

Standard Eight Physical and Technological Resources

Description

Goodwin College is situated on a 29-acre main campus located on the banks of the Connecticut River at One Riverside Drive in East Hartford, Connecticut. An additional 630 acres of land is adjacent to the south side of the campus. The new academic building, completed in December 2008, provides the appropriate physical and technological resources necessary to create and maintain an environment where valuable learning can take place and enables the institution to fulfill its stated mission, purposes, and objectives. The campus is easily accessible from several major highways, including I-91, I-84, and CT Route 2. Goodwin College is handicap accessible and located on a bus line.

The Main Academic Building

All core services provided for our student population are located in the new, 110,000 square-foot academic building that houses a total of 35 technologically advanced classrooms consisting of 23 lecture classrooms, five state-of-the-art science labs, three computer labs, one nursing lab, one respiratory lab, one medical assisting/phlebotomy lab, and one math lab. This comprehensive building also features an active Learning Resource Center that supports our peer tutoring program, the writing center, and computer assistance; an outdoor rooftop patio where staff and students can socialize while enjoying the views of the river; an 880-seat auditorium with special lighting features; two community rooms that are available to support both college and community events; a bookstore that provides a concierge service; a 2,000 square-foot student lounge which includes massage chairs, study tables, hot and cold vending services, microwaves, and treadmills with attached computer stations; and a cantina that serves hot food and sandwiches.

The Information and Security Desk is located in the Main Lobby. The Maintenance and Supply Storage area is adjacent to the shipping and receiving area that is outfitted with a dock seal and a dock leveler to allow for tractor trailer access. Staff mailboxes are located in the staff entry corridor. The basement is completely dedicated to mechanical/electrical equipment and is connected directly to the exterior with its own staircase.

All student support offices are conveniently located on the first floor. The Vice President for Academic Affairs' Office, Registrar's Office and the Academic Advising and Counseling Center are easily accessible in a 2,400 square-foot Academic wing. The Accounting and Financial Aid Departments are located in an adjacent 4,800 square-foot wing. The Admissions wing holds 16 offices to service the needs of our incoming students. The Information Technology Department is located adjacent to computer-training labs and offers an IT help desk and technical equipment for faculty and student use. The Career Services Office, located in the Admissions wing, encourages students to receive assistance with job search skills.

The second floor houses most of the classrooms and laboratories along with a staff lounge that contains ample work space and private lockers mostly utilized by adjunct faculty, and four computer stations connected to a copier assigned for faculty use. The classrooms are spacious and bright, providing an atmosphere that is conducive to learning. All science labs are adequately equipped to support the needs of the science courses and meet all required state and federally mandated safety requirements. Computer labs are available for student use and are equipped with the hardware and software needed to enhance student learning. The Alumni Office, located conveniently across from the Student Lounge, supports coordinated activities for current students and alumni. There are a range of study areas

and a two-story library and media center that provides students with technological research support while providing them with spectacular views of the Connecticut River from both its main floor and mezzanine levels.

Floors three through five contain office suites for full-time faculty. Each academic department is provided a suite overlooking the Connecticut River and is equipped with work stations and computers as well as necessary copiers, printers, and faxes, etc. Additionally, these floors house state-of-the-art laboratories and mock hospital patient rooms that support the various nursing and healthcare curricula. The college's executive offices are located on the sixth floor along with the Board of Trustees Conference Room that is serviced by a small kitchen area.

The Academic Building's courtyard is designed to support outdoor events for up to 1,000 people. The site currently provides approximately 500 surface parking spaces with more than the required handicap-accessible spaces, a bus stop serviced by regularly scheduled local transit buses, bike racks, site furniture, and various walkways designed to serve pedestrian traffic and provide access to open spaces along the river. Deep-water docks on the river and expansive riverside grounds provide a scenic environment for students to study and socialize. The College owns three dock facilities on the Connecticut River at this site, one of which has been fully renovated.

Other Campus Facilities

An existing 7,000 square-foot building located on the River Campus at 195 Riverside Drive, directly adjacent to the Academic Building, is currently used for office and storage space. Plans are proceeding to renovate this building for additional classroom and office space. The exterior will be refaced to coordinate with the main building.

Other existing buildings at the River Campus include a 5,000 square-foot, high-bay warehouse where the Maintenance Department stores its materials and equipment; a 1,000 square-foot, one-story office building slated to house part of the maintenance and operations crew in the near future; a 4,000 square-foot furniture and equipment storage building; and a one-story, 7,000 square-foot "swing space" building. All of these buildings are located at 1-5 Riverside Drive at the north end of the River Campus.

Goodwin College owns and uses an additional off-campus building for offices and classrooms. A two-story building located at 403 Main Street, less than a half mile from the River Campus, consists of six classrooms and one laboratory. Onsite parking, as well as additional leased spaces, is available for students and faculty. This building houses our histology program as well as regularly scheduled classes.

Facilities Management

Goodwin College takes full responsibility for the management and maintenance of all buildings, grounds, and equipment. The college maintains a Scheduled Maintenance Program for all its buildings and facilities. This procedure includes all operating and serviceable equipment within the campus limits and off-campus owned by the college. For services beyond regularly scheduled custodial, maintenance, and event activities, requests for facilities services are made to the Facilities department and identified as either emergency or non-emergency requests. Threats to safety and potential damage to facilities and equipment represent the highest order of priority along with any potential to negatively impact the learning environment.

The size and competency requirements of the Facilities department staff have been developed from an analysis of the total workload. Man hours and skill levels determine the number of staff and level of competency required for custodial, buildings and grounds maintenance, supervision, construction management, and facilities planning. Custodial, buildings and grounds services personnel are instructed through the use of guide sheets that identify tools and equipment, approved materials and methods, safety requirements, specific locations and use-frequencies and are supervised by experienced personnel. These services are inspected and analyzed regularly for compliance with industry standards and the college's expectations as defined by its Board of Trustees. They meet all OSHA workplace safety rules and EPA standards.

The Vice President for Physical Facilities and Information Technology coordinates buildings and grounds maintenance. He is the liaison between the Facilities department and the college community.

Technology

Technology plays a vital role in all the campus buildings and daily activities. The college enjoys a fractional T3 Internet connection and all buildings have modern, state-of-the-art phone systems. There are over 200 student computers in use in the main building on a daily basis. All remote locations of the college are connected to the main campus via an MPLS based T1 line. This allows for the bandwidth needed to perform the necessary college functions. The main building is also outfitted with Wireless Access Points to allow wireless access to the college as well as student machines. In summer 2009, a Barracuda 400 Spam Filtering Appliance was added to the e-mail path. This device scans all e-mail traffic entering and leaving the college for viruses, threats, intrusion detection and application firewall violations. An option of "Web Surfing Control" monitors and controls the browsing habits of the college population. This is a centrally managed service located at the gateway level of the college. The college provides gigabit connectivity to the desktop level; this allows an increase of the speed of network communications tenfold over older 100Mb connections.

Integrity and Security of Data

Goodwin College has Active Directory Logon that allows for tight procedures and control over users and computers. Active Directory forces the user to have a complex logon password and a password change every 30 days. Active directory also controls access to company shared drives based on user authentication and authorization controlled by the network administrators. This gives users permissions to view, delete, or edit certain files within the network. Active Directory also allows for prevention of unauthorized software installation and access to certain software programs. Active Directory allows Goodwin to control and prevent damage to the vital operating system files thereby increasing stability and reliability of desktop operating systems.

To access our student information system, users need to go through a three-tier system authentication. First, authorized users need to log on to the computer with a valid Windows ID and password; second, at that point, they are given permission to access the designated Windows shared drive; and third, they are able to access the student information system with limited or controlled access to the database or application screens.

Goodwin College uses a backup software solution provided by Computer Associates (Arc Serve 12.5). This backup software allows Goodwin to back up all information on its network servers and verify that the data backup and integrity is successful. This backup is done on a daily basis with a full backup every Friday. Goodwin uses an automatic tape library system.

Media are retained based on the media rotation schedule set by the IT administrators and are removed off property every quarter for permanent storage.

Instructional Technology

All faculty members have access to technology in the classroom either by using installed equipment or by following a sign-out procedure in the IT Office. Three classrooms are equipped with a SMART board and eight have permanently-mounted LCD projectors. A Help Desk is open from 7:30 a.m. to 9:00 p.m. and is staffed by five technicians available throughout the day who provide adequate support for students and faculty. Support services available are listed in the IT Support Policy for Goodwin College faculty and staff. The IT Department has published policies and procedures covering the use and support of technology available on the IT pages of our website.

Online learning uses a platform supported by the Connecticut Distance Learning Consortium. The Blackboard platform provides both synchronous and asynchronous learning opportunities. Students and faculty engaged in distance learning are provided with an orientation and training sessions to acclimate them to Blackboard and online or hybrid coursework. Ample educational resources are provided to students and faculty by a dedicated library staff that conducts varied training sessions within the library setting. The Director for Distance Learning works closely with faculty to support on-line and hybrid courses.

Learning Center staff provides additional training on computer software to students. The library staff provides training to students and faculty on how to access and use electronic databases. The college also provides faculty in-service training opportunities on technology topics throughout the year. One example is our technology education series offered by the Facilities and Technology Tier II committee.

Institutional Effectiveness

The Construction Management team, guided by the College's Program Management Plan oversees construction services, project management, and program management personnel along with consultants and contractors. Approved procurement procedures for planning, design, and construction services are identified along with all project management procedures for production of work in association with contracts and task orders issued by the Construction Management team. All projects are planned through a Master Schedule, and design and construction projects are analyzed for conformity with the College Master Plan. Projects and progress are guided by the program management group that meets weekly and reviews each major project undertaken by the college's program management staff.

A Facilities Management Services Plan, Laboratory Safety Plan, Fire Evacuation Plan, and Emergency Response Plan have been developed; copies are available from the Vice President for Physical Facilities and Information Technology.

Plans for facilities, technology, and maintenance are in place to ensure that the physical and technological resources are in place to support and enhance teaching and learning during this time period. These Master Plans will be reviewed and updated periodically to ensure their success.

The Facilities Department is in the process of reviewing and augmenting its Scheduled Maintenance Program for all of its buildings, as well as developing and training its facilities staff in association with the expanded responsibilities of the new campus.

As part of our new governance structure, there are a Facilities and Technology Tier II Committee and a Campus Planning Tier I Committee. These committees will oversee planning and assessment activities related to physical and technological resources.

Appraisal

The college continues to provide the necessary physical and technical resources needed to fulfill the mission and purpose of the college and to allow for growth as defined by our Strategic Plan. The college is proud of the new academic building and pleased with the improvements in space allocation and technology access across all segments of the college community. The move in December 2008 to the river campus provided Goodwin College with ample classroom, office, and student service space. The new campus also provides increased technological resources needed to enhance both the instructional and business components of the college.

During the next five years, the student population is expected to grow and the college must continue to expand classroom space, technology capabilities, security, and maintenance services for the college community. A *Space Utilization Worksheet* lists the number, type, and capacity of rooms on campus. According to this facilities worksheet, we can accommodate approximately 1,440 students at any one time. We conduct day and evening classes five days a week along with two sessions of day classes on the weekends. Currently, there are no more than 600 students in class at any one time. Projections show an enrollment of 2,779 for the year 2013. Our space can accommodate the projected enrollment increases.

A review of room utilization for Fall 2009 shows that between 8:00 am and 6:00 pm less than $\frac{3}{4}$ of the 33 classrooms are used at any one time. Between 6:00 pm and 9:00 pm that percentage jumps into the 80-90% range depending on the day.

The planned opening of the Connecticut River Academy magnet high school in September 2012 will provide additional classroom space during evening and weekend hours. A 13,000 square-foot modular building will be constructed at 195 Riverside Drive, adjacent to the college's main building, by May 2010. This 13-classroom and 2-office building will serve as incubator space for the high school until September 2012. Prior to September 2012, the college will have access to these classrooms during evening and weekend hours. After that, this building will be part of the college campus. An existing 7,000 square-foot building at 195 Riverside Drive, currently serving as the construction office, will be converted into additional incubator space for the high school. By September 2012, this building will provide two additional classrooms and three offices for the college. Once the high school is completed, its facilities, including a gym and wellness center, will be available to the college on evenings and weekends.

In summary, our project management processes and procedures for managing building and facilities are serving the college well. The program management group (Construction Management team) meets weekly. As a result of this group's effort, most projects have come in under-budget and ahead of schedule.

Facilities and equipment to support our three baccalaureate programs already exist and are in use. While there is dedicated classroom space for the Child Study program, the new magnet pre-school, planned for 2011 with support from the State of Connecticut, will provide the college with classrooms and learning labs dedicated to the Child Study program, as well as local internship and research opportunities for our students. Adequate

laboratory space exists to support the expected growth of the bachelor program in Health Science. Little additional space is needed for the RN to BSN program since many of its courses are offered in the hybrid format. The IT department will continue to respond to requests for facilities and technology needed to support the new programs.

The Baccalaureate Task Force projected the need for a new, integrated administrative software system more appropriate for a four-year institution. A new system, SonisWeb, was chosen in September 2009 and is expected to 'go live' in October 2010. Although the Blackboard Academic Suite has served us well, our new student information system may provide additional opportunities.

As the college looks to the future, we recognize that the need to continue planning for students, faculty, and staff will increase. The college began its selection process for a Master Plan Firm to provide an updated Master Plan that analyzes and plans for expected increases in the future student population, our academic programs, facilities requirements, transportation and access, and continued coordination with neighborhood and community development. The new plan is expected to be completed by April 2010. The college will continue to monitor classroom and space requirements as enrollment increases.

In order to assess whether the institution's classrooms and facilities are appropriately equipped to support the teaching methods used by faculty, a survey was conducted in June 2009. Both full-time and adjunct faculty completed the survey and the results have been combined. The survey was sent to 148 faculty members and 18 surveys were completed, giving us a return rate of 13%. The faculty indicated that the classrooms provided a comfortable atmosphere that is conducive to learning. Course modalities are matched as closely as possible with the appropriate classrooms within the academic building. The survey also showed that faculty and students had sufficient access to appropriate physical, technological, and educational resources to support teaching and learning; however, faculty would like more equipment and technological resources in the classrooms and more technological training and support.

The Technology Committee has scheduled sessions to help faculty learn to use the appropriate information technology equipment and software needed to enhance instruction. Furthermore, a new position was created in the fall of 2009 to assist the Director for Distance Learning in providing technology training and support to our faculty. He is currently creating online resources for both faculty and students. The results of the survey are being used to update the planning of the Technology Master Plan. A follow-up survey has been scheduled for Spring semester 2010 to reassess the needs of the faculty.

The Information Technology department continues to respond successfully to the college's needs. For instance, connectivity to all buildings on campus has been created for the flow of information and communication to be received by all members of the college community. When new buildings come on line, connectivity will be required for teaching and administrative functions. Depending on their proximity to the main building, a variety of direct fiber connections and MPLS T1 or faster lines will be utilized to provide inter-connectivity. Wireless access will also need to be expanded to include student service areas of the college. In the Technology Master Plan, equipment is slated to be replaced with new, modern machines that will utilize gigabit speeds. They will continue to expand wireless access points throughout the campus.

Areas of Achievement

- A program management team that effectively oversees planning, design, and construction as the college continues to develop more facilities.
- Successful implementation of a Master Plan that resulted in significant increases in space and technological resources across all campus departments as well as for students and full-time and adjunct faculty.
- Master Plans for facilities, technology, and maintenance have been developed to ensure that the physical and technological resources are in place to support and enhance teaching and learning during this time period. These Master Plans will be reviewed and updated periodically to ensure their success.
- Implementation of an effective, scheduled Maintenance Program with sufficient allocated funds to ensure that all campus properties and equipment are adequately maintained.
- Increased security staffing and measures to ensure that buildings and the campus community are safe and secure (e.g., security cameras).

Areas of Concern

- Maintaining a Master Plan for Goodwin College that anticipates and plans for future student population growth, programmatic changes, facilities requirements, transportation and access issues, security issues, and continued coordination with neighborhood and community development (e.g., additional classroom space, office space, parking space, and increased student services).
- The ability to forecast and address increases in facility and technology needs (e.g., classroom technology equipment, expanded wireless access and connectivity to new buildings, new faculty training on SMART boards, software upgrade training, etc).
- Increased demand by the public/community to use college facilities.

Projections

To accommodate the anticipated increases in our student population, the college will need to expand classroom space, technology capabilities, and security and maintenance services. The facilities and technology staff will continue to support the college guided by the following priorities:

- Work with a consulting firm to complete an updated Master Plan that anticipates and plans for future student population growth, programmatic changes, facilities requirements, transportation and access issues, and continued coordination with neighborhood and community development.
- Review and update the Master Plans for facilities, technology, and maintenance to ensure the physical and technological resources are in place to support and enhance teaching and learning.
- Increase state-of-the art technology hardware, software, and networking solutions to support efforts that keep the college community's skills current (e.g., expand the offering of regularly scheduled technology training and online resources for students, faculty, and staff).
- Purchase three additional SMART Boards and equip three additional classrooms with mounted LCD projectors by May 2010. Increase other resources as identified by faculty in the Spring 2010 semester survey.