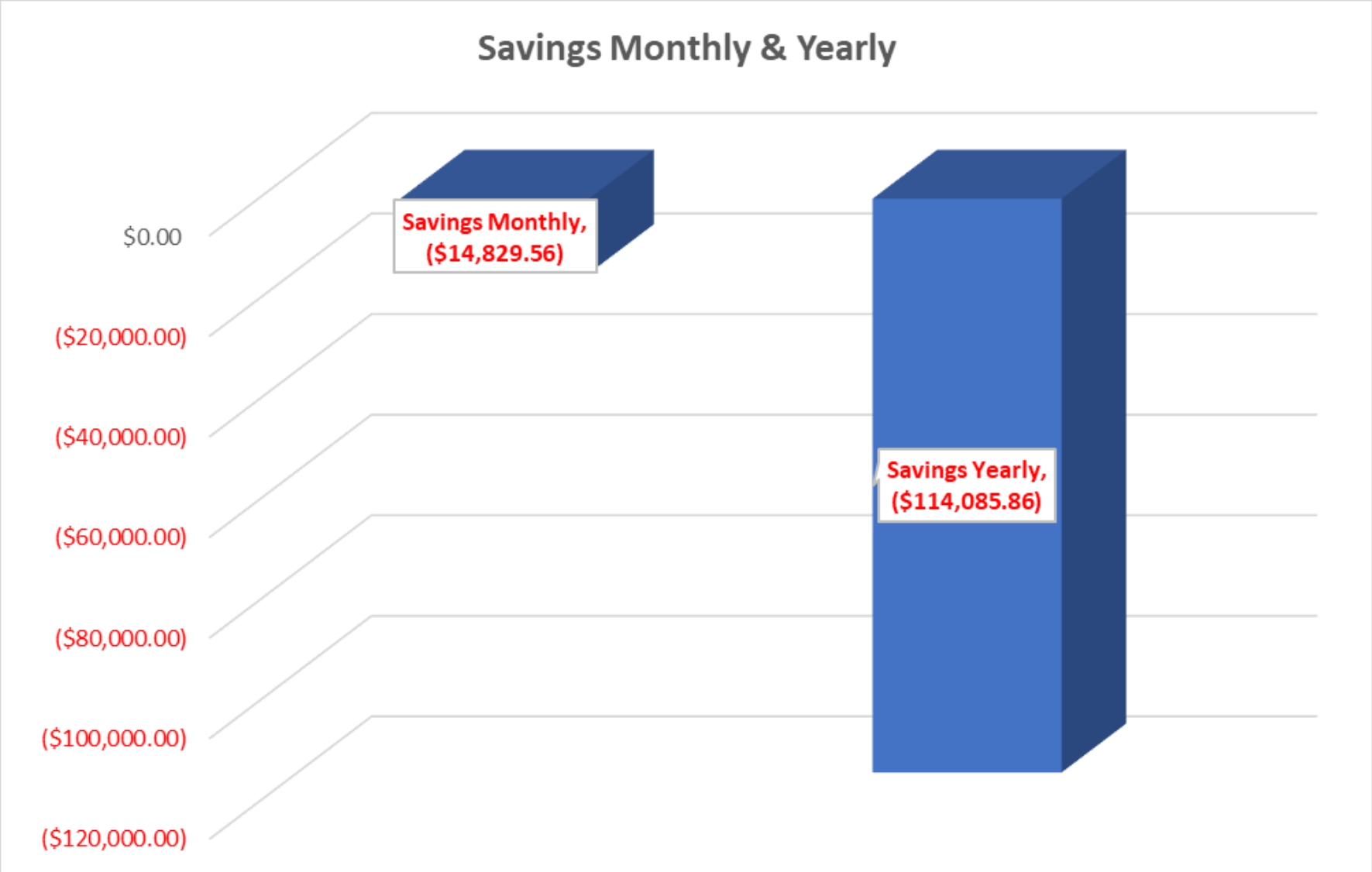
\*As of 12/01/2022

# IT EXPENSE REDUCTIONS YEARLY



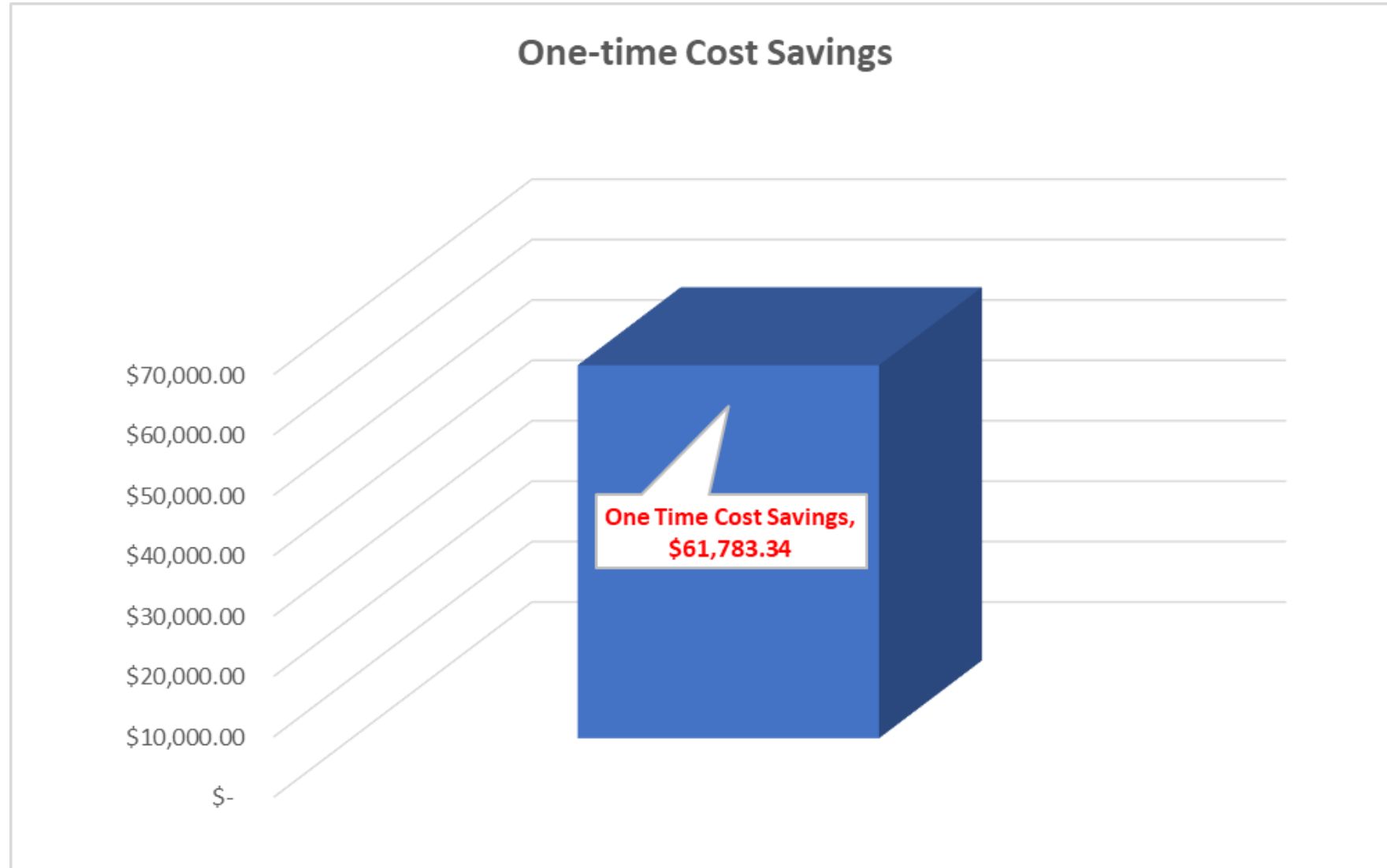
\*As of 12/01/2022

# IT EXPENSE SAVINGS



\*As of 12/01/2022

# IT EXPENS SAVINGS: ONE-TIME COSTS



\*As of 12/01/2022

# IT POLICIES AND PROCEDURES

- **20+ Policies**
- **25+ Procedures**

## IT Policy Timeline

- 1. Creation/Modification**
- 2. IT Committee**
- 3. Shared Governance Process**

# DATA ANALYTICS & REPORTING

## **Argos**

- **Slow**
- **Error prone**
- **Dependent upon programming experts.**

## **Business Intelligence**

- **Fast**
- **Efficient**
- **Anyone can utilize**