Technology Processes and Innovations as a Result of COVID

- Student Portal enhancements
  - Online Orientation System
  - CARES Funding Request Form
  - Virtual Student ID
  - Online Application Redesign
  - Emergency Fund Request Form

- Implemented several collaboration and remote access tools for our employees
  - WebEx / Jabber
  - Accelerated our MS Teams deployment

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Increased Remote Access and Support

- Deployed temporary laptops to 200 employees and 500 students to allow them to finish out the semester off campus

- Deployed "Always on VPN" so all NWTC owned laptop are securely connected regardless of location

- Provided 50 hotspots for student checkout - unexpected results

- Converted Desktop support staff to Helpdesk techs to aid users through the transition - "Every Call Gets Answered"

Next Steps

- Purchased and will be deploying an additional 500 student laptops to make them available for semester long checkout

- Convert remaining staff and faculty to a laptop to offer maximum flexibility of working remote or on campus

- Continue our ERP Cloud 2025 initiative

- Reconfigure our 600+ rooms to be Web Conference enabled

- Stay responsive to our college and continue to add value

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Challenges

#1 - Rural and Accessible Broadband

2. Training faculty and students to be successful in a synchronous online environment

3. Switching up funding plans to support new online delivery models

4. Find the hardware we need to launch our fall semester

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