

Information Architecture - Triton College e-Campus

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2016

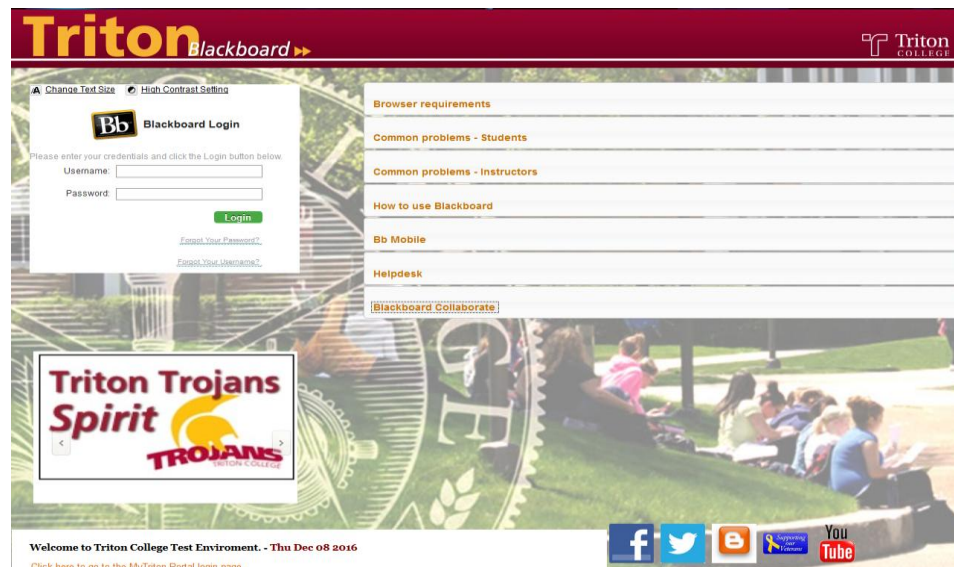


Triton College Online– with a focus on student success and the implementation of quality distance education, the following plan looks at the opportunity for growth and the need to provide a clear strategic direction to expand the opportunity to meet community needs for access through an effective online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

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.



Information Architecture Plan- Triton College e-Campus

The importance of this document is to:

- 1- 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.
- 2- 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.
- 3- Triton College envisions the expansion of distance education offerings to increase distance education-based degrees and certificates.

Information Architecture Plan- Triton College e-Campus

About Triton College –

Current issues 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 District



Towns and villages in the Triton district:

Bellwood
Berkeley
Broadview
Brookfield*
Elmwood Park
Forest Park
Franklin Park
Harwood Heights*
Hillside
Hines
LaGrange Park*
Maywood
Melrose Park
NorrIDGE*
North Riverside
Northlake
Norwood Park*
Oak Park
River Forest
River Grove
Riverside
Rosemont*
Schiller Park
Stone Park
Westchester

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

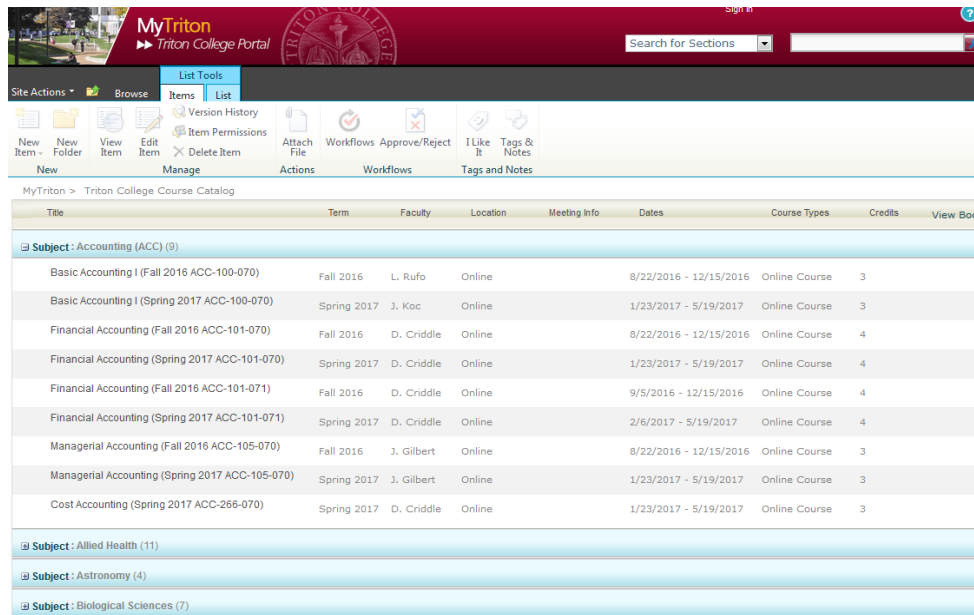
Students often are confused in how courses relate to their course-programs unless the see a counselor, or they have some type of experience taking online courses in the past.

Information Architecture Plan- Triton College e-Campus

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.

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?



MyTriton Triton College Portal

Search for Sections

Site Actions: Browse, List Tools, Version History, Item Permissions, Attach File, Workflows, Approve/Reject, I Like It, Tags & Notes

MyTriton > Triton College Course Catalog

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)								

(Current College online courseware website)

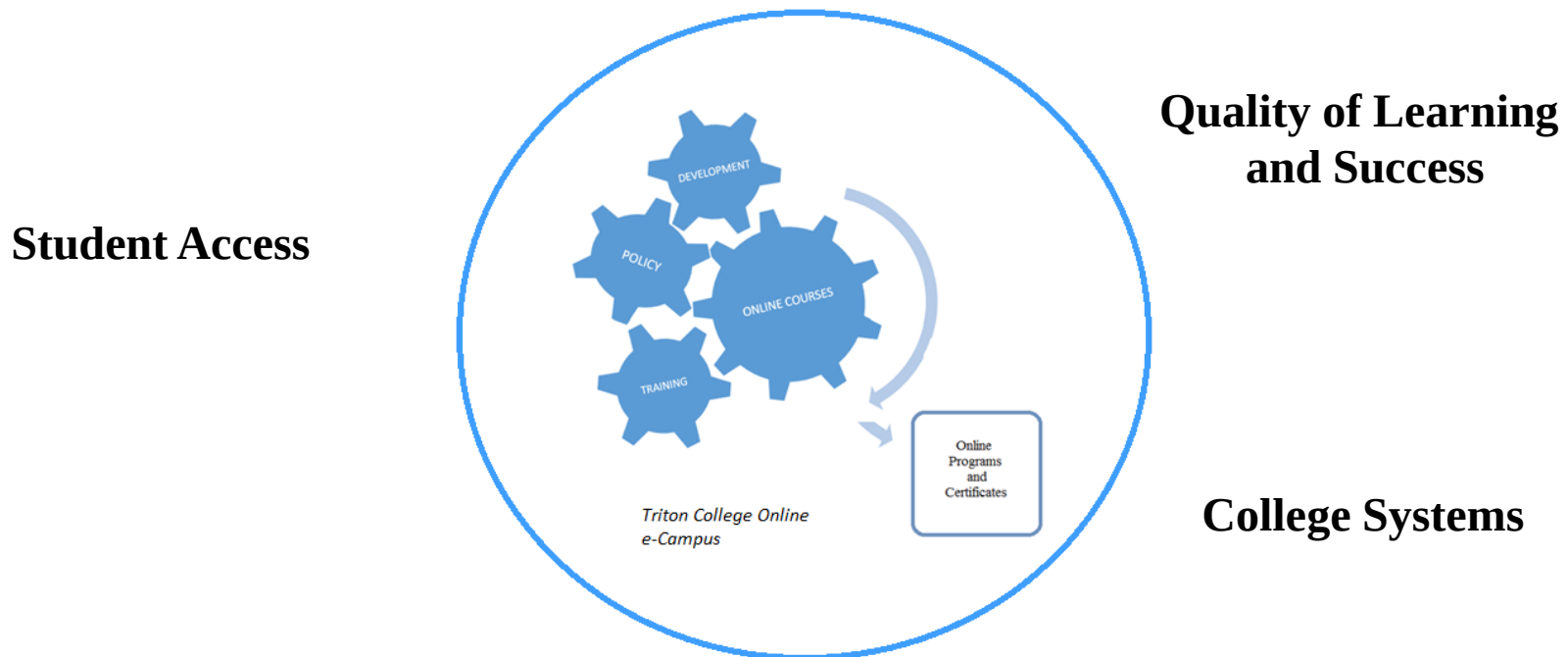
Information Architecture Plan- Triton College e-Campus

Information Strategic Plan-

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.



Information Architecture Plan- Triton College e-Campus

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.

Student: User registered for courses

Instructor: Faculty teaching courses

Employee: Intuitional employees

Course: courseware subdivided into programs and certificates

Programs: courseware related by College

Certificate: courseware related by program

Convenience: based on accessibility

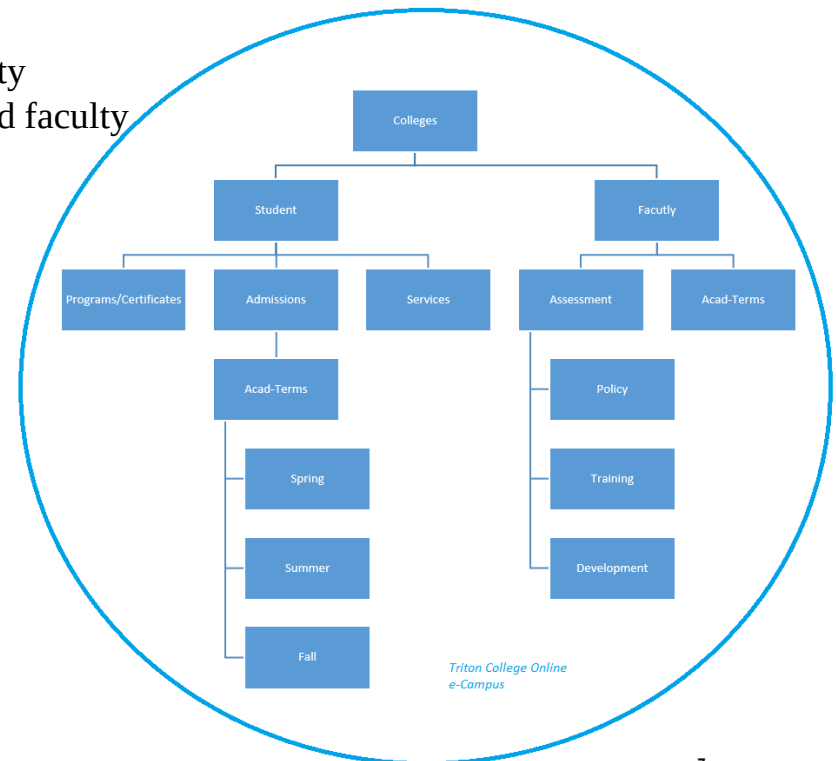
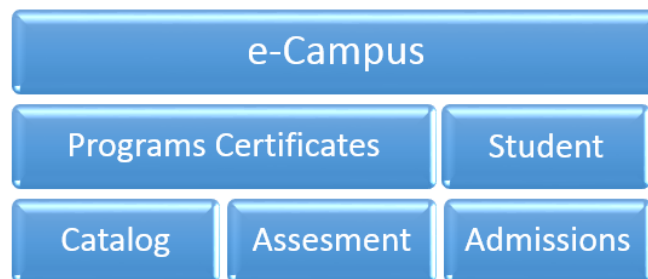
CourseTerm: courseware divided into terms by faculty

CourseAssessment: Quality control, development and faculty evaluation

Admissions: student, faculty, and staff registration.

Course Catalog: description of each course

Global Structure

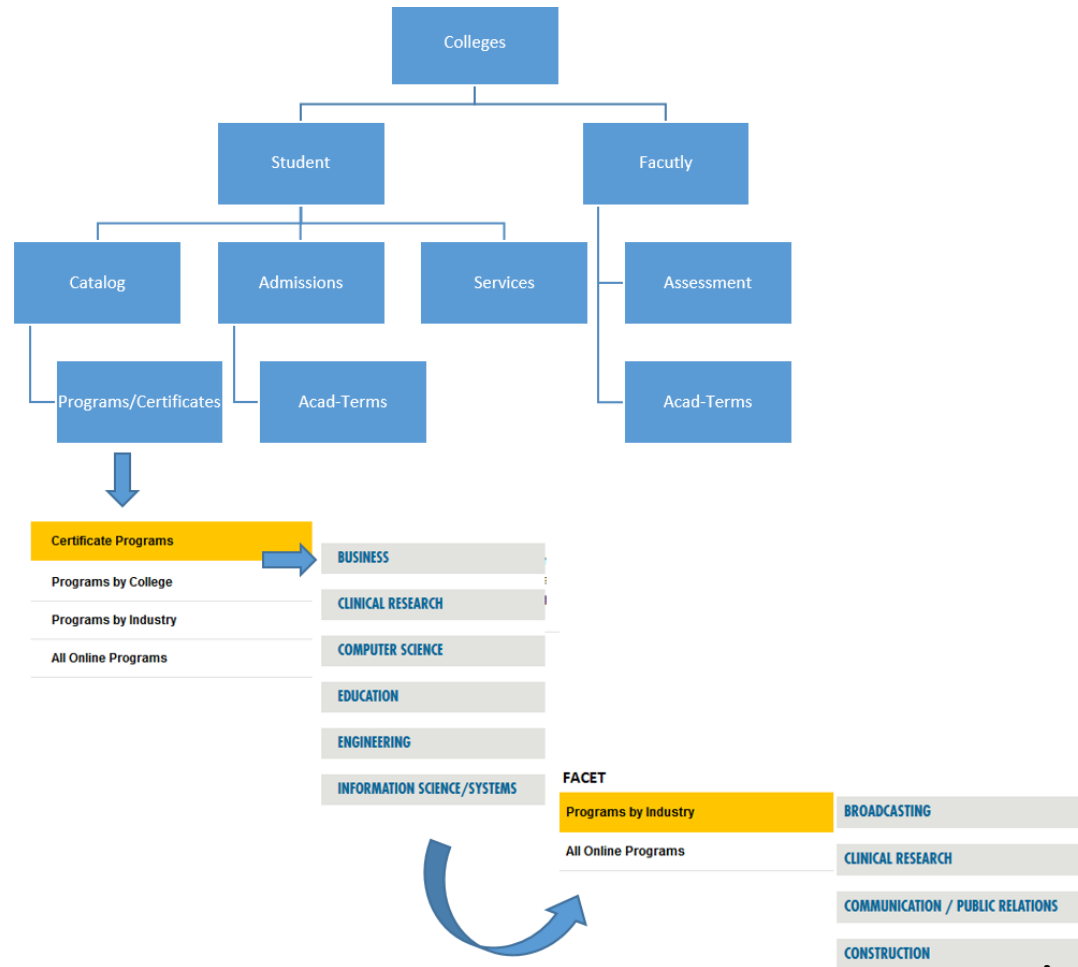


Information Architecture Plan- Triton College e-Campus

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.

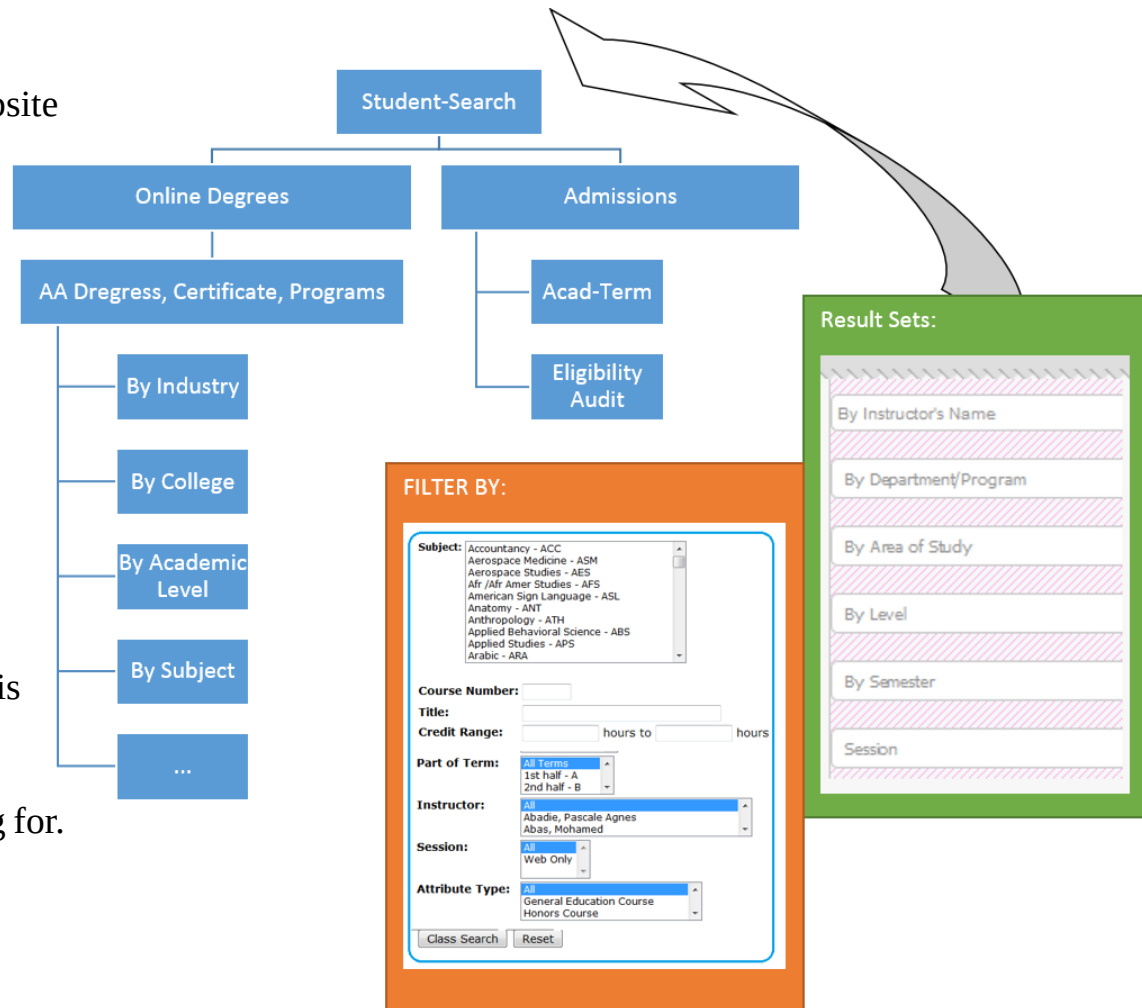
Information Architecture Plan- Triton College e-Campus

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.



Information Architecture Plan- Triton College e-Campus

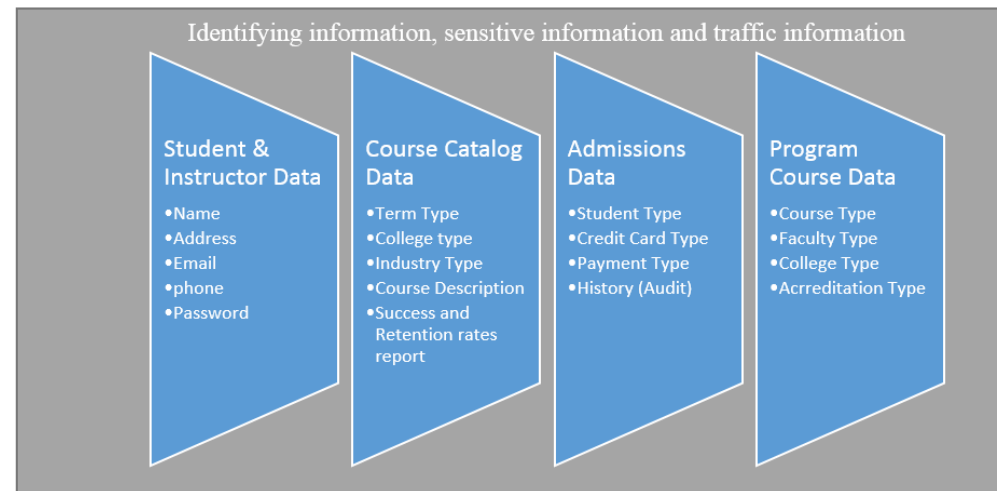
Quality of Learning and success – Data Access

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

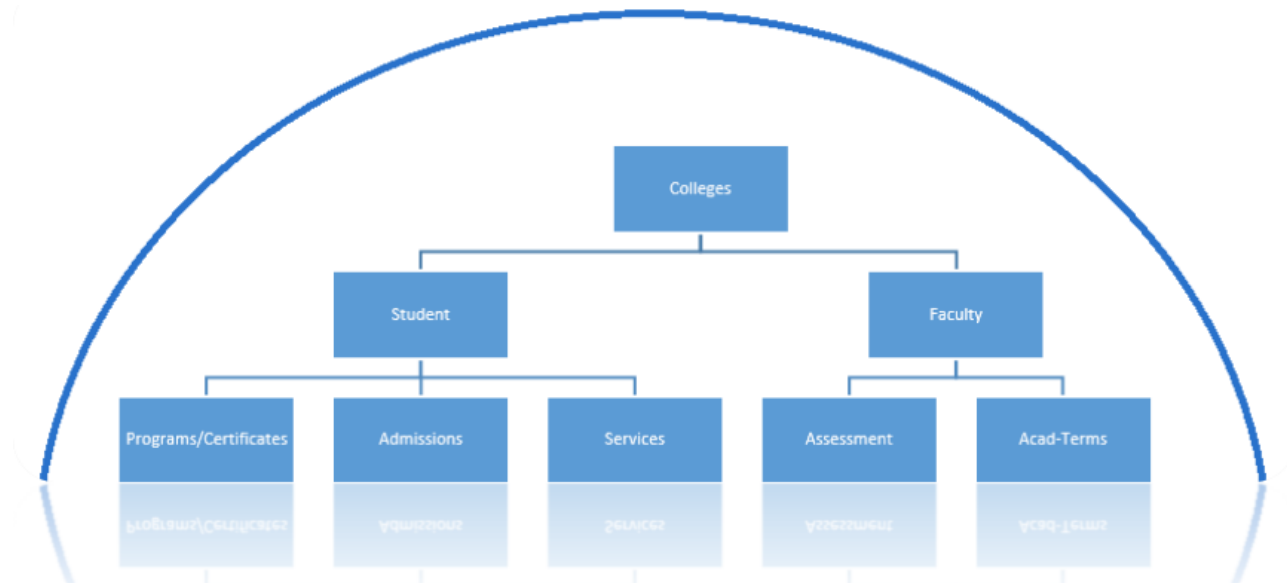
Data Requirements-



Information Architecture Plan- Triton College e-Campus

Quality of Learning and success –Security and Privacy

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.



According to the Data Protection Act:

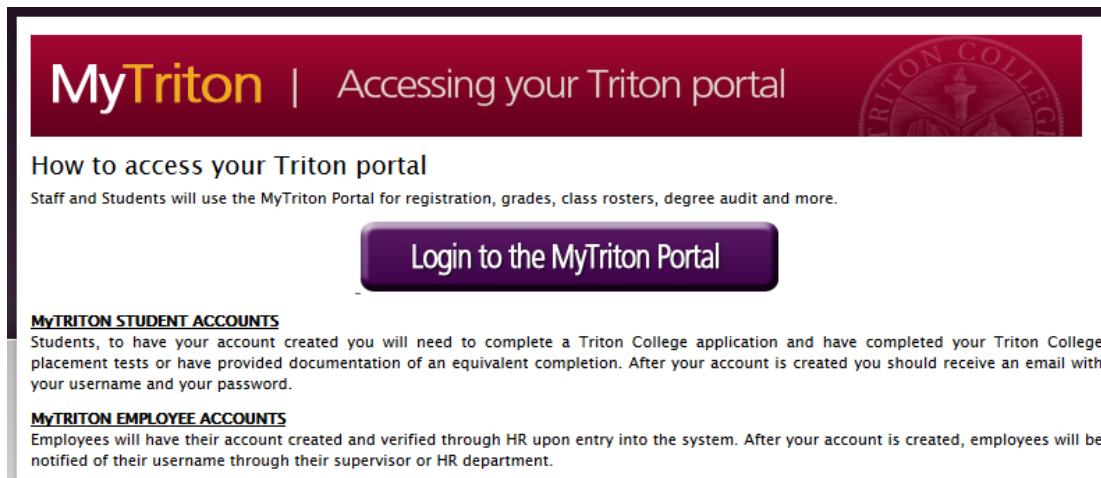
- Personal Data must be processed lawfully and fairly.
- Personal data should be relevant, adequate and not excessive in relation to the purpose or purposes due to which they have been processed.
- Personal data must be obtained just for one or more than one specified and lawful reasons and must not be processed in any way that is not compatible with those reason/reasons.

Information Architecture Plan- Triton College e-Campus

Quality of Learning and success – Security and Privacy

Data Protection – (User authentication)

- 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.

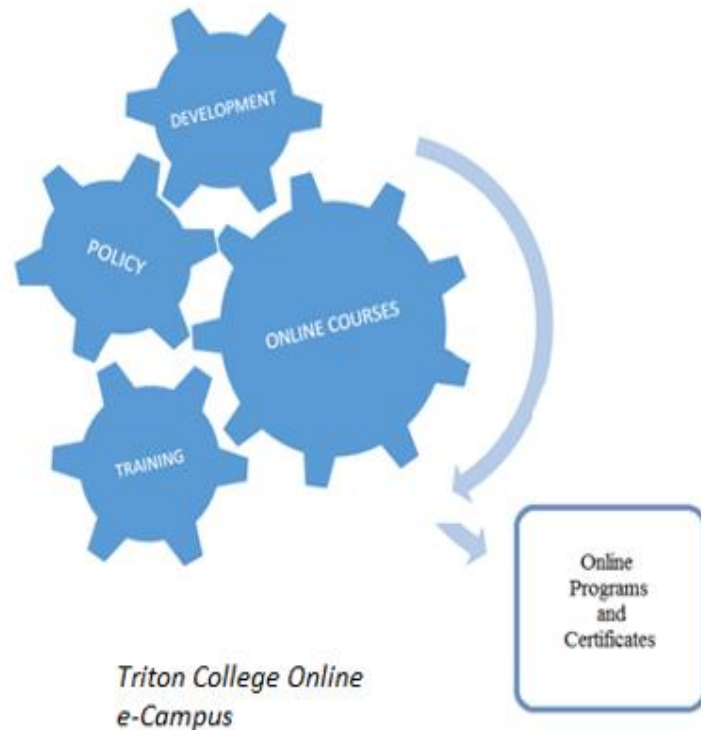


Information Architecture Plan- Triton College e-Campus

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



The 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.

Information Architecture Plan- Triton College e-Campus

College Systems - Governance

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.
- 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 Architecture Plan- Triton College e-Campus

College Systems - Governance

Roles and Responsibilities-

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.

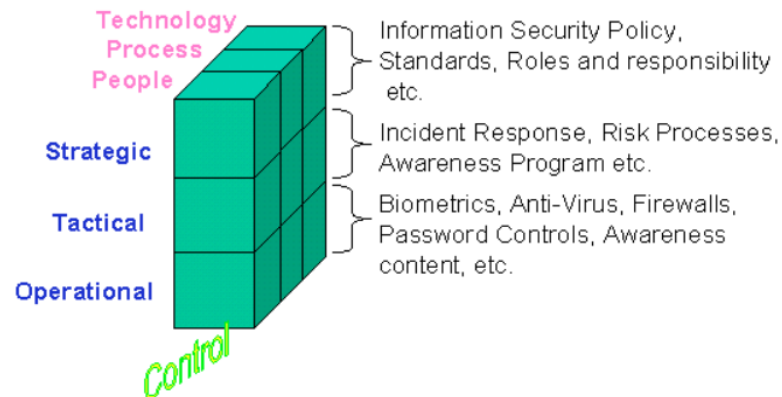
Information Architecture Plan- Triton College e-Campus

College Systems - Governance

Roles and Responsibilities-

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 Architecture Plan- Triton College e-Campus

College Systems - Governance

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.

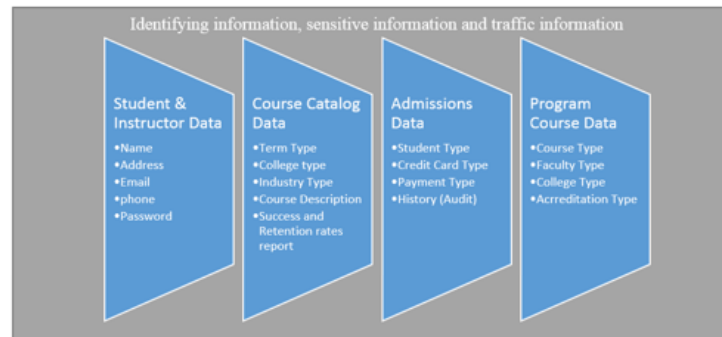
Information Architecture Plan- Triton College e-Campus

College Systems - Governance

Roles and Responsibilities-

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.



Information Architecture Plan- Triton College e-Campus

College Systems - Governance

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:*

Guidelines for the Evaluation of Triton College Online e-Campus -

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.