CEPS Technology Support Services
2016-2018 Mission and Strategic Plan

Mission

The College of Education and Professional Studies Technology Support Services (CTSS) strives to provide comprehensive technical support that empowers faculty and staff in advancing the mission, vision, and values of the University of West Florida. CTSS’s mission is to enable CEPS students, faculty, and staff to productively and safely use technology and information resources provided by the University.

Strategic Plan

The University of West Florida’s Information Technology Office is currently crafting a university-wide strategic plan for technology usage. The university plan is expected to be completed in the next 12 to 14 months. As such, the CTSS strategic plan is limited in scope, covering two fiscal years (2016-2017 and 2017-2018). Drawing on the University of West Florida’s overall Strategic Plan as a reference point, the CTSS strategic plan identified core initiatives to set CTSS priorities. These priorities are defined as the CTSS objectives [SD1].

CTSS Objectives for fiscal years 2016-2017 and 2017-2018 are as follows:

- **Objective 1** - Exceed CEPS students' access needs by working with CEPS Administration to provide ample technology resources that foster student learning and development.
  - Measurement: For fiscal year 2016-2017, CTSS will purchase and configure software and hardware of strategic emphasis that will further foster student learning and development.

- **Objective 2** - Facilitate improved security of technology resources to responsibly and creatively increase the knowledge and skills of students, faculty, and staff.
  - Refine and limit user administrative security access.

- **Objective 3** - Assist CEPS faculty, staff, students, and administration in maintaining innovative instructional initiatives by developing high-quality technological learning environments. Deploy new learning paradigms that aid teaching and research, thereby achieving student success goals.
  - Measurement: Provide ongoing and timely instructional technology training, support, documentation, and troubleshooting.