

Technology Plan

2024 – 2029



INSTITUTE FOR
INTERNATIONAL
MEDICINE

An American-Based Educational Institution
Since 2003

INMED
2340 E. Meyer Blvd.
Building 1, Ste. 338
Kansas City, MO 64132

Updated and adopted January 16, 2024

About this Plan

INMED's Technology Plan is a rolling five-year plan that encompasses all components of information technology and is renewed annually. The Technology Plan is developed by INMED's Senior Leadership team in conjunction with key stakeholders, including staff and faculty. INMED's Board of Directors reviews the Technology Plan, makes recommendations, and oversees its implementation. The

Technology Plan guides INMED's technological framework and is focused on the overall and ongoing improvement of the institution. The process for implementing and reviewing the Technology Plan follows:

- July Plan implemented
- December Plan reviewed
- May Plan reviewed
- June Plan updated for coming year

Technology Plan Focus Areas

- I. Academics
- II. Communication
- III. Infrastructure and Security

Focus Area 1: Academics

INMED is contingent on its technology infrastructure which provides most of its services that support teaching, learning, and research all over the globe. In support of this goal, we will:

1.1 Technology Proficiency

To work toward achieving this goal, INMED will:

1.1A Create an assessment that measures students' proficiency in using online technology.

(November 1, 2025)

1.2A Provide easy-to-use tutorials to bring those unfamiliar with the online environment up to speed.

(November 1, 2025)

1.2 Maintain a robust, standardized library.

To work toward achieving this goal, INMED will:

1.4A Establish a vast, easily accessible online library system that includes both global and local learning resources and tutorials on how to use them.

(November 1, 2024)

1.4B Buy statewide licenses for online journals and library reference services rather than individual licenses.

(June 30, 2029)

1.4C Support seamless sharing of book collections, document delivery and information literacy instruction across the institution.

(November 1, 2024)

1.3 Strengthen the capacity and skill of faculty in information technology.

To work toward achieving this goal, INMED will:

- 1.3A Train faculty and staff in the effective use of videoconferencing.
(November 1, 2024)
- 1.3B Develop faculty capacity to continually improve the quality of online courses through collaborative design.
(June 30, 2025)
- 1.3C Develop a peer review methodology for evaluating and redesigning existing and new online courses.
(June 30, 2025)

Focus Area 2: Communication

Communication is a key component in the successful delivery of technology services. At INMED, ensuring that IT service and project communications are well coordinated, accurate, timely and responsive to the needs of intended constituents is critical.

2.1 Ensure information technology supports communications that are effective in meeting the needs and desires of various stakeholders.

To work toward achieving this goal, INMED will:

- 2.1A Effectively manage and implement general communications to targeted audience groups through the appropriate vehicles such as MailChimp.
(June 30, 2024)
- 2.1B Continually assess existing and new means of communications including portals, social networking, email, RSS feeds, university-wide calendaring, etc.
(June 30, 2024)

2.1C Record special activities and events for departments and units and make them available through streaming media such as YouTube or Vimeo.

(November 1, 2024)

2.1D Promote the Institute through social networking and other online environments such as Facebook, X, and LinkedIn.

(June 30, 2024)

2.1E Continually assess the need for a 24/7 helpdesk or for additional IT staff to assist global students.

(June 30, 2029)

2.2 Telephone and Mobile Communication

To work toward achieving this goal, INMED will:

2.2A Implement unified communications, allowing an individual to send or receive a message on one medium and receive on another.

(June 30, 2029)

2.3 Website

To work toward achieving this goal, INMED will:

2.3A Maintain a web presence that portrays the Institute as a student-centered community of learning, reflects high standards, and provides easily accessible information to its students and the public.

(June 30, 2024)

2.3B Administer a survey about the website to identify areas of interest for growth and edits and to evaluate integrity, transparency, and public disclosure.

(June 30, 2024)

Focus Area 3: Infrastructure and Security

Information Technology infrastructure is the foundation and backbone of all technology services. The Institute's goal is to establish and maintain an advanced, secure, and productive information technology infrastructure (including but not limited to hardware, networks, and software) capable of providing reliable, effective, and sustainable services to all students, faculty, and staff throughout the institution, including global institutional members.

Data privacy and security are foundational elements of a secure technology landscape. INMED strives to provide reliable, secure, student-centered delivery of services to the campus community.

3.1 Implement a robust, standardized Learning Management System (LMS).

To work toward achieving this goal, INMED will:

3.1A Develop a rubric that will set guidelines on the LMS the Institute wishes to provide to its constituents, fully accessible to students with disabilities.

(November 1, 2024)

3.2B Provide training to the faculty, students, and the appropriate staff on the new LMS.

(June 30, 2025)

3.2 Implement a robust, standardized Student Information System (SIS).

To work toward achieving this goal, INMED will:

3.2A Develop a rubric that will set guidelines on the SIS the Institute wishes to have.

(November 1, 2024)

3.2B Provide training to the appropriate staff on the new SIS.

(June 30, 2025)

3.3 Implement a Customer Relationship Management (CRM) System.

To work toward achieving this goal, INMED will:

3.1A Develop a rubric that will set guidelines on the SIS the Institute wishes to have.

(November 1, 2024)

3.2B Provide training to the appropriate staff on the new SIS.

(June 30, 2025)

3.4 Facilitate the regular renewal of the Institute's computing resources to ensure operability and compatibility.

To work toward achieving this goal, INMED will:

3.4A Conduct a review of the available computing resources.

(June 30, 2025)

3.5 Ensure comprehensive policies and procedures for information security, regulatory mandates, and disaster recovery are regularly evaluated and effectively executed.

To work toward achieving this goal, INMED will:

3.5A Conduct a review of regulatory mandates relevant to INMED with information security components to ensure the completion of required compliance activities.

(June 30, 2025)

3.5B Establish disaster recovery plans for information technology and information security.

(June 30, 2029)

3.5C Proactively plan for special or emergency communications through the most effective means.

(June 30, 2029)

3.6 Provide information support and security.

To work toward achieving this goal, INMED will:

3.6A Maintain centralized staff offering core support for institution-wide technologies.

(June 30, 2024)

3.6B Conduct a review of the Institute's information technology infrastructure (including but not limited to hardware, networks, and software) and security.

(November 1, 2024)