

BOARD MEETING DATE: 5/20/2025

ITEM NO: XII-c

RECOMMEND THAT the Board approves the FY 2026 North Florida College  
Technology Plan.

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**NORTH FLORIDA  
COLLEGE**

## **Information Technology Plan**

**Fiscal Year 2025–2026**

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## Introduction

The purpose of the North Florida College Information Technology Plan is to address technology, support, and resource planning for the communities served by North Florida College (NFC), to further the mission, vision, and strategic direction of the College. This plan is intended to be accessible and may be integrated with other institutional planning documents, including program reviews for instruction, student services, and administrative operations.

This document was developed by the Computer Services department and serves as a current operational snapshot. It is also designed to provide a forward-looking vision for technological initiatives and improvements for the 2026 fiscal year. The Computer Services (IT) department has two primary roles: to support the day-to-day operational technology needs of the College and to plan, develop, and deliver innovative technology solutions and services that enhance institutional effectiveness.

As technology continues to evolve rapidly, the College recognizes the importance of regular updates to this plan to reflect emerging needs and determine priorities for the upcoming year.

## North Florida College Mission:

An exceptional college dedicated to an individualized and supportive academic atmosphere, accessible education, lifelong learning opportunities, and professional growth for our students and communities.

## Computer Services (IT) Mission:

In alignment with North Florida College's commitment to an individualized and supportive academic atmosphere, the IT Department is dedicated to delivering accessible, reliable, and innovative technology solutions. We support academic success, lifelong learning, and professional growth by empowering students, faculty, and staff through secure infrastructure, responsive support services, and forward-thinking technology that enhances the educational experience and operational excellence across all campus locations.

## Purpose

North Florida College (NFC) is a regionally accredited higher education institution committed to providing accessible, high-quality academic and career pathways to students across its service region. With final approval from the Southern Association of Colleges and Schools Commission on Colleges (SACSCOC) pending, the College is preparing to launch its second baccalaureate program, the Bachelor of Applied Science in Organizational Management. This will expand upon existing offerings, which include a Bachelor of Science in Nursing (BSN), the Associate in Arts (A.A.) degree, multiple Associate in Science (A.S.) degrees, and a variety of career and technical certificate programs.

NFC serves students across three physical locations: the main campus in Madison, Florida, the Live Oak Location, and the Perry Center. Instruction and student support services are offered in all locations, with instructional delivery formats ranging from traditional in-person to fully online courses.

Given this broad learning environment, technology plays a central role in nearly every aspect of the College's operations. Students rely on technology to apply for admission, register for courses, access instructional materials, and complete academic work. Faculty use technology to design curriculum, manage classes, enter grades, and facilitate distance learning. Administrative and support staff use technology for communication, financial processing, scheduling, student information management, and workflow coordination.

Additionally, technology is critical to the College's institutional research functions, including the collection, analysis, and reporting of data that informs planning, accreditation, and decision-making processes. As such, maintaining and enhancing a secure, reliable, and forward-looking technology infrastructure is essential to supporting NFC's instructional mission, expanding academic programs, and meeting the evolving needs of students, faculty, and staff.

This Information Technology Plan supports those goals by identifying strategic priorities for the 2026 fiscal year and outlining initiatives that strengthen the College's technology environment across all locations and functions.

## Student Information System (SIS)

North Florida College utilizes Ellucian Banner as its comprehensive Student Information System (SIS) and Enterprise Resource Planning (ERP) platform. Widely adopted in higher education, Banner serves as the central hub for managing critical student and institutional data, including academic records, admissions, financial aid, registration, and human resources. The platform allows NFC to streamline administrative processes and ensure accuracy and efficiency in daily operations.

The Computer Services (IT) department is responsible for maintaining the security, hardware infrastructure, software upgrades, database optimization, and other efficiencies associated with the Banner system. To assist IT with these responsibilities, NFC contracts with a third-party vendor for database administrative services (DBA). Functional support, user access, and business process alignment are managed by the Office of Institutional Research and Effectiveness. Both departments operate under the supervision of the Executive Director of Institutional Research and Effectiveness, ensuring close collaboration and alignment of services to institutional needs.

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## Computer Services (IT) Department Structure

The Computer Services (IT) Department at North Florida College operates with a collaborative, service-oriented structure that supports all facets of technology delivery and planning. The team includes leadership, technical specialists, and support professionals who together are responsible for maintaining, securing, and advancing the College's technology infrastructure. Roles within the department include the Executive Director of Institutional Research and Effectiveness, a Virtual Chief Information Officer (vCIO), an Associate Director of Information Technology, a Senior Network Infrastructure Manager, a Network Infrastructure Specialist, a Coordinator of Technology Services, and a System Support Specialist.

This team-based approach ensures that all members contribute to the planning and implementation of IT solutions that align with the College's strategic priorities. The structure promotes shared responsibility, collaboration, and professional respect across the department.

# FY 2026 – Information Technology Priorities

Guided by the mission of the College, the Information Technology (IT) Plan for Fiscal Year 2025–2026 outlines strategic initiatives to support a modern, accessible, and secure learning environment. This plan reflects the College’s commitment to technological innovation that enhances student success, improves campus operations, and supports professional growth for faculty and staff. Priorities include infrastructure upgrades, improved communication systems, expanded security capabilities, and investment in IT staff development. This commitment ensures NFC continues to meet the evolving needs of the communities it serves.

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## 1. Phone System Replacement

NFC will replace the current outdated phone systems at the Madison campus, Live Oak location, and Perry Center. The new solution will include:

- Soft-phone capabilities for flexible communication.
  - Remote management features to enable centralized IT support.
  - Enhanced reliability and modern telecommunication functions and features.
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## 2. Internet Service Provider (ISP) Consolidation and Upgrade

To improve internet service reliability and manageability:

- NFC will replace and consolidate internet service providers across the Madison campus, Live Oak location, and Perry Center.
  - The selected provider must offer cellular redundancy to ensure continued connectivity during fiber outages.
  - The initiative will enhance performance and reliability across all locations.
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## 3. Help Desk Software Evaluation and Replacement

The Computer Services department will explore alternative help desk platforms to replace the current software. A new solution should:

- Improve ticket tracking and resolution efficiency.

- Offer a modern interface with self-service capabilities.
  - Provide reporting tools for trend analysis and performance metrics.
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#### 4. Campus-Wide Wi-Fi Overhaul/Hardware Replacement

To better serve students:

- NFC will replace the various models and brands of existing wireless access points with a unified system.
- The new Wi-Fi infrastructure will be faster, more reliable, and support remote management by IT.
- The upgrade will also enhance coverage and performance in high-traffic areas.

To fulfill networking requirements, North Florida College intends to migrate to a mixed technology stack of Cisco and Juniper enterprise equipment, leveraging the best capabilities of both vendors.

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#### 5. Network Security and Compliance Monitoring Platform

NFC will evaluate and invest in a comprehensive platform to:

- Ensure compliance with institutional policies and applicable regulations.
  - Improve efficiencies over network assets.
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#### 6. Communication and Notification Technologies

To enhance student and employee engagement:

- The College will continue exploring and upgrading tools that enable personalized, automated messaging.
  - New technologies should integrate with existing systems (e.g., Banner, D2L, email) to streamline communication across platforms.
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## 7. Student Technology Refresh Program

This ensures students have access to modern, efficient computers for academic success, and as part of an ongoing 5-year rotation cycle, NFC will launch the third year of this cycle by replacing student workstations in the following locations:

- Building 34, Room 122
- Library Pit
- Library Pods
- Building 34, Room 112

Bldg	Room	Desc	Type	#	2024		2025		2026		2027		2028	
					D	L	D	L	D	L	D	L	D	L
13	129	Nursing Testing Lab	Desktop	36	36									
13	130	Classroom/Lab	Desktop	32	32									
7	712	Computer Lab	Desktop	23			23							
13	207	APT Lab	Desktop	10	10									
ACV		CNA Program	Desktop	12		12								
13	211	APT Classroom	Desktop	15			15							
34	122	Mano	Desktop	10						10				
35	108	Public Safety/CDL	Laptop	28		28								
4	Library	Pit	Desktop	10					10					
4	Library	Pods	Desktop	7					7					
6	210	Testing	Desktop	11			11							
13	221	Testing/EMT/CWE	Laptop	20				20						
34	112	Maresch	Desktop	10						10				
4	Annex	Library Annex	Laptop	15				15						
8	C & T	Career & Transfer	Laptop	5										5
34	108	Molnar	Desktop	12										12
34	103	Doughty/Burkhart	Desktop	13										13
Perry	101	Classroom/Lab	Laptop	38										38
LO	101	Live Oak Classroom	Laptop	24								24		
4	Library	Loaners Internal	Laptop	12							12			
13	229	Ag Business (Grant)	Laptop	20				20						
7		DRC	Laptop	5				5						
4	Library	Loaners External	Laptop	20							20			

## 8. Ongoing Technology Support for All Campus Locations

NFC remains committed to providing technological access and support by:

- Addressing the specific needs of each campus site (Madison, Live Oak, Perry).
  - Supporting initiatives that improve teaching, learning, and administrative operations.
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## 9. Professional Development for IT Staff

To support innovation and ensure the IT team is equipped with current knowledge and skills:

- NFC will invest in professional development opportunities for IT staff through conferences, webinars, vendor training, and industry certifications.
- Training will focus on emerging technologies, cybersecurity, cloud infrastructure, and support strategies for academic environments.
- Continued learning will strengthen the department's ability to support institutional goals and respond to evolving technological needs.

## Conclusion

This plan reflects North Florida College's commitment to leveraging technology as a foundation for academic excellence, student success, and institutional effectiveness.