

	INSTITUTION'S TECHNICAL INFRASTRUCTURE PLAN		
	DATE OF LAST REVISION	DATE OF LAST REVIEW	COE SELF STUDY REFERENCE
	07/08/2025	11/06/2024	STANDARD 6C INSTITUTIONAL INFRASTRUCTURE

SCOPE OF SERVICES:

The Information Technology (IT) department serves as the central point of contact for any issues related to the network, servers, devices, and peripherals connected to the network or information systems. The IT department directs all troubleshooting, testing, and repair efforts to ensure the smooth and reliable operation of the institution's technical infrastructure.

Technical and Distance Learning Infrastructure:

The Tennessee College of Applied Technology Knoxville is governed by the Tennessee Board of Regents (TBR), which provides various technology services, including internet connectivity, VPN access, and maintenance of technical infrastructure such as the data network. The TBR also supports the College's helpdesk services.

The College is approved for both traditional and hybrid delivery methods of instruction. Hybrid learning may be utilized as an option during emergencies, such as pandemics and inclement weather, in addition to offering hybrid sections as part of the regular course offerings.

Technical Responsibilities:

TCAT Knoxville's Administration and IT department, in conjunction with the TBR technical infrastructure department, are responsible for planning, coordinating, and managing the local technical operations, including information systems, network planning, universal power supply devices, computer maintenance, and programming. The IT department serves as the technical lead for all TCAT Knoxville locations.

Technical Maintenance and Improvements:

The IT department is responsible for the daily operational maintenance of all TCAT Knoxville locations, including maintaining the network access points, local computer hardware devices, backup data operations, and managing the Internet and intranet. The TBR technical infrastructure department is responsible for the design, maintenance improvements, and security of email accounts, websites, and database servers (data security and backups).

The institution takes a proactive approach to technology management. Program and department computers are replaced on a rotating basis. Software checks are performed regularly to ensure that all devices are updated and performing optimally. Regular hardware checks are also conducted routinely and upon request.

The IT department provides valuable insights and recommendations to the Administration on operations and functions, such as programming support, installation, repair, or replacement of specialized equipment. The IT department may coordinate with TBR's technical infrastructure department for major infrastructure projects to contract the necessary services. The IT department identifies the need for specialized services requiring outsourcing and works with the

finance and business office for appropriate approved vendor information, logistical requirements, and the delivery of quality, secure, and safe technical services as outlined by TBR policies.

BUDGETARY RESOURCES:

Funding for information technology infrastructure is obtained through a designated portion of state appropriations. The budget is reviewed and updated annually during the college's budget hearings.

MAJOR ACTIVITIES:

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

Hybrid Program Delivery:

TCAT Knoxville's hybrid programs utilize a variety of tools, including Microsoft Teams, D2L, and TBR's e-Campus, as well as program-specific software. These programs follow established course templates, descriptions, learning objectives, requirements (e.g., standard syllabus, outcomes, grading, and resources), and learning outcomes to facilitate quality assurance and the assessment of student learning.

Faculty and Student Support:

Faculty members teaching hybrid courses must meet or exceed the teaching standards set by the institution, which include regular training. All TCAT Knoxville students can access online student services, including media services, career placement, financial aid, and technical support services. Faculty members must promptly respond to student inquiries and monitor their learning activity through logins, online, open time clock, email usage, and assessments.

Curriculum and Program Alignment:

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

Security and Compliance:

TCAT Knoxville follows the TBR's procedures for issuing passwords and providing annual online cybersecurity training and assessment for all employees to identify and report potential risks. Both employee and student passwords are unique, and all are informed not to share them.

EVALUATIONS OF THE PLAN:

The President, Administration, IT department, faculty, and staff review the plan annually and revise it as necessary.

STAKEHOLDERS WITH WHOM THE PLAN IS SHARED:

The plan is available to all employees and students online at www.tcatknoxville.edu.