

Technology Planning Framework @ goucher.edu

Technology Planning Framework @ goucher.edu was developed to outline the current status and possible next steps for the following technology services:

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Student Technology Services @ goucher.edu

Technology Service	Status	Next Steps
1. E-mail	<ul style="list-style-type: none"> • Starting in Fall 2008, each incoming student receives a Goucher Google e-mail and Google Apps account and can access their e-mail through http://mail.goucher.edu. The format of Goucher Google student e-mail addresses is first.last@mail.goucher.edu. Students will be able to continue to use their Goucher Google e-mail account after graduation. • Students before Fall 2008 have an e-mail account on the college's Exchange e-mail system and can access e-mail through the use of Outlook Web Access (http://outlook.goucher.edu) using a web browser. These students can migrate to Goucher Google e-mail accounts at any time by notifying the Help Desk. • Electronic mail is an official means of communication for Goucher College. • E-mail is provided to students for 60 days after graduation. • Students can forward e-mail to non-Goucher e-mail accounts (e.g., Comcast, Yahoo!, etc.) but are encouraged to use their Goucher E-mail account for correspondence with faculty, students, and campus offices. • A directory of faculty, staff, and student e-mail addresses is available at http://www.goucher.edu/directory. A Goucher username and password is required to view student information in the directory. • The Goucher Digest, the college's bi-weekly e-newsletter highlights big news, upcoming events, and important announcements. Archives of the newsletter can be found at http://www.goucher.edu/x31671.xml. • Campus announcements for students are also provided through e-mail messages from the President, Vice Presidents, other key administrators and offices, and the Executive Board of the Student Government Association (SGA). • The college is using SonicWall software to review incoming Internet e-mail messages for unsolicited e-mail or SPAM for students using Outlook Web Access. Students can log in to the SonicWall system to review messages flagged as spam, adjust their spam filtering options, and indicate the frequency of receiving a Junk Mail summary of flagged messages. • Students can use iPhones to access their Goucher Google e-mail. 	<ul style="list-style-type: none"> • Enhance Goucher Google e-mail to provide students with the ability to look up the names and e-mail addresses of all faculty, staff, and students. Currently, students can only search for the names and address of students with Goucher Google accounts. • Continue migration of all students to Goucher Google e-mail accounts.

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	<ul style="list-style-type: none"> • The maximum number of e-mail recipients that can be specified in a Goucher Outlook Web Access e-mail message is 150. • The e-mail quota for students with a Goucher Google e-mail account is 7.3 gigabytes. • A warning message will be sent if a student reaches their Outlook Web Access quota (undergraduate: 40 megabytes, graduate: 30 megabytes). • The student will not be able to send an Outlook Web Access e-mail if they reach their “cannot send” quota (undergraduate: 50 megabytes, graduate: 40 megabytes). • The student will not be able to send an Outlook Web Access e-mail if they reach their “cannot receive” quota (undergraduate: 60 megabytes, graduate: 50 megabytes). • The largest size document or file that can be attached to an Outlook Web Access e-mail message is 6 megabytes. • Certain types of attachments (.bat, .com, .exe, .lnk, .pif, .scr, .vbs) are not permitted for Outlook Web Access messages because of the likelihood of viruses. • The Mailbox Manager Cleanup is run every Sunday at 1 a.m. to perform a cleanup of mailboxes, messages, and other Outlook Web Access information. Items that are older than the stated retention limits will be purged: Inbox (2 years), Sent Items (1 year, 6 months), Calendar (2 years, 6 months), Tasks (1 year), Journal (3 months), Contacts (Unlimited), Notes (1 year), and Deleted Items (7 days). 	
2. Personal Calendar	<ul style="list-style-type: none"> • Each student can create and maintain their own personal calendar through their Goucher Google e-mail or Outlook Web Access. • A calendar of events for a course is available to students in their Blackboard Course Management System class account. Students have a class calendar for each Blackboard course. 	
3. Personal Web Page	<ul style="list-style-type: none"> • Each student can create their own personal web page. • If a student is interested in creating a personal web page, they need to contact the Help Desk so that a folder can be created on the Meyerhoff computer 	<ul style="list-style-type: none"> • Seek funding to increase quota space.

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	<p>system.</p> <ul style="list-style-type: none"> • There is a 100 megabyte quota for student web page space. • Student web pages are provided to students for 60 days after graduation • The college's Computer User Policy indicates that Computing Resources such as a web page should be used in a "Lawful and Ethical Manner". 	
4. Electronic Portfolio	<ul style="list-style-type: none"> • Electronic portfolios have been created for undergraduate, graduate, and co-curricular programs. 	<ul style="list-style-type: none"> • The college is exploring enhancements to the current electronic portfolio system and evaluating other software options for electronic portfolios.
5. Discussion Groups	<ul style="list-style-type: none"> • Discussion groups are available to students for their classes in the Blackboard Course Management System. 	
6. Local Area Network (LAN) and Domain Capabilities	<ul style="list-style-type: none"> • All students are given a GCADMIN network account that provides students with access to public computer workstations in classrooms, labs, and the Information Commons in the Athenaeum. • The network account provides students with access to Darwin (Student Personal Network File Storage Space) and Meyerhoff (Student Web Page Storage Space). • The network account also provides students with access to the New Student Portal, Blackboard Course Management System, Inside Goucher intranet, myGoucher web portal, OneCard online system, and the Web Help Desk. • If students are using an off-campus computer connected to an Internet Service Provider (ISP) through a cable modem, a Digital Subscriber Line (DSL), or a modem connection, Virtual Private Network (VPN) access allows students to log in to the Goucher Network and access campus computing resources in a secure fashion over the Internet. 	
7. Personal Storage Space	<ul style="list-style-type: none"> • Students can store documents and files in the storage space of the Darwin Computer System. Student personal network file space and user directories are stored on the Darwin System and have a quota of 500 megabytes. Students can store documents and files in their personal user directory. Files and documents are backed up every day. • When students log into a classroom or lab computer, Desktop Authority 	<ul style="list-style-type: none"> • Seek funding to increase quota space.

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	<p>software runs so that the computer will use the student's personal settings. Desktop Authority will configure the classroom or lab computer each time a student logs in to install and set up the default printer for the classroom or lab, redirects the My Documents folder to the student's Darwin personal network folder, and changes the Open/Save file and folder locations in all Microsoft Office applications.</p> <ul style="list-style-type: none"> • Storage space is available on the Meyerhoff Computer System so that students can store their web pages for their personal web site. • Students with a Goucher Google e-mail account also have the ability to store files and documents. 	
8. Group Storage Space	<ul style="list-style-type: none"> • Faculty store presentations, class notes, assignments, and other electronic resources for students in the Blackboard Course Management System. 	
9. Computer System Accounts	<ul style="list-style-type: none"> • All students are given a GCADMIN network account that provides students with access to public computer workstations in classrooms, labs, and the Information Commons in the Athenaeum. • The network account also provides students with access to the Outlook Web Access or Goucher Google e-mail, New Student Portal, Blackboard Course Management System, Inside Goucher intranet, myGoucher web portal, OneCard online system, and the Web Help Desk. • The Password Change Management system website allows students to change their password without having to call the Help Desk. This website will first present an enrollment process which assists in establishing three security questions. Once the questions have been setup, they can be used at a later time to reset a forgotten password. • The Financial Aid Student Tracking System (FASTS) requires a unique username and password. • The student's library patron account requires a unique username and password. 	
10. Document and File Backups	<ul style="list-style-type: none"> • Daily backups are completed for student files stored on the Post (E-mail), Darwin (Student Personal Network Storage Space), Meyerhoff (web page space), and the Blackboard Course Management systems. 	

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11. Access to a Computer	<ul style="list-style-type: none"> • The college recommends that students bring a wireless laptop computer to campus. • Educational discounts for computer purchases are available to students. • Goucher College has recommended laptop program for students to consider that are provided at an educational discount. Students receive support through the Help Desk for laptops purchased through these programs including the use of a loaner laptop if needed. • Public and departmental computer lab facilities are available on campus for students. • Students have 24-hour access to public workstations in the Information Commons of the Athenaeum. • An e-mail kiosk is available to students in the Pearlstone Student Union. • A computer workstation is available on each level of the stacks in the library in the Athenaeum for students to look up resources in the online library catalog. • The Help Desk provides support and a loaner laptop to students who purchase a laptop through the college's laptop program. • The Information Technology staff only provides services to computer workstations owned by Goucher College. The Goucher staff can provide some diagnostic advice as time permits, but it is strongly suggested that students obtain an extended warranty or service plan for their computer workstation. The Information Technology staff offers the following services for personal computers: Installing network cards, computer setup to connect to the network, e-mail setup, and troubleshooting e-mail, network, or Internet problems. 	
12. Access to Software	<ul style="list-style-type: none"> • Each student will be provided with free Microsoft Office software (Microsoft Word, Excel, and PowerPoint) for either Windows or Macintosh. • McAfee Anti-Virus software is available for all students to download from the Information Technology web site. • The college has a site license for Microsoft software for use in campus computer labs and classrooms. • Discipline specific software is available in the college's computer labs, classrooms, and the Information Commons in the Athenaeum. 	

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Technology Service	Status	Next Steps
	<ul style="list-style-type: none"> Students can utilize the audio/video editing software (e.g. Final Cut Pro) in the Digital Arts Classroom (DAC) in the Athenaeum when courses are not scheduled in the DAC. 	
13. Professional Quality Audio/Video Equipment	<ul style="list-style-type: none"> Students on campus can check out audio / video equipment from the Decker Center for Teaching, Learning, and Technology (CTLT). The circulating Audio/Video equipment is available on a first-come, first-serve basis and other members of the Goucher community can check out this equipment. A sound room is available in the Athenaeum. 	
14. Printing	<ul style="list-style-type: none"> Each computer classroom and lab have at least one network printer for black and white output. There are black and white printers, a color printer, and a poster printer available to students in the Information Commons of the Athenaeum. One laser printer is available in the Athenaeum Commons. In the Spring 2006 semester, Goucher College implemented a "Print Wisely" program. The purpose of this program is to discourage wasteful printing, conserve environmental resources, and control printing costs to avoid passing these rising costs to students. Decisions on the aspects of this program were developed in collaboration with students. Most student network printers are set up to print on both sides of a piece of paper. Each side of paper that is printed will count as 1 page. If a student prints on both sides of a page, that will count as 1 page as well. If a student prints on a color network printer, each color page will reduce the student's balance by 2 pages. Students will be charged 100 points for posters printed on the poster printer. If a student depletes his or her quota of 600 pages, the student will be able to purchase an additional 100 pages for \$5.00. Students will each have a quota of 600 pages for the semester. 	
15. Access to Web Courses	<ul style="list-style-type: none"> Students can access syllabus and course documents posted by instructors in the Blackboard Course Management System. 	<ul style="list-style-type: none"> The college will be upgrading the Blackboard software to Version 9 in the Summer of 2010.

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16. Access to Research Information	<ul style="list-style-type: none"> • Students have the ability to search for books, journals, films, scores, music, and archival materials in the Goucher College Library through the online catalog. • Students have the ability to access online databases and journals. • Students have the ability to access the online catalog and library databases from on and off-campus. • Students have the ability to renew library items and view their library patron account. 	
17. View New Student Portal	<ul style="list-style-type: none"> • The New Student Portal is designed to help first-year, undergraduate students complete all necessary forms and placement tests to finalize their enrollment to Goucher College. 	<ul style="list-style-type: none"> • Enhance the new student portal • Provide transfer students with access to the new student portal and with information specifically for transfer students • Provide a new student portal for graduate students
18. Check Course Availability	<ul style="list-style-type: none"> • Students can view course availability information (open and closed courses) through the myGoucher web portal. 	
19. View Schedule of Classes	<ul style="list-style-type: none"> • Students can view the schedule of classes (past, current, and future semesters) through the myGoucher web portal. 	
20. View Course Schedule	<ul style="list-style-type: none"> • Students can view their course schedule (past, current, and future semesters) through the myGoucher web portal. 	
21. Receive and View Academic Progress Report	<ul style="list-style-type: none"> • An electronic early-warning system, known as Academic Progress Reports (APRs), is used to monitor students' academic success. • First-year students get at least one APR for each of their courses by the sixth week of the semester. APRs for other students are frequently used as warnings or explanations of final grades. • Copies of each APR are sent electronically to the student, the instructor who submitted the APR, the student's adviser, a contact in the Academic Center for Excellence, the office of the Associate Dean for Undergraduate Studies, and the Director of New Student Programs. • Multiple negative APRs initiate follow-up by two or more of these individuals. 	

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	<ul style="list-style-type: none"> • Students can view their Academic Progress Reports through the myGoucher web portal. 	
22. View Final Grades and Comments	<ul style="list-style-type: none"> • Students can view final grades and comments through the myGoucher web portal. 	
23. View unofficial transcripts	<ul style="list-style-type: none"> • Students can view an unofficial transcript through the myGoucher web portal. 	
24. Request transcripts	<ul style="list-style-type: none"> • The Registrar's Office requires a student to complete a transcript request form with a student's signature to process a request for a transcript. • The Registrar's office does not accept requests through e-mail and they do not fax transcripts. 	
25. View Financial Aid Award	<ul style="list-style-type: none"> • Students can view the status and amount of their Financial Aid award through the Financial Aid Student Tracking System (FASTS). • Financial Aid information is also available in the myGoucher web portal. 	
26. Check Student Account Balance	<ul style="list-style-type: none"> • Students can view their account balance through the myGoucher web portal. 	
27. Student Bills	<ul style="list-style-type: none"> • Students receive paper bills that are mailed to their permanent address. 	<ul style="list-style-type: none"> • Implement CASHNet to provide undergraduate students and parents with access to a web-based electronic bill.
28. Pay Student Account Balance	<ul style="list-style-type: none"> • Graduate students have the ability to pay for courses using a credit card or an Automated Clearing House (ACH) electronic funds transfer payment. 	<ul style="list-style-type: none"> • Provide undergraduate students and parents with the ability to pay the account balance using an Automated Clearing House (ACH) electronic funds transfer payment.
29. Electronic ID Card (One Card)	<ul style="list-style-type: none"> • Students are provided a One Card that provides: <ul style="list-style-type: none"> ○ A picture ID card ○ Electronic "key" for access to campus buildings ○ A debit card for on campus spending (meal plans, food purchases, bookstore purchases, vending machines) and off-campus spending ○ Goucher library card 	

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30. Add money to One Card	<ul style="list-style-type: none"> Students and parents can make a secure credit card deposit to add money to the One Card. 	
31. View One Card balance	<ul style="list-style-type: none"> Students can view their balances and detailed transactions through the OneCard website. Parents can view balances and detailed transactions of student but only after the student grants access to their account. 	
32. Student Textbook Inquiry and Purchase	<ul style="list-style-type: none"> The Barnes and Noble Goucher College Bookstore website provides students with the ability to view and order textbooks online. 	
33. Purchase Items from the College Bookstore	<ul style="list-style-type: none"> The Barnes and Noble Goucher Bookstore website provides the ability to purchase items and merchandise through the web site. 	
34. Degree Audit	<ul style="list-style-type: none"> The Academic Plan in myGoucher web portal tracks student's progress in completing the general education requirements. 	<ul style="list-style-type: none"> Extend the implementation of the Academic Plan beyond undergraduate general education requirements to the requirement of the major or minor. Implement the Academic Plan for all graduate degrees and certificates.
35. Career Development Services	<ul style="list-style-type: none"> The Career Development Office website provides information and resources to students and employers. 	
36. Undergraduate and Graduate Catalog access	<ul style="list-style-type: none"> Students can view catalog course information through the myGoucher web portal. Students can view and download the Academic Catalogue through the Goucher website. 	
37. Electronic Reserves	<ul style="list-style-type: none"> Students can view course electronic reserves through the Blackboard Course Management system. 	
38. Access to Campus Events and Meetings	<ul style="list-style-type: none"> Students have the ability to view campus events and meetings through the Goucher Digest Portal. 	

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39. Advertise Campus Events and Meetings	<ul style="list-style-type: none"> • Students have the ability to enter campus events and meetings through the Goucher Digest Portal. 	
40. On-Line Student Government Elections	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Explore network or web based online election software options.
41. Surveys	<ul style="list-style-type: none"> • Student groups and clubs can request assistance from Information Technology or Institutional Research in designing and conducting web based surveys. 	
42. Student Newspaper	<ul style="list-style-type: none"> • Students can edit and view the Quindecim student-run newspaper through College Publisher. 	
43. Student Radio Station Broadcast	<ul style="list-style-type: none"> • Students can listen to Goucher Student Radio through the radio's website. 	
44. Web Portal / Intranet	<ul style="list-style-type: none"> • Students have the ability to perform the following functions in the myGoucher web portal: <ul style="list-style-type: none"> ○ View Advisor Information ○ View Course Availability ○ View Schedule of Classes (past, current, and future semesters) ○ View Course Schedules (past, current, and future semesters): listing of classes and graphic display of classes ○ View Academic Progress Reports ○ View Final grades and comments ○ View unofficial transcript ○ View Academic Plan showing a student's progress in meeting the general education requirements ○ View Financial Aid ○ View Student Account Balance ○ View the Online Registration Tutorial ○ View assigned time for online registration ○ View eligibility for online registration ○ Register Online ○ Add and drop classes online 	
45. Campus Network and Internet Access	<ul style="list-style-type: none"> • Access provided through computer workstations in classrooms, computer labs, Information Commons in the Athenaeum, and the Athenaeum Commons 	<ul style="list-style-type: none"> • Continue to review Internet usage to determine if the college's

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	<ul style="list-style-type: none"> • Access provided through wireless “Hot Spots” and outside antennas. • Each student will be able to connect to the ‘gouchervisitor’ or the ‘goucher’ wireless network using their Goucher username and password. 	<p>bandwidth to the Internet needs to be increased.</p> <ul style="list-style-type: none"> • Implement wireless “Hot Spots” inside residential housing facilities.
46. Residential Housing Campus Network and Internet Access	<ul style="list-style-type: none"> • Internet Access provided for each residential student: one ethernet network outlet is provided for each residential student • Wireless Internet access and “Hot Spots” provided in all residential hall common rooms • Wireless Internet access and “Hot Spots” provided in Sondheim and Welsh halls • Wireless network/Internet access provided outside in the residential quad 	<ul style="list-style-type: none"> • Implement wireless “Hot Spots” inside residential housing facilities.
47. Residential Housing Cable Television	<ul style="list-style-type: none"> • Cable Television is provided for all residential students. • One cable television outlet is provided in each residential room. • Cable Television is provided in all common rooms 	
48. Remote Campus Network and Internet Access	<ul style="list-style-type: none"> • Virtual Private Network (VPN) access is available for students to log in to the Goucher Network and access campus computing resources in a secure fashion over the Internet through an off-campus computer connected to an Internet Service Provider (ISP) through a cable modem or a Digital Subscriber Line (DSL). 	<ul style="list-style-type: none"> • Implement a web-based VPN solution for the campus.
49. Telephone Services	<ul style="list-style-type: none"> • Local telephone service and a voice mail box are available to resident students by request only. Students will need to bring their own telephone to campus. • The college does not provide long distance services to students. • There are 19 Blue Light phones and emergency phones located in campus elevators. The phones are set up to communicate directly to the Office of Public Safety. If students observe a potential safety hazard, require assistance, notice suspicious activity, feel unsafe, or need a walking escort, students can reach the Office of Public Safety directly through any blue light or emergency phone on campus. 	<ul style="list-style-type: none"> • Implementation of additional blue light emergency phones

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50. Technology Orientation	<ul style="list-style-type: none"> • Undergraduate Student and Parent Information Technology sessions are held during Summer Orientation to review: <ul style="list-style-type: none"> ○ What type of technology should I bring? ○ What are Goucher's recommended computer models? Are Educational Discounts available? ○ What technology services are available? ○ Who do I contact if I have questions? ○ What else do I need to know? ○ What's next? • A Technology Orientation is held during Fall Orientation for first-time students providing information on technology services and support available at the college. • The Student Information Technology Handbook addresses some of the most common questions students have about Information Technology at Goucher. • The Information Technology website provides information and directions on the technology services and support available at the college. 	
51. Technology Self-Assessment	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Consider the development of a Technology Self-Assessment
52. Technology Skill Development and Training	<ul style="list-style-type: none"> • The Decker Center for Teaching, Learning, and Technology (CTLT) provides workshops and training for the campus community. The CTLT notified the campus community of upcoming workshops and training sessions on a regular basis. • Students can e-mail training@goucher.edu to request training. 	

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53. Technology Help, Assistance, and Support	<ul style="list-style-type: none"> • The Help Desk is the single point of contact for all computer, telephone, voice mail, and cable television questions, problems, information, or service requests for faculty, staff, and students. The regular business hours of the Help Desk is Monday through Friday from 8 a.m. to 5 p.m. • The Help Desk @ Night provides support Monday through Thursday from 5 p.m. to 9 p.m. (during fall and spring semesters only). • The Decker Center for Teaching, Learning, and Technology (CTLT) facilitates collaboration and discussion of issues dealing with today's teaching and learning challenges and opportunities. The Center provides resources that encourage exploration of new ideas and new technologies. Center professionals provide models of innovation, collaboration, and creative solutions to learning needs. CTLT supported computing facilities are located throughout the Goucher College Library in the Athenaeum, including the Decker Center computer lab and the Digital Arts Classroom. When classes are in session, student team members are available to assist you in the Athenaeum at the following times: <ul style="list-style-type: none"> ○ Monday through Thursday: 8 a.m. to midnight ○ Friday: 8 a.m. to 6 p.m. ○ Saturday: Noon to 6 p.m. ○ Sunday: 2 p.m. to Midnight • After Hours Emergency on-call assistance: Disruptions of campus-wide services after business hours can be reported by calling the emergency phone line at (410) 337-6322. 	

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53. E-mail	<ul style="list-style-type: none"> • An e-mail account is provided to all faculty and staff. • Electronic mail is an official means of communication for Goucher College. • E-mail accounts normally remain active for students and faculty for 60 days after individuals leave the institution, and are terminated for administrative staff on the last date of employment. Exceptions may be made at the discretion of the college. • A directory of faculty, staff, and student e-mail addresses is available in the Global Address List of Outlook and Outlook Web Access. A web-based directory is also available at http://www.goucher.edu/directory. A Goucher username and password is required to view student information in the directory. • The Goucher Digest, the college's bi-weekly e-newsletter highlights big news, upcoming events, and important announcements. Archives of the newsletter can be found at http://www.goucher.edu/x31671.xml. • Campus announcements are also provided through e-mail messages from the President, Vice Presidents, other key administrators and offices, and the Executive Board of the Student Government Association (SGA). • The college is using SonicWall software to review incoming Internet e-mail messages for unsolicited e-mail or SPAM for students using Outlook Web Access. Employees can log in to the SonicWall system to review messages flagged as spam, adjust their spam filtering options, and indicate the frequency of receiving a Junk Mail summary of flagged messages. • The maximum number of e-mail recipients that can be specified in an e-mail message is 150. • A warning message will be sent if an employee reaches their e-mail quota (120 megabytes). • The employee will not be able to send an e-mail if they reach their “cannot send” quota (130 megabytes). • The employee will not be able to send an e-mail if they reach their “cannot receive” quota (140 megabytes). • The largest size document or file that can be attached to an e-mail message is 6 megabytes. 	<ul style="list-style-type: none"> • Seek funding to increase quota space.

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	<ul style="list-style-type: none"> • Certain types of attachments (.bat, .com, .exe, .lnk, .pif, .scr, .vbs) are not permitted for Outlook Web Access messages because of the likelihood of viruses. • The Mailbox Manager Cleanup is run every Sunday at 1 a.m. to perform a cleanup of mailboxes, messages, and other Outlook information. Items that are older than the stated retention limits will be purged: Inbox (2 years), Sent Items (1 year, 6 months), Calendar (2 years, 6 months), Tasks (1 year), Journal (3 months), Contacts (Unlimited), Notes (1 year), and Deleted Items (7 days). • Faculty and staff can store their e-mails in personal folders (.pst files) that is stored on the e-mail server. • Older e-mails are automatically archived by the Enterprise Vault system and can be viewed, searched, or restored at any time. • Faculty can e-mail their classes through the Blackboard Course Management System or the myGoucher web portal. • Faculty can e-mail all students in a program of study through the myGoucher web portal. 	
54. Personal Calendar	<ul style="list-style-type: none"> • Each person can create and maintain their personal calendar through the use of Outlook or Outlook Web Access. • Group scheduling can be completed through the use of Outlook or Outlook Web Access. • Faculty can create a calendar of events for each course in the Blackboard Course Management System. 	<ul style="list-style-type: none"> • Encourage the campus community to use Outlook to maintain personal schedules and to schedule group meetings.
55. Personal Web Page	<ul style="list-style-type: none"> • Each employee can create their own personal web page. • If an employee is interested in creating a personal web page, they need to contact the Help Desk so that a folder can be created on the Meyerhoff computer system. • There is a 100 megabyte quota for employee web page space. • Web pages normally remain active for students and faculty for 60 days after individuals leave the institution, and are terminated for administrative staff on the last date of employment. Exceptions may be made at the discretion of the college. 	<ul style="list-style-type: none"> • Seek funding to increase quota space.

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Technology Service	Status	Next Steps
	<ul style="list-style-type: none"> The college's Computer User Policy indicates that Computing Resources such as a web page should be used in a "Lawful and Ethical Manner". 	
56. Discussion Groups	<ul style="list-style-type: none"> Faculty can create discussion groups are available for their classes in the Blackboard Course Management System. 	
57. Local Area Network (LAN) and Domain Capabilities	<ul style="list-style-type: none"> All students are given a GCADMIN network account that provides students with access to public computer workstations in classrooms, labs, and the Information Commons in the Athenaeum. The network account provides students with access to Darwin (Student Personal Network File Storage Space) and Meyerhoff (Student Web Page Storage Space). The network account also provides students with access to the New Student Portal, Blackboard Course Management System, Inside Goucher intranet, myGoucher web portal, OneCard online system, and the Web Help Desk. If students are using an off-campus computer connected to an Internet Service Provider (ISP) through a cable modem, a Digital Subscriber Line (DSL), or a modem connection, Virtual Private Network (VPN) access allows students to log in to the Goucher Network and access campus computing resources in a secure fashion over the Internet. 	
58. Personal Storage Space	<ul style="list-style-type: none"> Faculty and staff can store documents and files in the storage space of the Magellan Computer System. Faculty and staff personal network file space and user directories are stored on the Magellan System and have a quota of 1.5 gigabytes. Faculty and staff can store documents and files in their personal user directory. Files and documents are backed up every day. Faculty and staff can store documents and files in the storage space of the Blackboard Course Management System. 	<ul style="list-style-type: none"> Seek funding to increase quota space.
59. Department and Group Storage Space	<ul style="list-style-type: none"> Network storage space is provided for departments in order to store documents and files that can be shared among people in the department. 10 gigabytes of space is allocated to department network folders. Departments can create an Inside Goucher intranet site to share documents and information with the campus community or to collaborate on documents within a department. Information on the Inside Goucher site can be accessed by a web browser. 	<ul style="list-style-type: none"> Seek funding to increase quota space. Public folders are in the process of being phased out. Encourage departments to create Inside Goucher intranet sites for accessing and collaborating on

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Technology Service	Status	Next Steps
	<ul style="list-style-type: none"> • Public Folders can be used by the campus community to store messages, announcements, files, and documents. Faculty store presentations, class notes, assignments, and other electronic resources for students in Public Folders. Public Folders can be accessed using Outlook on office computers or by using Outlook Web Access using any web browser. 	files and documents.
60. Computer System Accounts	<ul style="list-style-type: none"> • All employees are given a GCADMIN network account that provides employees with access to their office computer and to public computer workstations in classrooms, labs, and the Information Commons in the Athenaeum. • The network account provides employees with access to Magellan (Personal and Department Network File Storage Space) and Meyerhoff (Web Page Storage Space). • The network account also provides employees with access to the, Blackboard Course Management System, Inside Goucher intranet, myGoucher web portal, OneCard online system, Ingeniux Web Content Management System, and the Web Help Desk. • If employees are using an off-campus computer connected to an Internet Service Provider (ISP) through a cable modem, a Digital Subscriber Line (DSL), or a modem connection, Virtual Private Network (VPN) access allows students to log in to the Goucher Network and access campus computing resources in a secure fashion over the Internet. 	
61. Document and File Backups	<ul style="list-style-type: none"> • Daily backups for files stored on the Post, Magellan, Meyerhoff, Blackboard Course Management, and AIMS Information systems • Faculty and staff can copy files and documents to a CD-ROM in the Advanced Technology & Media Center in the Center for Teaching, Learning, and Technology in the Julia Rogers Library and at the Help Desk 	
62. Access to a Computer	<ul style="list-style-type: none"> • The college tries to maintain a three year replacement cycle for faculty and staff computer workstations • Educational discounts for computer purchases are available to faculty and staff (http://www.goucher.edu/infotech/info_tech_section_template.cfm?section_id=35) • Loaner wireless laptop computers can be requested through the Help Desk 	<ul style="list-style-type: none"> • Explore funding to increase the number of wireless “Hot Spots”

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Technology Service	Status	Next Steps
63. Access to Software	<ul style="list-style-type: none"> • McAfee Anti-Virus software is automatically installed and updated on all Goucher owned classroom, lab, and office PC computer workstations. • McAfee Anti-Virus software is available for all faculty and staff to download from the Information Technology web site for off-campus home PC computer workstations. • The college has standardized on Microsoft Office Professional software as the supported application suite for faculty, staff, and all campus computer laboratories. Microsoft Office Professional includes Word (Word processing), Excel (Spreadsheet), Access (Database), and PowerPoint (Presentations). • The college has a site license for Microsoft Operating Systems, Microsoft Office Professional Software, and Microsoft Front Page for all campus classrooms, labs, and office computer workstations. • A Work at Home agreement for Microsoft Office Professional software is available to allow faculty and staff to use the software on home computers. Faculty and staff will be required to sign the agreement and pay a fee to cover the cost of creating the CDs that will hold the software. • Discipline specific software is available in the college's computer labs and classrooms. 	<ul style="list-style-type: none"> • Implementation of Microsoft Office Professional 2003 during Summer 2004 for all campus classrooms, labs, and offices
64. Printing	<ul style="list-style-type: none"> • Each computer classroom and lab has at least one network printer for black and white output • Faculty and staff can print to departmental networked printers 	
65. Access to Web Courses	<ul style="list-style-type: none"> • A Blackboard course is automatically created for each course and will be populated with the instructor and students for the course. • Instructors will be able to post their syllabus and course materials to their Blackboard course for access by their students. • Instructors can also create assignments, quizzes, and tests using the Blackboard software. • Instructors can create online discussions using the Blackboard system. 	<ul style="list-style-type: none"> • The college will be upgrading the Blackboard software to Version 9 in the Summer of 2010.
66. Access to Research Information	<ul style="list-style-type: none"> • Faculty and staff have the ability to search for books, journals, films, scores, music, and archival materials in the Goucher College Library through the online catalog. 	

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Technology Service	Status	Next Steps
	<ul style="list-style-type: none"> Faculty and staff have the ability to access online databases and journals. Faculty and staff have the ability to access the online catalog and library databases from on and off-campus. Faculty and staff have the ability to renew library items and view their library patron account. 	
67. Check Course Availability	<ul style="list-style-type: none"> Faculty and staff can view course availability information (open and closed courses) through the myGoucher web portal. 	
68. View Schedule of Classes	<ul style="list-style-type: none"> Faculty and staff can view the schedule of classes (past, current, and future semesters) through the myGoucher web portal. 	
69. View Teaching Schedule	<ul style="list-style-type: none"> Faculty can view their teaching schedule (past, current, and future semesters) through the myGoucher web portal. 	
70. View Class Roster	<ul style="list-style-type: none"> Faculty can view their class roster with pictures, e-mail addresses, and phone numbers through the myGoucher web portal. Faculty can view their class roster through the Blackboard Course Management System. 	
71. Send Academic Progress Reports	<ul style="list-style-type: none"> An electronic early-warning system, known as Academic Progress Reports (APRs), is used to monitor students' academic success. First-year students get at least one APR for each of their courses by the sixth week of the semester. APRs for other students are frequently used as warnings or explanations of final grades. Copies of each APR are sent electronically to the student, the instructor who submitted the APR, the student's adviser, a contact in the Academic Center for Excellence, the office of the Associate Dean for Undergraduate Studies, and the Director of New Student Programs. Multiple negative APRs initiate follow-up by two or more of these individuals. Faculty can view and sent APRs through the myGoucher web portal. 	
72. Submit Final Grades	<ul style="list-style-type: none"> Faculty can submit their final grades through the myGoucher web portal. 	
73. View Final Grades and Comments	<ul style="list-style-type: none"> Faculty and staff can view student final grades through the myGoucher web portal. 	
74. View unofficial transcripts	<ul style="list-style-type: none"> Faculty and staff can view unofficial transcripts through the myGoucher web portal. 	

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Technology Service	Status	Next Steps
75. Electronic ID Card (One Card)	<ul style="list-style-type: none"> • Students are provided a One Card that provides: <ul style="list-style-type: none"> ○ A picture ID card ○ Electronic "key" for access to campus buildings ○ A debit card for on campus spending (meal plans, food purchases, bookstore purchases, vending machines) and off-campus spending ○ Goucher library card 	
76. Add money to One Card	<ul style="list-style-type: none"> • Faculty and staff can make a secure credit card deposit to add money to the One Card. 	
77. View One Card balance	<ul style="list-style-type: none"> • Students can view their balances and detailed transactions through the OneCard website. 	
78. Ability for faculty to order textbooks	<ul style="list-style-type: none"> • The Barnes and Noble Goucher College Bookstore Web Site provides faculty with the ability to order textbooks for their courses. 	
79. Purchase Items from the College Bookstore	<ul style="list-style-type: none"> • The Barnes and Noble Goucher Bookstore website provides the ability to purchase items and merchandise through the web site. 	
80. Degree Audit	<ul style="list-style-type: none"> • The Academic Plan in myGoucher web portal tracks student's progress in completing the general education requirements. 	<ul style="list-style-type: none"> • Extend the implementation of the Academic Plan beyond undergraduate general education requirements to the requirement of the major or minor. Implement the Academic Plan for all graduate degrees and certificates.
81. Undergraduate and Graduate Catalog access	<ul style="list-style-type: none"> • Faculty and staff can view catalog course information through the myGoucher web portal. • Faculty and staff can view and download the Academic Catalogue through the Goucher website. 	
82. Electronic Reserves	<ul style="list-style-type: none"> • Faculty can create electronic reserves through the Blackboard Course Management system. 	
83. Access to Campus Events and Meetings	<ul style="list-style-type: none"> • Students have the ability to view campus events and meetings through the Goucher Digest Portal. 	

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Technology Service	Status	Next Steps
84. Advertise Campus Events and Meetings	<ul style="list-style-type: none"> • Students have the ability to enter campus events and meetings through the Goucher Digest Portal. 	
85. Surveys	<ul style="list-style-type: none"> • Faculty and staff can request assistance from Information Technology or Institutional Research in designing and conducting web based surveys. 	
86. Information Access and Reporting	<ul style="list-style-type: none"> • Reports are provided to faculty and staff through the myGoucher web portal. • Reports have also been created from the college's information systems in Reporting Services. • Administrative Computing provides training and support for departments to develop and run reports from the college's information systems. 	<ul style="list-style-type: none"> • Continue to identify reporting needs of the campus and develop reports to meet those needs.
87. Web Portal / Intranet	<ul style="list-style-type: none"> • Faculty and staff have the ability to perform the following functions in the myGoucher web portal: <ul style="list-style-type: none"> ○ View Course Availability ○ View Schedule of Classes (past, current, and future semesters) ○ View Teaching Schedule (past, current, and future semesters) ○ View Course Rosters with pictures, e-mail addresses, and phone numbers ○ Submit and view Academic Progress Reports ○ Submit and view Final grades and comments ○ View information on advisees (biographic information, grades, schedules, transcripts) ○ View Academic Plan showing a student's progress in meeting the general education requirements ○ View the Online Registration Tutorial ○ Approve students for online registration ○ E-mail advisees ○ E-mail classes 	
88. Campus Network and Internet Access	<ul style="list-style-type: none"> • Access provided through computer workstations in offices, classrooms, computer labs, Information Commons in the Athenaeum, and the Athenaeum Commons. • Access provided through wireless "Hot Spots" and outside antennas. • Each employee will be able to connect to the 'gouchervisitor' or the 'goucher' wireless network using their Goucher username and password. 	<ul style="list-style-type: none"> • Continue to review Internet usage to determine if the college's connection to the Internet needs to be increased. • Implement wireless "Hot Spots" inside residential housing facilities.

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Technology Service	Status	Next Steps
89. Remote Campus Network and Internet Access	<ul style="list-style-type: none"> • Virtual Private Network (VPN) access is available for students to log in to the Goucher Network and access campus computing resources in a secure fashion over the Internet through an off-campus computer connected to an Internet Service Provider (ISP) through a cable modem or a Digital Subscriber Line (DSL). 	<ul style="list-style-type: none"> • Implement a web-based VPN solution for the campus.
90. Telephone Services	<ul style="list-style-type: none"> • Local and long distance telephone services using digital phones are provided for faculty and staff. A voice mailbox is also provided. • There are 19 Blue Light phones and emergency phones located in campus elevators. The phones are set up to communicate directly to the Office of Public Safety. If students observe a potential safety hazard, require assistance, notice suspicious activity, feel unsafe, or need a walking escort, students can reach the Office of Public Safety directly through any blue light or emergency phone on campus. 	<ul style="list-style-type: none"> • Implementation of additional blue light emergency phones.
91. Technology Orientation	<ul style="list-style-type: none"> • To help new Goucher employees (faculty and staff) understand Goucher technology services and support, new employees will receive a hands-on technology orientation. The technology orientation, which will be separate from the scheduled human resources orientation, will be held in the new employee's office. The technology orientation by contacting the Decker Center for Teaching, Learning, and Technology. Technology orientation sessions for new employees should be scheduled for their first day on campus. • The Faculty and Staff Information Technology Handbook addresses some of the most common questions students have about Information Technology at Goucher. • The Information Technology website provides information and directions on the technology services and support available at the college. 	
92. Technology Skill Development and Training	<ul style="list-style-type: none"> • The Decker Center for Teaching, Learning, and Technology (CTLT) provides workshops and training for the campus community. The CTLT notified the campus community of upcoming workshops and training sessions on a regular basis. • Faculty and staff can e-mail training@goucher.edu to request training 	<ul style="list-style-type: none"> • Continue to assess the technology training needs of faculty and staff and develop a training schedule based on those needs. • Meet with department heads to determine training needs.

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Technology Service	Status	Next Steps
93. Technology Assistance	<ul style="list-style-type: none"> • The Help Desk is the single point of contact for all computer, telephone, voice mail, and cable television questions, problems, information, or service requests for faculty, staff, and students. The regular business hours of the Help Desk is Monday through Friday from 8 a.m. to 5 p.m. • The Help Desk @ Night provides support Monday through Thursday from 5 p.m. to 9 p.m. (during fall and spring semesters only). • The Decker Center for Teaching, Learning, and Technology (CTLT) facilitates collaboration and discussion of issues dealing with today's teaching and learning challenges and opportunities. The Center provides resources that encourage exploration of new ideas and new technologies. Center professionals provide models of innovation, collaboration, and creative solutions to learning needs. CTLT supported computing facilities are located throughout the Goucher College Library in the Athenaeum, including the Decker Center computer lab and the Digital Arts Classroom. When classes are in session, student team members are available to assist you in the Athenaeum at the following times: <ul style="list-style-type: none"> ○ Monday through Thursday: 8 a.m. to midnight ○ Friday: 8 a.m. to 6 p.m. ○ Saturday: Noon to 6 p.m. ○ Sunday: 2 p.m. to Midnight • After Hours Emergency on-call assistance: Disruptions of campus-wide services after business hours can be reported by calling the emergency phone line at (410) 337-6322. 	

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Technology Service	Status	Next Steps
94. Web Course Learning Environment	<ul style="list-style-type: none"> • A Blackboard course is automatically created for each course and will be populated with the instructor and students for the course. • Instructors will be able to post their syllabus and course materials to their Blackboard course for access by their students. • Instructors can also create assignments, quizzes, and tests using the Blackboard software. • Instructors can create online discussions using the Blackboard system. 	<ul style="list-style-type: none"> • The college will be upgrading the Blackboard software to Version 9 in the Summer of 2010.
95. Web Pages	<ul style="list-style-type: none"> • The college provides faculty and students with the ability to create web pages. 	
96. Electronic Portfolio	<ul style="list-style-type: none"> • Electronic portfolios have been created for undergraduate, graduate, and co-curricular programs. • Students in each program will utilize a template that is unique to their program. 	<ul style="list-style-type: none"> • The college is exploring enhancements to the current electronic portfolio system and evaluating other software options for electronic portfolios.
97. Video Conferencing	<ul style="list-style-type: none"> • The Wimba Live Classroom technology is being utilized for graduate distance learning programs, other classes at Goucher, and meetings with individuals off campus. • The Wimba Live Classroom is a live, virtual classroom environment that includes audio, video, application sharing and content display capabilities for all members of a course. • The Wimba Live Classroom is licensed, accessible, and integrated with the Blackboard Course Management System. • Live Classroom conversations can be archived. • Goucher has a 25-seat license meaning that only 25 people can use Wimba Live Classroom simultaneously. • Files are stored on the Wimba off-campus server. 	
98. Classroom Technology	<ul style="list-style-type: none"> • All learning spaces are equipped with classroom technology. • A Classroom Technology Plan has been developed that analyzes the college's current classroom technology and provides recommended next steps 	

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Technology Service	Status	Next Steps
98. Computer Labs	<ul style="list-style-type: none"> Discipline specific software is available in the college's computer labs, classrooms, and computer workstations in the Information Commons of the Athenaeum. 	
99. Julia Rogers Library Resources	<ul style="list-style-type: none"> Faculty and students have the ability to search for books, journals, films, scores, music, and archival materials in the Goucher College Library through the online catalog. Faculty and students have the ability to access online databases and journals. Faculty and students have the ability to access the online catalog and library databases from on and off-campus. 	
100. Wiki	<ul style="list-style-type: none"> The Blackboard Course Management software environment provides instructors with the ability of creating a wiki that can be viewed only by a course or can be made accessible to the public. 	
101. Blog	<ul style="list-style-type: none"> A blog can be created in Goucher's Blackboard Course Management System, in SharePoint (technology used for Inside Goucher sites), Ingeniux Web Content Management System, or using Goucher's Word Press software (http://blogs.goucher.edu). 	
102. Outcomes Assessment Software	<ul style="list-style-type: none"> The college is in the process of implementing Blackboard Outcomes Assessment software. 	
103. Professional Quality Audio/Video Editing Software	<ul style="list-style-type: none"> Students can utilize the audio/video editing software (e.g. Final Cut Pro) in the Digital Arts Classroom (DAC) in the Athenaeum when courses are not scheduled in the DAC. 	
104. Professional Quality Audio/Video Equipment	<ul style="list-style-type: none"> Students can check out audio / video equipment from the Decker Center for Teaching, Learning, and Technology (CTLT). The circulating Audio/Video equipment is available on a first-come, first-serve basis and other members of the Goucher community can check out this equipment. There is a sound room available in the Athenaeum. 	
105. Audio/Video Editing Storage Space	<ul style="list-style-type: none"> Students have the ability to store and edit audio and video on the Skylab server that is accessible only in the Digital Arts Classroom. 	

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Technology Service	Status	Next Steps
106. Podcasting	<ul style="list-style-type: none">Podcasting capabilities are available to instructors through Blackboard.Goucher has established the Goucher Voicebox as a section of the iTunes store for downloading audio or video podcasts from Goucher College.	<ul style="list-style-type: none">Goucher can establish an iTunes University account for downloading/podcasting videos to iTunes, iPhone, or iPod Touch.

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Technology Service	Status	Next Steps
107. Student Information System	<ul style="list-style-type: none"> The college has implemented the PowerCAMPUS Student Information system from Sungard Higher Education. 	
108. Financial Aid Information System	<ul style="list-style-type: none"> The college has implemented the PowerFAIDS Financial Aid system from the College Board. 	
109. Human Resources Information System	<ul style="list-style-type: none"> The college has implemented ADP Payroll software for payroll processing. The college has implemented Great Plains Human Resources software for managing personnel information from Microsoft. The college has implemented InterviewExchange to manage the application and recruitment process of employees. 	
110. Financial Information System	<ul style="list-style-type: none"> The college has implemented the Great Plains Finance software from Microsoft. 	<ul style="list-style-type: none"> Upgrade the Great Plains software to version 10.
111. Alumni / Development System	<ul style="list-style-type: none"> The college has implemented the PowerCAMPUS Advancement system from Sungard Higher Education. 	
112. Housing and Residence Life Software	<ul style="list-style-type: none"> The PowerCAMPUS Student Information System stores housing information for residential students. 	
113. Imaging / Workflow System	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Investigate possible solution for document imaging and scanning for Admissions, Financial Aid, Registrar, Student Accounts, Alumni/Development, Human Resources, etc. that would be integrated with the college's information systems.
114. Undergraduate Web Application	<ul style="list-style-type: none"> Students can online apply to be an Undergraduate Student through the web using the Common Application. 	
115. Graduate Web Application	<ul style="list-style-type: none"> Prospective Students can download and print forms to apply to the graduate and professional studies programs. 	
116. Student Web Registration, Add	<ul style="list-style-type: none"> Students can register, add classes, and drop classes online through the myGoucher web portal. 	

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Technology Service	Status	Next Steps
Classes, and Drop Classes		
117. Check Course Availability	<ul style="list-style-type: none"> Students, faculty, and staff can view course availability information (open and closed courses) through the myGoucher web portal. 	
118. View Schedule of Classes	<ul style="list-style-type: none"> Students can view the schedule of classes (past, current, and future semesters) through the myGoucher web portal. 	
119. View Course Schedule	<ul style="list-style-type: none"> Students can view their course schedule (past, current, and future semesters) through the myGoucher web portal. Faculty can view their teaching schedule (past, current, and future semesters) through the myGoucher web portal. 	
120. View Class Roster	<ul style="list-style-type: none"> Faculty can view their class roster with pictures, e-mail addresses, and phone numbers through the myGoucher web portal. Faculty can view their class roster through the Blackboard Course Management System. 	
121. Academic Progress Reports	<ul style="list-style-type: none"> An electronic early-warning system, known as Academic Progress Reports (APRs), is used to monitor students' academic success. First-year students get at least one APR for each of their courses by the sixth week of the semester. APRs for other students are frequently used as warnings or explanations of final grades. Copies of each APR are sent electronically to the student, the instructor who submitted the APR, the student's adviser, a contact in the Academic Center for Excellence, the office of the Associate Dean for Undergraduate Studies, and the Director of New Student Programs. Multiple negative APRs initiate follow-up by two or more of these individuals. Students can view their Academic Progress Reports through the myGoucher web portal. Faculty can view and sent APRs through the myGoucher web portal. 	
122. Submit Final Grades	<ul style="list-style-type: none"> Faculty can submit their final grades through the myGoucher web portal. 	
123. View Final Grades and Comments	<ul style="list-style-type: none"> Faculty, staff, and students can view student final grades through the myGoucher web portal. 	

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Technology Service	Status	Next Steps
124. View unofficial transcripts	<ul style="list-style-type: none"> Faculty, staff, and students can view unofficial transcripts through the myGoucher web portal. 	
125. Request transcripts	<ul style="list-style-type: none"> The Registrar's Office requires a student to complete a transcript request form with a student's signature to process a request for a transcript. The Registrar's office does not accept requests through e-mail and they do not fax transcripts. 	
126. View Financial Aid Award	<ul style="list-style-type: none"> Students can view the status and amount of their Financial Aid award through the Financial Aid Student Tracking System (FASTS). Financial Aid information is also available in the myGoucher web portal. 	
127. Check Student Account Balance	<ul style="list-style-type: none"> Students can view their account balance through the myGoucher web portal. 	
128. Student Bills	<ul style="list-style-type: none"> Students receive paper bills that are mailed to their permanent address. 	<ul style="list-style-type: none"> Implement CASHNet to provide undergraduate students and parents with access to a web-based electronic bill.
129. Pay Account Balance	<ul style="list-style-type: none"> Graduate students have the ability to pay for courses using a credit card or an Automated Clearing House (ACH) electronic funds transfer payment. 	<ul style="list-style-type: none"> Provide undergraduate students and parents with the ability to pay the account balance using an Automated Clearing House (ACH) electronic funds transfer payment.
130. Electronic ID Card (One Card)	<ul style="list-style-type: none"> Faculty, staff, and students are provided a One Card that provides: <ul style="list-style-type: none"> A picture ID card Electronic "key" for access to campus buildings A debit card for on campus spending (meal plans, food purchases, bookstore purchases, vending machines) and off-campus spending Goucher library card 	
131. Add money to One Card	<ul style="list-style-type: none"> Faculty, staff, and students and parents can make a secure credit card deposit to add money to the One Card. 	
132. View One Card balance	<ul style="list-style-type: none"> Faculty, staff, and students can view their balances and detailed transactions through the OneCard website. 	

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Technology Service	Status	Next Steps
	<ul style="list-style-type: none"> Parents can view balances and detailed transactions of student but only after the student grants access to their account. 	
133. Student Textbook Inquiry and Purchase	<ul style="list-style-type: none"> The Barnes and Noble Goucher College Bookstore website provides students with the ability to view and order textbooks online. 	
134. Ability for faculty to order textbooks	<ul style="list-style-type: none"> The Barnes and Noble Goucher College Bookstore Web Site provides faculty with the ability to order textbooks for their courses. 	
135. Purchase Items from the College Bookstore	<ul style="list-style-type: none"> The Barnes and Noble Goucher Bookstore website provides the ability to purchase items and merchandise through the web site. 	
136. Make a gift to Goucher College	<ul style="list-style-type: none"> Alumnae, alumni, parents and friends can make a pledge or gift online through the web using a credit card or an Automated Clearing House (ACH) electronic funds transfer payment. 	
137. Update Alumnae / Alumni information	<ul style="list-style-type: none"> Alumnae and alumni can update their personal information through GoucherConnect from HarrisConnect. 	
138. Purchase tickets for events	<ul style="list-style-type: none"> None 	
139. Degree Audit	<ul style="list-style-type: none"> The Academic Plan in myGoucher web portal tracks student's progress in completing the general education requirements. 	<ul style="list-style-type: none"> Extend the implementation of the Academic Plan beyond undergraduate general education requirements to the requirement of the major or minor. Implement the Academic Plan for all graduate degrees and certificates.
140. Career Development Services	<ul style="list-style-type: none"> The Career Development Office website provides information and resources to students and employers. 	
141. Undergraduate and Graduate Catalog access	<ul style="list-style-type: none"> Students can view catalog course information through the myGoucher web portal. Students can view and download the Academic Catalogue through the Goucher website. 	
142. Electronic Reserves	<ul style="list-style-type: none"> Students can view course electronic reserves through the Blackboard 	

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Technology Service	Status	Next Steps
	<ul style="list-style-type: none"> • Course Management system. 	
143. Access to Campus Events and Meetings	<ul style="list-style-type: none"> • Students have the ability to view campus events and meetings through the Goucher Digest Portal. 	
144. Advertise Campus Events and Meetings	<ul style="list-style-type: none"> • Students have the ability to enter campus events and meetings through the Goucher Digest Portal. 	
145. On-Line Student Government Elections	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Explore network or web based online election software options.
146. Surveys	<ul style="list-style-type: none"> • Student groups and clubs can request assistance from Information Technology or Institutional Research in designing and conducting web based surveys. 	
147. Information Access and Reporting	<ul style="list-style-type: none"> • Reports are provided to faculty and staff through the myGoucher web portal. • Reports have also been created from the college's information systems in Reporting Services. • Administrative Computing provides training and support for departments to develop and run reports from the college's information systems. 	<ul style="list-style-type: none"> • Continue to identify reporting needs of the campus and develop reports to meet those needs.
148. Web Portal / Campus Intranet	<ul style="list-style-type: none"> • Students have the ability to perform the following functions in the myGoucher web portal: <ul style="list-style-type: none"> ○ View Advisor Information ○ View Course Availability ○ View Schedule of Classes (past, current, and future semesters) ○ View Course Schedules (past, current, and future semesters): listing of classes and graphic display of classes ○ View Academic Progress Reports ○ View Final grades and comments ○ View unofficial transcript ○ View Academic Plan showing a student's progress in meeting the general education requirements ○ View Financial Aid ○ View Student Account Balance ○ View the Online Registration Tutorial ○ View assigned time for online registration 	

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Technology Service	Status	Next Steps
	<ul style="list-style-type: none"> ○ View eligibility for online registration ○ Register Online ○ Add and drop classes online ● Faculty and staff have the ability to perform the following functions in the myGoucher web portal: <ul style="list-style-type: none"> ○ View Course Availability ○ View Schedule of Classes (past, current, and future semesters) ○ View Teaching Schedule (past, current, and future semesters) ○ View Course Rosters with pictures, e-mail addresses, and phone numbers ○ Submit and view Academic Progress Reports ○ Submit and view Final grades and comments ○ View information on advisees (biographic information, grades, schedules, transcripts) ○ View Academic Plan showing a student's progress in meeting the general education requirements ○ View the Online Registration Tutorial ○ Approve students for online registration ○ E-mail advisees ○ E-mail classes 	
149. Facilities Management System	<ul style="list-style-type: none"> ● The college currently uses the TMA Work Order System for managing the operations of Facilities Management Services. 	
150. Room Scheduling System	<ul style="list-style-type: none"> ● The college uses Scheduler Plus to schedule campus rooms for internal and external meetings, events, and classes. 	
151. Health Center Software System	<ul style="list-style-type: none"> ● The Health and Counseling Center uses the Neusoft Medicat Xpress Practice Management software for managing their operations. 	
99. Property Control Inventory System	<ul style="list-style-type: none"> ● None 	
151. Training Management Software	<ul style="list-style-type: none"> ● Training Management software was developed by Goucher to track training courses and training registration. 	
153. Police Information System	<ul style="list-style-type: none"> ● The Office of Public Safety utilizes software to manage their operations and generate security reports. 	

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Technology Service	Status	Next Steps
154. Library Information System	<ul style="list-style-type: none"> The college uses Millennium software from Innovative Interfaces Inc. 	
155. Database Software	<ul style="list-style-type: none"> The college's information systems utilize SQL Server database from Microsoft. 	
156. Processing of new employees and employees who leave the college	<ul style="list-style-type: none"> An items database has been implemented that notifies department offices when employees enter and leave the college. 	
157. University Key Success Factors / Dashboard Indicators	<ul style="list-style-type: none"> Dashboard indicators are currently available in a paper report. 	<ul style="list-style-type: none"> Develop a web-based dashboard.
158. Web Site	<ul style="list-style-type: none"> The college uses Ingeniux Content Management system to manage the content of the college and departmental websites. 	
159. Help Center Software	<ul style="list-style-type: none"> The college uses Web Help Desk software to create and manage tickets that document problems and requests from the campus community. 	
160. Telephone Services	<ul style="list-style-type: none"> Local telephone service and a voice mail box are available to resident students by request only. Students will need to bring their own telephone to campus. The college does not provide long distance services to students. Local and long distance telephone services using digital phones are provided for faculty and staff. A voice mailbox is also provided. There are 19 Blue Light phones and emergency phones located in campus elevators. The phones are set up to communicate directly to the Office of Public Safety. If students observe a potential safety hazard, require assistance, notice suspicious activity, feel unsafe, or need a walking escort, students can reach the Office of Public Safety directly through any blue light or emergency phone on campus. 	<ul style="list-style-type: none"> Implementation of additional blue light emergency phones.
161. Project Management Software	<ul style="list-style-type: none"> Microsoft Project is available for developing project plans and managing projects. 	