

Information Architecture - Triton College e-Campus

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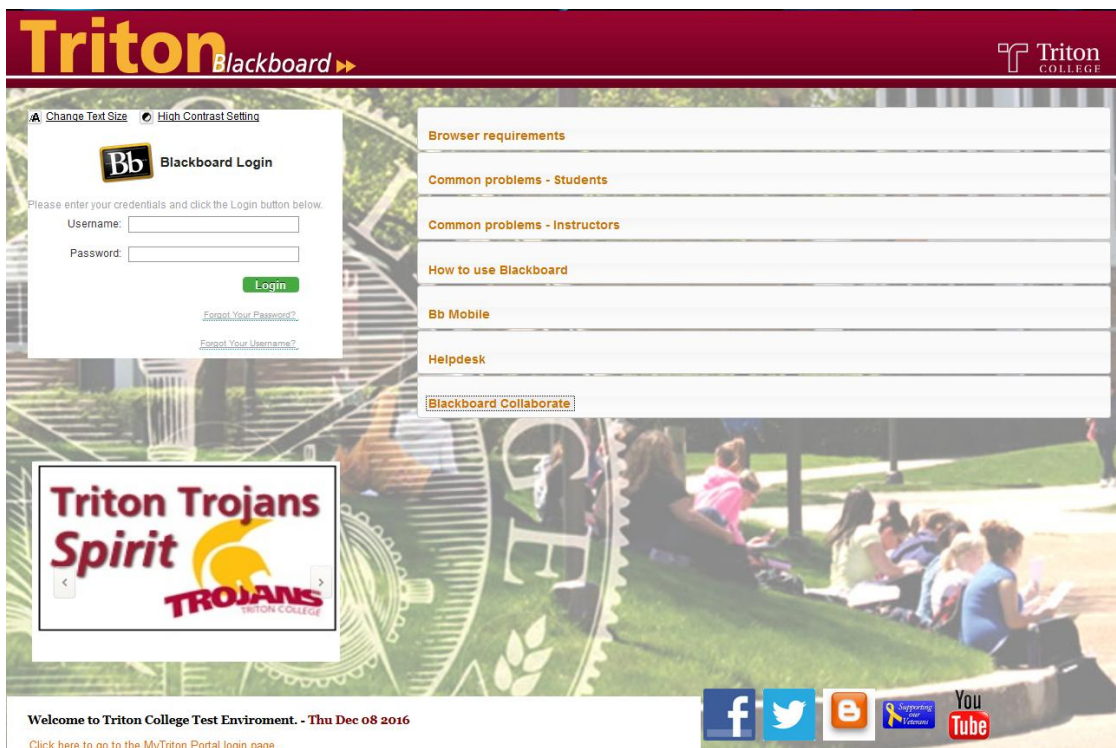
Triton College Online– with a focus on student success and the implementation of quality distance education, the following plan looks at the opportunity for growth and the need to provide a clear strategic direction to expand the opportunity to meet community needs for access through an effective online program development.

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Definition of Distance Education -

Distance education or distance learning is the education of students who may not always be physically present at a school. Courses that are conducted (51 percent or more) are either hybrid, blended or 100% whole instruction. Massive open online courses (MOOCs), offering large-scale interactive participation and open access through the World Wide Web or other network technologies, are recent developments in distance education. A number of other terms (distributed learning, e-learning, online learning, etc.) are used roughly synonymously with distance education.

From Kaplan Andreas M., Haenlein Michael (2016) Higher education and the digital revolution: About MOOCs, SPOCs, social media, and the Cookie Monster, Business Horizons, Volume 59.



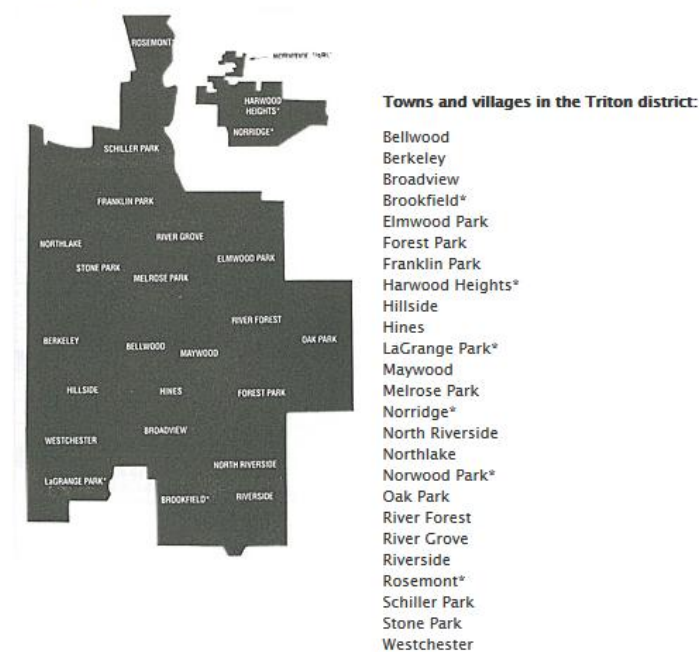
The importance of this document is to structure the e-campus concept within the Triton College organization and how courseware can be offered in the context of Distance Education, how should be treated philosophically and, in a general way, how it should be organized. This document serves as an strategy for the college in how it will create innovative educational opportunities, provide responsive support services and strive for the high success and retention rates relative to (statewide or national) data. Triton College envisions the expansion of distance education offerings to increase distance education-based degrees and certificates.

About Triton College –

Triton's attractive 100-acre campus features state-of-the-art facilities, thriving arts and athletics programs, and a comfortable, friendly atmosphere. Our community, District-504 is culturally diverse, with students, faculty, and staff cooperating to promote the values of integrity, open dialog, teamwork, and mutual respect, while striving for excellence in all that we do.

Triton College is conveniently located in River Grove, IL, a suburb just 14 miles northwest of downtown Chicago. Triton's attractive 100-acre campus features a comfortable quad where students, faculty, staff and visitors often spend time chatting, studying or just relaxing. The campus also features state-of-the-art facilities, including electronic classrooms, labs, sports facilities, a well-stocked library, On-Site U.S. Bank location, bookstore, an art gallery and performing arts center, and the renowned Cernan Earth and Space Center.

Triton District

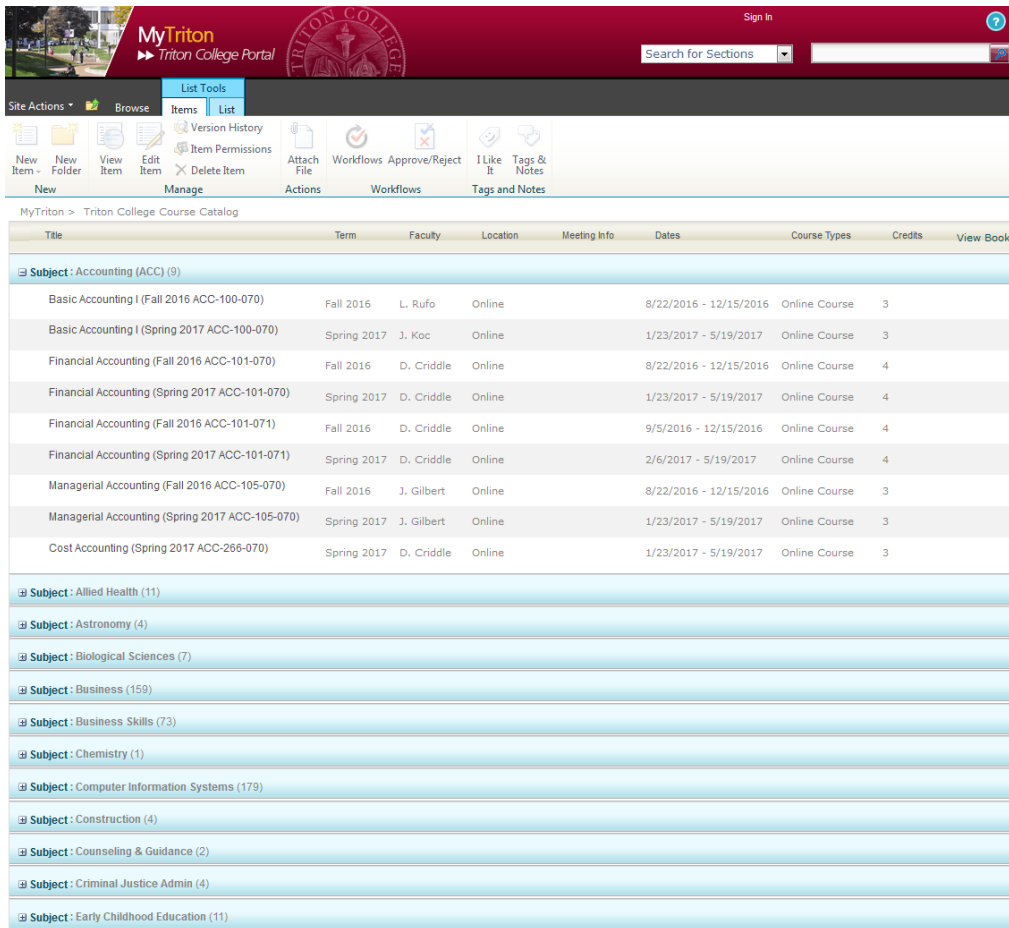


Current stage of Triton College's Online Learning

Triton promotes to forward student's higher education through Distance Education and traditional classes. However, with a selection of nearly 100 online courses this is limited. Nonetheless, Triton College offers the essential flexibility and convenience that is required by some to complete their education. Triton College recognizes that online learning is the smart choice to mix with traditional classes and provides the opportunity to fit learning into one's busy life while keeping students on the high road to success.

Effectiveness to promote Distance Education through the current website for online can't be determined as it lacks the quality and design since it was not build for this purpose. Many students are unaware of Triton online programs as they typically can't figure out navigation

within the course content. Also, students often are confused in how courses relate to their course-programs unless they see a counselor, or they have some type of experience taking online courses in the past. Part of the plan is to address current questions website-visitors have as they navigate and the site provides solutions and answers that will lead to clarity and will make a positive impression for students.



The screenshot shows the MyTriton Triton College Portal interface. At the top, there is a navigation bar with 'MyTriton Triton College Portal' and a 'Sign In' link. Below this is a search bar labeled 'Search for Sections'. A secondary navigation bar contains 'Site Actions' and 'List Tools'. The main content area displays a table titled 'MyTriton > Triton College Course Catalog'. The table has columns: Title, Term, Faculty, Location, Meeting Info, Dates, Course Types, Credits, and View Books. The table lists various accounting courses under the subject 'Accounting (ACC) (9)'. Below the table, there are links to other subjects like Allied Health, Astronomy, Biological Sciences, Business, Business Skills, Chemistry, Computer Information Systems, Construction, Counseling & Guidance, Criminal Justice Admin, and Early Childhood Education.

Title	Term	Faculty	Location	Meeting Info	Dates	Course Types	Credits	View Books
Subject: Accounting (ACC) (9)								
Basic Accounting I (Fall 2016 ACC-100-070)	Fall 2016	L. Rufo	Online		8/22/2016 - 12/15/2016	Online Course	3	
Basic Accounting I (Spring 2017 ACC-100-070)	Spring 2017	J. Koc	Online		1/23/2017 - 5/19/2017	Online Course	3	
Financial Accounting (Fall 2016 ACC-101-070)	Fall 2016	D. Criddle	Online		8/22/2016 - 12/15/2016	Online Course	4	
Financial Accounting (Spring 2017 ACC-101-070)	Spring 2017	D. Criddle	Online		1/23/2017 - 5/19/2017	Online Course	4	
Financial Accounting (Fall 2016 ACC-101-071)	Fall 2016	D. Criddle	Online		9/5/2016 - 12/15/2016	Online Course	4	
Financial Accounting (Spring 2017 ACC-101-071)	Spring 2017	D. Criddle	Online		2/6/2017 - 5/19/2017	Online Course	4	
Managerial Accounting (Fall 2016 ACC-105-070)	Fall 2016	J. Gilbert	Online		8/22/2016 - 12/15/2016	Online Course	3	
Managerial Accounting (Spring 2017 ACC-105-070)	Spring 2017	J. Gilbert	Online		1/23/2017 - 5/19/2017	Online Course	3	
Cost Accounting (Spring 2017 ACC-266-070)	Spring 2017	D. Criddle	Online		1/23/2017 - 5/19/2017	Online Course	3	
Subject: Allied Health (11)								
Subject: Astronomy (4)								
Subject: Biological Sciences (7)								
Subject: Business (159)								
Subject: Business Skills (73)								
Subject: Chemistry (1)								
Subject: Computer Information Systems (179)								
Subject: Construction (4)								
Subject: Counseling & Guidance (2)								
Subject: Criminal Justice Admin (4)								
Subject: Early Childhood Education (11)								

(Current College online courseware website)

From the Information Architecture perspective - Questions to address:

- Can students determine from the moment they arrive on the website “what is the purpose?”
- Is it absolutely clear what the value proposition is?
- Do students have valid reasons of why they should choose our programs?
- Have the new Information Architecture provided proof that supports the claims the website is making?
- Have the new Information Architecture made it clear what action should students take once they arrive on the site?

Information Strategic Plan-

With a focus on student success and the implementation of quality distance education, the following plan looks at the opportunity for growth and the need to provide a clear strategic direction to expand the opportunity to meet community needs for access through an effective online program development.

Goals of the organization

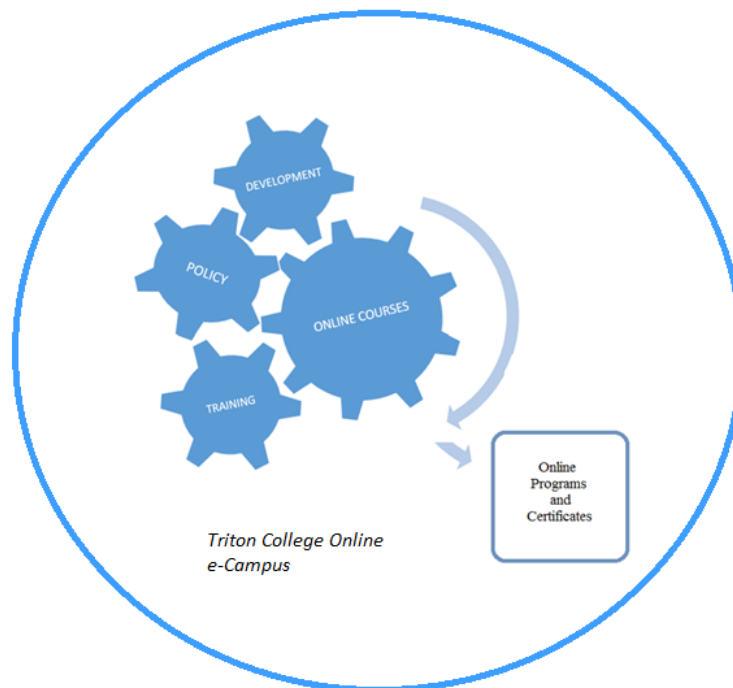
The identified goals are designed to reflect qualities of the College's mission.

Goal 1- Implement responsive structures for growth of Distance Education that facilitates equitable and successful development and completion of online courses and programs.

Goal 2- Create appropriate infrastructure to increase quality review (assessment), technology implementation, organizational structure, resource development, and faculty input and guidance.

Goal 3- Establish a functional structure for an e-Campus (virtual Campus) by which degrees and certificates can be earned by students in an entirely online environment and is transparent in process.

Triton College's Information Strategic Plan envisions a continuous cycle of improvement, in which there are well-defined operational relationships linking the college's mission and resource allocation to the *Triton College Online e-Campus*.



Projects and initiatives of the organization.

The nature of the information required for the operational needs, new projects and services.

The following initiatives are designed to support the goals identified above.

– Student Access

1. Maintain a clear and well defined courseware structure of the learning management system.
2. Provide training for faculty and students to facilitate access to academic programs and courses.
3. Evaluate online course offerings to meet students' needs.
4. Provide online student support services.

– Quality of Learning and Success

1. Maintain one college wide learning management system.
2. Assure the quality of the online Programs by analyzing student retention and completion rates.
3. Assure the quality of the online Programs by assessing online student academic and student support services.
4. Assure the quality of the program by developing skills evaluation for faculty.
5. Assure the quality of the program by implementing online suitability self-assessment for students.
6. Assure the effectiveness of instruction by recommending a method for certifying instructors for teaching online, as well as guidelines for deans to evaluate online courses.

– College Systems

1. Provide appropriate and sustainable technology that supports faculty and students in the online environment.
 - 1.1 Provide faculty training in online pedagogy, design, and ADA compliance.
 - 1.2 Assess ADA compliance and monitor verification of student identity.
 - 1.3 Provide ongoing technical support for the implementation, customization and enhancement of the LMS.
2. Enhance services and operational efficiency through improvements to student, instructional and technological support.

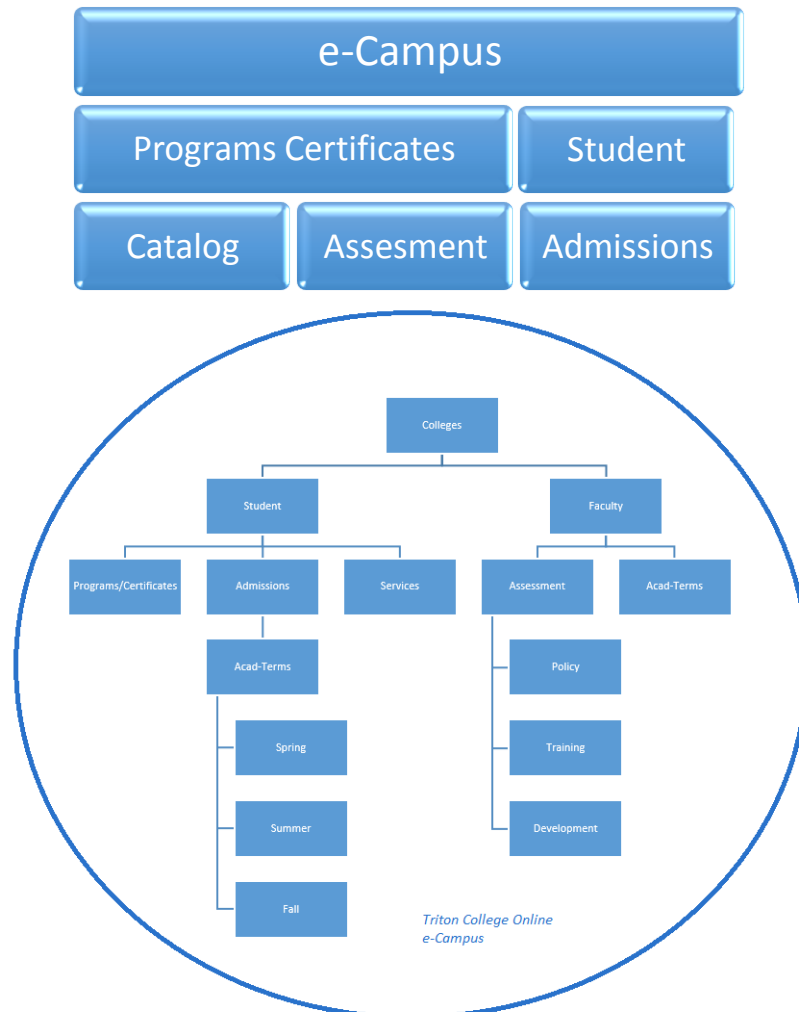
Student Access- Organizational Structure

Goal 1- Implement responsive structures for growth of Distance Education that facilitates equitable and successful development and completion of online courses and programs.

Organizational Structure-

- Student: User registered for courses
- Instructor: Faculty teaching courses
- Employee: Intuition employees
- Course: courseware subdivided into programs and certificates
- Programs: courseware related by College
- Certificate: courseware related by program
- Convenience: based on accessibility
- CourseTerm: courseware divided into terms by faculty
- CourseAssessment: Quality control, development and faculty evaluation
- Admissions: student, faculty, and staff registration.
- Course Catalog: description of each course

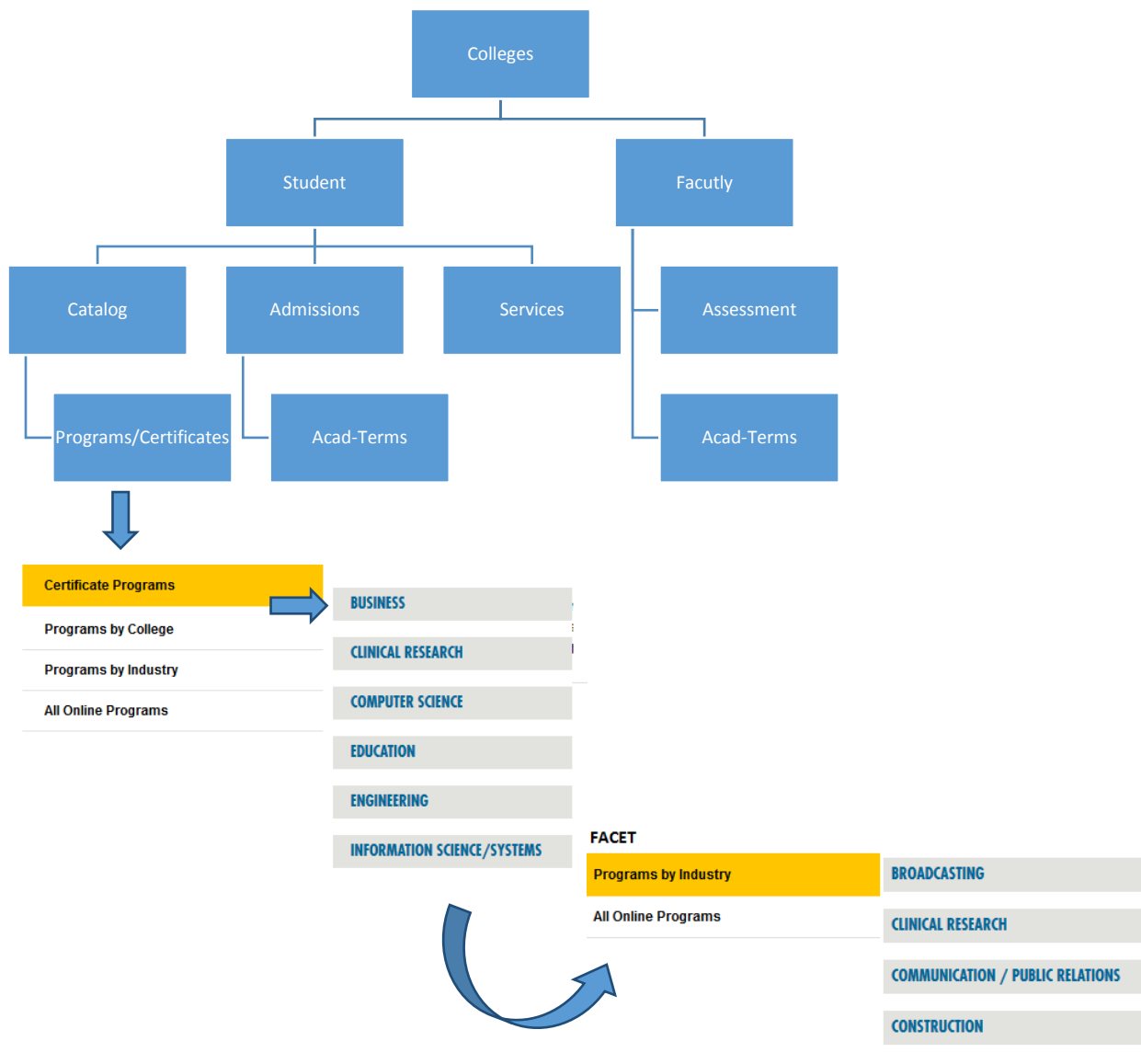
Global Structure



Student Access- Navigational Structure

Maintain a clear and well defined courseware structure of the learning management system.

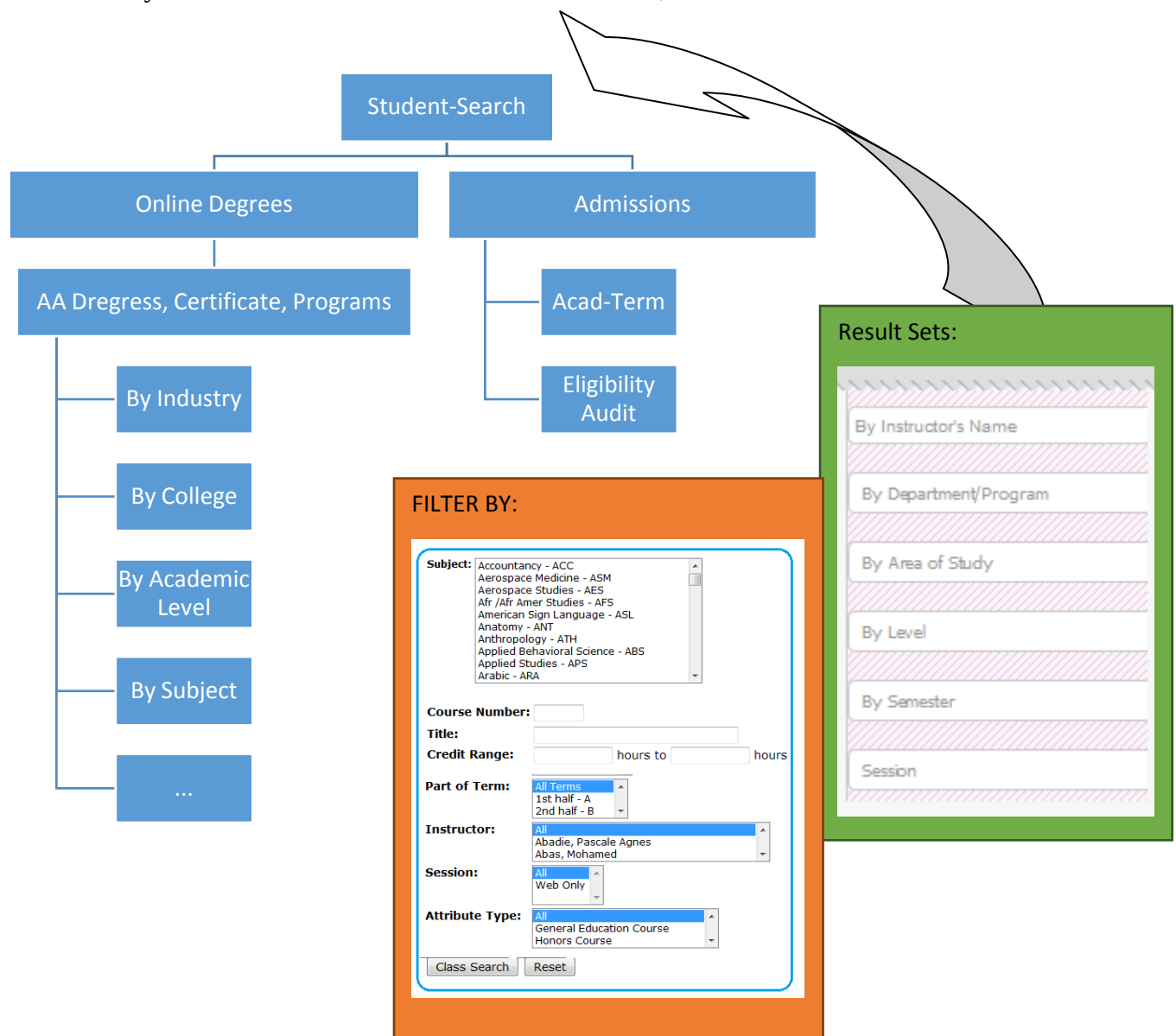
Based on the mental model, empathy chart, conceptual model, and taxonomies, the navigation structure choice is founded on convenience and student access. The navigation design structure takes in consideration user experience and familiarity of browsing typical sites with simple and easy navigational menus. However, the convenience takes the shape of finding the content, the student is looking for in the least amounts of clicks. For instance, a student is looking for CIS certificate; this will be under Certificate Programs\Computer Science, and select the <certificate> type, thus making it easy and convenient for users to find what they are looking for.



Student Access- Navigation and Search

The search component for the e-Campus site is one of the most important components of the navigation. As one of the main goals of the website is convenience, than searching for courses or career programs using simple steps will create a first impression and perhaps the last impression if not done correctly. The experience we want to convey is one of stress-free and easy-to-use navigation for students allowing to easily finding what they are looking for.

The search options should include: course type, college classification (e.g. Arts and Science, Business, Education, etc...) and certificate type (e.g. Nurse Assistant, Agriculture Technology, etc...). The search model starts from the student at the top. The result-sets will include components such as past courses taken, industry related, availability, courses per program or certificate (course offerings, faculty, and college). In addition, another component to include here is the ability to sort results to one more level – best match, number of credits etc.



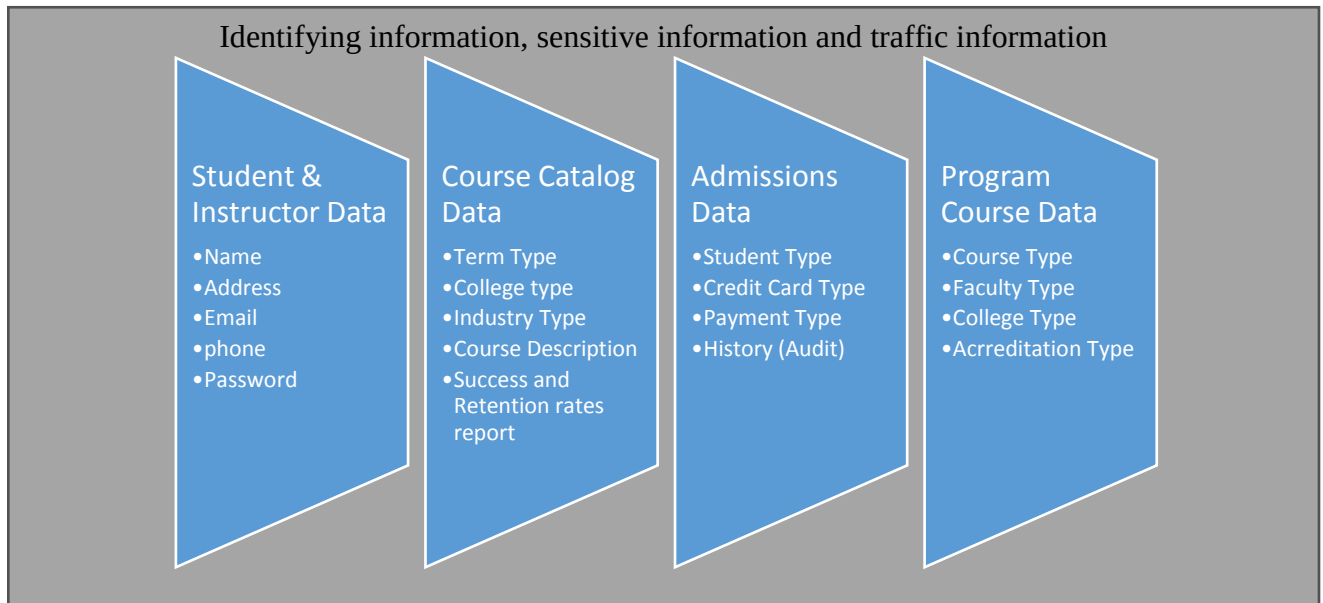
Quality of Learning and success – Data Access, Security and Privacy

Goal 2 - Create appropriate infrastructure to increase quality review (assessment), technology implementation, organizational structure, resource development, and faculty input and guidance.

With regard data-asset requirements and information elements, the following are the most relevant to the direction of Triton College e-Campus goals and objectives.

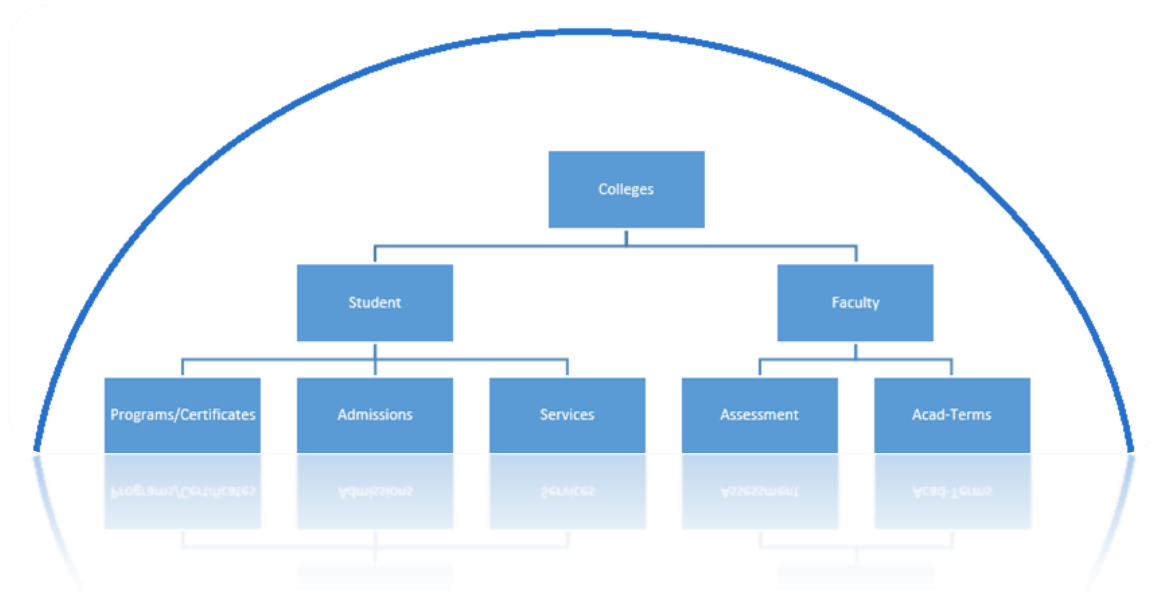
- 508 accessibility compliance
- Academic integrity
- Access to student and Faculty datasets
- Access to course catalog dataset information
- Mobile course content delivery, design, and access for teaching and learning
- Student and Faculty authentication
- Success and retention rates information

Data Requirements-



Privacy concerns that costumers will typically have includes: unauthorized access to private information such as identity theft, address information, credit card information, password information, and personal identifying information.

With regard the type of identifying information, sensitive information and traffic information, the website system will require student information such as name, address, credit card information, password, enrollment history, course information, course content access.



The information that can be made available to third parties will be related only to course catalog data, and, success and retention rates from courses only. According to the Data Protection Act, there are certain rules we need to follow when it comes to securing or protecting data. These rules apply to everything one does with personal data, except the case when one is entitled to an exemption.

- Personal Data must be processed lawfully and fairly.
- Personal data should be relevant, adequate and not excessive in relation to the purpose or purposes due to which they have been processed.
- Personal data must be obtained just for one or more than one specified and lawful reasons and must not be processed in any way that is not compatible with those reason/reasons.
- Personal data which is processed for any reason or reasons should not be kept for any time longer than required for that reason or reasons.
- Personal data should not be processed according to the rights of data subjects under this Act.
- The suitable technical, as well as organizational measures must be taken against any unauthorized processing or unlawful processing of personal data and also against any accidental destruction or loss of or damage of personal data.
- Personal data shall not be transferred to a territory or country outside the economic area of the data owner unless that region ensures the right level of protection for the freedom and rights of data subjects in relation to data's processing.

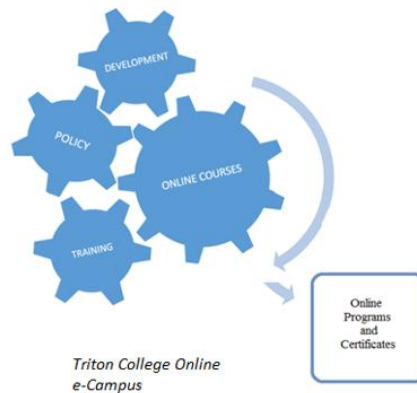
Data protection-

The protections that will be put in place to protect the privacy of the students and faculty data includes the establishing strong passwords that can't be guessed by anyone; strong firewall to protect the network from undesirable network traffic; securing systems by using encryption during transactions to ensure no one can access unauthorized information; establishing backup protocol rules to avoid loss of data in case of a data security breach or corruption; and utilization of data monitor tools to prevent data leakage.

College Systems - Governance

Goal 3 - Establish a functional structure for an e-Campus (virtual Campus) by which degrees and certificates can be earned by students in an entirely online environment and is transparent in process.

Information Governance Plan for Triton College e-Campus



Scope of the plan,

The Information Governance framework is intended to benefit the organization by:

- Ensure decisions are made timely at the appropriate level.
- Provides strategic leadership and direction.
- Fosters a culture of accountability and transparency.
- Provides oversight and guidance to improve the potential for success.

This document covers all staff that create, store, share and dispose of information. It sets out the procedures for sharing information with stakeholders, partners and suppliers. It concerns the management of all paper and electronic information and its associated systems within the organization, as well as information held outside the organization that affects its regulatory and legal obligations.

Roles and Responsibilities-

Information Governance Committee -The governance committee is responsible for all information matters ranging from compliance, strategy and infrastructure to metadata standards and privacy.

- Identify information risks and mitigate those risks including those associated with security, access, privacy, continuity, management and cost.
- Advise on resource allocation to manage information assets over their life, including infrastructure planning and management. This is based on information costs and benefits.

- Approve business cases for the procurement of business systems to ensure they meet information needs and standards.
- Implement an information management workforce plan so appropriately skilled and specialized staff is available in the organization.

Members of this committee: President of the College, Provost, VP of Finance, VP of Student Affairs, VP of HR, Chief Information Officer, Senior Manager of IT, and Academic Deans.

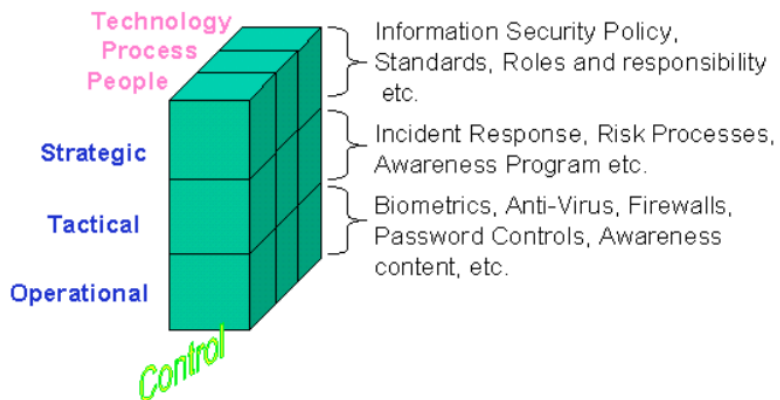
Information Governance Team -The governance team is part of the wider Information Management and Technology department.

- Framework to how our organization handles general information
- Framework to how our organization handles deletion of information
- Framework to how to handle the personal and sensitive data relating to our customers
- Framework to how to handle the personal and sensitive data relating to our Employees
- Framework to how to handle Information Security
- Framework to how to handle IT Security

Members of this team: Chief Information Officer, Senior Manager of IT, DBA, VP of HR, Academic Deans, Associate VP Student Affairs, and Senior Web Analysts.

Information Risk Management – Is the relationship between IT security and IT risk the organization is willing to take.

- Framework to long-term and short-term tactical and operational objectives
- Framework to application of risk management methods to Information technology
- Framework to business risk and cost associated with the use, ownership, operation, and involvement



Information Asset Management - All information assets shall be managed at organization level. The ownership of the information assets shall reside with the organization and individuals are assigned and made responsible and accountable for the information assets.

- Specific Individuals shall be assigned with ownership, custodianship, operational usage
- Specific Individuals shall be assigned with support rights of the information assets
- Framework for Statutory Legislations, Statutory Regulations, Organizational Regulations, Organizational Policies Contractual rights & obligations.
- The users are bound by the acceptable usage policy of the organization

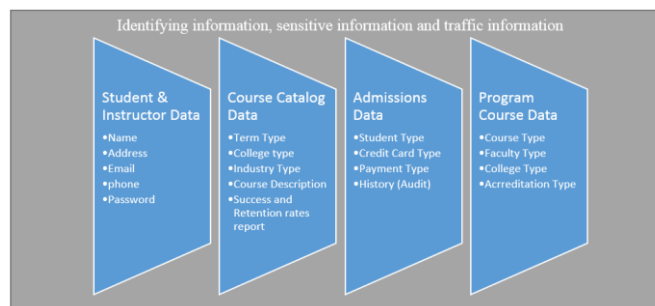
The responsibilities of the Asset owner are as follows:

- Updating of information asset inventory register
- Identifying the classification level of information asset
- Defining and implementing appropriate safeguards to ensure the confidentiality, integrity, and availability of the information asset
- Assessing and monitoring safeguards to ensure their compliance and report situations of non-compliance
- Authorizing access to those who have a business need for the information, and ensuring access is removed from those who no longer have a business need for the information

Members: Director of Information Management, Information Security Officer, Chief Information Officer, Data Operators, Employees, Third parties, contractors, legal owner.

Records Manager –Is responsible for records management in an organization.

- Follows the framework plan to appropriate management of the records' lifecycle
- Provide access to accurate records for a range of operational and strategic purposes and ensure that legal obligations are met.
- Constructing a reasonable level of protection to records (i.e. private, confidential, privileged, secret or classified)
- Ensuring the availability of critical records during or after crisis
- Applying protection control (security, access control, storage, declassification, from creation to disposition)
- Ensuring that organization's information policies, codes of conduct, ethic rules are met.



The framework for the ongoing monitoring and evaluation of the strategy (metrics).

Guidelines for the Evaluation of Triton College Online e-Campus

(Processes, actions and facts to demonstrate and meet compliance)

1. Online Learning is appropriate to the institution's mission and purpose.
Analysis/Evidence:*
2. The institution's plans for developing, sustaining, and expanding online learning are integrated into its regular planning and evaluation.
Analysis/Evidence:*
3. Online Learning is incorporated into the institution's systems of governance and academic oversight.
Analysis/Evidence:*
4. Curricula for the institution's online course offerings are coherent, cohesive, and comparable in academic rigor to programs offered in traditional instructional formats.
Analysis/Evidence:*
5. The institution evaluates the effectiveness of its online course offerings, including the extent to which DE are achieved, and uses the results of its evaluations to enhance the attainment of the goals.
Analysis/Evidence:*
6. Faculty responsible for delivering the online learning curricula and evaluating the students' success in achieving the online learning goals are appropriately qualified and effectively supported.
Analysis/Evidence:*
7. The institution provides effective student and academic services to support students enrolled in online course offerings.
Analysis/Evidence:*
8. The institution provides sufficient resources to support Distance Education growth.
Analysis/Evidence:*
9. The institution assures the integrity of its online course offerings.
Analysis/Evidence:*

To ensure the Triton College Online– Information Strategic Plan is ongoing and plans are revised and/or expanded as technologies evolve and college requirements change, Triton will implement the following planning cycle for DE – which includes full program review and Plan revision (every 3 years) and an annual mini program review.

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