

	PROTECTION OF THE INSTITUTION'S TECHNICAL INFRASTRUCTURE PLAN		
	DATE OF LAST REVISION	DATE OF LAST REVIEW	COE SELF STUDY REFERENCE
	12/16/2022	12/16/2022	STANDARD 6 PHYSICAL RESOURCES & TECHNICAL INFRASTRUCTURE

TECHNICAL INFRASTRUCTURE

The Tennessee Board of Regents (TBR) governs the Tennessee College of Applied Technology Knoxville and provides services including internet, VPN, and technical infrastructure connectivity, including the data network, maintenance of these structures and helpdesk services.

TECHNICAL RESPONSIBILITIES

TCAT Knoxville's Administration and IT department plan, coordinate, and manage local technical operations in information systems, network planning, servers (data and backups), universal power supply devices, PC & Mac maintenance, and programming. The IT department serves as the technical lead for all TCAT Knoxville locations.

The IT department serves as a point of contact for any issues related to the network, servers, and peripherals connected to the network or information systems and direct troubleshooting, test, and repair efforts.

TECHNICAL MAINTENANCE AND IMPROVEMENTS

The IT department is responsible for the daily operational maintenance for all TCAT Knoxville locations, including maintaining the network servers, backup data operations, resident databases, management of the internet, intranet, email accounts, and website.

Students and staff computers are replaced on a rotating basis. Software checks are done throughout the year to ensure that devices are updated and performing optimally. Regular hardware checks are performed routinely and as requested.

The IT department provides insight and recommendations to Administration on operations and functions such as programming support, installation, repair, or replacement of specialized equipment. All major infrastructure projects may be contracted out under the guidance of TBR's technical infrastructure department. The IT department identifies the need for specialized services requiring outsourcing and manages the process of vendor selection, coordination of logistical requirements, and delivery of quality, secure and safe technical services as outlined by TBR policies.

DISTANCE LEARNING INFRASTRUCTURE

The College is approved for both tradition and hybrid delivery methods of instruction. Distance learning may be utilized as an option during emergencies such as pandemics or inclement weather in addition to hybrid sections.

This plan outlines the procedures to be followed by TCAT Knoxville locations for providing quality distance education to our students through reliable and safe infrastructure. TCAT Knoxville is part of the Tennessee Board of Regents (TBR). The TBR IT and E-Campus offices provide the technical infrastructure and delivery system for distance education and services.

TCAT Knoxville's hybrid programs have the availability to utilize Microsoft Teams, D2L and TBR e-Campus established course template, course descriptions, learning objectives, course requirements (i.e., standard syllabus, outcomes, grading, and resources), and learning outcomes to facilitate quality assurance and the assessment of student learning.

This distance education collaboration with TBR allows TCAT Knoxville and its campuses access to technical resources, training, software, and support systems otherwise unavailable. The hybrid method of instruction is consistent with TCAT Knoxville's mission, goals, and objectives. Faculty members teaching hybrid must meet or exceed the minimum standards for teaching. All TCAT Knoxville students have access to student services, including media services, career placement, financial aid, and technical support services via online access.

Because these programs are interactive, faculty members must promptly respond to student inquiries. Faculty members monitor students' learning activity through logins, time online, number of emails, and assessments.

All TCAT Knoxville programs follow the standard State curriculum. Program content is consistent with desired student learning outcomes, program length, program objectives, program evaluation methods, the level of skills and proficiency required for completion, and appropriate delivery formats subject matter taught.

SECURITY

TCAT Knoxville follows the TBR procedure for issuing passwords for students and employees. Students are assigned an initial password and then asked to change the password. Students are informed not to share their unique password.

TBR also provides annual online training and assessment for all employees in identifying cyber security and how to report it.

DISTANCE LEARNING EVALUATION

The plan is reviewed annually and revised as necessary by the President, Vice-President, IT, and faculty.